

# Refunding customers via Verofy® Moto

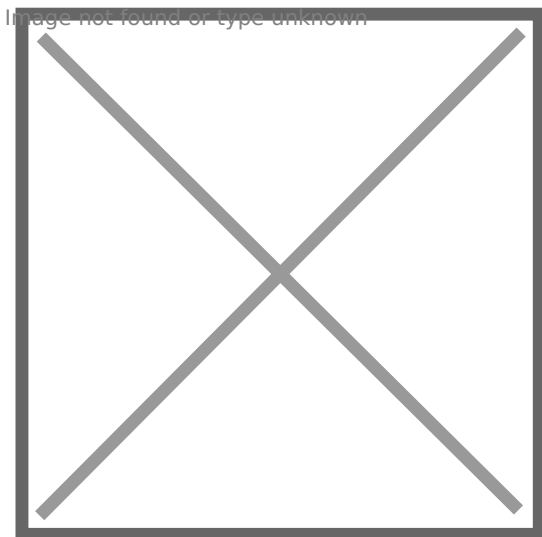
This page talks you through how to refund a customer remotely for a purchase.

Verofy® Moto transactions taken through your Verofy® Move are charged at a Non-Secure rate.

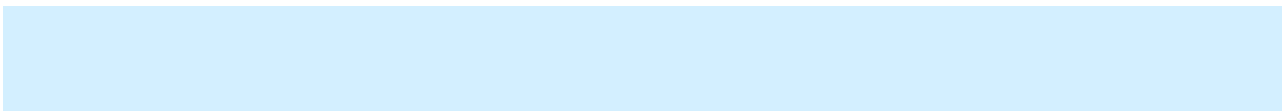
**BEWARE!** Card Not Present refunds are regarded as higher risk as they are more susceptible to fraudulent activity which can lead to Chargebacks. Make sure you know your customer when refunding remotely to reduce the risk of being exposed to fraudsters.

1. Once you've logged into your terminal, select 'CNP' from the **Home** screen.

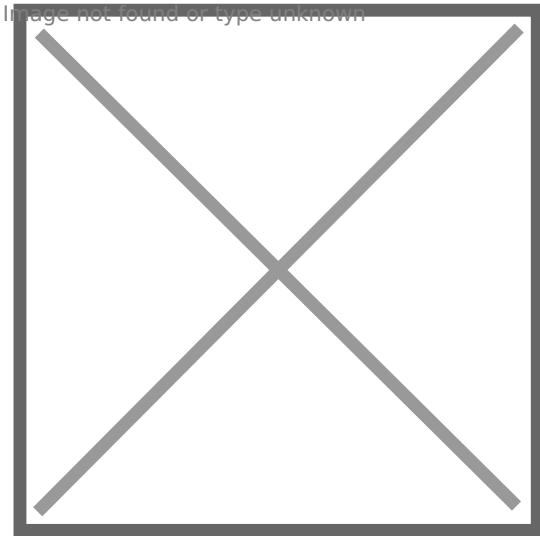
If you don't see the CNP option on your **Home** screen, you may not have the permissions to take Verofy® Moto payments. Contact us via the message centre in app for more information.



2. Select 'Refund' from the options presented.

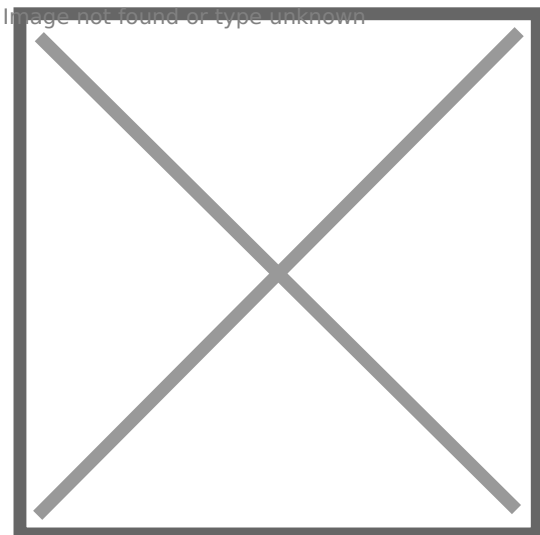


Remember, you can only refund to the **same card** the goods/services were purchased from. You won't be able to refund a customer for more than the amount of their initial purchase(s).



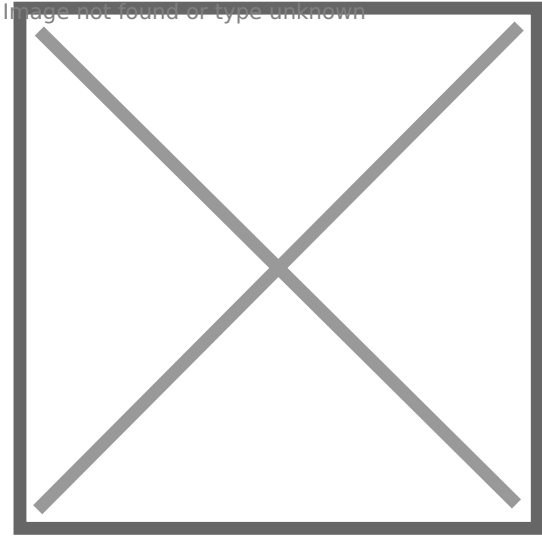
3. The terminal will prompt that Authorisation is required. You'll need to enter the 'Supervisor' User ID and password to continue. Press the green tick to continue.

