vintia

INSPIRED ACCESS

Enviso Pay Refund

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Table of contents

1 REFUND 2

1.1 BASIC CONFIGURATION 2

1.1.1 License 2

1.1.2 Parameter 2

1.1.3 Payment Method 3

1.1.4 Point of sale 4

1.2 TIMESLOT TICKETING 5

1.3 ACTIVITIES 7

1.4 SEATED TICKETING 9

1.5 FACILITY BOOKINGS 12

1.6 RENTAL 14

2 FOLLOW UP 16

3 IMPORTANT 17

1 Refund

When a purchase was made online with Enviso Pay, it is also possible to pay it back through Recreatex. Payment will be refunded in the same manner as it was paid at the time of purchase.

1.1 Basic configuration

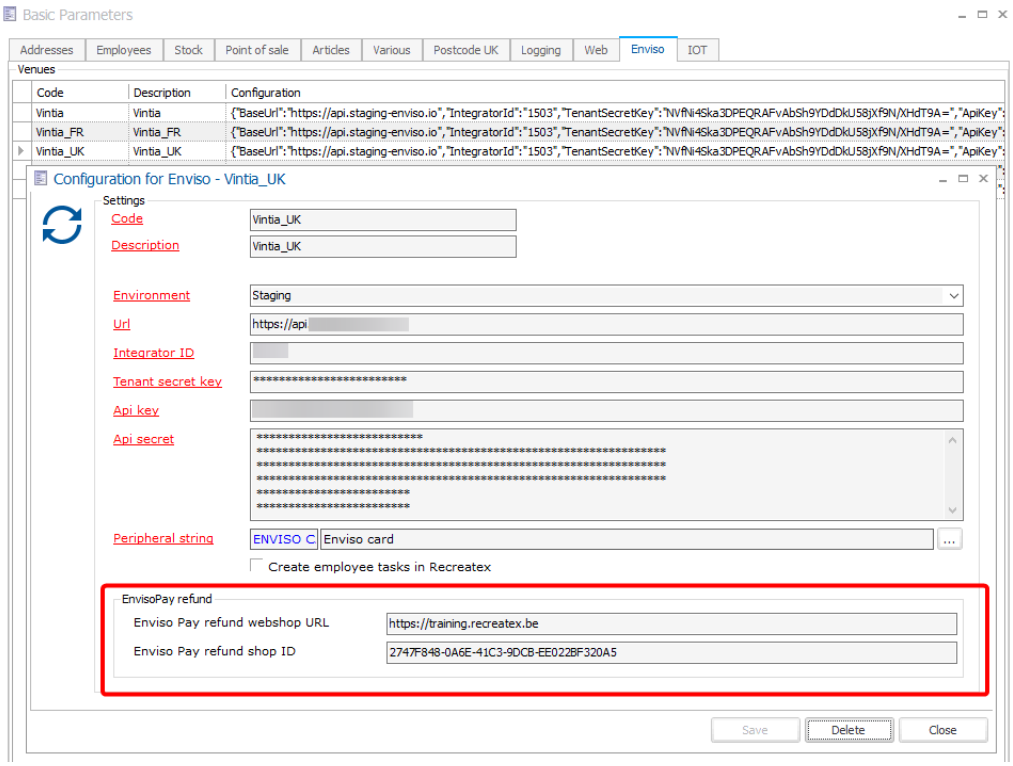
1.1.1 License

License 206 is required within Recreatex to work with Enviso Pay Refund.

1.1.2 Parameter

In Recreatex via general - parameters - Enviso tab it is possible to do the addition.

When configuring for Enviso it is possible to complete an Enviso Pay return, only the webshop and shopid of the shop need to be entered.

