

# 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.

verofy

TUE 25TH APRIL

Manager

Stored Transactions: 10

ID: 1234



Sale



Refund



Test Acquiring  
Connection



Card Not  
Present



Reprint  
Manager



Reversal



HOME



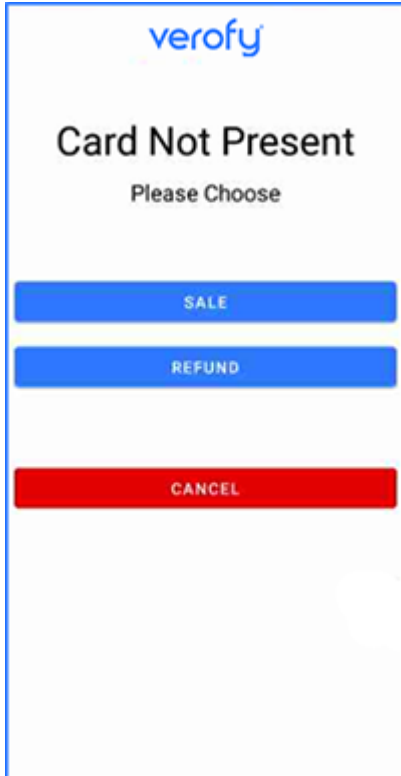
ADMIN



SETTINGS

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.

verofy

AUTH REQUIRED

Enter Supervisor Password

User ID

Password

1

2

3

✖

4

5

6

←

7

8

9

✓

0

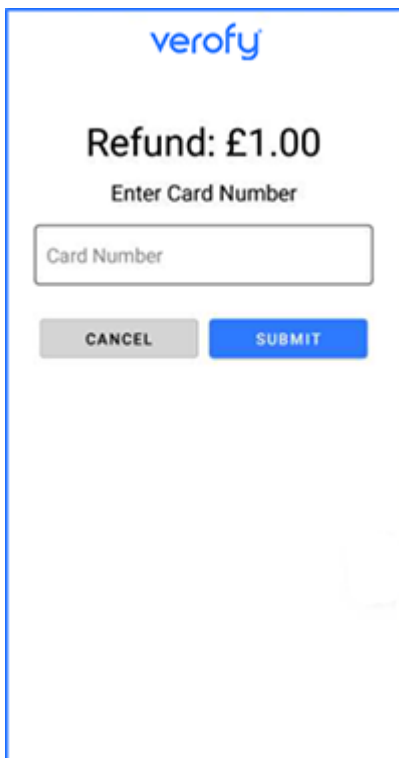
If you don't know your Supervisor login, you can request help with this by using our message centre in app to contact us.

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



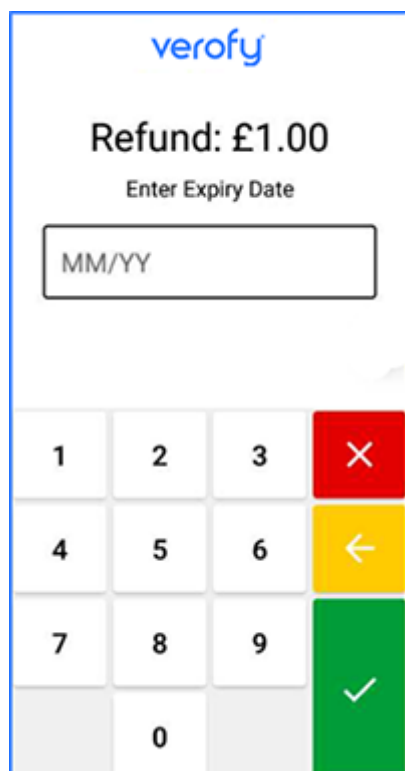
The image shows a mobile app interface for a refund. At the top is the 'verofy' logo. Below it is the title 'Refund' and the instruction 'Enter Amount'. A text input field contains '£0.00'. Below the input field is a numeric keypad with buttons for digits 1-9, 0, and 00, along with a red 'X' button, a yellow back arrow button, and a green checkmark button.

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.



