https://verifone.cloud/docs/verifone-central/verifone-central/manage-your-account/administration/users-and-merchants-roles
Updated: 04-Sep-2025

Users and merchants roles

Overview

Each user is created with a certain role(s) which will provide a specific set of permissions. Users will always be created in an organization, as this will determine the access scope of the user. If the user is created in a top-level organization, they will have access to all organizations below. In case the user is boarded into a lower-level organization, the scope will be reduced to that specific organization.

You can view and search for users in your organization by name or email address on the **Administration** -> **Users** tab, depending on your access level. **Merchant admins can also add new users** on the **Administration** -> **Users** tab.

Roles and permissions

Below are are presented the merchant roles and the permissions levels of merchant users in Verifone Central:

- **Merchant Admin** – This is an administrative role which can onboard new users & updates blocking rulesets. It is the Verifone Cloud Services account contact person providing Portal access to your employees. An organization may have more than one Merchant Admin.
- **Merchant Order Admin** – This role is assigned to users who can have permission to create, view and modify orders with Order Service and Boarding UI. It is complimentary to the MERCHANT_ADMIN role, meaning this can be added to a user which also has the MERCHANT ADMIN role.
- **Merchant Reviewer** – This role is an external viewing role. It will grant viewing access for all dashboards on the Portal but restricts the user from performing actions.
- **Merchant Supervisor** – This role is assigned to the owner of the organization. This user is able to use all payment tools and perform all payment actions. It has read access for the *Transaction* dashboard, *Organizations* list, and *Point of Interaction (POI)* list.
- **Merchant User** – This role and is granted viewing access but restricts the user from performing actions. It is ideal for call center support staff. It has read access for the *Transaction* dashboard, *Organizations* list, and *POI* list.
- **Merchant Cashier** – This role has access to the payment tools but cannot issue any refund. It has read access for the *Transaction* dashboard, *Organizations* list, and *POI* list.
- **Merchant External Partner** – This role is assigned to users which are outside of the of merchant's company/ business, but are still trusted to get access to merchant data (such as transaction data, etc.).

- **Provider White Label Manager –** This role is assigned to users which have acquired the *White Label* feature. The feature enables users to customize the layout and designs of their *Organizations* within *Verifone Central*.
- **Reseller Manager** - An external reseller employee who can create, view and mange orders at any country level within their reseller group.
- **Reseller Representative** - An external reseller user who can view the portfolio, create, view and manage orders on behalf of the country the user is in.

A user with multiple roles inherits all the rights and permissions of all assigned roles
However, the **Merchant External Partner role will overwrite the rights and permissions of the other assigned roles**.

Location in Verifone Central								**Roles**
Section	**Components & features (subsection)**	**Permissions**	**Merchant Admin**	**Merchant Order Admin**	**Merchant Reviewer**	**Merchant Supervisor**	**Merchant User**	**Merchant Cashier**
Administration — Merchant Account Configuration & Onboarding	Organizations	Create	No	No	No	No	No	No
		Read	Yes	Yes	Yes	Yes	Yes	Yes
		Update	No	No	No	No	No	No
		Delete	No	No	No	No	No	No
		Secure Card Capture	Yes	Yes	No	No	No	No
		Token Scope	Yes	Yes	No	No	No	No
	Payment Provider Contracts*	Create	No	No	No	No	No	No
		Read	Yes	Yes	Yes	Yes	Yes	No
		Update	No	No	No	No	No	No
		Delete	No	No	No	No	No	No
		See Fees	No	No	No	No	No	No
	***Note**: *For Surcharge configuration details and merchant role permissions, check the* Surcharge *docu*							
	Points of Interaction	Create	No	Yes	No	No	No	No
		Read	Yes	Yes	Yes	Yes	Yes	Yes
		Update	No	Yes	No	No	No	No
		Delete	No	Yes	No	No	No	No
	3D Secure Contracts	Create	No	No	No	No	No	No
		Read	Yes	Yes	Yes	Yes	Yes	No
		Update	No	No	No	No	No	No
		Delete	No	No	No	No	No	No
		Enable/Disable	No	No	No	No	No	No
		Read Password	No	No	No	No	No	No
	Wallets	Create	Yes	No	No	Yes	No	No
		Read	Yes	Yes	Yes	Yes	Yes	No
		Update	No	No	No	No	No	No

Location in Verifone Central			Roles					
Section	**Components& features (subsection)**	**Permissions**	**Merchant Admin**	**Merchant Order Admin**	**Merchant Reviewer**	**Merchant Supervisor**	**Merchant User**	**Merchant Cashier**
Disable	Yes	No	No	No	No	No	No	No
Users	Create	Yes	Yes	No	No	No	No	Yes
	Read	Yes	Yes	Yes	No	No	No	No
	Update	Yes	No	No	No	No	No	No
	Delete	Yes	No	No	No	No	No	No
	Self Read	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	Self Update	Yes	Yes	No	Yes	Yes	Yes	Yes
	Reset Password	No	No	No	No	No	No	No
	Create API key	Yes	No	No	Yes	No	No	No
	Create/ edit/ view organization group	Yes	No	No	No	No	No	No
Blocking Rulesets	Create	Yes	No	No	No	No	No	No
	Read	Yes	No	Yes	Yes	Yes	No	No
	Update	Yes	No	No	No	No	No	No
	Delete	Yes	No	No	No	No	No	No
Notification Service	Create	Yes	Yes	No	Yes	No	No	No
	Read	Yes	Yes	No	Yes	No	No	No
	Update	Yes	Yes	No	Yes	No	No	No
	Disable	Yes	Yes	No	Yes	No	No	No
Checkout Themes	Create Theme	No	No	No	Yes	No	Yes	No
	View	No	No	No	Yes	No	Yes	No
	Read	No	No	No	Yes	No	Yes	No
	Update	No	No	No	Yes	No	Yes	No
	Delete	No	No	No	Yes	No	Yes	No
Audit Log	Create	No	No	No	No	No	No	No
	Read	Yes	No	No	No	No	No	No
	Update	No	No	No	No	No	No	No
	Delete	No	No	No	No	No	No	No
Payment Tools	Virtual Terminal	Access	No	No	No	Yes	No	Yes
		View	No	No	No	Yes	No	Yes
		Create & Initiate payment / void payment	No	No	No	Yes	No	Yes

Location in Verifone Central						Roles		
Section	**Components& features (subsection)**	**Permissions**	**Merchant Admin**	**Merchant Order Admin**	**Merchant Reviewer**	**Merchant Supervisor**	**Merchant User**	**Merchant Cashier**
Capture payment/ refund/ cancel	No	No	No	Yes	No	No	No	No
Pay by Link	Access	No	No	No	Yes	No	Yes	No
	View PBL list	No	No	No	Yes	No	Yes	No
	Create link	No	No	No	Yes	No	Yes	No
	Reenable link	No	No	No	Yes	No	Yes	No
	Disable link	No	No	No	Yes	No	Yes	No
	Customer search bar	No	No	No	Yes	No	Yes	No
Customer Catalog	Create/edit customer	Yes	No	No	Yes	No	No	No
Product Catalog	Create/edit/delete product	Yes	No	No	Yes	No	Yes	No
Reporting & Analytics	Orders/ Transactions Reports	Access	Yes	Yes	Yes	Yes	Yes	Yes
		View transaction list	Yes	Yes	Yes	Yes	Yes	Yes
		Transaction details: history, actions, details, customer, documents	Yes	Yes	Yes	Yes	Yes	Yes
		Export CSV	Yes	Yes	Yes	Yes	Yes	Yes
		Refund	No	No	No	Yes	No	No
		Capture	No	No	No	Yes	No	No
		Void	No	No	No	Yes	No	Yes
		Access Receipts	Yes	Yes	No	Yes	No	Yes
		Void Capture	No	No	No	Yes	No	No
	Settlements	Read	No	No	Yes	Yes	Yes	No
	Monthly Invoice Summary	Read	Yes	Yes	No	Yes	No	No
	3D Secure Authentications	Access	Yes	Yes	Yes	Yes	Yes	Yes
		View	Yes	Yes	Yes	Yes	Yes*	Yes
		***Note:** *Merchant users can only access the 3-D Secure Authentications of their organi access the 3-D Secure Authentications of their sub-organizations.*						
	Report Scheduler	View	Yes	Yes	No	Yes	Yes	No

