

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

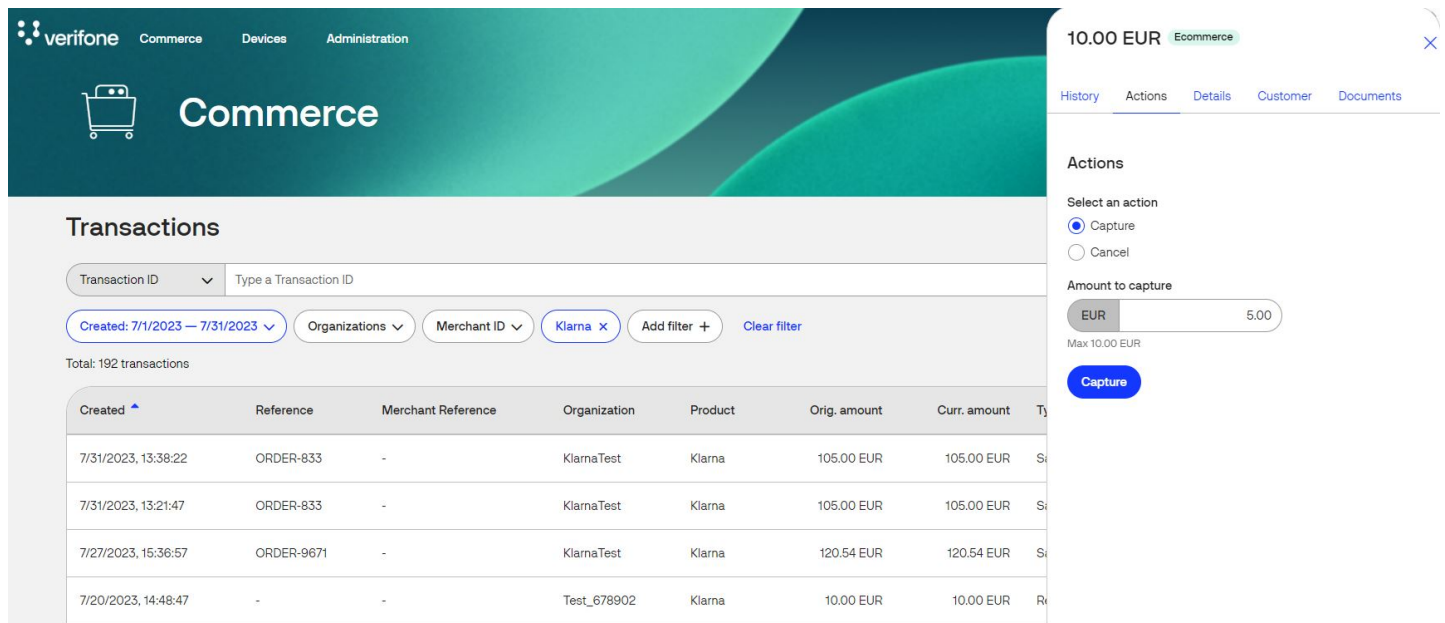
Capturing a transaction

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 **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**.

Manual Capture (full or one partial capture)



The screenshot shows the Verifone Central interface. The top navigation bar includes 'Commerce', 'Devices', and 'Administration'. The 'Commerce' section is active, showing a shopping cart icon and the word 'Commerce'. Below this, the 'Transactions' page is displayed. It features a search bar for 'Transaction ID' and filters for 'Created: 7/1/2023 — 7/31/2023', 'Organizations', 'Merchant ID', and 'Klarna'. A table lists transactions with columns: Created, Reference, Merchant Reference, Organization, Product, Orig. amount, Curr. amount, and Type. The table shows four transactions, with the last one selected. To the right, the 'Actions' modal is open, showing 'Select an action' with 'Capture' selected, and 'Amount to capture' set to 5.00 EUR. A 'Capture' button is visible at the bottom of the modal.

Created	Reference	Merchant Reference	Organization	Product	Orig. amount	Curr. amount	Type
7/31/2023, 13:38:22	ORDER-833	-	KlarnaTest	Klarna	105.00 EUR	105.00 EUR	Sale
7/31/2023, 13:21:47	ORDER-833	-	KlarnaTest	Klarna	105.00 EUR	105.00 EUR	Sale
7/27/2023, 15:36:57	ORDER-9671	-	KlarnaTest	Klarna	120.54 EUR	120.54 EUR	Sale
7/20/2023, 14:48:47	-	-	Test_678902	Klarna	10.00 EUR	10.00 EUR	Refund

Sale or auto capture

A merchant will see sale status as *Authorized* and it will be able to do only Refund transactions.

