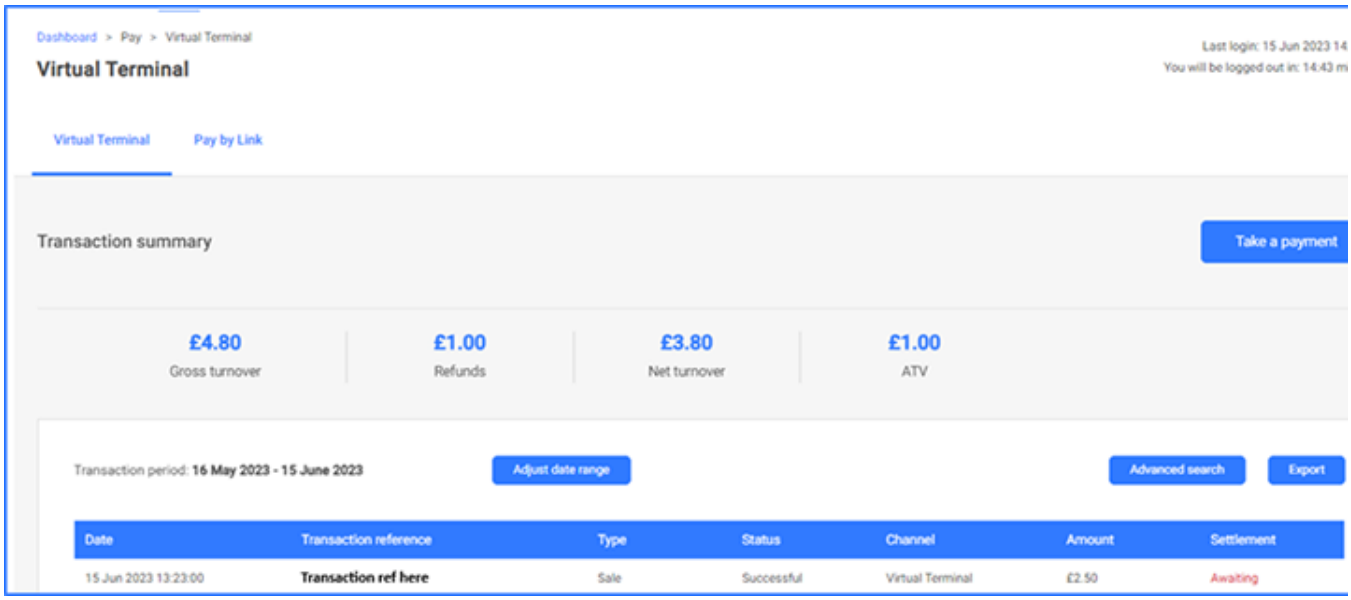
in Verofy® Cloud

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

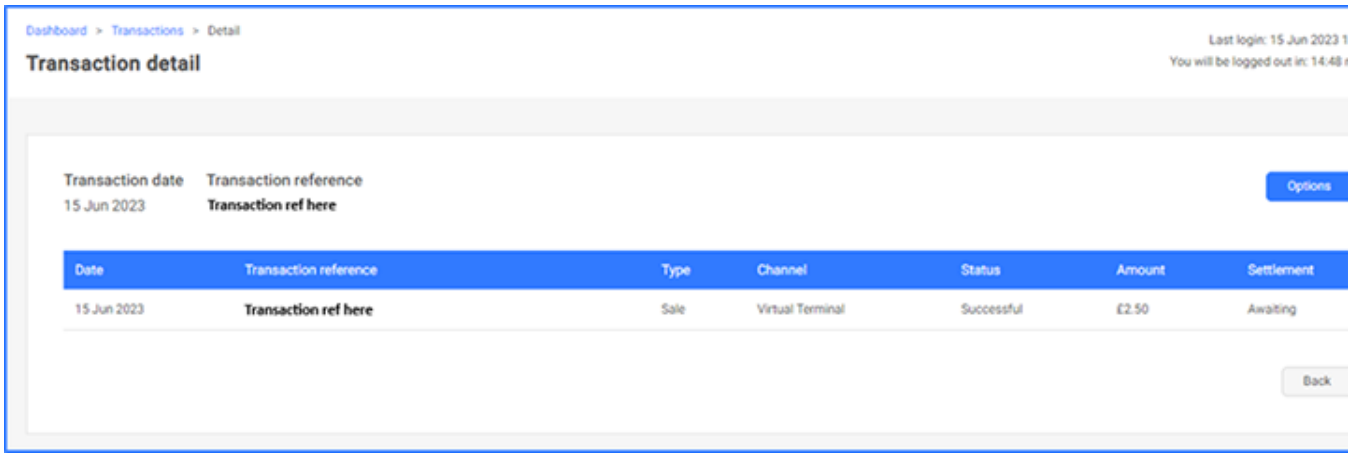
> Remember, you won't be able to refund a customer for more than the amount of their initial purchase(s), but you can refund a partial amount of the total sale.