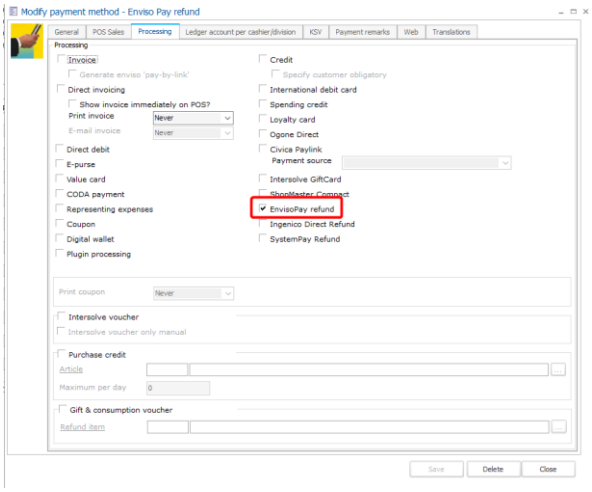


1.1.3 Payment Method

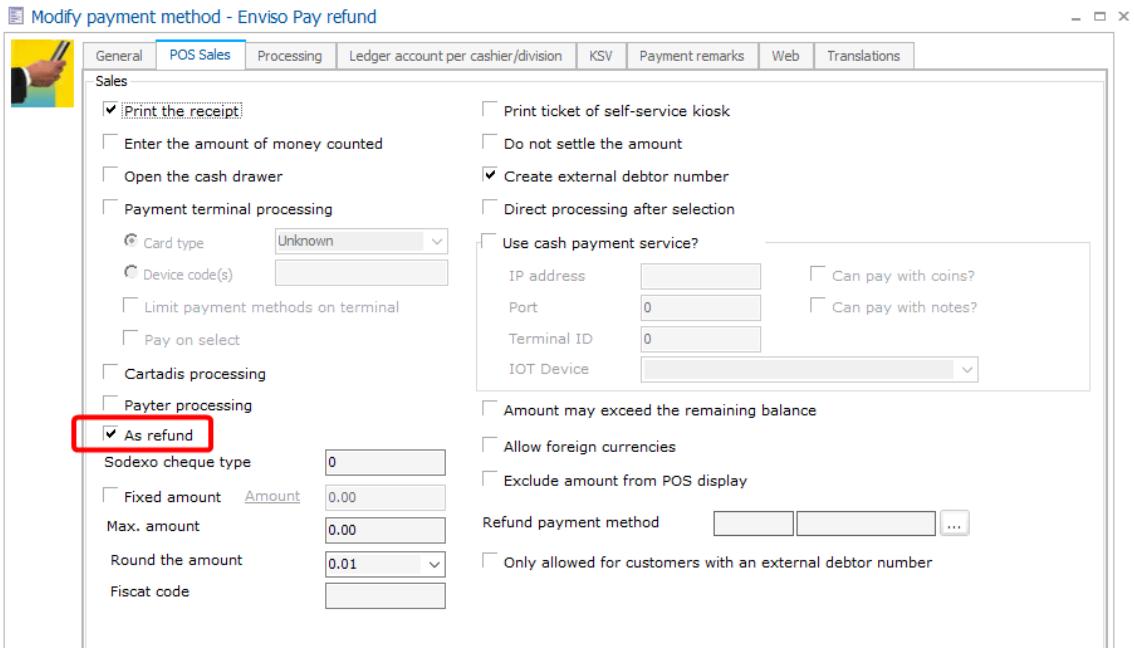
It is appropriate to create a separate payment method for refunds, for clear operation within Recreatex to reporting.

Go to general - settings - finances - payment methods - create a new payment method.

On tab processing, it is necessary to check the function 'Enviso Pay refund':



On tab POS Sales, be sure not to forget to turn on the function 'as refund', otherwise it will not be possible - to refund amounts with this payment method:

