

## 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.

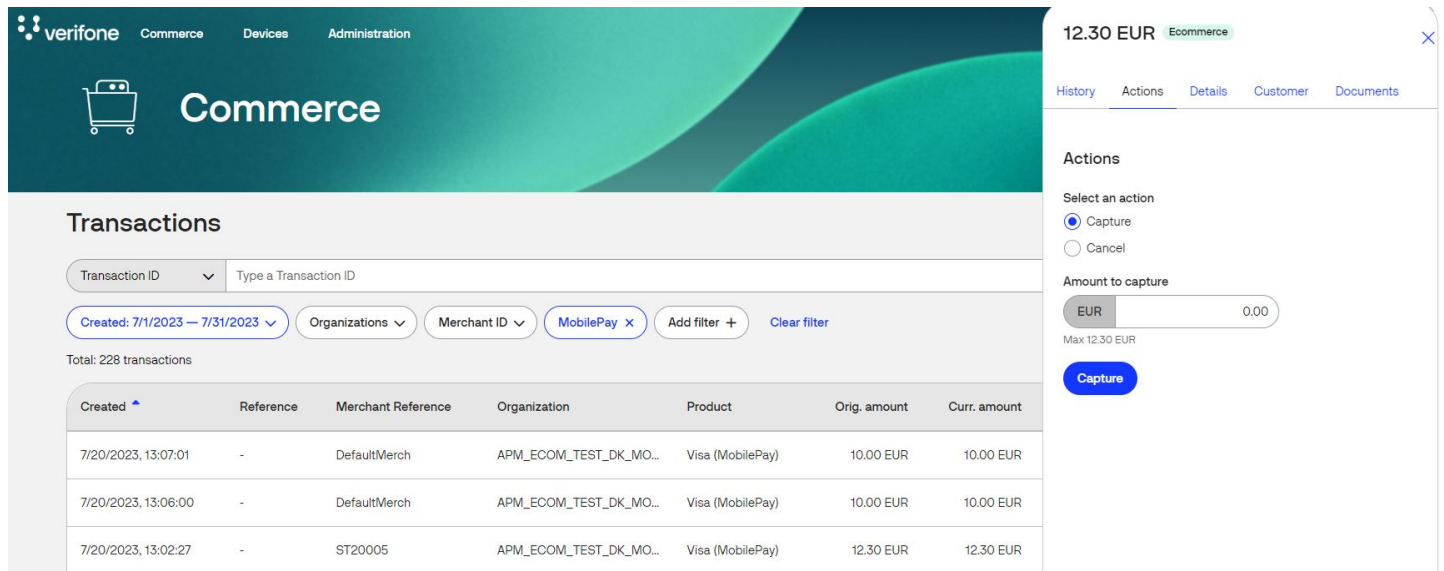
### Payment actions for MobilePay

#### 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 **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**.
  - 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 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 table of transactions. The table has columns for 'Created', 'Reference', 'Merchant Reference', 'Organization', 'Product', 'Orig. amount', and 'Curr. amount'. Three transactions are listed, all for 'Visa (MobilePay)'. The right-hand panel shows the 'Actions' tab for a selected transaction with an amount of 12.30 EUR. It includes a 'Select an action' section with 'Capture' selected and 'Cancel' as an option. Below this is an 'Amount to capture' section with a slider set to 0.00 EUR and a 'Capture' button.

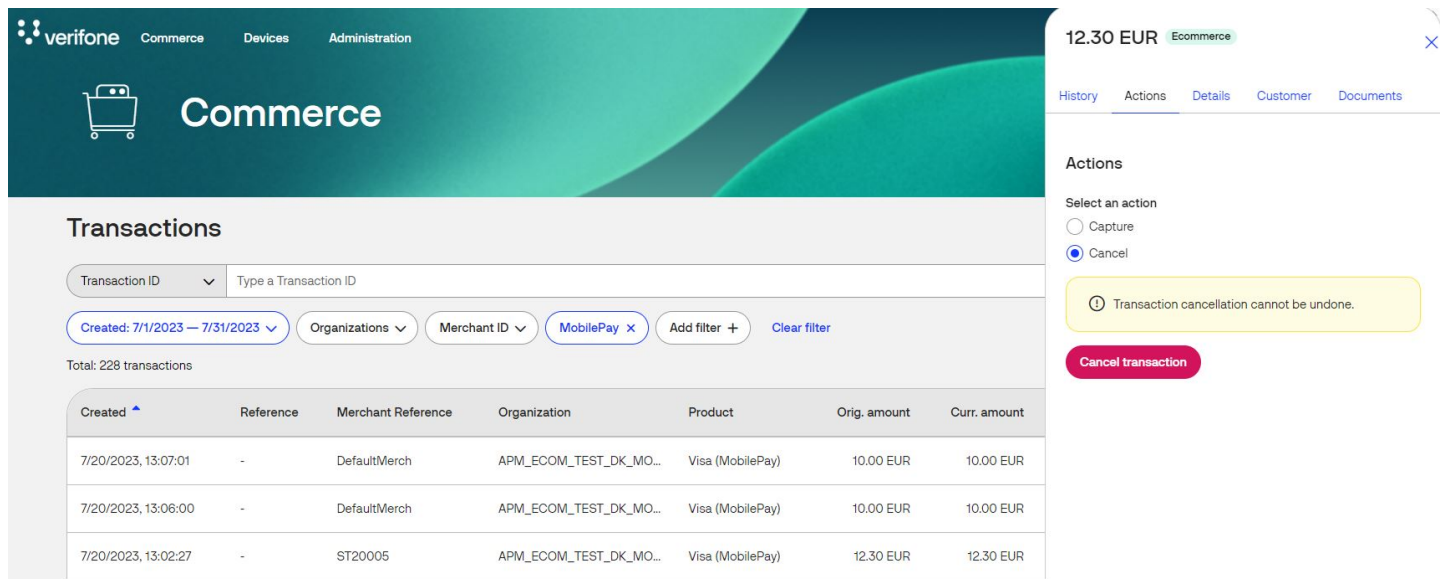
| Created             | Reference | Merchant Reference | Organization           | Product          | Orig. amount | Curr. amount |
|---------------------|-----------|--------------------|------------------------|------------------|--------------|--------------|
| 7/20/2023, 13:07:01 | -         | DefaultMerch       | APM_ECOM_TEST_DK_MO... | Visa (MobilePay) | 10.00 EUR    | 10.00 EUR    |
| 7/20/2023, 13:06:00 | -         | DefaultMerch       | APM_ECOM_TEST_DK_MO... | Visa (MobilePay) | 10.00 EUR    | 10.00 EUR    |
| 7/20/2023, 13:02:27 | -         | ST20005            | APM_ECOM_TEST_DK_MO... | Visa (MobilePay) | 12.30 EUR    | 12.30 EUR    |