This provides additional levels of security for your business, and ensures staff members cannot complete refunds unless they know the Supervisor login details.

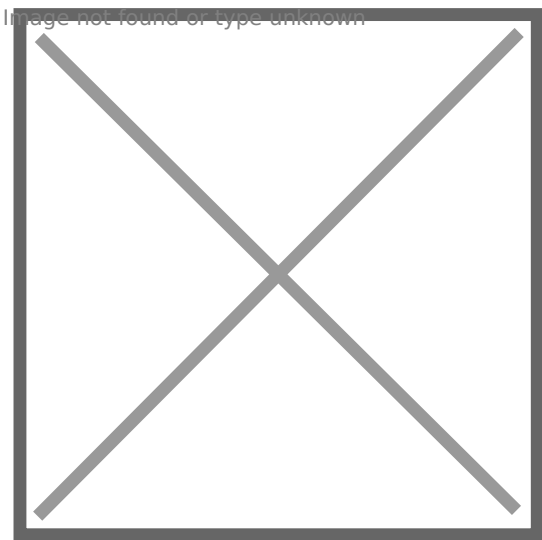


If you don't know your Supervisor login, you can request help with this by using our message centre in app to contact us.

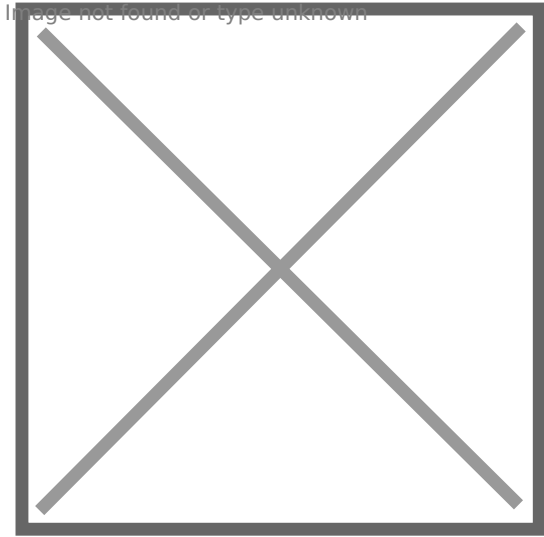
4. Enter the amount of the refund using the keypad. When you've entered this, press the green tick.



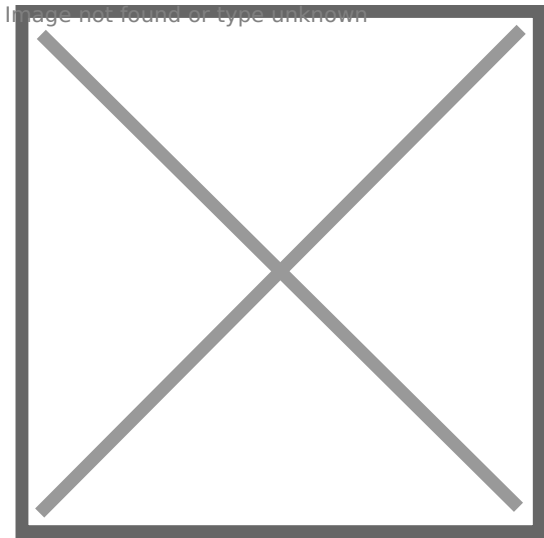
5. You'll then need to enter the long 16 digit card number (the customer will need to confirm this to you). Once entered, press submit.



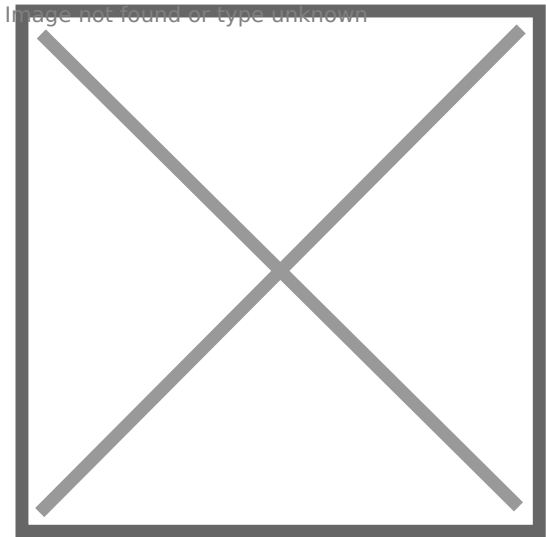
6. Next, you'll need to enter the expiry date of the card, Once you've done this, press the green tick.



