

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 includes a 'Take a payment' button. Below this, there are four summary cards: 'Gross turnover' (£4.80), 'Refunds' (£1.00), 'Net turnover' (£3.80), and 'ATV' (£1.00). Below the summary cards, there's 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's a table with the following columns: Date, Transaction reference, Type, Status, Channel, Amount, and Settlement. The table contains 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

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.

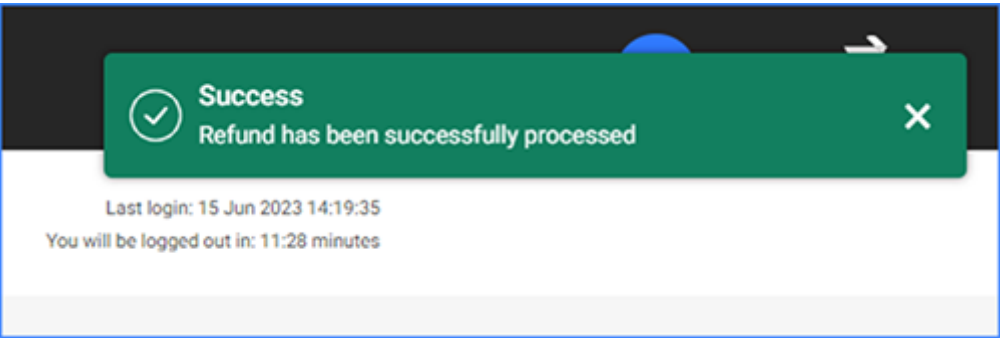
Refund reason *

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

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