Location in Verifone Central			Roles					
Section	**Components& features (subsection)**	**Permissions**	**Merchant Admin**	**Merchant Order Admin**	**Merchant Reviewer**	**Merchant Supervisor**	**Merchant User**	**Merchant Cashier**
Generated Reports	View	Yes	Yes	No	Yes	Yes	No	No
Payout Report	View	Yes	Yes	No	Yes	No	No	No
Payment Analytics / Dashboard	Access	Yes	No	No	Yes	Yes	No	No
	View	Yes	No	No	Yes	Yes	No	No
Device Management	Devices Report	View	Yes	Yes	No	Yes	Yes	No
	Chain of Custody	View	Yes	Yes	No	Yes	Yes	No
		Create / Edit	Yes	Yes	No	Yes	Yes	No
Boarding	Place orders	Create	No	Yes	No	No	No	No
		View	No	Yes	No	No	No	No
		Update	No	Yes	No	No	No	No
Customize Layout	White Label	Manage	No	No	No	No	No	No

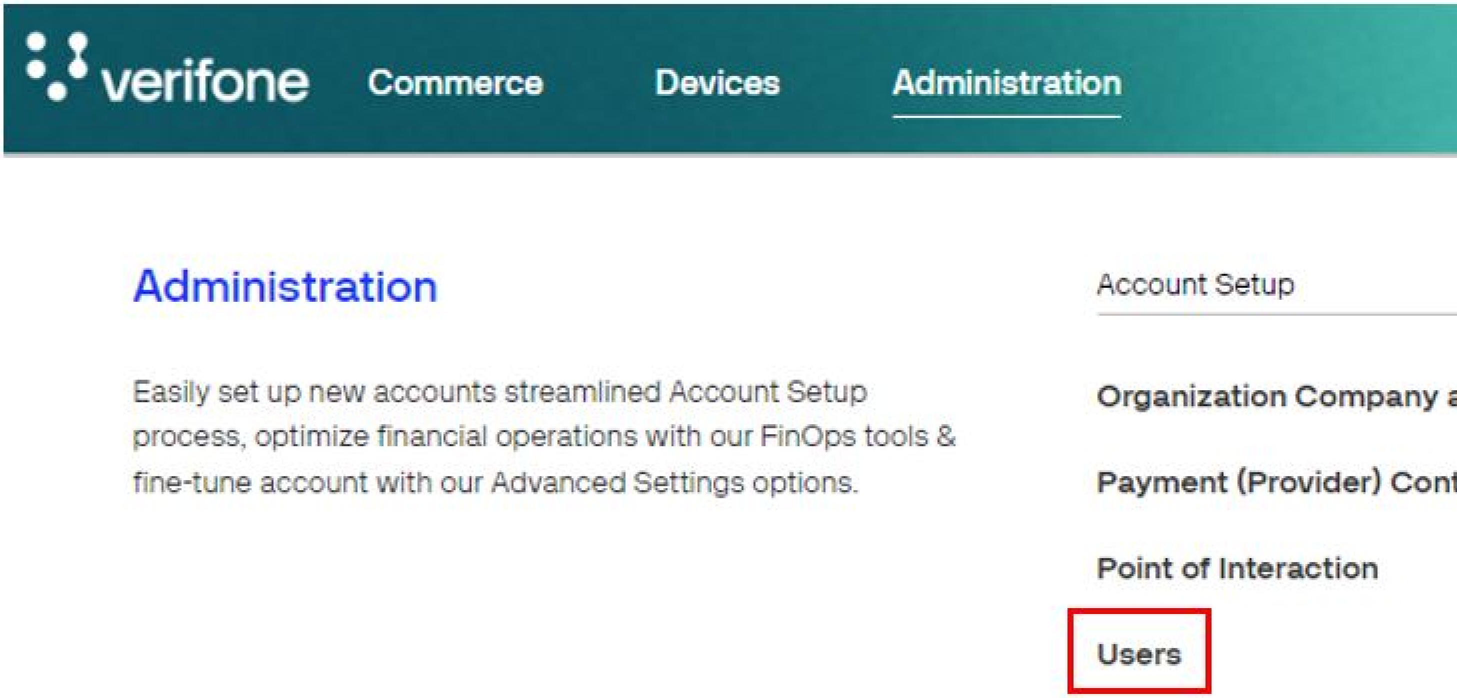
Managing users

Creating new users

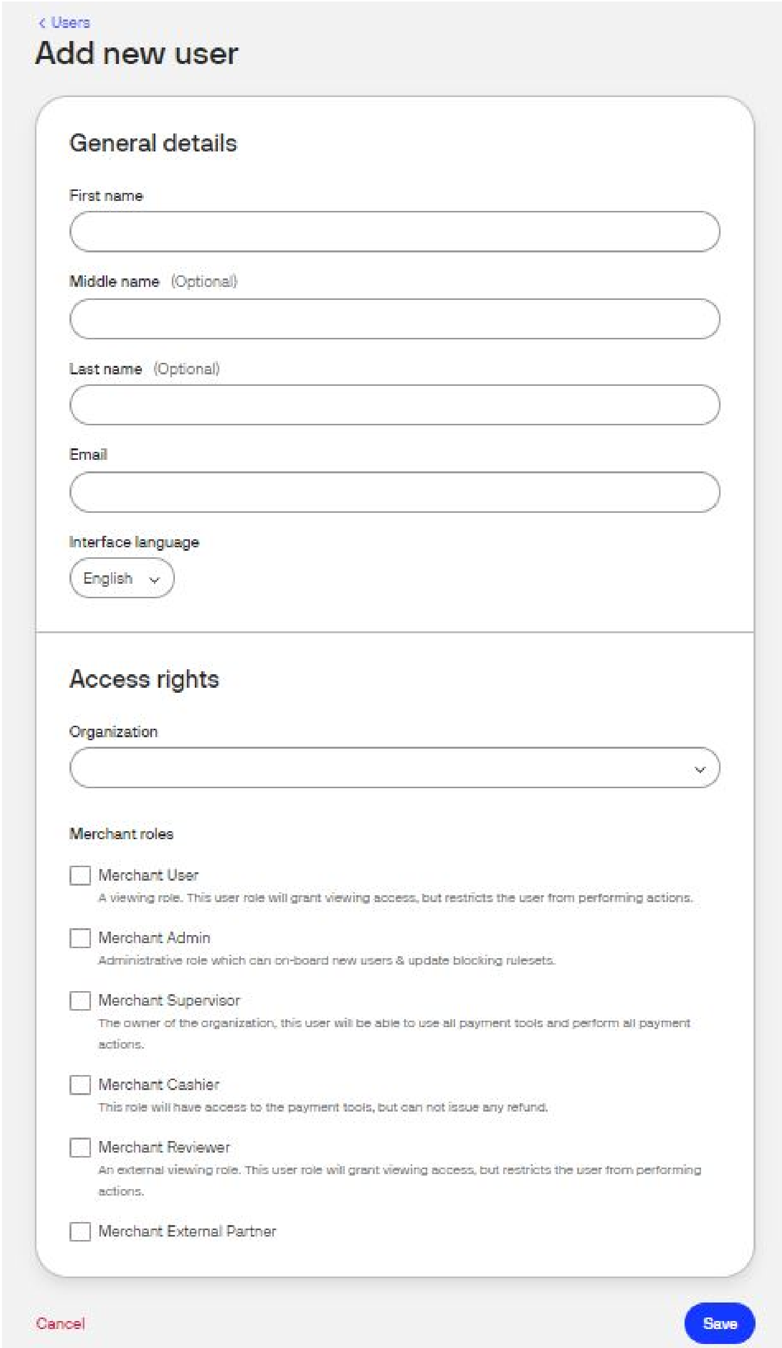
Here is how you can create a new user:

