Carry out an action in the detailed view (capture/credit etc.) (EN)

Merchant Portal

Merchant Portal provides you with the option of adding additional actions to the operation. In order to carry out an action, you must open the detailed view of an operation. Depending on the status of the operation, different actions are available for selection in the drop-down "Select action" menu. A description of the actions can be found in the "Actions" table below.

Action	Description
Capture	If an amount was only reserved (authorised) beforehand, then it still has to be charged to the actual card or account by means of a subsequent capture – only then can the cash flow occur. This usually occurs when the merchandise is sent to the end customer.
Credit	A credit is used to arrange a refund for the end customer. This usually occurs when merchandise was returned or a claim was lodged.
Cancel	Cancel an operation or a payment transaction. **Cancel** "Cancellation" of a capture is only possible on the same day on which the capture was carried out. If you wish to undo a capture at a later point in time, you can carry out the action "Credit".
Carry out manual authorisation	Reauthorise approved payments following expiry of the authorisation period. **Carry out manual authorisation** Amounts are only authorised at your bank for a specific period. If only a partial capture has occurred, you can use the action "Carry out manual authorisation" to reauthorise the difference in the total amount after deducting the amount already captured. For example, you can reauthorise an outstanding amount for a pending additional delivery.
Delete personal data	Delete the customer’s personal data from the operation. **Delete personal data** Please note that once these data have been deleted, other actions such as capture or credit, or an error analysis, are no longer possible.