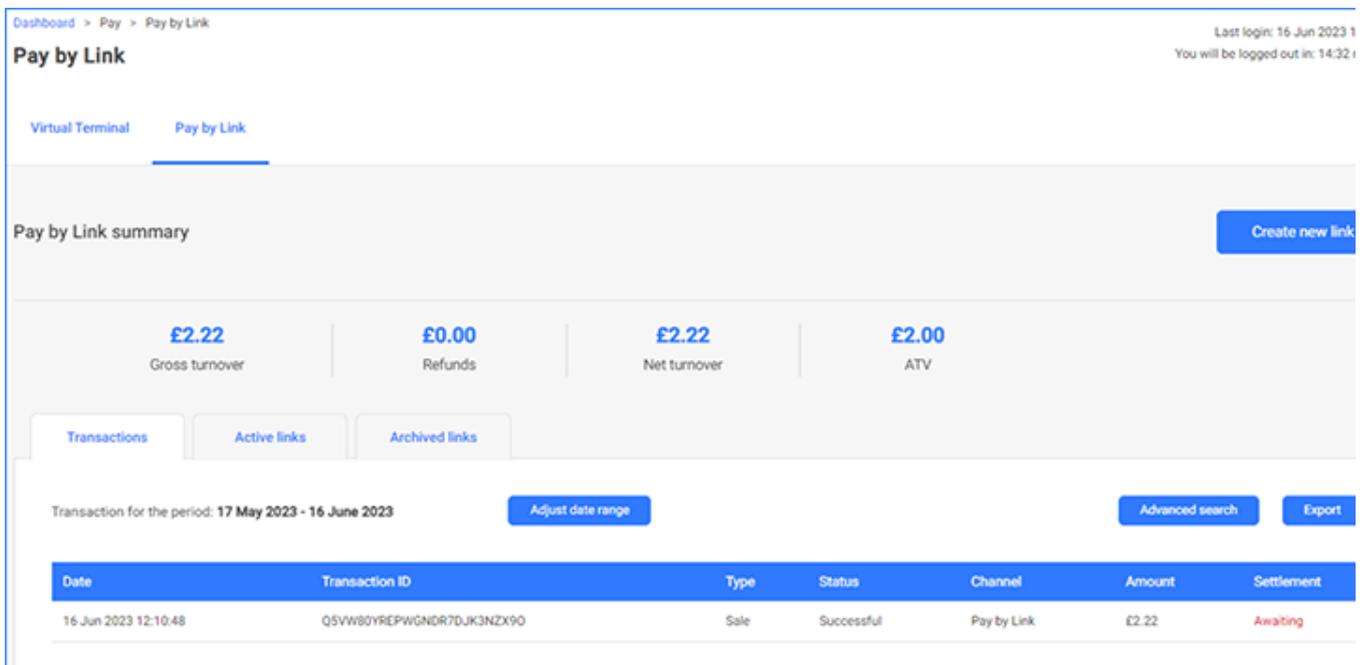


in Verofy® Cloud

This page shows you how to refund Verofy® PayLinks in cloud.

Remember, you won't be able to refund a customer for more than the amount of their initial purchase(s), but you can refund a partial amount of the total sale.

1. To get started, you'll need to locate your Verofy® PayLinks. If you need to help, click [here](#) for the access guide.
2. Select the payment you want to refund from the list of transactions.



The screenshot shows the 'Pay by Link' dashboard in Verofy Cloud. At the top, there's a breadcrumb trail 'Dashboard > Pay > Pay by Link' and a user session indicator 'Last login: 16 Jun 2023 1' and 'You will be logged out in: 14:32'. The main heading is 'Pay by Link'. Below it, there are two tabs: 'Virtual Terminal' and 'Pay by Link', with 'Pay by Link' being the active tab. A 'Create new link' button is visible in the top right corner. The 'Pay by Link summary' section displays four key metrics: Gross turnover (£2.22), Refunds (£0.00), Net turnover (£2.22), and ATV (£2.00). Below the summary, there are three tabs: 'Transactions', 'Active links', and 'Archived links', with 'Transactions' being the active tab. A date range filter is set to 'Transaction for the period: 17 May 2023 - 16 June 2023', with an 'Adjust date range' button. There are also 'Advanced search' and 'Export' buttons. A table of transactions is shown below, with the following data:

Date	Transaction ID	Type	Status	Channel	Amount	Settlement
16 Jun 2023 12:10:48	Q5VW80YREFWGNDR7DJK3NZX90	Sale	Successful	Pay by Link	£2.22	Awaiting

3. Once you're looking at the transaction detail, select the **Options** button and select 'Request a refund'.

Dashboard > Transactions > Detail Last login: 16 Jun 2023
You will be logged out in: 14:43

Transaction detail

Transaction date: 16 Jun 2023 Transaction reference: Transaction ref here Options

Date	Transaction reference	Type	Channel	Status	Amount	Settlement
16 Jun 2023	Transaction ref here	Sale	Pay by Link	Successful	£2.22	Awaiting

Back

4. Enter the refund reason and refund amount.

Dashboard > Transactions > Detail Last login: 16 Jun 2023
You will be logged out in: 12:43

Transaction detail

Transaction date: 16 Jun 2023 Transaction reference: Transaction ref here Options

Refund reason *

Refund amount *

Request Refund Cancel

Date	Transaction reference	Type	Channel	Status	Amount	Settlement
16 Jun 2023	Transaction ref here	Sale	Pay by Link	Successful	£2.22	Awaiting

Back

If you enter a refund amount which exceeds the initial transaction value, you'll see an error message pop up. You won't be able to proceed with the refund until a valid amount is entered.

Refund reason *

Refund amount *

The maximum refund amount is 2.22!

Request Refund Cancel

5. If the refund is successful, you'll see the **Success** pop up in the right hand corner of your screen. You'll then see the refund in the list of transactions in your Pay by Link tab.

 **Success**
Refund has been successfully processed 

Last login: 16 Jun 2023 15:23:34

Dashboard > Transactions > Detail Last login: 16 Jun 2023
You will be logged out in: 09:10

Transaction detail

Transaction date: 16 Jun 2023 Transaction reference: **Transaction ref here** Options

Date	Transaction reference	Type	Channel	Status	Amount	Settlement
16 Jun 2023	Transaction ref here	Sale	Pay by Link	Successful	£2.22	Awaiting
16 Jun 2023	Transaction ref here	Refund	Successful	Pay by Link	-£2.00	Not Settled

Back

That's it! You've refunded a Verofy® PayLinks transaction in Verofy® Cloud.

Revision #5

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