Only users with **Merchant Admin** access can set up new users, as per the above table.

1. Select **Administration** > **Users**.



2. Click **Add New User**.



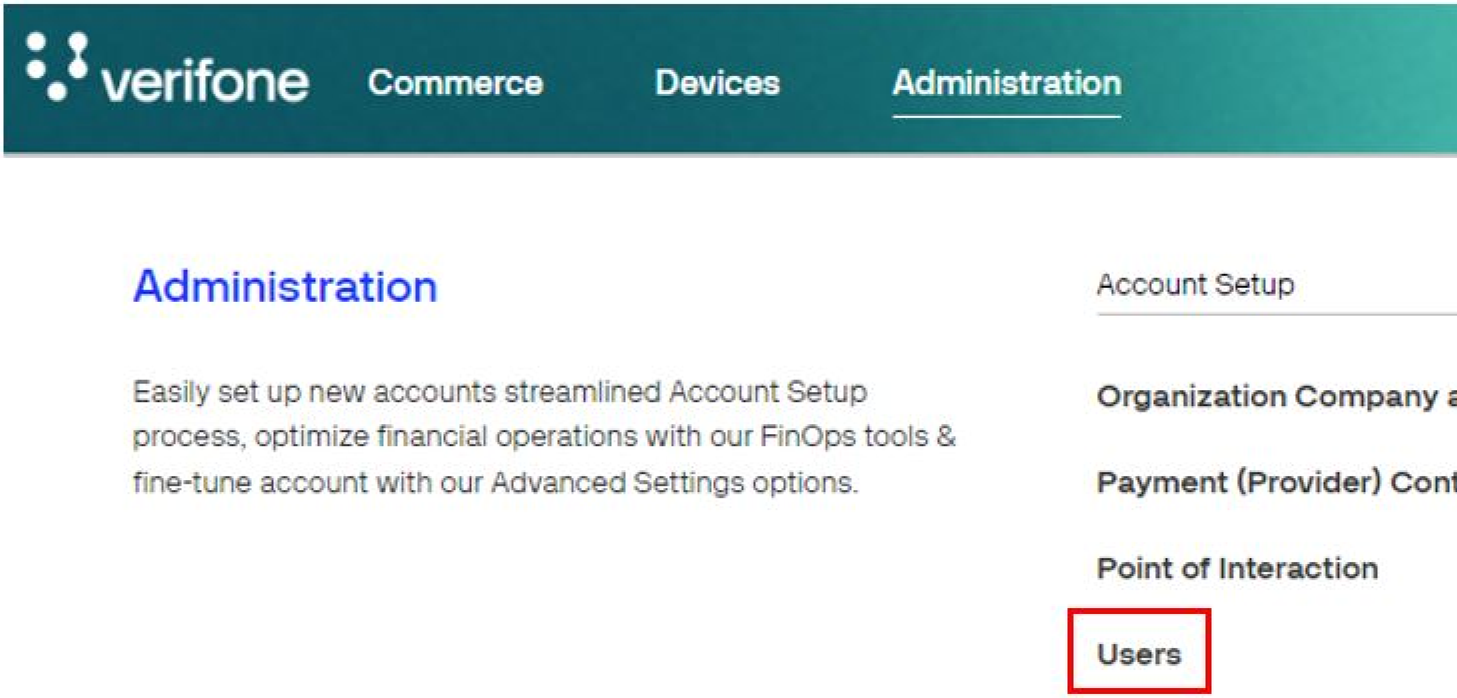
3. Complete the following fields:
   - Full name
   - Email address
   - Organization
   - Access rights - determines the level of access needed for transaction tasks. See the Roles and permissions section above for more details.

The new user will receive an email inviting them to set up a password to activate their account.

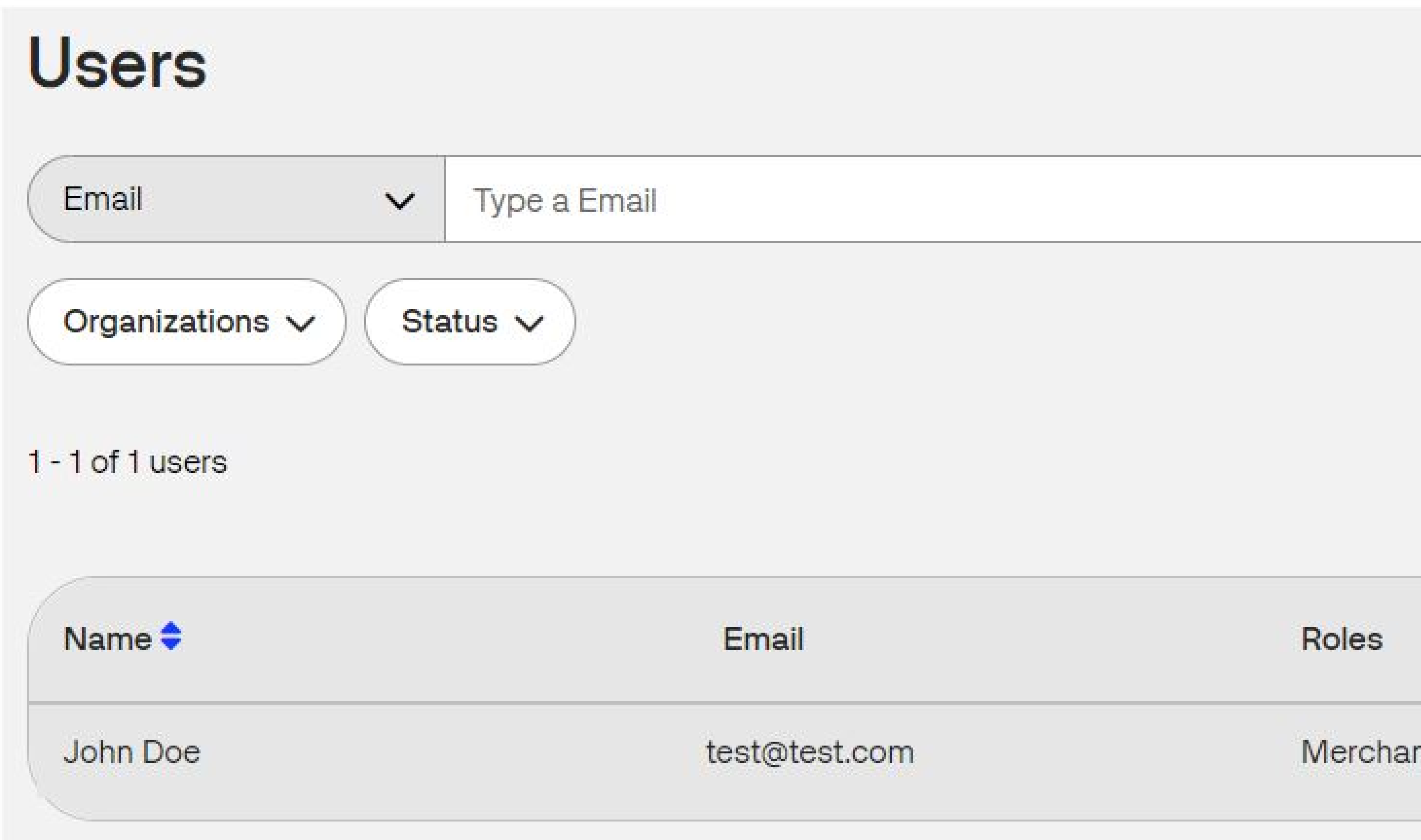
Deleting a user

Only users with **Merchant Admin** access can delete users, as per the above table.

