

Vipps payment actions via Verifone Central

Overview

Use this tutorial to perform payment actions (partial capture, capture, sale, cancel, partial refund, full refund, multiple refunds) with Vipps from Verifone Central.

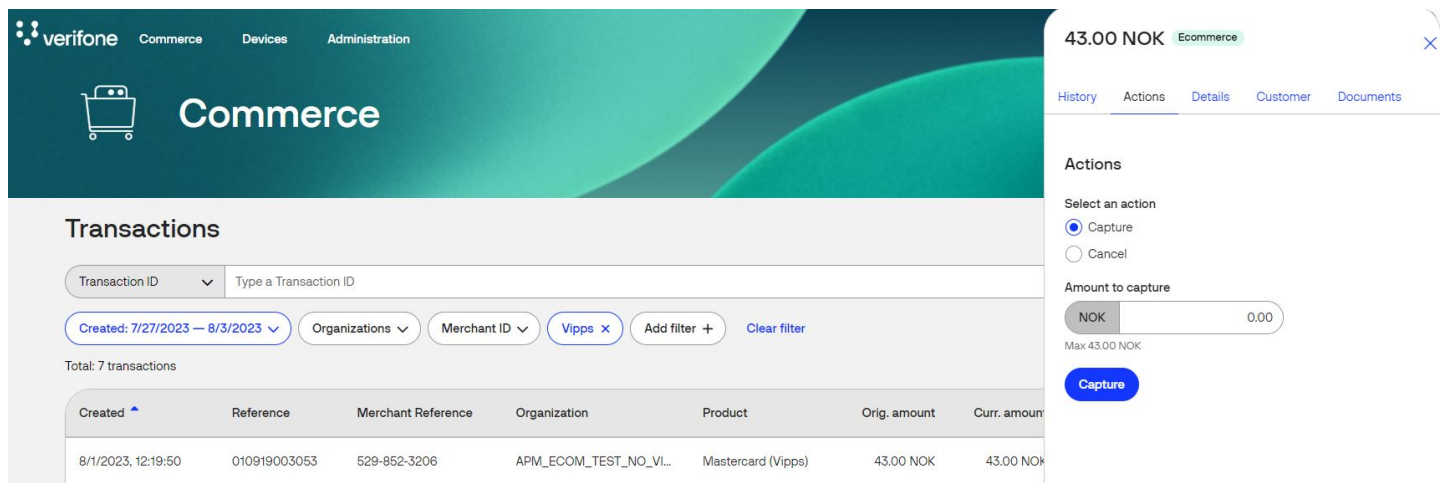
Payment actions for Vipps

Capturing a transaction

You can only perform a delayed capture transaction from Verifone Central. The minimum amount that you can capture is 1 NOK. The amount can be fully or partially captured, and you cannot do multiple partial captures.

To capture a transaction from Verifone Central, follow these steps:

1. Log in to your Verifone Central account.
2. Navigate to the **Transaction** page.
3. Select the **Transaction ID** from the drop-down menu or type the **Transaction ID** in the search bar.
4. Click on the transaction and navigate to the **Actions** tab.
5. Select the **Capture** option and fill in the **amount**.
6. Click **Capture**.



The screenshot shows the Verifone Central interface. The top navigation bar includes 'verifone', 'Commerce', 'Devices', and 'Administration'. The main header area has a shopping cart icon and the word 'Commerce'. Below this, the 'Transactions' section is visible, featuring a search bar for 'Transaction ID' and filters for 'Created' (7/27/2023 - 8/3/2023), 'Organizations', 'Merchant ID', and 'Vipps'. A table lists transactions with columns: Created, Reference, Merchant Reference, Organization, Product, Orig. amount, and Curr. amount. One transaction is shown: 8/1/2023, 12:19:50, 010919003053, 529-852-3206, APM_ECOM_TEST_NO_VL..., Mastercard (Vipps), 43.00 NOK, 43.00 NOK. On the right, the 'Actions' sidebar is open, showing 'Select an action' with 'Capture' selected, and 'Amount to capture' set to 0.00 NOK. A 'Capture' button is at the bottom of the sidebar.

