

Klarna payment actions via Verifone Central

Overview

Use this tutorial to perform payment actions (authorize, one manual capture, cancel, refund, partial refund and multiple partial refunds) with Klarna from Verifone Central.

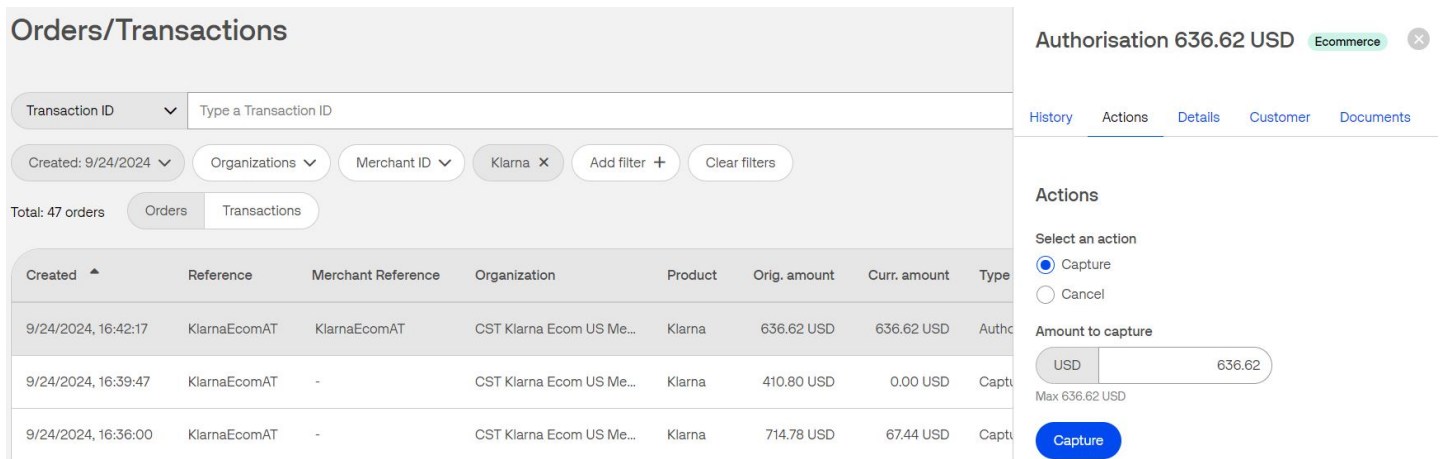
Payment actions for Klarna Ecomm

Capturing a transaction

The amount can be fully or partially captured and you can do only one partial capture.

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

1. Log in to your Verifone Central account.
2. Navigate to the **Orders / Transaction** page and stay on the *Orders* view.
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 'Orders/Transactions' page in Verifone Central. The top right corner displays 'Authorisation 636.62 USD' with a green 'Ecommerce' tag. Below this are tabs for 'History', 'Actions', 'Details', 'Customer', and 'Documents'. The 'Actions' panel is open, showing 'Select an action' with 'Capture' selected (radio button) and 'Cancel' (radio button). Below this is an 'Amount to capture' input field with 'USD' selected and '636.62' entered, with a 'Max 636.62 USD' label. A blue 'Capture' button is at the bottom of the panel. The main table shows three transactions:

Created	Reference	Merchant Reference	Organization	Product	Orig. amount	Curr. amount	Type
9/24/2024, 16:42:17	KlarnaEcomAT	KlarnaEcomAT	CST Klarna Ecom US Me...	Klarna	636.62 USD	636.62 USD	Authc
9/24/2024, 16:39:47	KlarnaEcomAT	-	CST Klarna Ecom US Me...	Klarna	410.80 USD	0.00 USD	Capt
9/24/2024, 16:36:00	KlarnaEcomAT	-	CST Klarna Ecom US Me...	Klarna	714.78 USD	67.44 USD	Capt

Cancelling 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 their Klarna transaction, follow these steps:

1. Log in to your Verifone Central account.
2. Navigate to the **Orders / Transaction** page and stay on the *Orders* view.
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**.

Orders/Transactions

Transaction ID

Created: 9/24/2024

Total: 47 orders

Created	Reference	Merchant Reference	Organization	Product	Orig. amount	Curr. amount	Type
9/24/2024, 16:42:17	KlarnaEcomAT	KlarnaEcomAT	CST Klarna Ecom US Me...	Klarna	636.62 USD	636.62 USD	Authc
9/24/2024, 16:39:47	KlarnaEcomAT	-	CST Klarna Ecom US Me...	Klarna	410.80 USD	0.00 USD	Capt

Authorisation 636.62 USD Ecommerce

History Actions **Details** Customer Documents

Actions

Select an action

Capture

Cancel

ⓘ Transaction cancellation cannot be undone.

Refunding a transaction

A shopper who has used Klarna 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 Klarna transaction via Verifone Central:

1. Log in to your Verifone Central account.
2. Navigate to the **Orders / Transaction** page and stay on the *Orders* view.
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:
 - o The amount cannot be empty.
 - o The amount cannot exceed the remaining amount of the original payment that the refund is for (e.g., 100 SEK, a refund cannot be done for 101 SEK).
 - o The message is optional.
 - o 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 Klarna app.
 - o If the recipient of a refund cannot receive push notifications, the refund will be visible in the Klarna app next time the recipient logs in. The refund is displayed in the recipient's bank account statement as well.
 - o 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.

Orders/Transactions

Transaction ID

Created: 9/24/2024

Total: 47 orders

Created	Reference	Merchant Reference	Organization	Product	Orig. amount	Curr. amount	Type
9/24/2024, 16:42:17	KlarnaEcomAT	KlarnaEcomAT	CST Klarna Ecom US Me...	Klarna	63.04 USD	63.04 USD	Refur
9/24/2024, 16:39:47	KlarnaEcomAT	-	CST Klarna Ecom US Me...	Klarna	410.80 USD	0.00 USD	Capt
9/24/2024, 16:36:00	KlarnaEcomAT	-	CST Klarna Ecom US Me...	Klarna	714.78 USD	67.44 USD	Capt
9/24/2024, 16:32:09	KlarnaEcomAT	-	CST Klarna Ecom US Me...	Klarna	832.20 USD	370.18 USD	Capt

Capture 67.44 USD Ecommerce

History Actions **Details** Customer Documents

Actions

Select an action

Refund

Amount

Max 67.44 USD

Reason for refund (optional)