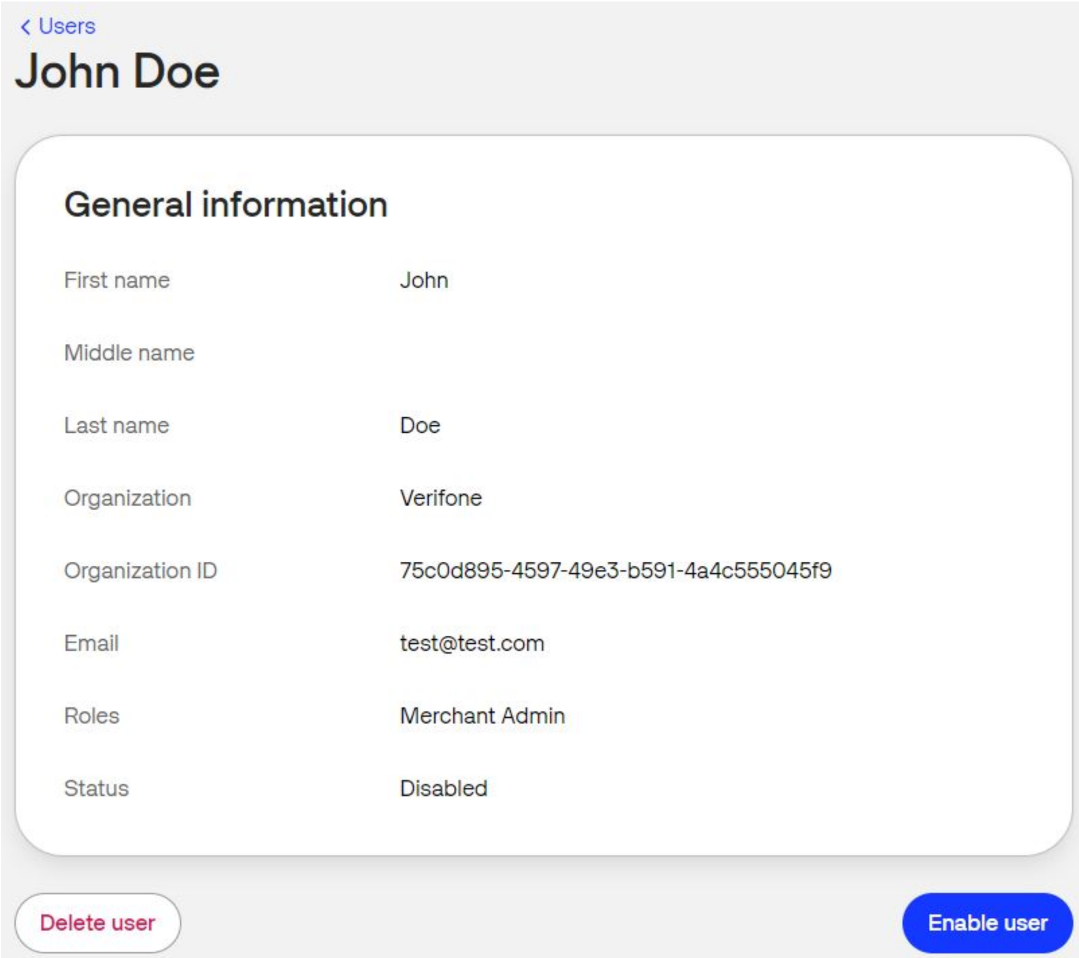
1. Select **Administration** > **Users**.