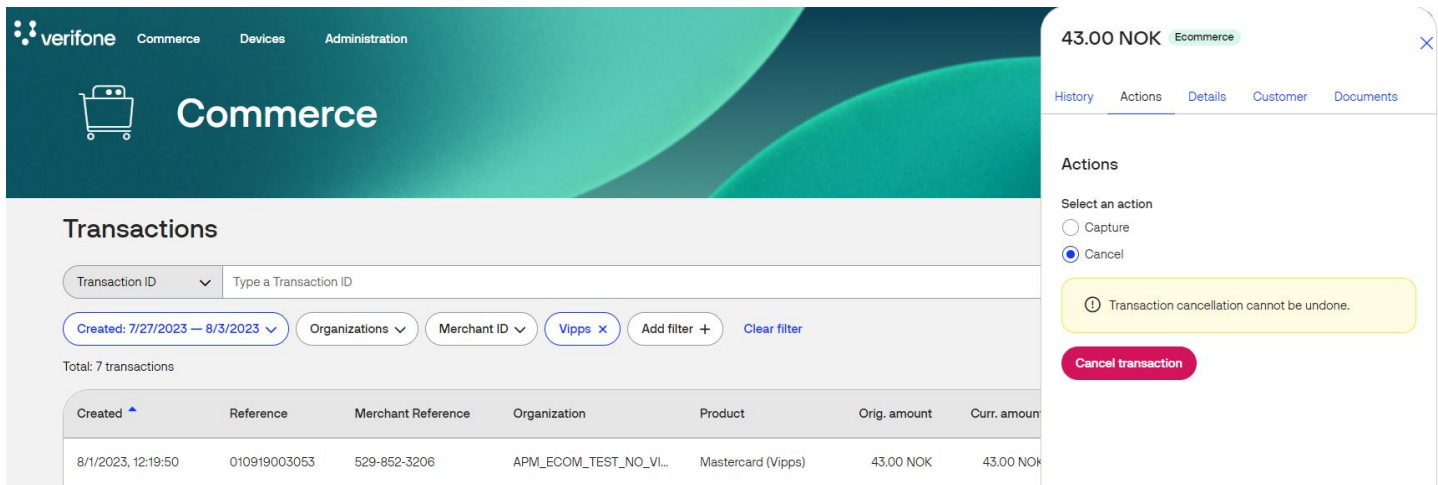
Canceling a transaction

You can cancel only the full amount, as partial void/cancel is not supported.

To void/cancel an authorized transaction from Verifone Central so that the consumer has no longer a hold on the account for his Vipps transaction, follow these steps:

1. Log in to your Verifone Central account.
2. Navigate to the **Transaction** page.

3. Select the **Transaction ID** from the drop-down menu or type the **Transaction ID** in the search bar.
4. Click on the transaction and navigate to the **Actions** tab.
5. Select the **Cancel** option.
6. Click **Cancel transaction**.



The screenshot shows the Verifone Commerce interface. The top navigation bar includes 'Commerce', 'Devices', and 'Administration'. The main header features a shopping cart icon and the word 'Commerce'. Below this, the 'Transactions' section is visible, with a search bar and filters. A table lists transactions, with one transaction highlighted: '8/1/2023, 12:19:50' with a reference of '010919003053' and an amount of '43.00 NOK'. The right sidebar shows the 'Actions' tab for this transaction, with options to 'Capture' or 'Cancel'. The 'Cancel' option is selected, and a yellow warning message states: 'Transaction cancellation cannot be undone.' A red button labeled 'Cancel transaction' is at the bottom of the sidebar.

Refunding a transaction

A shopper who has used Vipps to pay for a purchase can request full, partial, or multiple partial refunds. This is how you can issue a SALE_SETTLED transaction refund action for a Vipps transaction via Verifone Central:

1. Log in to your Verifone Central account.
2. Navigate to the **Transaction** page.
3. Select the **Transaction ID** from the drop-down menu or type the **Transaction ID** in the search bar.
4. Click on the transaction and navigate to the **Actions** tab.
5. The Refund option is enabled. The following validations are in place:
 - The amount cannot be empty.
 - The amount cannot be less than 1 NOK and more than 99999999999.99 NOK. Moreover, the amount cannot exceed the remaining amount of the original payment that the refund is for (e.g., 100 NOK, a refund cannot be done for 101 NOK).
 - Only NOK is accepted as currency.
 - The message is optional.
 - Refunds can be done for the full amount or partial amount until the original value is reached.
6. Enter the **amount** you want to refund.
7. Optionally, include a **reason** for the refund.
8. Click **Refund**.
9. If your refund is successful, the shopper is notified in their Vipps app.
 - If the recipient of a refund cannot receive push notifications, the refund will be visible in the Vipps app next time the recipient logs in. The refund is displayed in the recipient's bank account statement as well.
 - If your refund is successful, the transaction is linked to the original transaction and listed in the transactions report, and details are displayed in the transaction logs.



This is a second screenshot of the Verifone Commerce interface, similar to the first one, showing the 'Transactions' section and the 'Actions' tab for a transaction. The interface is consistent with the previous screenshot, showing the same navigation bar, header, and transaction list.

<https://verifone.cloud/docs/online-payments/payment-actions/vipps-payment-actions-via-Verifone-Central>

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