

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 shows the Verofy Virtual Terminal interface. At the top, there's a breadcrumb trail: Dashboard > Pay > Virtual Terminal. The page title is 'Virtual Terminal'. On the right, it says 'Last login: 15 Jun 2023 14' and 'You will be logged out in: 14:43 m'. Below the title, there are two tabs: 'Virtual Terminal' (selected) and 'Pay by Link'. The main section is titled 'Transaction summary' and contains four cards: 'Gross turnover' (£4.80), 'Refunds' (£1.00), 'Net turnover' (£3.80), and 'ATV' (£1.00). To the right of these cards is a 'Take a payment' button. Below the summary, there's a 'Transaction period: 16 May 2023 - 15 June 2023' with an 'Adjust date range' button. To the right are 'Advanced search' and 'Export' buttons. At the bottom, there's a table with the following columns: Date, Transaction reference, Type, Status, Channel, Amount, and Settlement. The table has one row: 15 Jun 2023 13:23:00, Transaction ref here, Sale, Successful, Virtual Terminal, £2.50, and Awaiting.

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

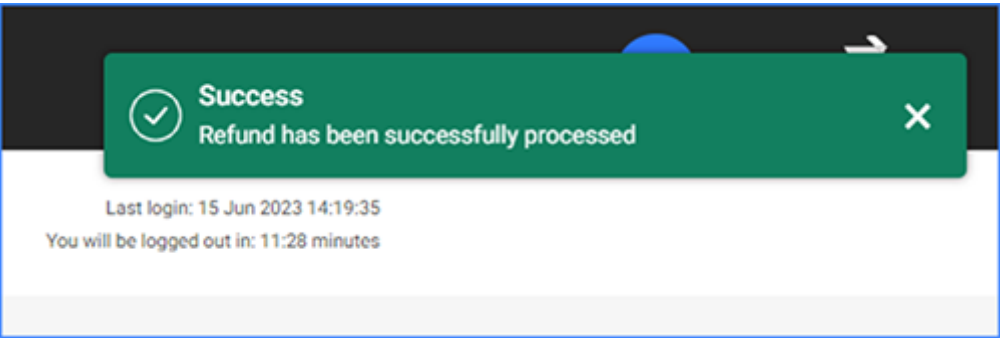
Refund amount *

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

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.