2. Select the needed user from the user list.

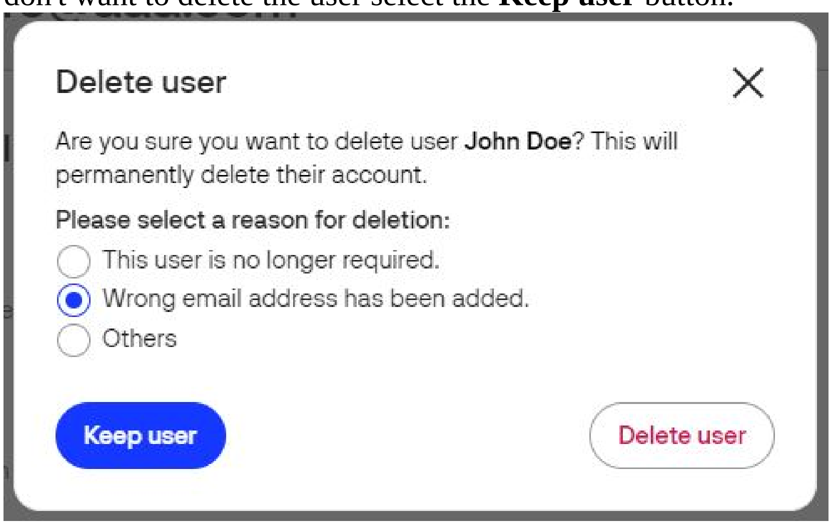


3. Click on **Delete user**.

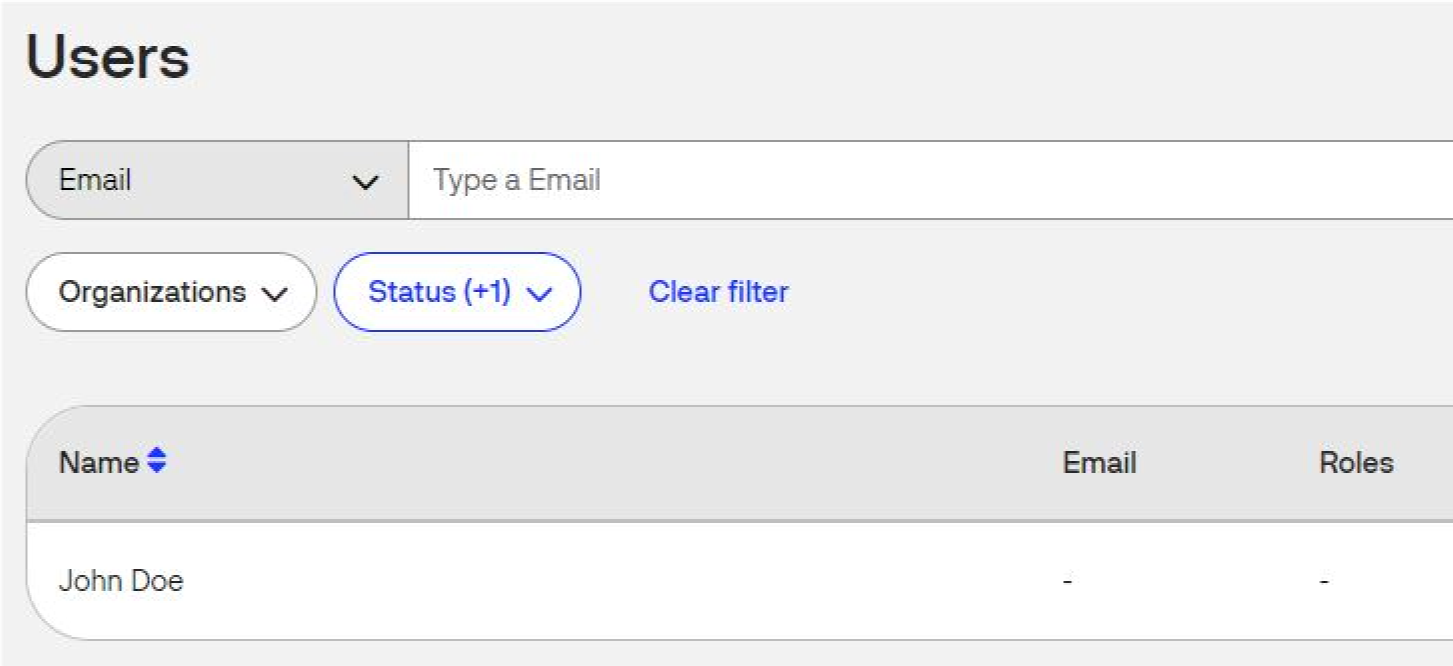


Only users having the **Disabled** status can be deleted.

4. A confirmation message will be displayed. Select a reason for the deletion and click on **Delete user**. If you don't want to delete the user select the **Keep user** button.



5. Deleted users will still be visible in the user list, with the status *Deleted*.

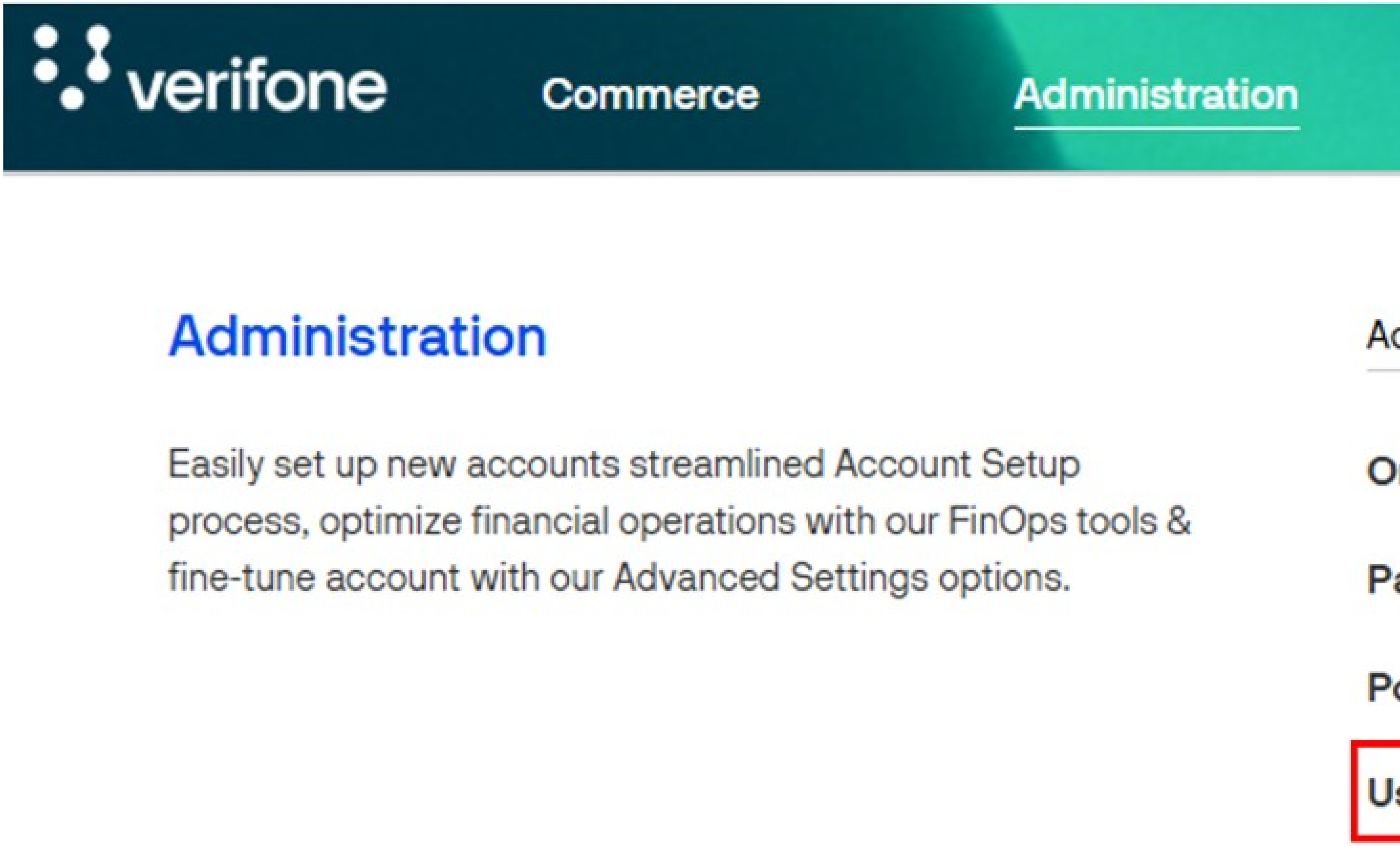


Managing hierarchy groups

To check more information on hierarchy groups, check the Organizations documentation.

