

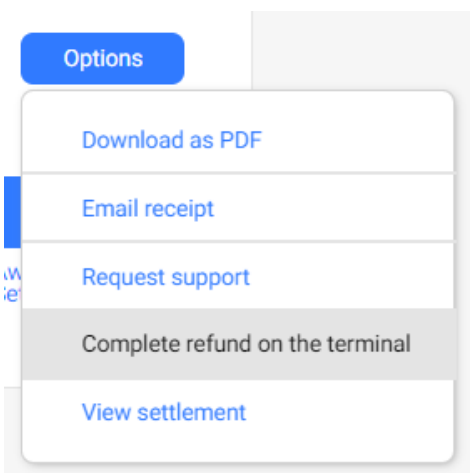
# Request support for a transaction

If you need to ask us a question about a specific transaction, you can easily do this in Verofy® Cloud.

**Find the transaction** you need to ask us about, then click the three blue dots to load the transaction detail page.

Date	Type	Channel	Status	Card type	Card pan number	Transaction	Settlement status	
19 Oct 2025 - 14:41	Sale	Verofy® Move	Approved	Visa	██████████	£30.00	Settled	⋮


From here, select the **Request support** option.



This will open the **Message centre**. From here, you can write a message to us about a transaction or any other issue. If you raise a request for a specific transaction or settlement, the reference will automatically be added to help us find the record you're needing support with.

[Back to inbox](#)

Type your message



**Welcome to Verofy Support**

Here you can reach out to the support team who are here to help via our internal messaging system.

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
We also have an online support guides that can be accessed here: [www.verofy.support](http://www.verofy.support)

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For urgent assistance with terminal-related matters, please call: **0330 460 4672**

Monday to Saturday: 8am to 11pm  
Sunday: 10am to 5pm

For all other enquiries, feel free to call us Monday to Friday: 9am to 5:30pm

Upload a document 

Send message

Cancel

Press **Send message** to send your query, we'll get back to you in no time!

Revision #4

Created 9 May 2024 17:09:22 by Verofy® Support

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