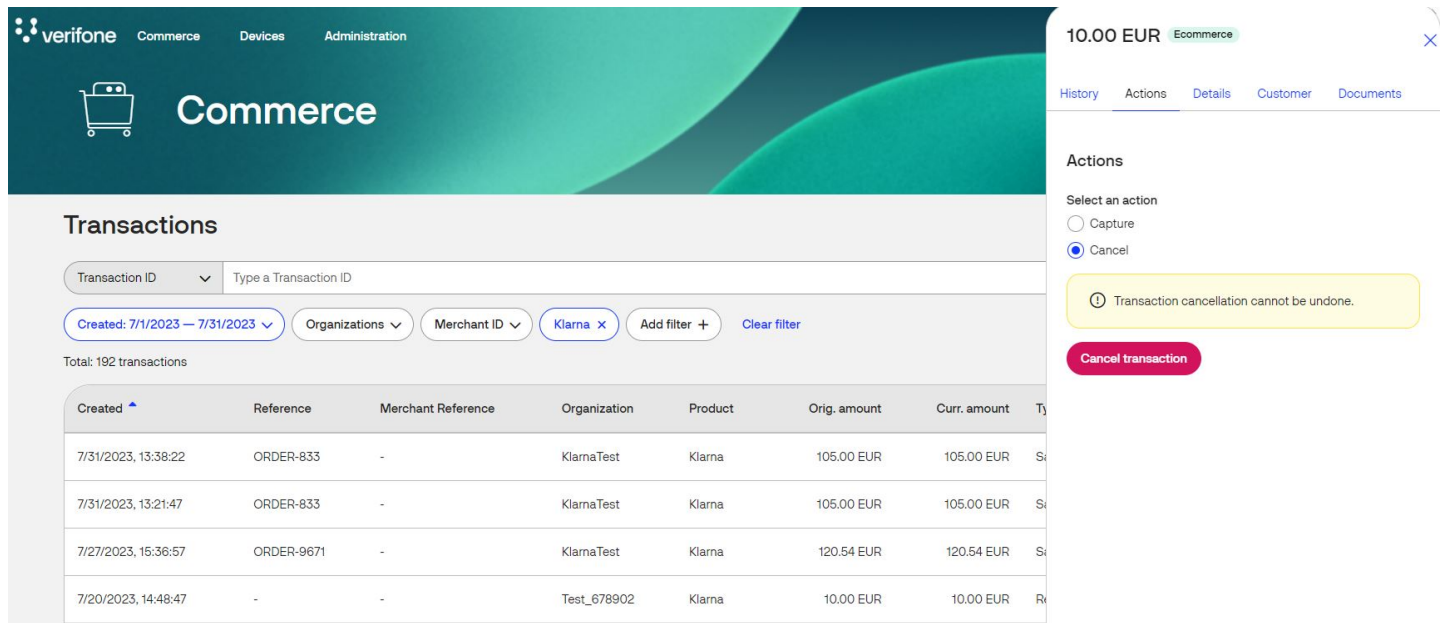


Cancelling a transaction

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 **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**.



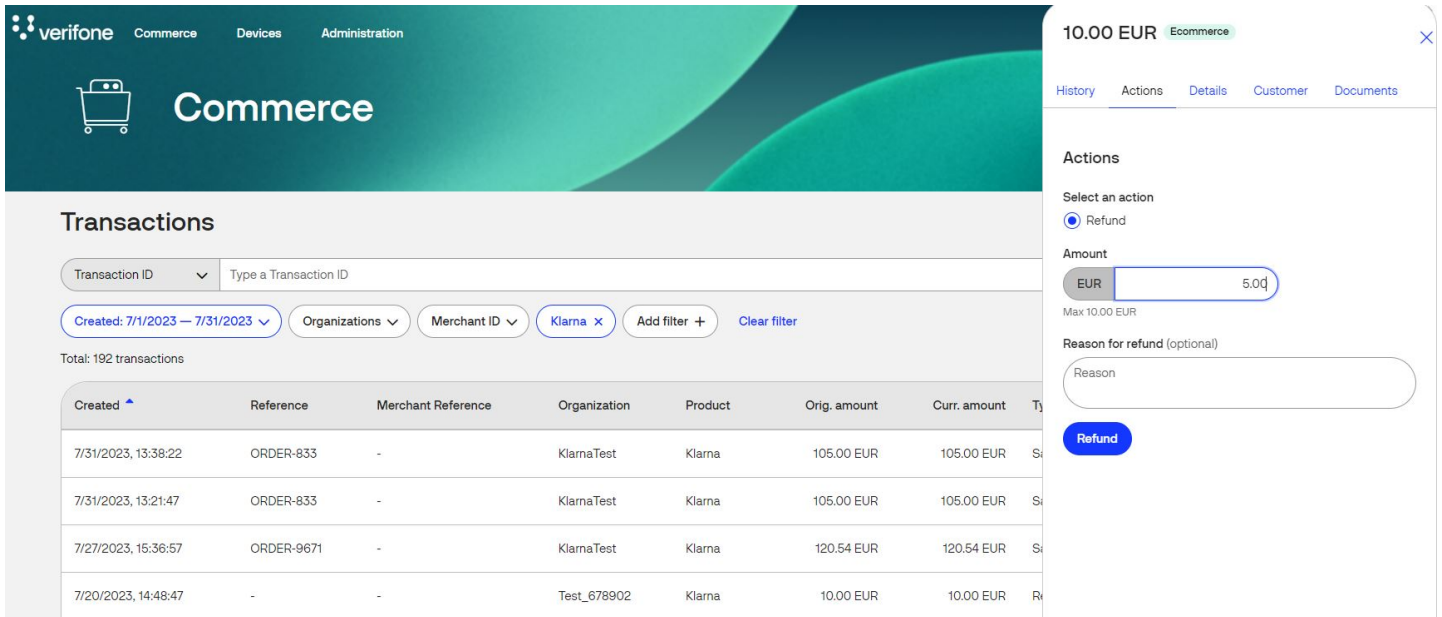
The screenshot shows the Verifone Central Commerce interface. The top navigation bar includes 'Commerce', 'Devices', and 'Administration'. The main header area has a shopping cart icon and the word 'Commerce'. Below this, the 'Transactions' section is active, displaying a list of transactions. The table has columns for 'Created', 'Reference', 'Merchant Reference', 'Organization', 'Product', 'Orig. amount', and 'Curr. amount'. The first four rows show transactions from 7/31/2023, with the last row showing a transaction from 7/20/2023 for 10.00 EUR. On the right side, the 'Actions' tab is selected, showing options to 'Capture' or 'Cancel'. The 'Cancel' option is selected, and a yellow warning box states 'Transaction cancellation cannot be undone.' Below this is a red button labeled '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:

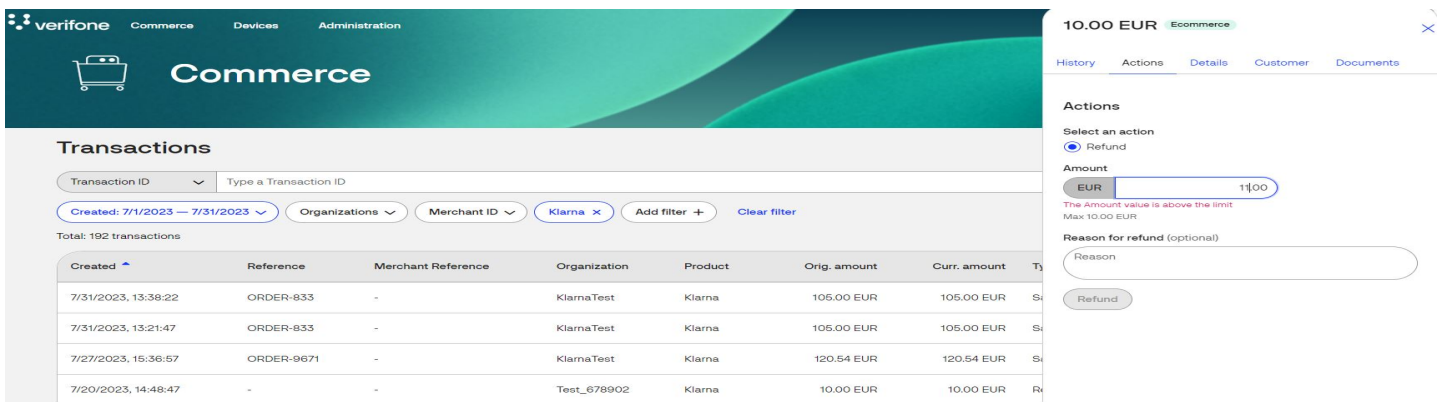
1. Log in to your Verifone Central account.
2. Navigate to the **Transaction** page.
3. Select the **Transaction ID** from the drop-down menu or type the **Transaction ID** in the search bar.
4. Click on the transaction and navigate to the **Actions** tab.
5. The Refund option is enabled. The following validations are in place:
 - The amount cannot be empty.

- The amount cannot 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.



The screenshot shows the Verifone Commerce interface. The top navigation bar includes 'verifone', '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 columns: Created, Reference, Merchant Reference, Organization, Product, Orig. amount, Curr. amount, and Type. The table shows four transactions, with the last one being a refund of 10.00 EUR. On the right, a sidebar shows the '10.00 EUR Ecommerce' transaction details. The 'Actions' section has 'Refund' selected. The 'Amount' field is set to 5.00 EUR, and the 'Reason for refund' field is empty. A 'Refund' button is visible at the bottom of the sidebar.

Refund amount exceeded



The screenshot shows the Verifone Commerce interface. The top navigation bar includes 'verifone', '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 columns: Created, Reference, Merchant Reference, Organization, Product, Orig. amount, Curr. amount, and Type. The table shows four transactions, with the last one being a refund of 10.00 EUR. On the right, a sidebar shows the '10.00 EUR Ecommerce' transaction details. The 'Actions' section has 'Refund' selected. The 'Amount' field is set to 11.00 EUR, and a red error message states: 'The Amount value is above the limit. Max 10.00 EUR'. The 'Reason for refund' field is empty. A 'Refund' button is visible at the bottom of the sidebar.