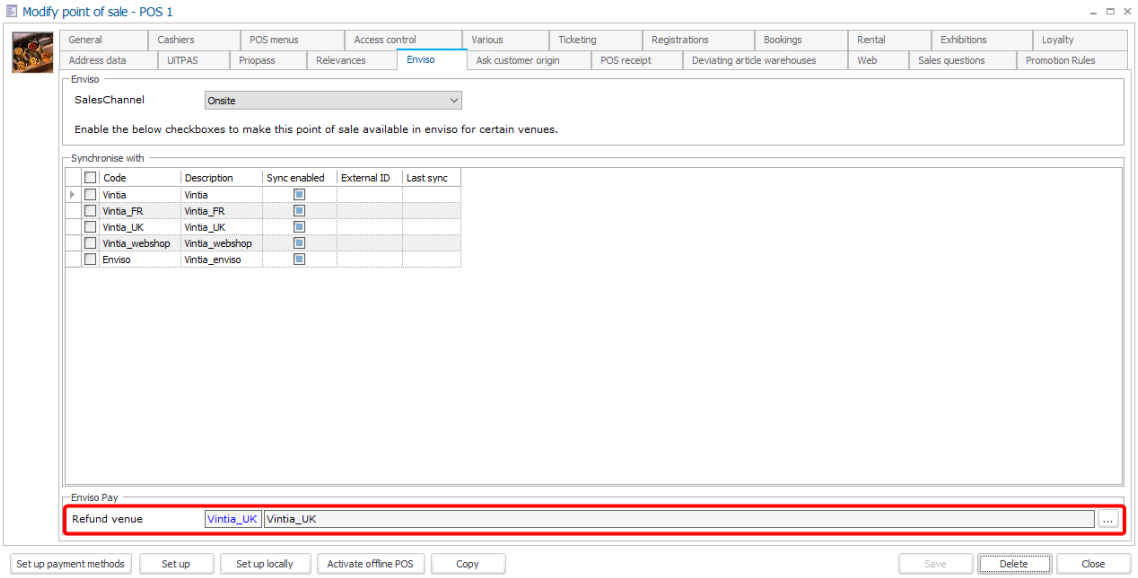


1.1.4 Point of sale

Through sales admin - settings - points of sale - open desired point of sale.

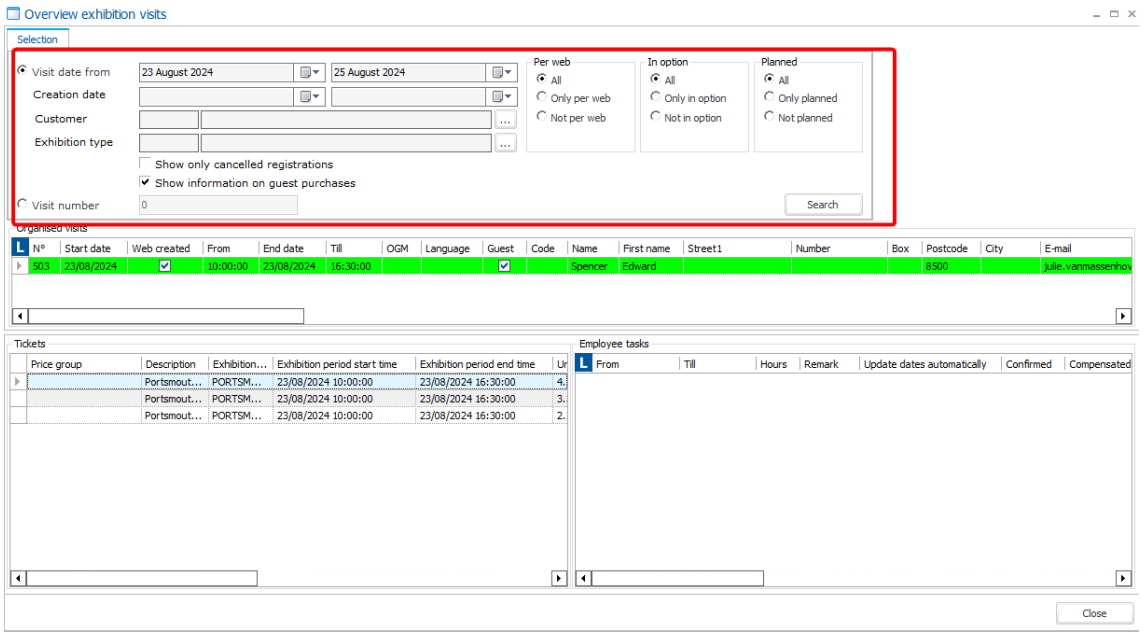
On General tab - bottom left button 'payment method settings' - add the payment method 'Enviso Pay Refund'.

On Enviso tab - at the bottom enter the Venue for refunding.