The image shows the next screen in the refund process. It features the 'verofy' logo at the top, followed by 'Refund: £1.00' and the instruction 'Enter Card Number'. Below this is a text input field labeled 'Card Number'. At the bottom are two buttons: a grey 'CANCEL' button and a blue 'SUBMIT' button.

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



The image shows a mobile app interface for Verofy. At the top, the Verofy logo is displayed. Below it, the text "Refund: £1.00" is shown, followed by the instruction "Enter Expiry Date". A text input field with the placeholder "MM/YY" is present. Below the input field is a numeric keypad with digits 1 through 9, 0, a red button with a white 'X' (clear), a yellow button with a white left arrow (backspace), and a green button with a white checkmark (confirm).

7. You'll then need to enter the 3 digit security code (CVV) from the back of the card. The customer will need to confirm this to you. Once entered, press submit.




The image shows a mobile app interface for Verofy. At the top, the Verofy logo is displayed. Below it, the text "Refund: £1.00" is shown, followed by the instruction "Enter CVV Number". A text input field with the placeholder "CVV" is present. Below the input field are two buttons: a grey "CANCEL" button and a blue "SUBMIT" button.

8. Next, you'll need to enter the **numbers only** from the post code that the card is registered to. The customer should be able to provide this information to you. Once entered, press the green tick.



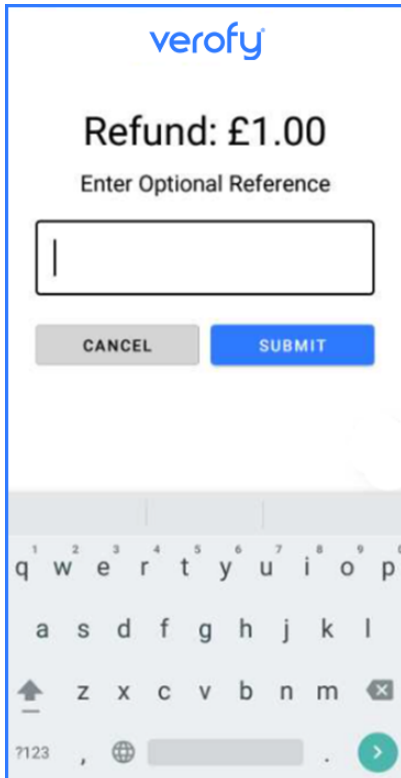
The image shows a mobile app interface for a refund. At the top is the 'verofy' logo. Below it, the text 'Refund: £1.00' is displayed. Underneath that is the prompt 'Enter Post Code'. A text input field is provided for the user to enter the post code. Below the input field is a numeric keypad with buttons for digits 1 through 9, 0, a red button with a white 'X' for clearing, a yellow button with a white left arrow for navigating back, and a green button with a white checkmark for confirming the entry.

9. You'll then need to enter the house name or number that the card is registered to. The customer should be able to provide this information to you. Once entered, press next.



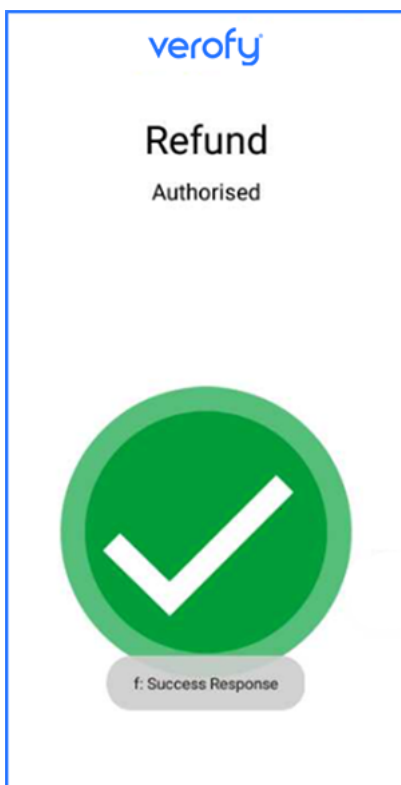
The image shows the next screen in the mobile app. It features the 'verofy' logo at the top, followed by 'Refund: £1.00'. The prompt 'Enter House Number' is displayed above a text input field. Below the input field are two buttons: a grey 'CANCEL' button and a blue 'NEXT' button. At the bottom of the screen, a standard QWERTY keyboard is visible, indicating that the user can type the house name or number.