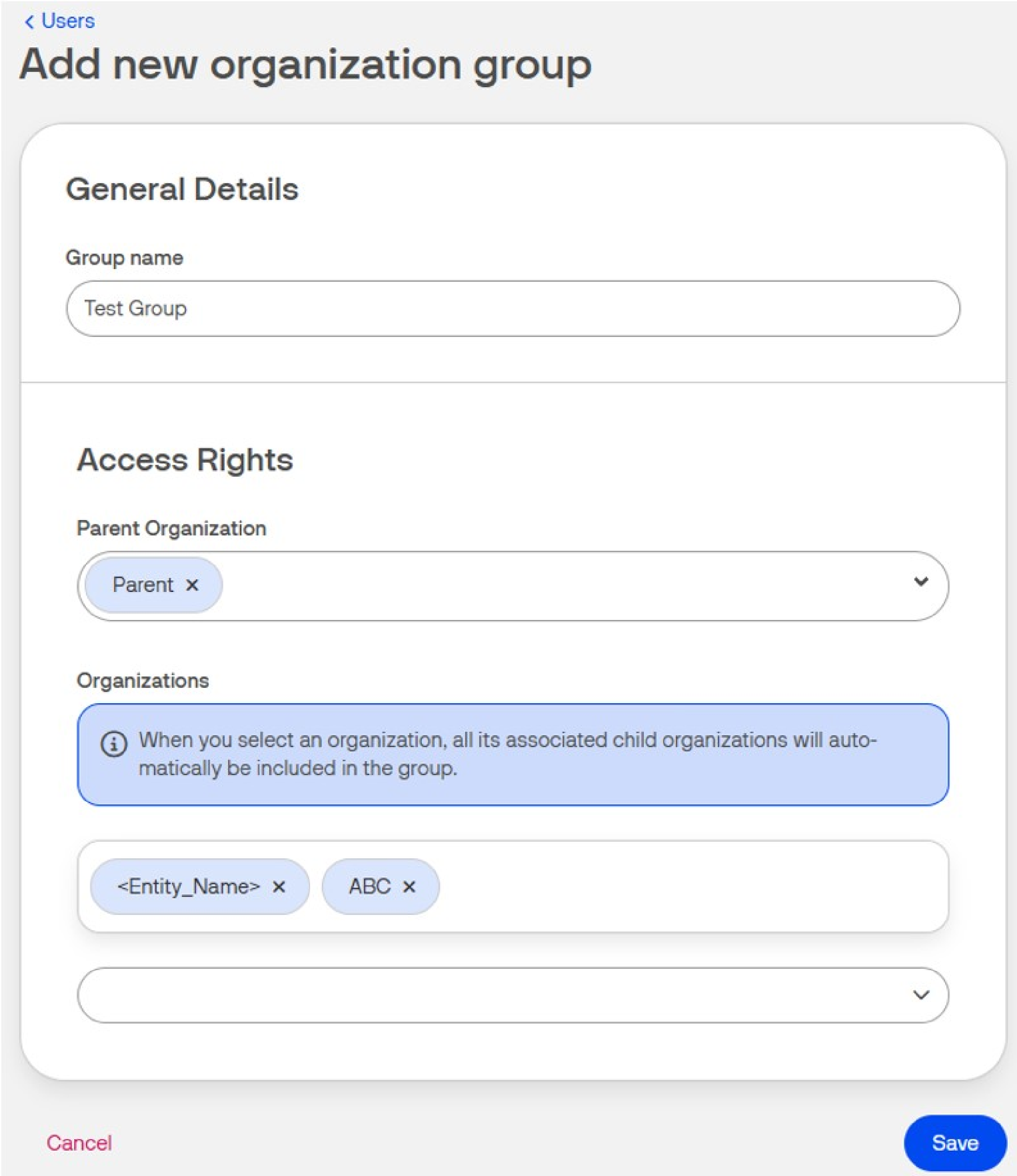
Adding new organization groups

1. Select **Administration** > **Users**.

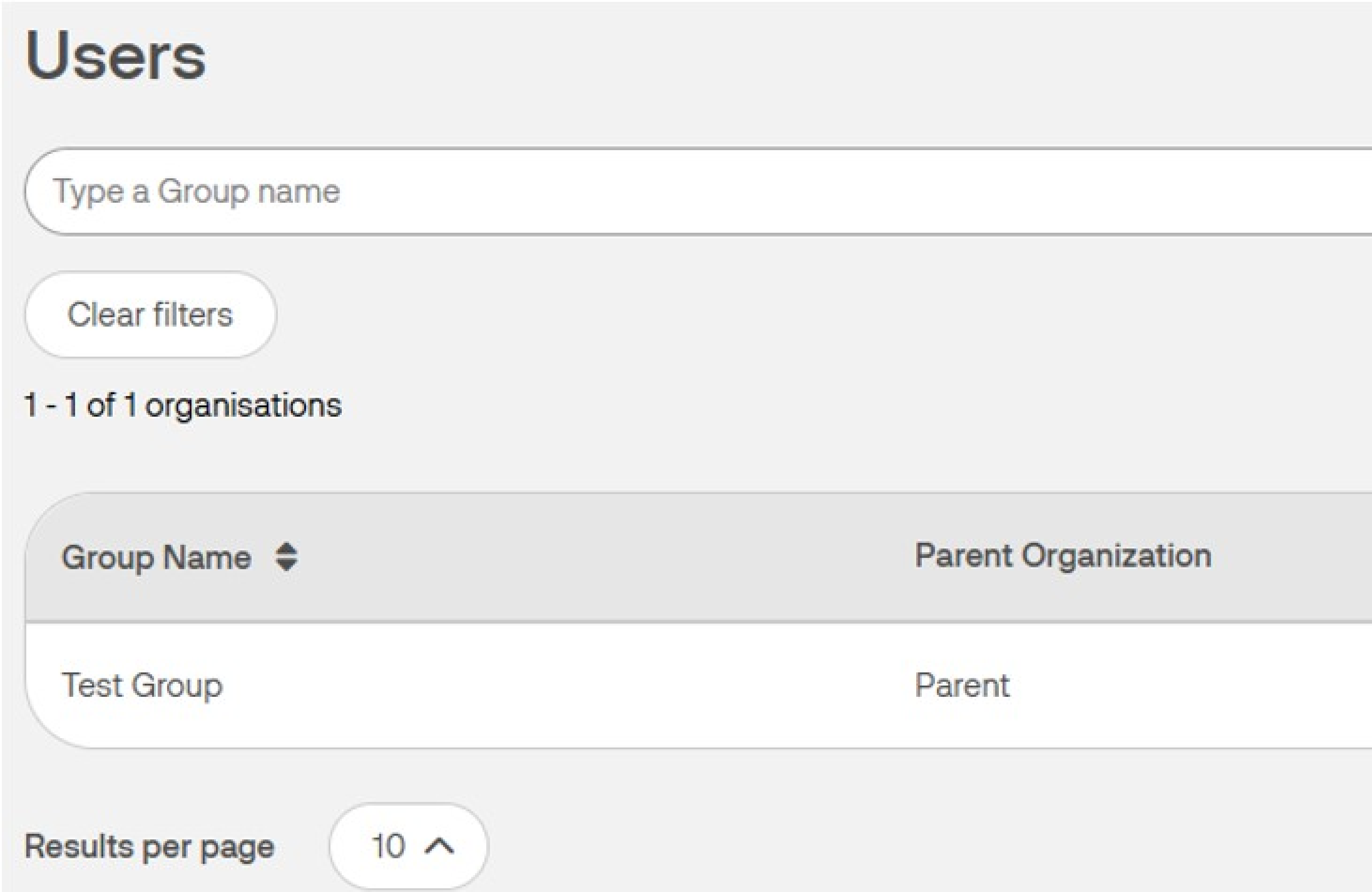


2. Click on **Add new organization group**.

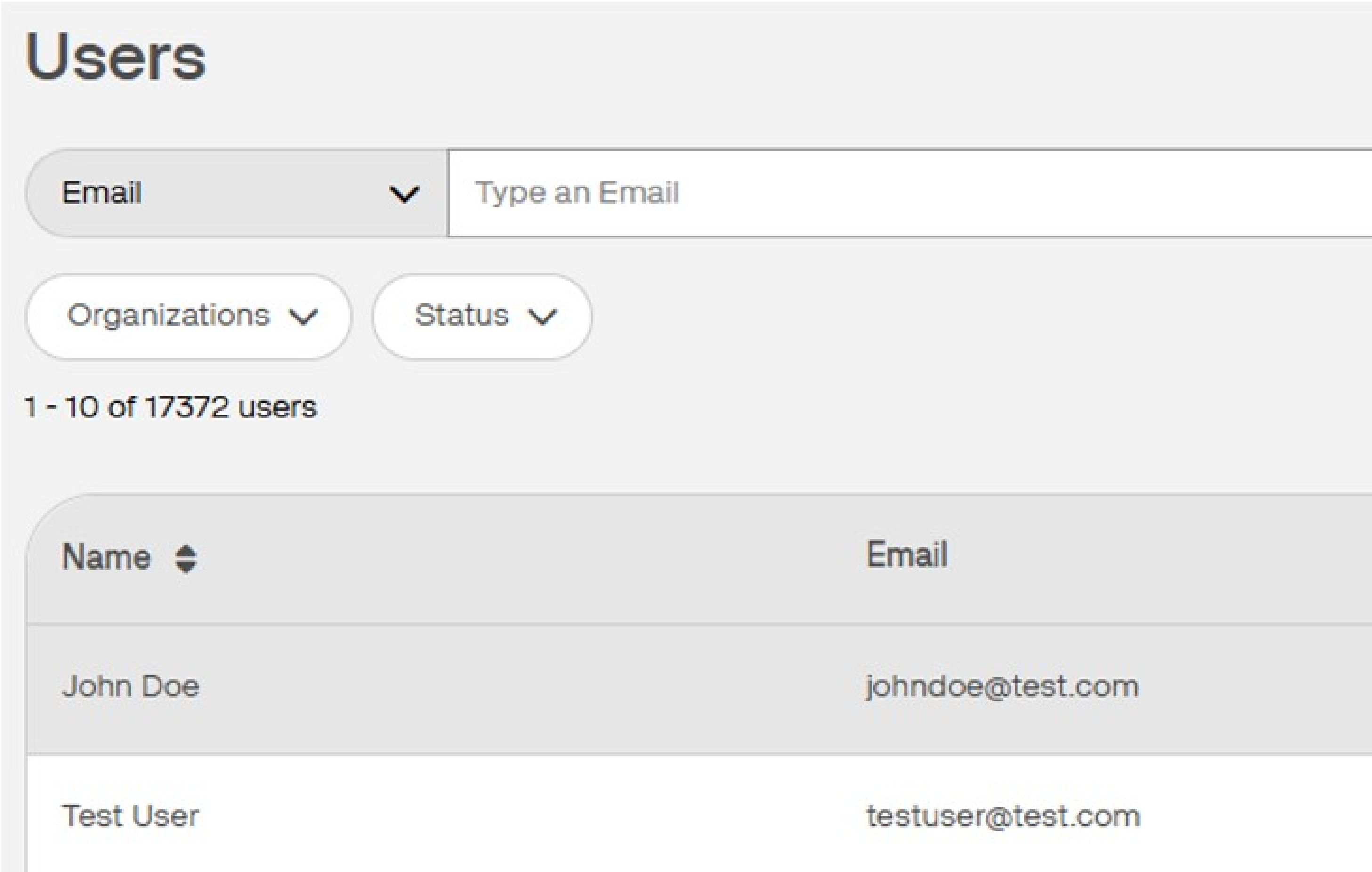