1. To get started, you'll need to locate your Verofy® vTerminal. If you need to help, click **here** for the access guide.

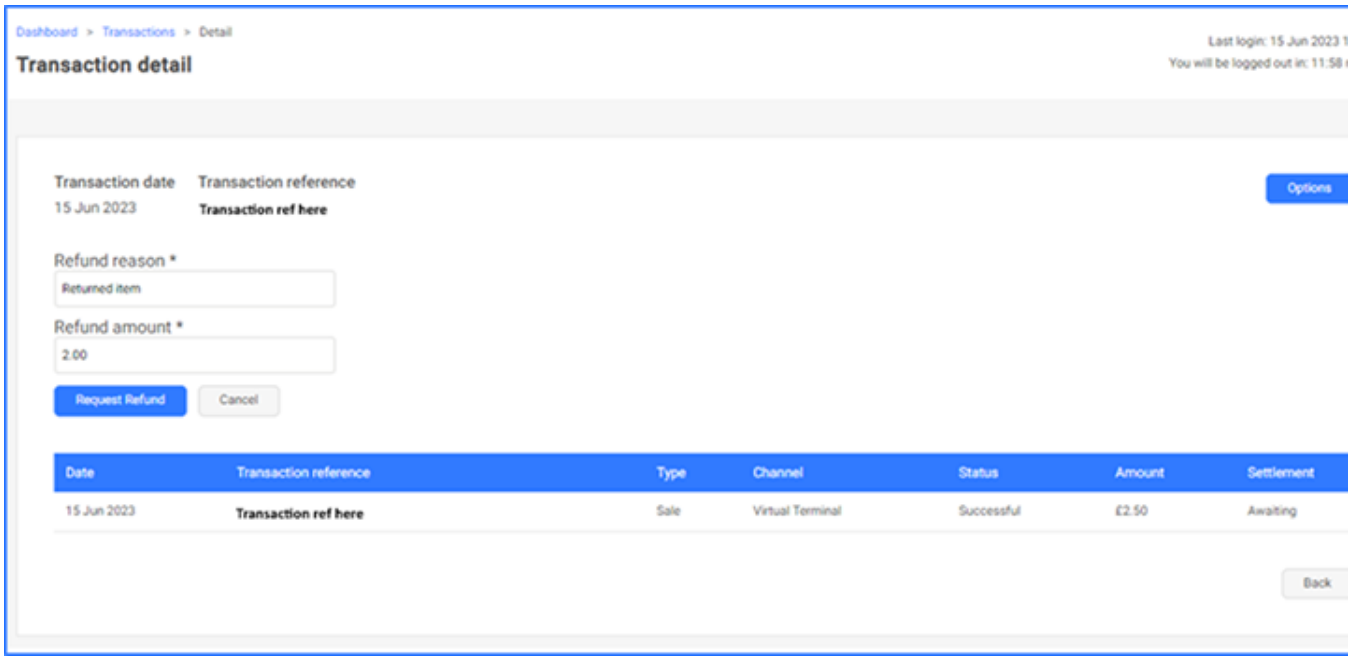
2. From the Verofy® vTerminal tab, click onto the record of the transaction you need to refund.



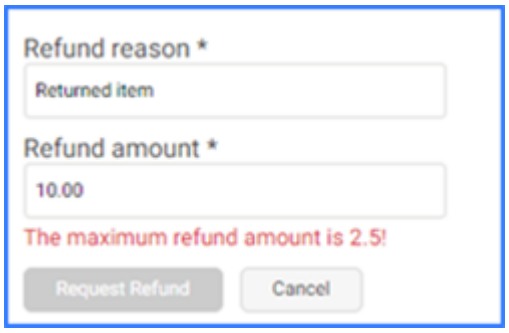
3. Here, you'll see the transaction detail. To begin a refund on this transaction, select the **Options** button on the right hand side of the screen, and select the **Request a refund** option.