10. 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.



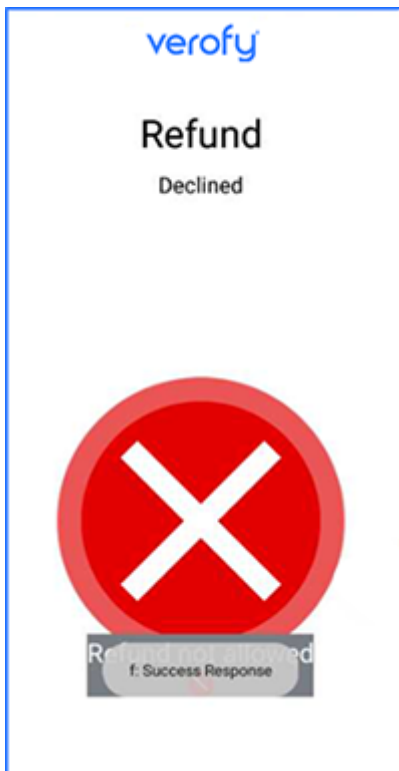
The image shows a mobile app interface for a refund transaction. At the top is the 'verofy' logo. Below it, the text 'Refund: £1.00' is displayed. Underneath, it says 'Enter Optional Reference'. There is a text input field with a cursor. Below the input field are two buttons: 'CANCEL' and 'SUBMIT'. At the bottom of the screen, a virtual QWERTY keyboard is visible.

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

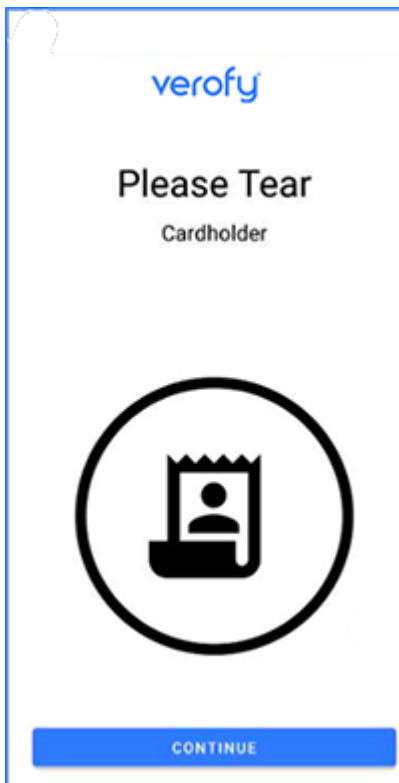


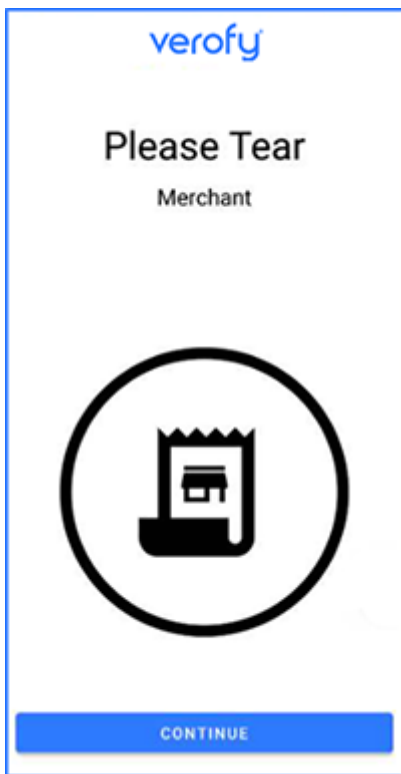


12. If the amount of the refund entered is too high or the card presented does not match, you'll see the 'Refund Not Allowed' message and the 'Declined' screen. The refund will be cancelled and you'll need to start again.



13. The terminal will then print the Customer copy of the receipt, followed by the Merchant copy.





**This completes the refund.**

---

Revision #11

Created 26 April 2023 09:17:10 by Verofy® Support

Updated 9 May 2024 10:08:23 by Verofy® Support