

## 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.

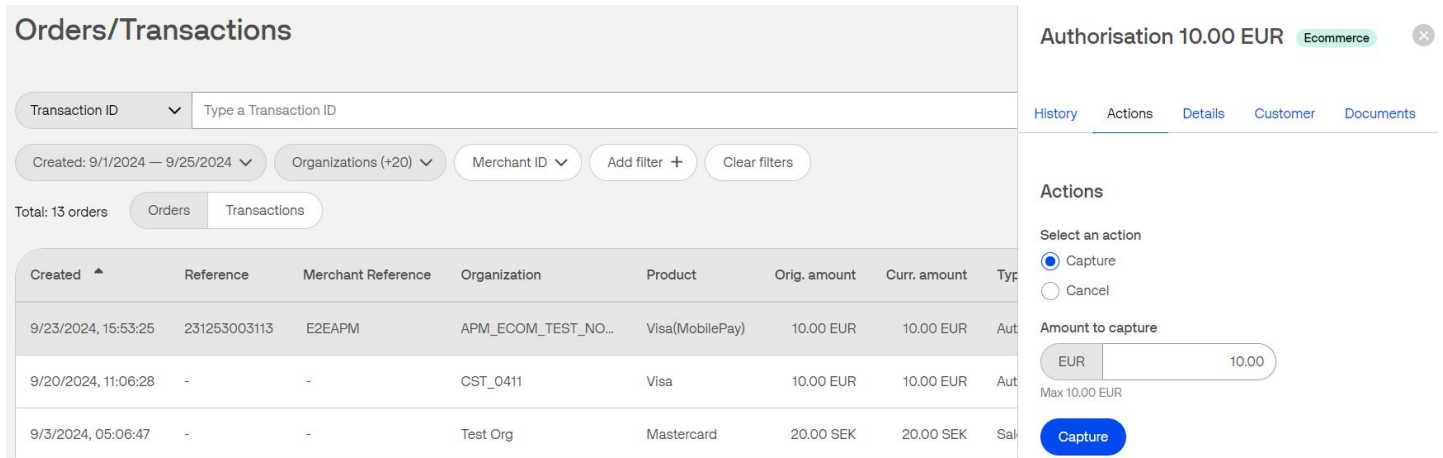
### Payment actions for MobilePay

#### 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 for 'Capture' (selected) and 'Cancel'. An 'Amount to capture' field is set to 10.00 EUR, with a 'Capture' button below it.

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
9/3/2024, 05:06:47	-	-	Test Org	Mastercard	20.00 SEK	20.00 SEK	Sal

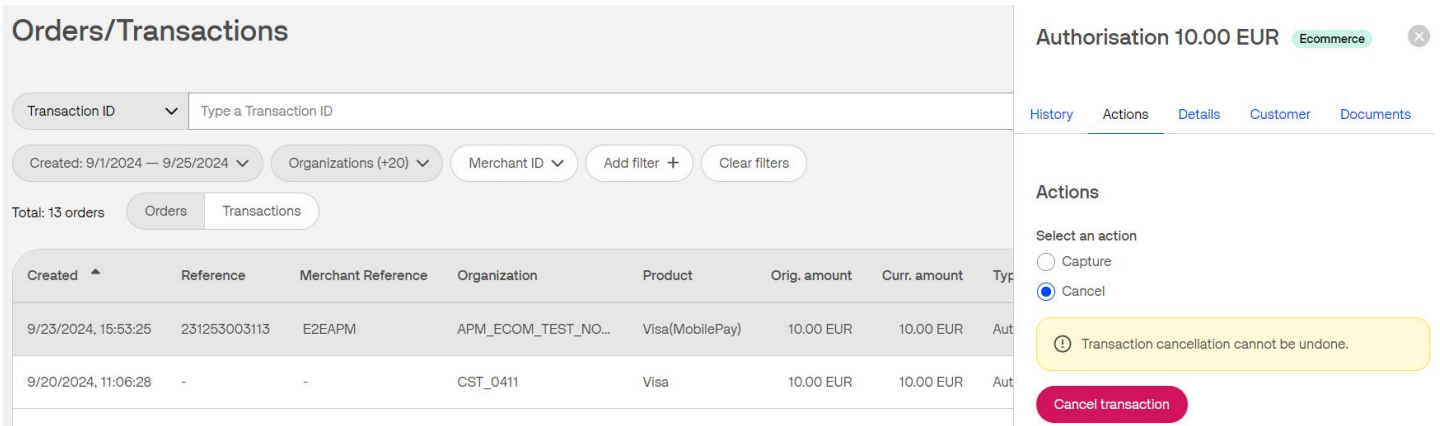
#### Canceling a transaction

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**.

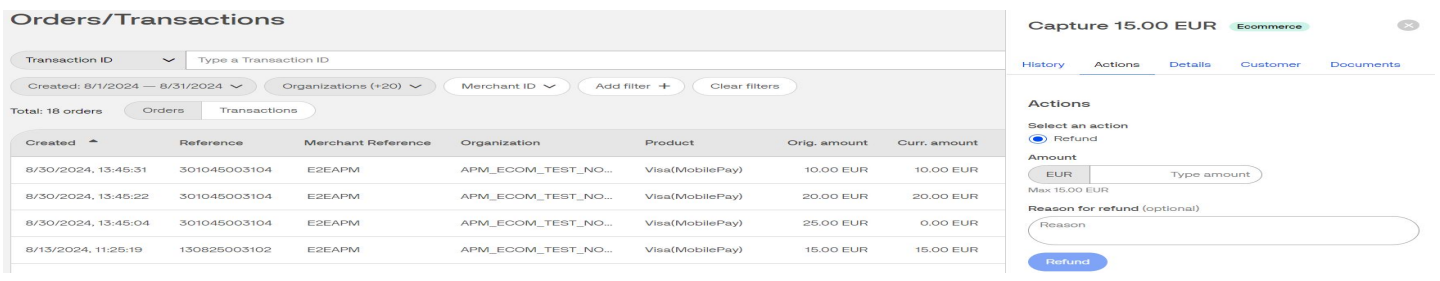


The screenshot shows the 'Orders/Transactions' page with a search bar for 'Transaction ID'. Below the search bar are filters for 'Created' (9/1/2024 - 9/25/2024), 'Organizations (+20)', and 'Merchant ID'. A table lists transactions with columns: Created, Reference, Merchant Reference, Organization, Product, Orig. amount, Curr. amount, and Type. The 'Actions' panel on the right shows 'Authorisation 10.00 EUR' and 'Ecommerce'. Under 'Actions', 'Cancel' is selected. A yellow warning box states 'Transaction cancellation cannot be undone.' and a red 'Cancel transaction' button is visible.

## 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.



The screenshot shows the 'Orders/Transactions' page with a search bar for 'Transaction ID'. Below the search bar are filters for 'Created' (8/1/2024 - 8/31/2024), 'Organizations (+20)', and 'Merchant ID'. A table lists transactions with columns: Created, Reference, Merchant Reference, Organization, Product, Orig. amount, and Curr. amount. The 'Actions' panel on the right shows 'Capture 15.00 EUR' and 'Ecommerce'. Under 'Actions', 'Refund' is selected. The 'Amount' field is set to 15.00 EUR, and the 'Reason for refund (optional)' field is empty. A blue 'Refund' button is visible.

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

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