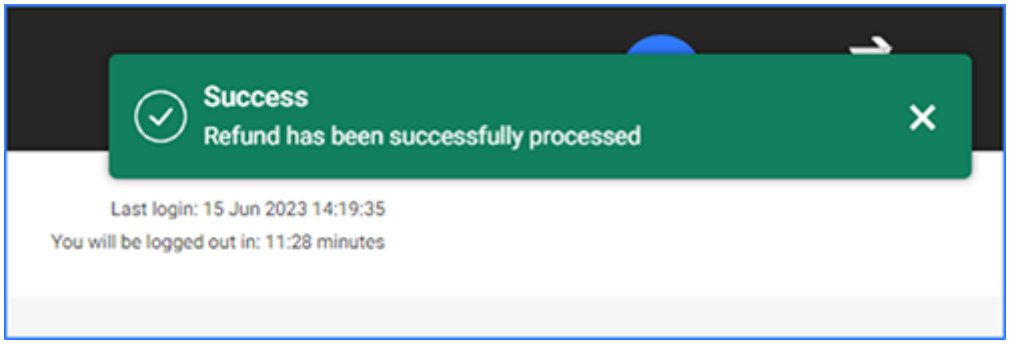
4. You'll need to enter the reason for the refund and the amount. When you've done this, hit **Request refund.**

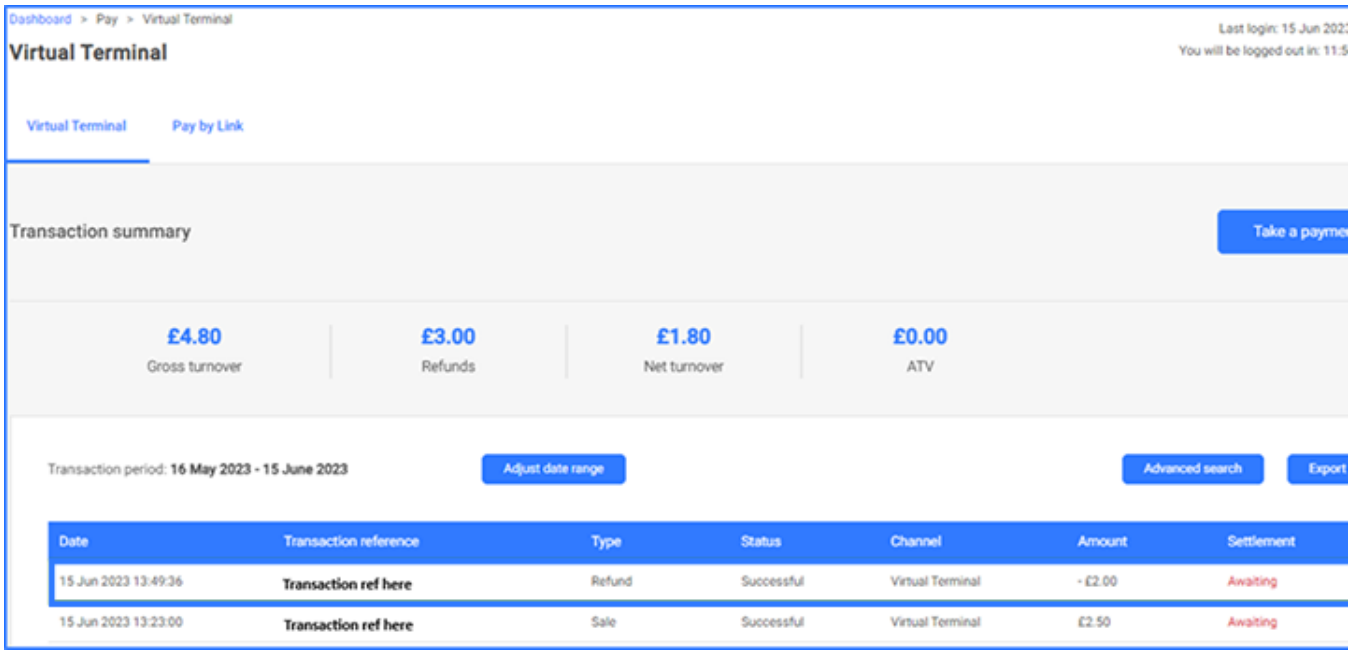


If you enter a refund amount which exceeds the intital transaction value, you'll see an error message pop up. You won't be able to proceed with the refund until a valid amount is entered.



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 Verofy® vTerminal tab.





That's it! You've refunded a Verofy® vTerminal payment in Verofy® Cloud.

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