

# 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.

The screenshot displays the Verofy Virtual Terminal interface. At the top, there is a breadcrumb trail: Dashboard > Pay > Virtual Terminal. The page title is "Virtual Terminal" and the user is logged in as of 15 Jun 2023 14:43. Below the title, there are two tabs: "Virtual Terminal" (selected) and "Pay by Link".

The main section is titled "Transaction summary" and includes a "Take a payment" button. Below this, there are four summary cards:

- Gross turnover: £4.80
- Refunds: £1.00
- Net turnover: £3.80
- ATV: £1.00

Below the summary cards, there is a "Transaction period: 16 May 2023 - 15 June 2023" with an "Adjust date range" button, and "Advanced search" and "Export" buttons.

At the bottom, there is a table with the following columns: Date, Transaction reference, Type, Status, Channel, Amount, and Settlement.

Date	Transaction reference	Type	Status	Channel	Amount	Settlement
15 Jun 2023 13:23:00	Transaction ref here	Sale	Successful	Virtual Terminal	£2.50	Awaiting

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.

Dashboard > Transactions > Detail Last login: 15 Jun 2023 1  
You will be logged out in: 14:48

### Transaction detail

Transaction date: 15 Jun 2023    Transaction reference: Transaction ref here Options

Date	Transaction reference	Type	Channel	Status	Amount	Settlement
15 Jun 2023	Transaction ref here	Sale	Virtual Terminal	Successful	£2.50	Awaiting

Back

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

Dashboard > Transactions > Detail Last login: 15 Jun 2023 1  
You will be logged out in: 11:58

### Transaction detail

Transaction date: 15 Jun 2023    Transaction reference: Transaction ref here Options

Refund reason \*

Refund amount \*

Request Refund Cancel

Date	Transaction reference	Type	Channel	Status	Amount	Settlement
15 Jun 2023	Transaction ref here	Sale	Virtual Terminal	Successful	£2.50	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.

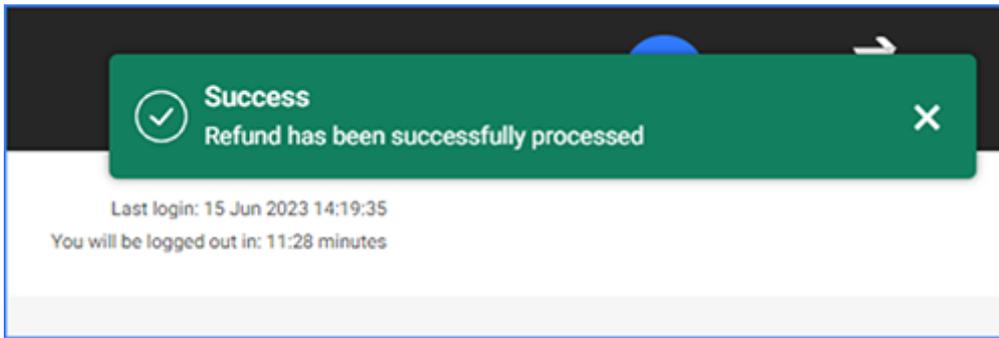
Refund reason \*

Refund amount \*

The maximum refund amount is 2.5!

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 Verofy® vTerminal tab.



Dashboard > Pay > Virtual Terminal Last login: 15 Jun 2023 14:19:35  
You will be logged out in: 11:28 minutes

### Virtual Terminal

Virtual Terminal [Pay by Link](#)

Transaction summary Take a payment

<b>£4.80</b> Gross turnover	<b>£3.00</b> Refunds	<b>£1.80</b> Net turnover	<b>£0.00</b> ATV
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Transaction period: 16 May 2023 - 15 June 2023 Adjust date range Advanced search Export

Date	Transaction reference	Type	Status	Channel	Amount	Settlement
15 Jun 2023 13:49:36	Transaction ref here	Refund	Successful	Virtual Terminal	- £2.00	Awaiting
15 Jun 2023 13:23:00	Transaction ref here	Sale	Successful	Virtual Terminal	£2.50	Awaiting

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

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