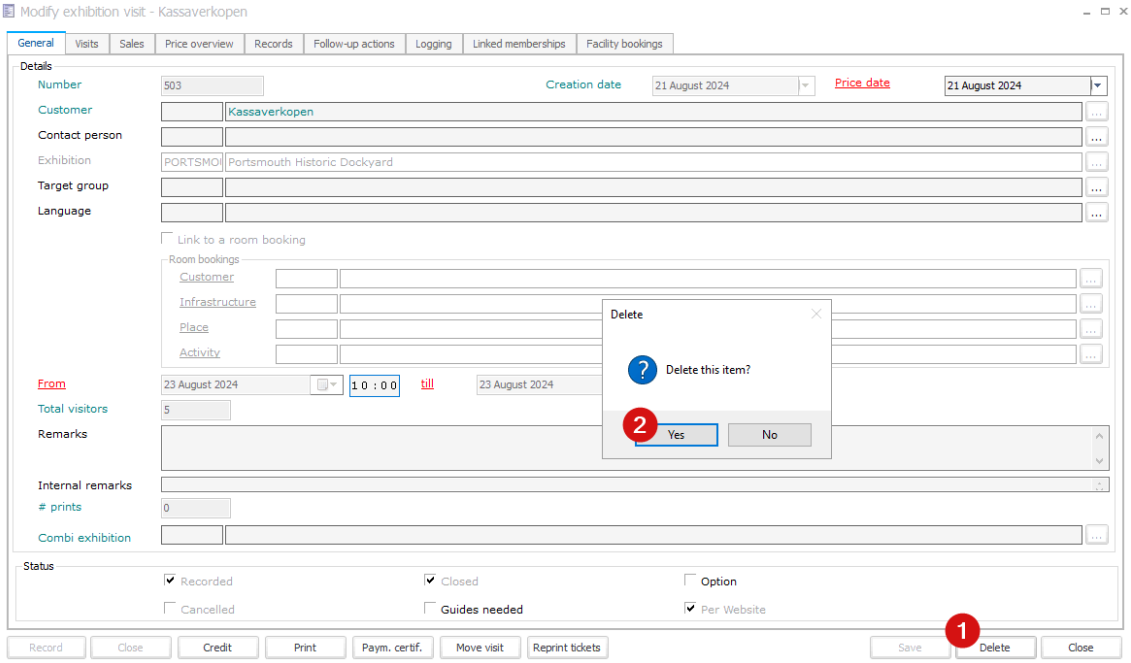


1.2 Timeslot ticketing

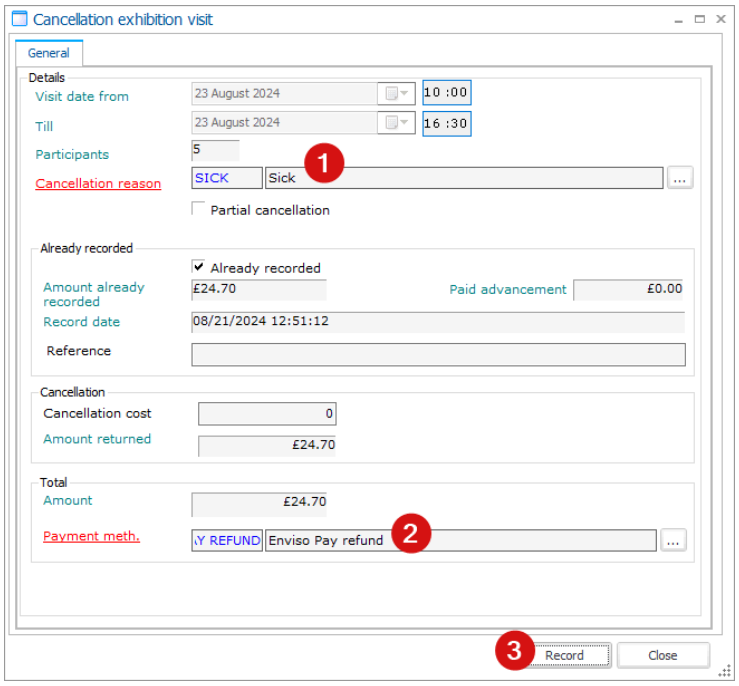
Go to timeslot ticketing - visits - complete the selection properly - click search:



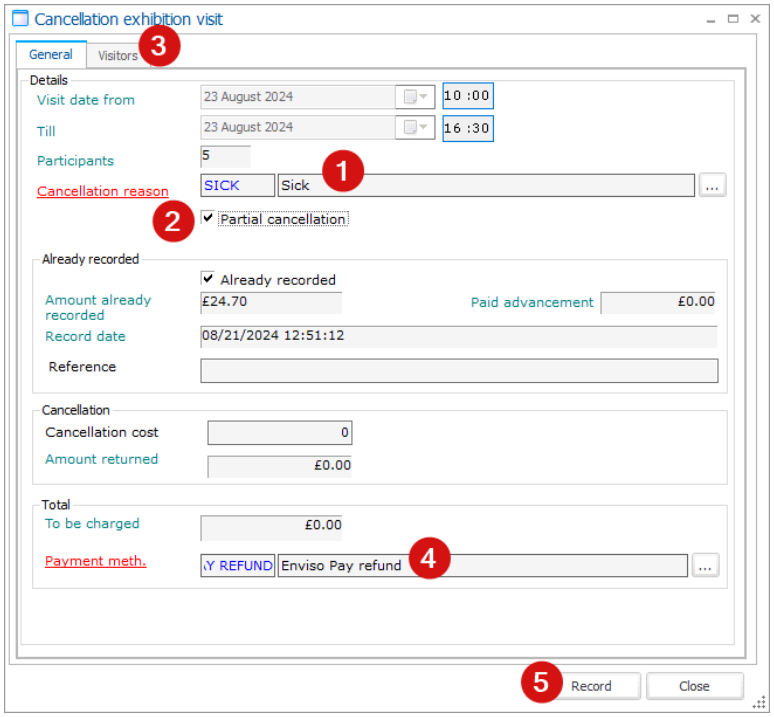
Double click on the visit to be canceled, click delete at the bottom. The system asks if this item may be deleted: click yes:



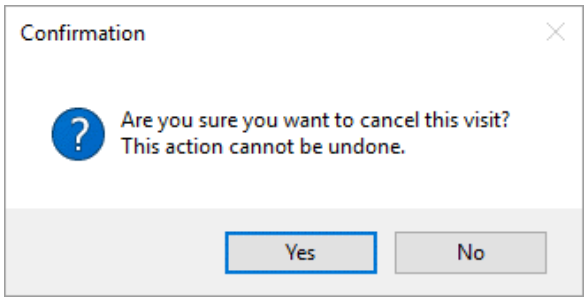
In the cancellation screen, enter the reason for cancellation as well as the payment method 'Enviso Pay Refund'.



However, it is also perfectly possible to perform partial cancellation and refund directly through Enviso Pay Refund.

