

# 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.

Dashboard > Pay > Virtual Terminal

Virtual Terminal

Pay by Link

Transaction summary

Take a payment

£4.80

Gross turnover

£1.00

Refunds

£3.80

Net turnover

£1.00

ATV

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 13:23:00	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

Transaction detail

Last login: 15 Jun 2023 1  
You will be logged out in: 14:48

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

Transaction detail

Last login: 15 Jun 2023 1  
You will be logged out in: 11:58

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

Options

Refund reason \*

Returned item

Refund amount \*

2.00

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 \*

Returned item

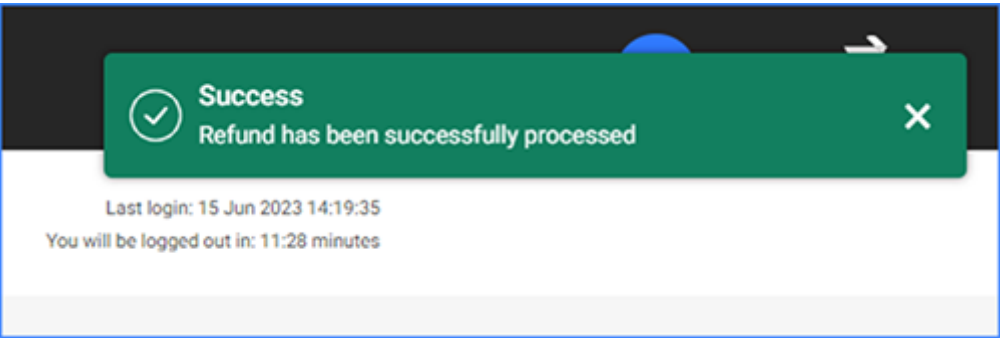
Refund amount \*

10.00

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

Virtual Terminal

Pay by Link

Transaction summary

Take a payment

£4.80	£3.00	£1.80	£0.00
Gross turnover	Refunds	Net turnover	ATV

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.**