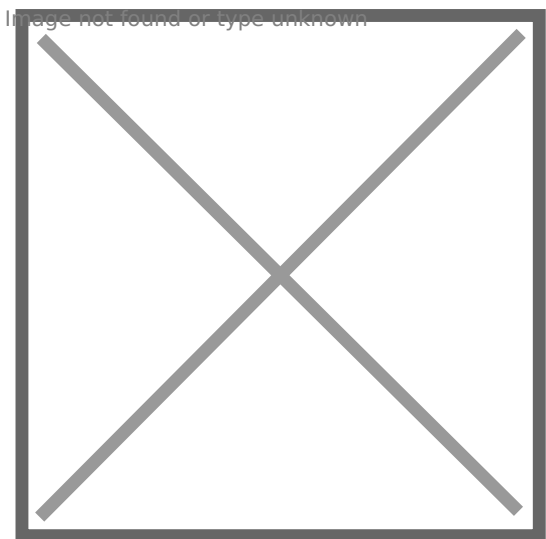
7. Next, you'll be asked if you wish to add an Optional Reference to the transaction. If you don't want to add a reference, press submit.



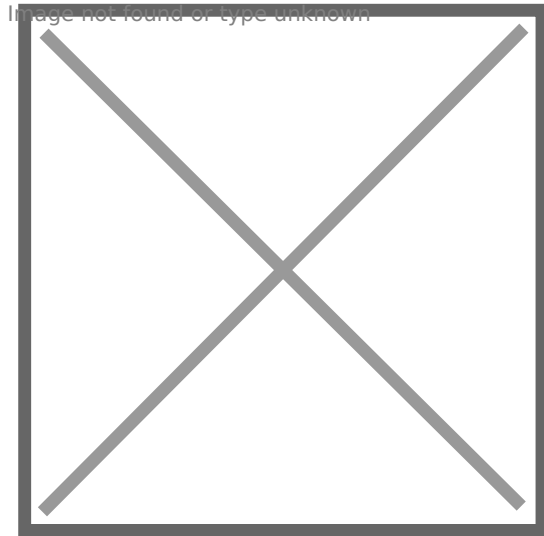
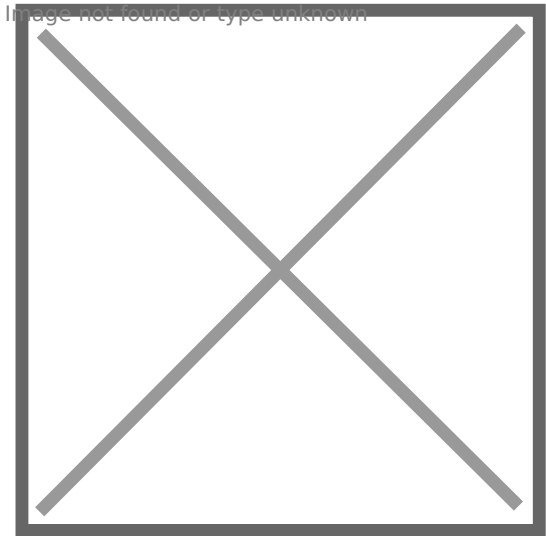
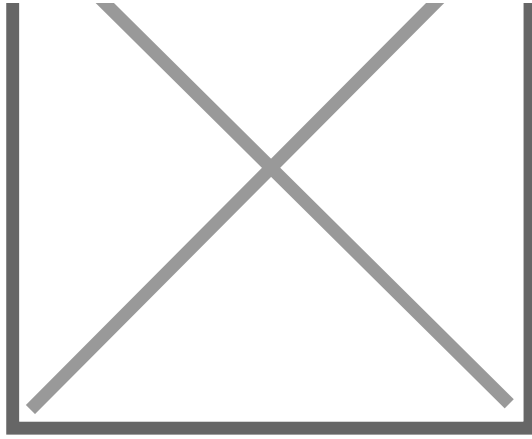
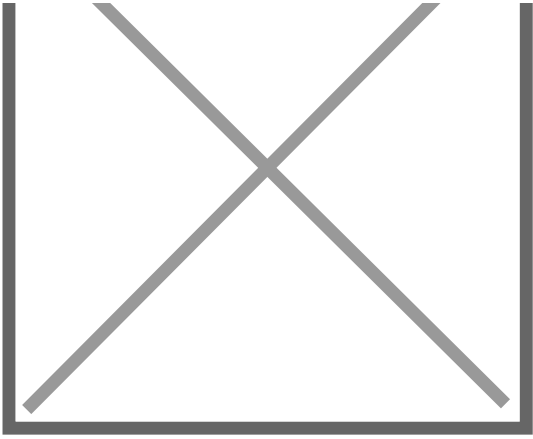
8. If the refund amount and card presented are correct, the terminal will process the refund and you'll see the 'Success' screen.



9. If the amount of the refund entered is too high or the card presented does not match, you'll see the 'Refund Not Allowed' message and the 'Declined' screen. The refund will be cancelled and you'll need to start again.



10. The terminal will then print the receipt copies if you have auto printing enabled. If you have print to screen enabled, you'll have the option to view or print receipts. To find out how to change your print settings, click [here](#).



This completes the refund.

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