3. Enter the group name and select a parent organization. Select at least two organizations. Click **Save** to create the group.



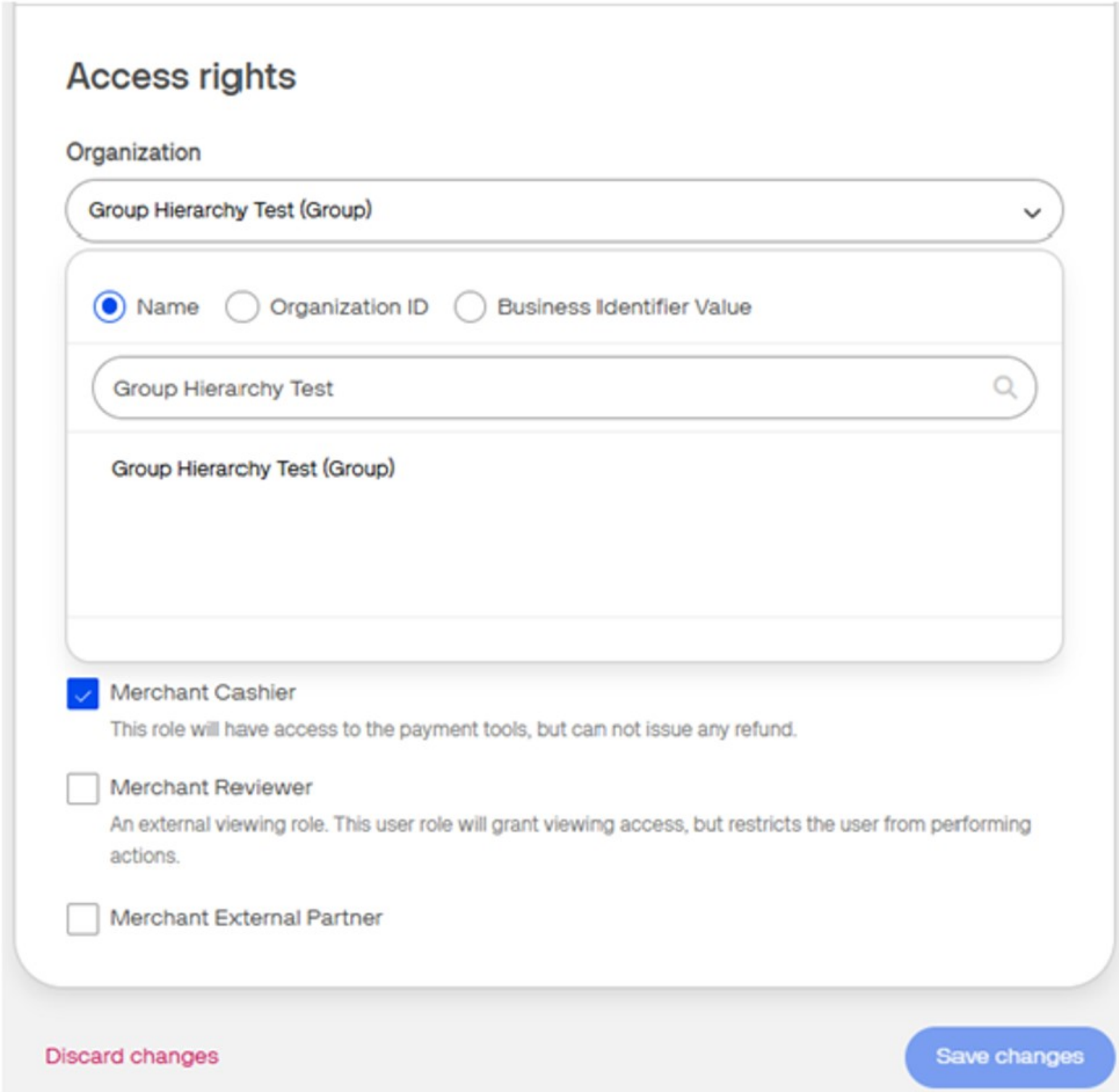
4. The created group will appear on the *Users* page once you switch to the **Groups** tab.