#### 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 **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**.

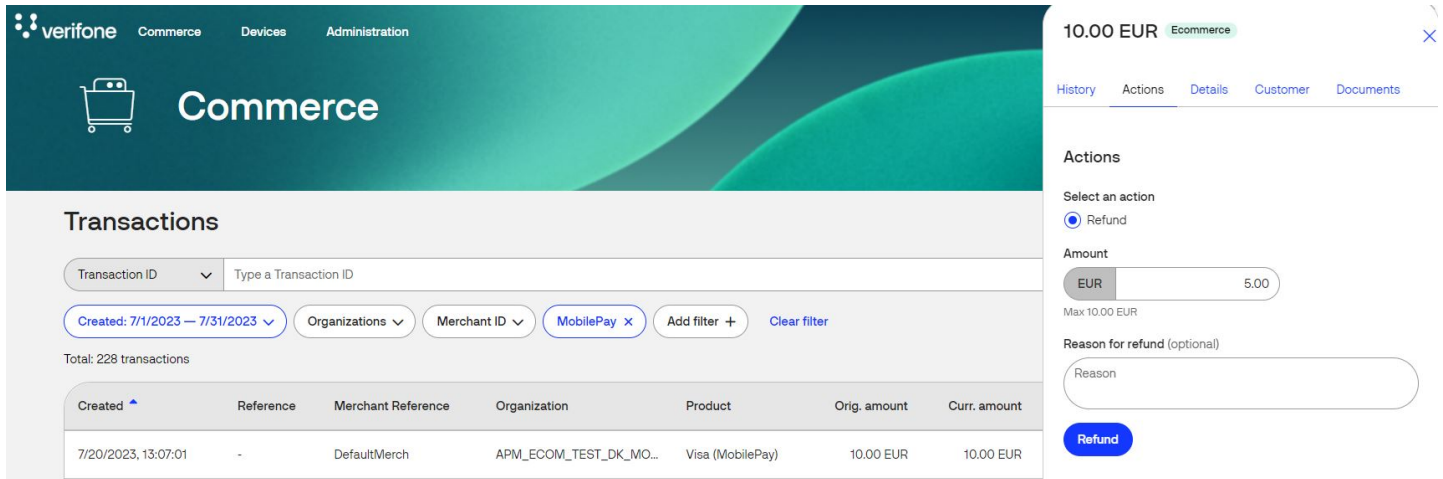


## Refunding a transaction

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 **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 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.



The screenshot shows the Verifone Central Commerce Transactions page. The top navigation bar includes 'Commerce', 'Devices', and 'Administration'. The main header is 'Commerce'. The 'Transactions' section shows a list of transactions with columns: Created, Reference, Merchant Reference, Organization, Product, Orig. amount, and Curr. amount. A transaction is listed with a 'Created' date of 7/20/2023, 13:07:01, a 'Reference' of -, a 'Merchant Reference' of DefaultMerch, an 'Organization' of APM\_ECOM\_TEST\_DK\_MO..., a 'Product' of Visa (MobilePay), and 'Orig. amount' and 'Curr. amount' of 10.00 EUR. On the right, the 'Actions' panel shows '10.00 EUR' and 'Ecommerce'. The 'Select an action' dropdown is set to 'Refund'. The 'Amount' is set to 'EUR' with a value of '5.00'. The 'Reason for refund (optional)' field is empty. A 'Refund' button is visible at the bottom of the panel.

| Created             | Reference | Merchant Reference | Organization           | Product          | Orig. amount | Curr. amount |
|---------------------|-----------|--------------------|------------------------|------------------|--------------|--------------|
| 7/20/2023, 13:07:01 | -         | DefaultMerch       | APM_ECOM_TEST_DK_MO... | Visa (MobilePay) | 10.00 EUR    | 10.00 EUR    |