

## 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.

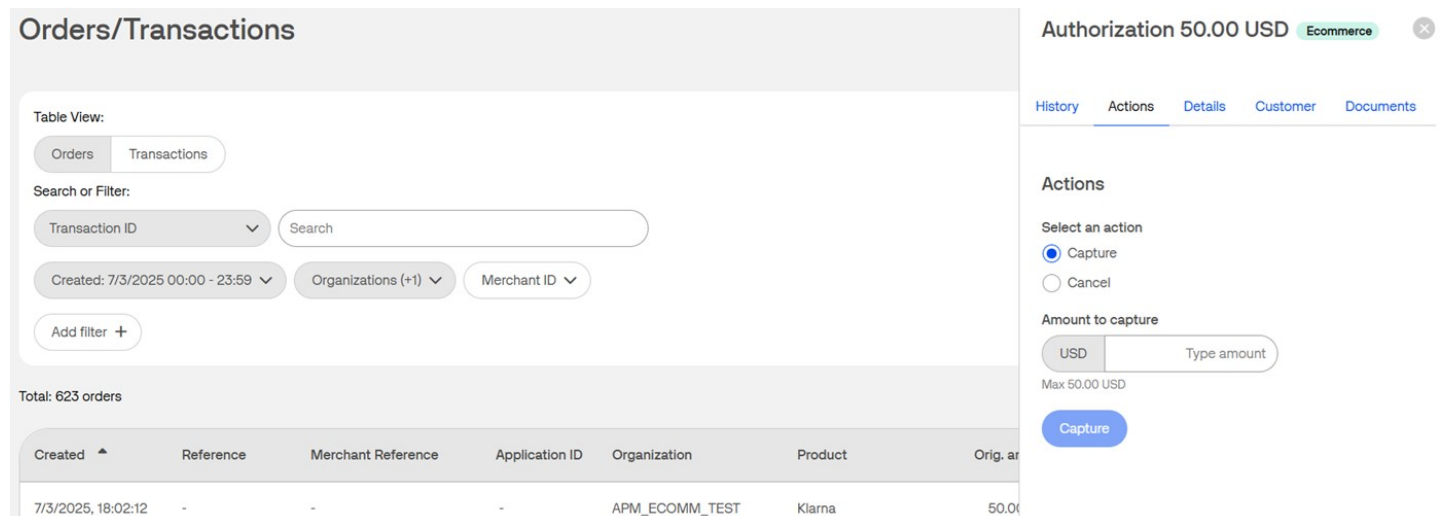
### Payment actions for Klarna Ecomm

#### 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 keep the *Orders* view.
3. Select the **Transaction ID** from the drop-down menu and 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. On the left, the 'Orders/Transactions' page is visible, showing a table of transactions. The table has columns: Created, Reference, Merchant Reference, Application ID, Organization, Product, and Orig. ar. A single transaction is listed with the following details: Created: 7/3/2025, 18:02:12; Reference: -; Merchant Reference: -; Application ID: -; Organization: APM\_ECOMM\_TEST; Product: Klarna; Orig. ar: 50.00. On the right, the 'Actions' sidebar is open, showing the 'Authorization 50.00 USD' and 'Ecommerce' status. The 'Actions' tab is selected, and the 'Capture' option is chosen. The 'Amount to capture' is set to 'USD' and 'Type amount' is entered. The 'Max 50.00 USD' is displayed. The 'Capture' button is visible.

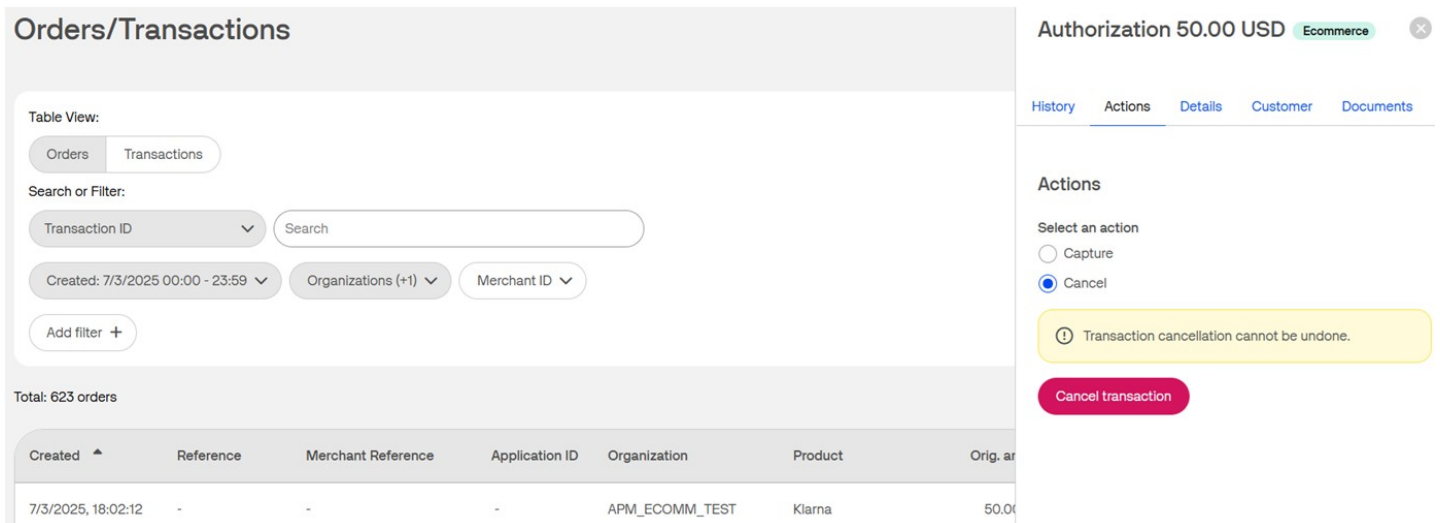
#### Cancelling a transaction

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 and 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**

Table View:

Orders Transactions

Search or Filter:

Transaction ID Search

Created: 7/3/2025 00:00 - 23:59 Organizations (+1) Merchant ID

Add filter +

Total: 623 orders

Created	Reference	Merchant Reference	Application ID	Organization	Product	Orig. ar
7/3/2025, 18:02:12	-	-	-	APM_ECOMM_TEST	Klarna	50.00

Authorization 50.00 USD Ecommerce

History Actions Details Customer Documents

**Actions**

Select an action

☐ Capture

☒ Cancel

Transaction cancellation cannot be undone.

Cancel transaction

## 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 keep 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:
  - The amount cannot be empty.
  - 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).
  - 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 Klarna app.
  - 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.
  - 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**

Table View:

Orders Transactions

Search or Filter:

Transaction ID Search

Created: 7/3/2025 00:00 - 23:59 Organizations (+1) Merchant ID

Add filter +

Total: 623 orders

Created	Reference	Merchant Reference	Application ID	Organization	Product	Orig. ar
7/3/2025, 18:02:12	-	-	-	APM_ECOMM_TEST	Klarna	50.00

Capture 10.00 USD Ecommerce

History Actions Details Customer Documents

**Actions**

Select an action

☐ Capture

☒ Refund

Refund

<https://verifone.cloud/docs/online-payments/payment-actions/klarna>

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