5. To assign a group to a user switch to the **Users** tab and select the required user from the list.

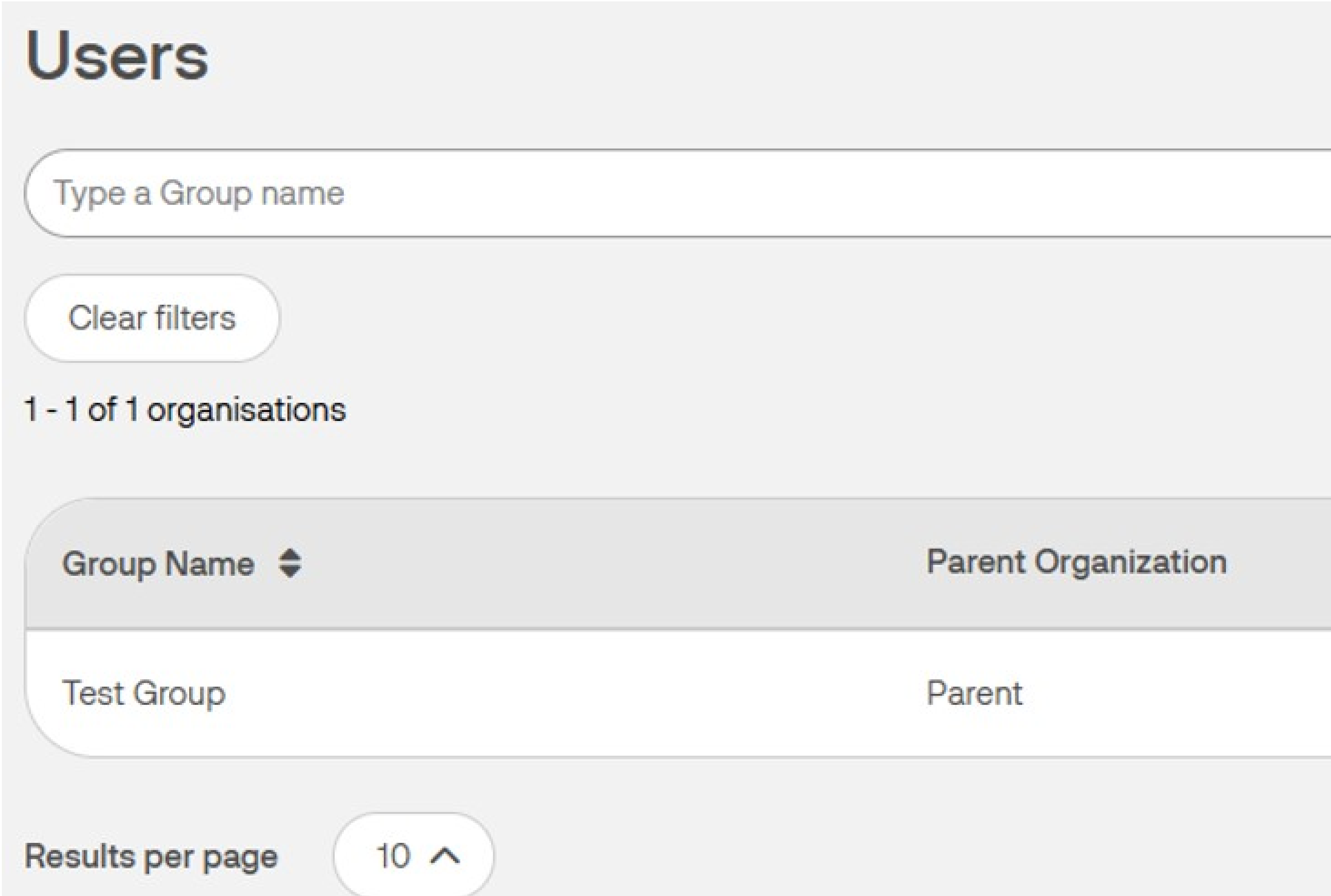


6. On the user’s detail page, click on **Edit**, and select the appropriate group organization from the dropdown menu (marked with a **Group** tag), in the *Organization* field. Once the changes are saved, the user is assigned to the selected group.

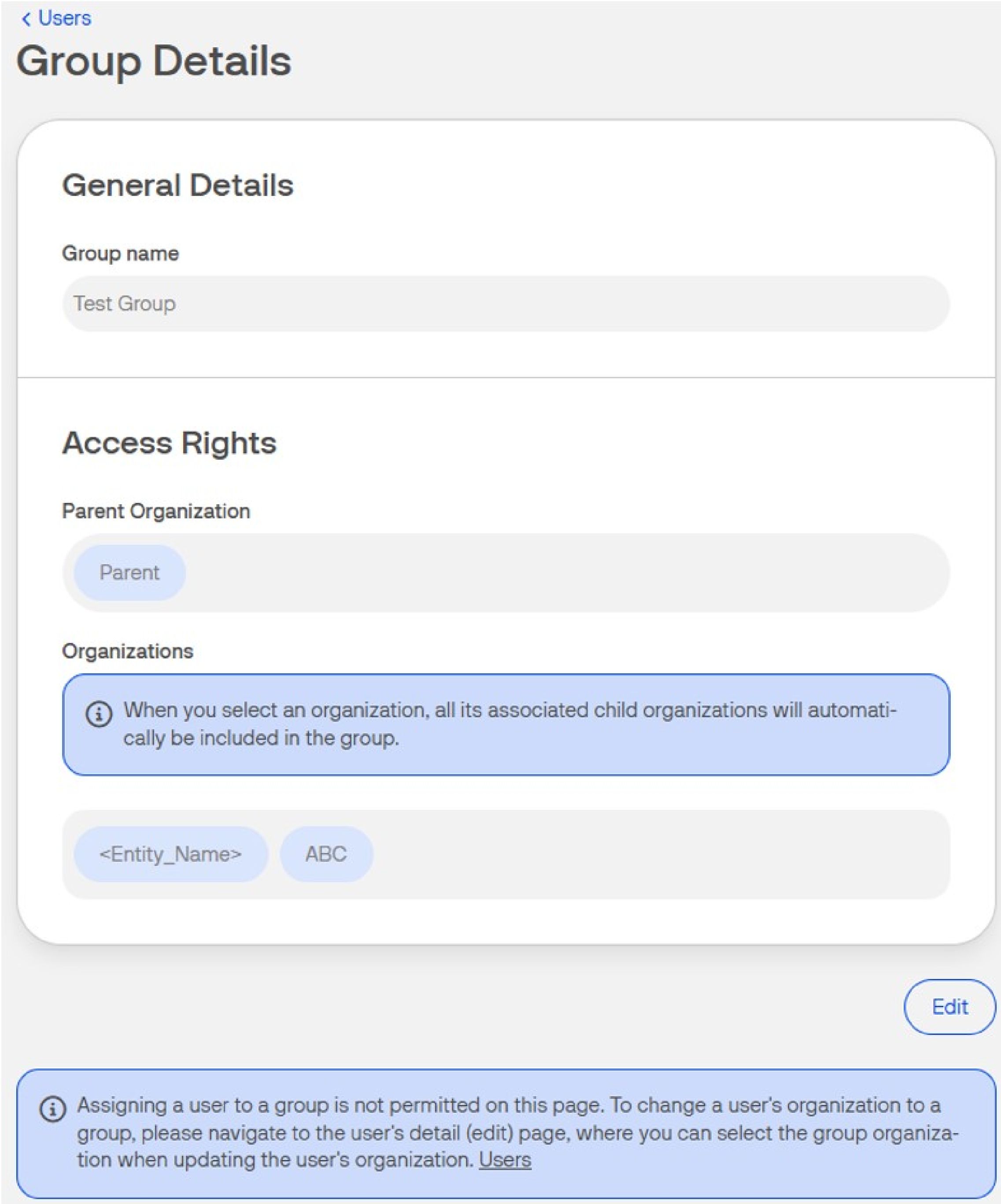


Editing an organization group

1. On the *Users* page, switch to the **Groups** tab and open the *Group Details* page by selecting a record on the groups list.



2. Click on **Edit** to update the group details.



< Users
Group Details
General Details
Group name
Test Group
Access Rights
Parent Organization
Parent
Organizations
When you select an organization, all its associated child organizations will automatically be included in the group.
<Entity_Name>
ABC
Edit
Assigning a user to a group is not permitted on this page. To change a user's organization to a group, please navigate to the user's detail (edit) page, where you can select the group organization when updating the user's organization. Users