

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.

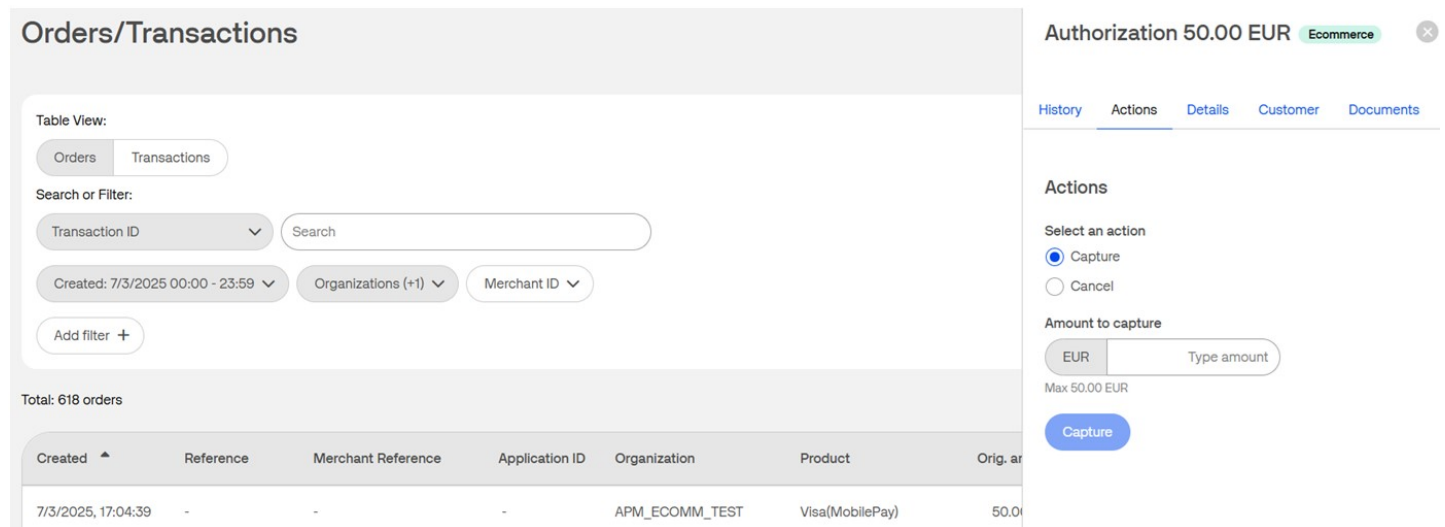
Payment actions for MobilePay

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 keep the *Orders* view.
 - Select the **Transaction ID** from the drop-down menu and type the *Transaction ID* in the search bar.
 - Click on the transaction and navigate to the **Actions** tab.
 - Select the **Capture** option and fill in the **amount**.
 - Click **Capture**.
 - If the amount field is left empty (0.00) and capture is selected, on pressing the **Capture** button the entire amount will be captured.
 - It is not allowed to capture more than the permitted value received from the transaction.



The screenshot shows the Verifone Central interface. The main section is titled 'Orders/Transactions' and includes a 'Table View' toggle with 'Orders' and 'Transactions' options. Below this is a 'Search or Filter' section with a 'Transaction ID' dropdown, a search input field, and filters for 'Created' (7/3/2025 00:00 - 23:59), 'Organizations (+1)', and 'Merchant ID'. A table below shows a list of transactions with columns: Created, Reference, Merchant Reference, Application ID, Organization, Product, and Orig. ar. The first row shows a transaction created on 7/3/2025 at 17:04:39, with a reference of '-', merchant reference of '-', application ID of '-', organization of APM_ECOMM_TEST, product of Visa(MobilePay), and an original amount of 50.00 EUR.

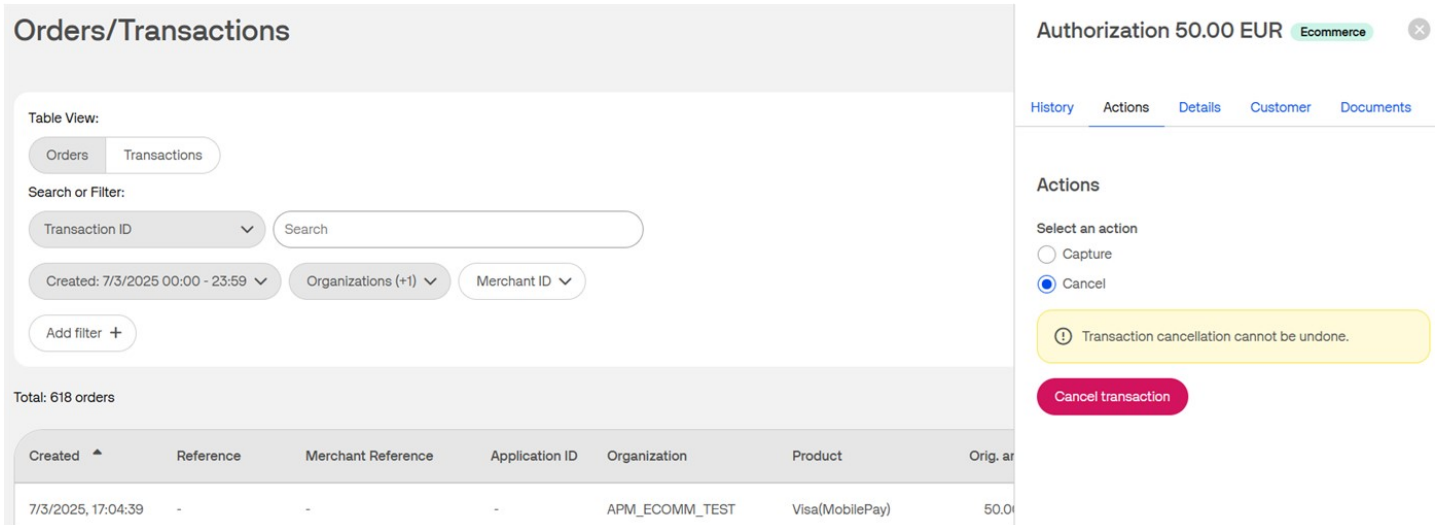
The right sidebar is titled 'Authorization 50.00 EUR' and includes a tabbed interface with 'History', 'Actions', 'Details', 'Customer', and 'Documents'. The 'Actions' tab is active, showing 'Select an action' with radio buttons for 'Capture' (selected) and 'Cancel'. Below this is the 'Amount to capture' section with a dropdown for 'EUR' and a 'Type amount' input field. A 'Max 50.00 EUR' label is present, and a 'Capture' button is at the bottom.

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 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 **Cancel** option.
6. Click **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 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. The *Refund* option is enabled. The following validations are in place:
 - 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).
 - 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 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.



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

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