

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.

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TUE 25TH APRIL

Manager

Stored Transactions: 10

ID: 1234



Sale



Refund



Test Acquiring
Connection



Card Not
Present



Reprint
Manager



Reversal



HOME



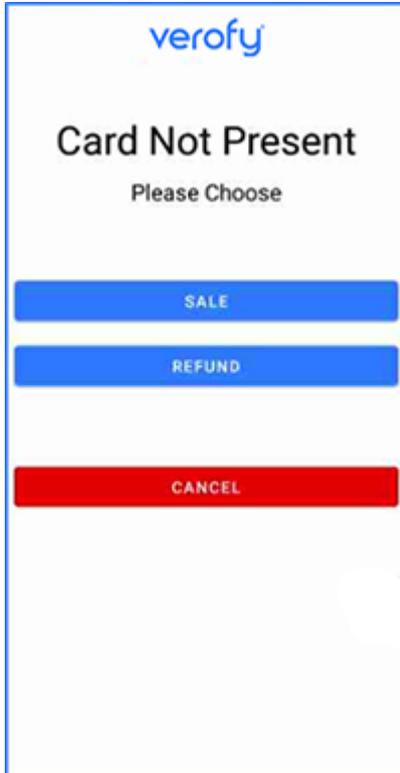
ADMIN



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.

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AUTH REQUIRED

Enter Supervisor Password

User ID

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.

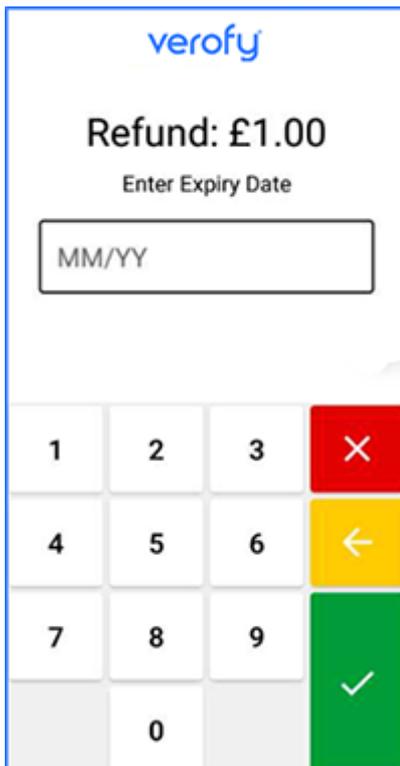
4. Enter the amount of the refund using the keypad. When you've entered this, press the green tick.

The screenshot shows the Verofy 'Refund' interface. At the top is the Verofy logo. Below it, the word 'Refund' is displayed in a large font, followed by the instruction 'Enter Amount'. A text input field contains the value '£0.00'. Below the input field is a numeric keypad with buttons for digits 1-9, 0, 00, a red button with a white 'X' (clear), and a yellow button with a white left arrow (backspace). A green button with a white checkmark (confirm) is located at the bottom right of the keypad.

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 screenshot shows the Verofy 'Refund: £1.00' interface. At the top is the Verofy logo. Below it, the text 'Refund: £1.00' is displayed in a large font, followed by the instruction 'Enter Card Number'. A text input field is labeled 'Card Number'. Below the input field 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.



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Refund: £1.00

Enter Expiry Date

MM/YY

1	2	3	✕
4	5	6	←
7	8	9	✓
	0		

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.



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Refund: £1.00

Enter CVV Number

CVV

CANCEL SUBMIT

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.



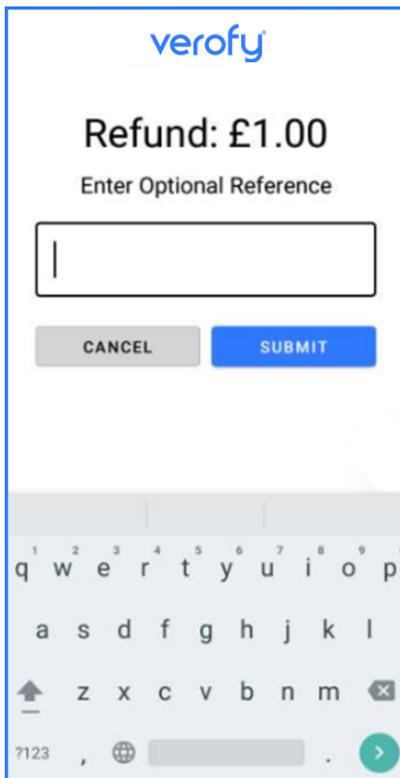
The screenshot shows the Verofy app interface. At the top, the Verofy logo is displayed. Below it, the text "Refund: £1.00" is shown in a large font, followed by "Enter Post Code" in a smaller font. A white rectangular input field is positioned below the text. At the bottom of the screen, there is a numeric keypad with buttons for digits 1 through 9, 0, a red button with a white 'X' (delete), a yellow button with a white left arrow (backspace), and a green button with a white checkmark (confirm).

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 screenshot shows the Verofy app interface. At the top, the Verofy logo is displayed. Below it, the text "Refund: £1.00" is shown in a large font, followed by "Enter House Number" in a smaller font. A white rectangular input field is positioned below the text. Below the input field, there are two buttons: a grey "CANCEL" button and a blue "NEXT" button. At the bottom of the screen, a standard QWERTY keyboard is visible, with a green arrow button on the right side.

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.



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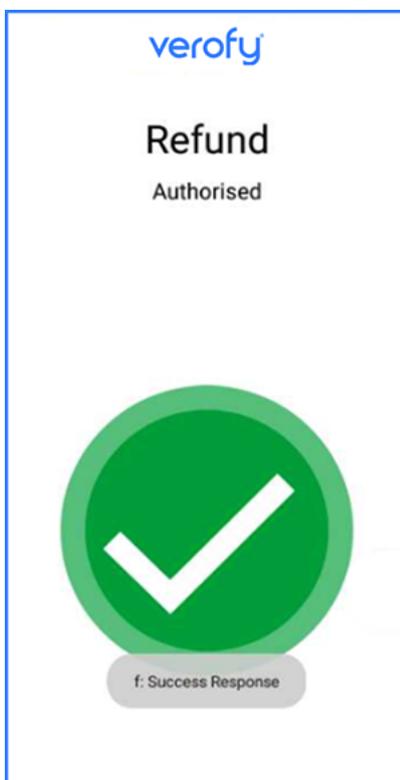
Refund: £1.00

Enter Optional Reference

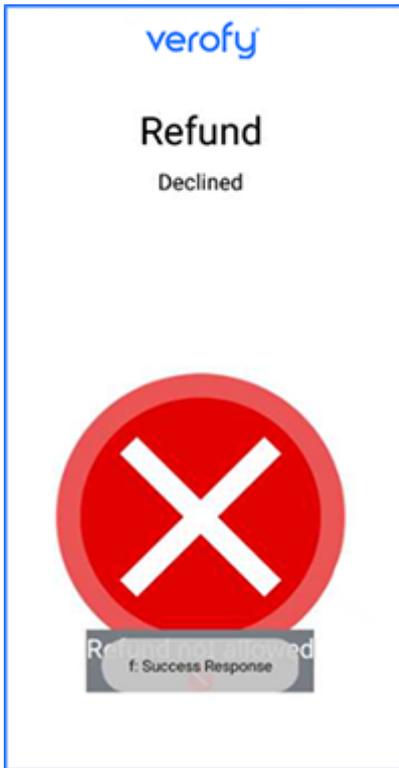
CANCEL SUBMIT

q w e r t y u i o p
a s d f g h j k l
z x c v b n m

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.

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