

MobilePay 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 Mobilepay from Verifone Central.

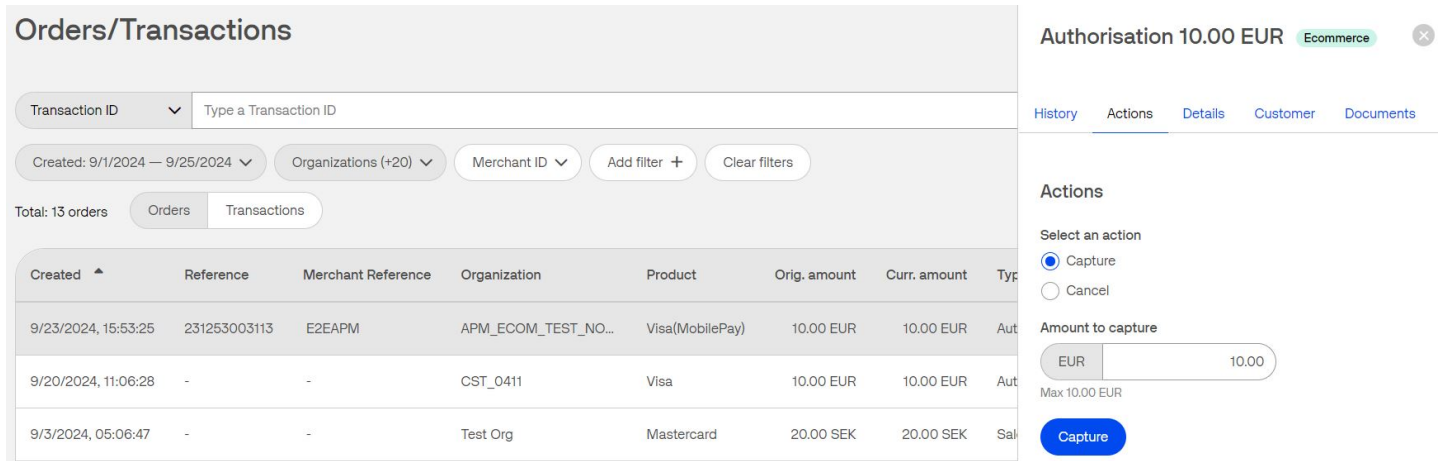
Payment actions for MobilePay

Capturing a transaction

You can only perform a delayed capture transaction from Verifone Central. The minimum amount that you can capture is 1 DKK. 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 **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**.
 - o If the amount field is left empty (0.00) and capture is selected, on pressing the **Capture** button the entire amount will be captured.
 - o It is not allowed to capture more than the permitted value received from the transaction.



The screenshot shows the 'Orders/Transactions' page in Verifone Central. It features a search bar for Transaction ID, filters for creation date, organizations, and merchant ID, and tabs for Orders and Transactions. A table lists transactions with columns for Created, Reference, Merchant Reference, Organization, Product, Orig. amount, Curr. amount, and Type. The 'Actions' panel on the right shows 'Authorisation 10.00 EUR' and options to 'Capture' or 'Cancel'. The 'Amount to capture' field is set to 10.00 EUR, with a 'Capture' button below it.

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 shopper has no longer a hold on the account for the MobilePay 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: 9/1/2024 — 9/25/2024
Organizations (+20)
Merchant ID
Add filter +
Clear filters

Total: 13 orders

Orders
Transactions

Created	Reference	Merchant Reference	Organization	Product	Orig. amount	Curr. amount	Type
9/23/2024, 15:53:25	231253003113	E2EAPM	APM_ECOM_TEST_NO...	Visa(MobilePay)	10.00 EUR	10.00 EUR	Aut
9/20/2024, 11:06:28	-	-	CST_0411	Visa	10.00 EUR	10.00 EUR	Aut

Authorisation 10.00 EUR 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 MobilePay 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 MobilePay 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 less than 1 DKK/Euro and more than 99999999999.99 DKK/Euro. Moreover, the amount cannot exceed the remaining amount of the original payment that the refund is for. (e.g., if the original transaction is for 100 DKK/Euro, a refund cannot be done for 101 DKK/Euro).
 - 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 the refund is successful, it will be displayed in the recipient's bank account statement. Also, the transaction is linked to the original transaction and listed in the transactions report, and details are displayed in the transaction report in Verifone Central.

Orders/Transactions

Transaction ID

Created: 8/1/2024 — 8/31/2024
Organizations (+20)
Merchant ID
Add filter +
Clear filters

Total: 18 orders

Orders
Transactions

Created	Reference	Merchant Reference	Organization	Product	Orig. amount	Curr. amount	Type
8/30/2024, 13:45:31	301045003104	E2EAPM	APM_ECOM_TEST_NO...	Visa(MobilePay)	10.00 EUR	10.00 EUR	Aut
8/30/2024, 13:45:22	301045003104	E2EAPM	APM_ECOM_TEST_NO...	Visa(MobilePay)	20.00 EUR	20.00 EUR	Aut
8/30/2024, 13:45:04	301045003104	E2EAPM	APM_ECOM_TEST_NO...	Visa(MobilePay)	25.00 EUR	0.00 EUR	Aut
8/13/2024, 11:25:19	130825003102	E2EAPM	APM_ECOM_TEST_NO...	Visa(MobilePay)	15.00 EUR	15.00 EUR	Aut

Capture 15.00 EUR Ecommerce

History
Actions
Details
Customer
Documents

Actions

Select an action

Refund

Amount

EUR

Max 15.00 EUR

Reason for refund (optional)

Reason

Refund