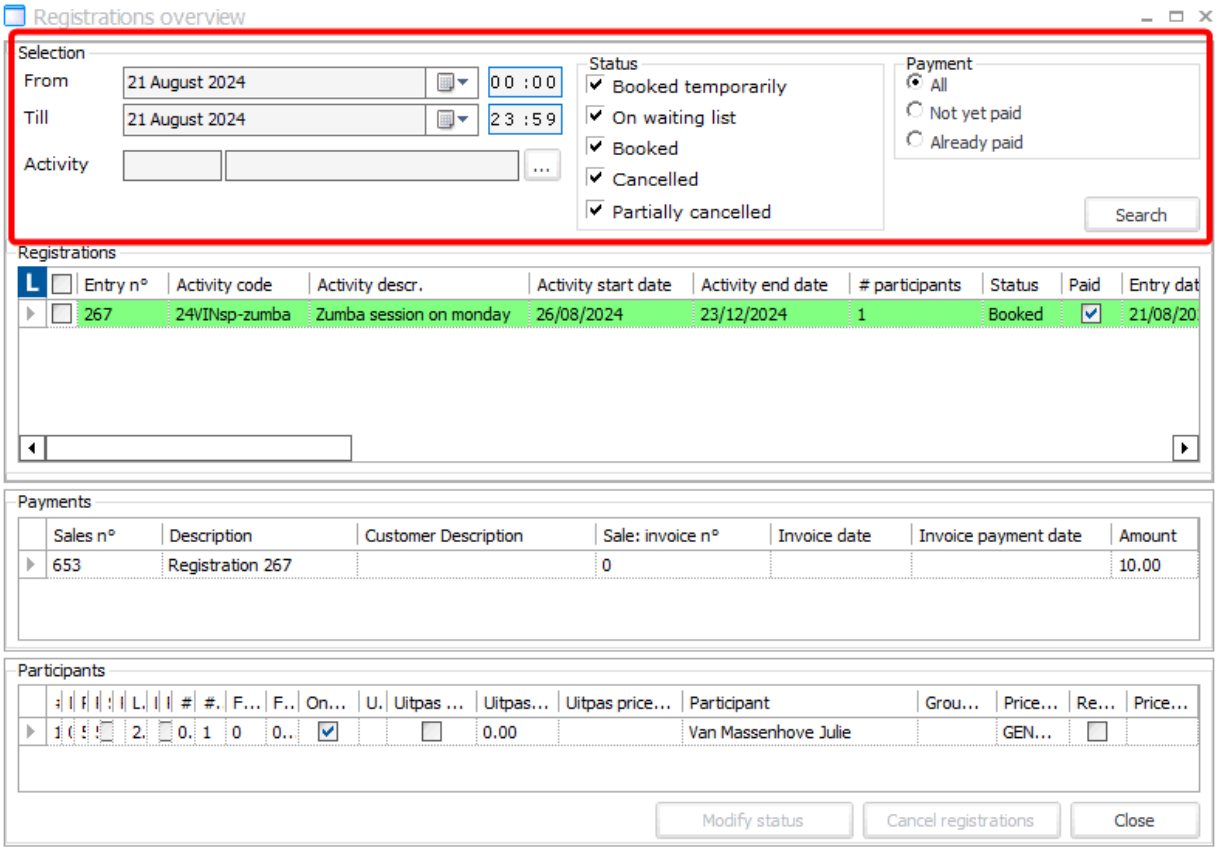


When you click record the system asks for a final confirmation that you are sure you wish to cancel the visit, you click 'yes' and the visit is deleted as the payment is also reversed.

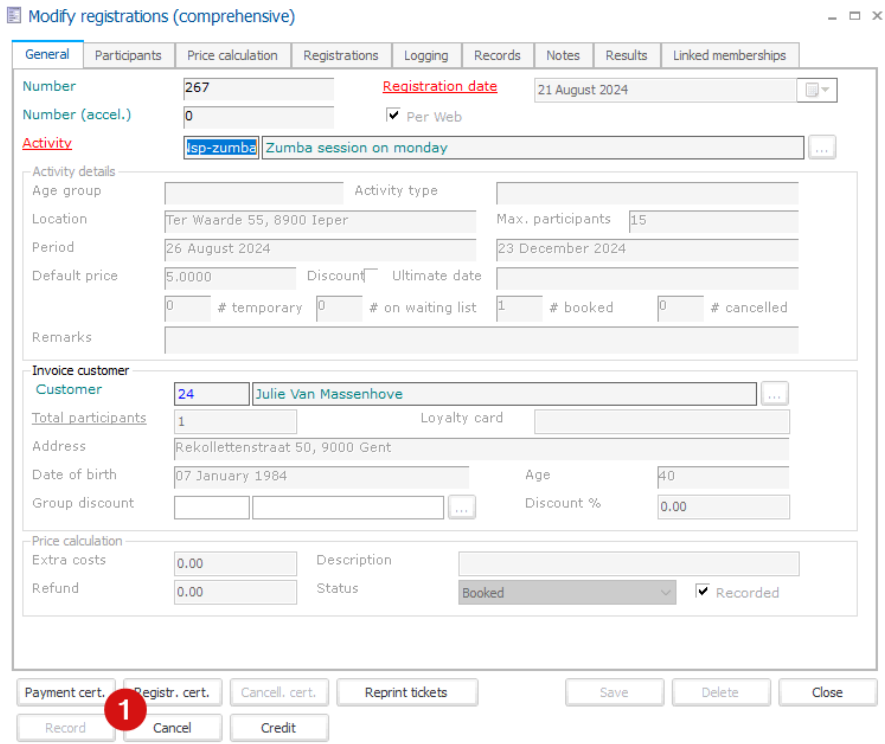


1.3 Activities

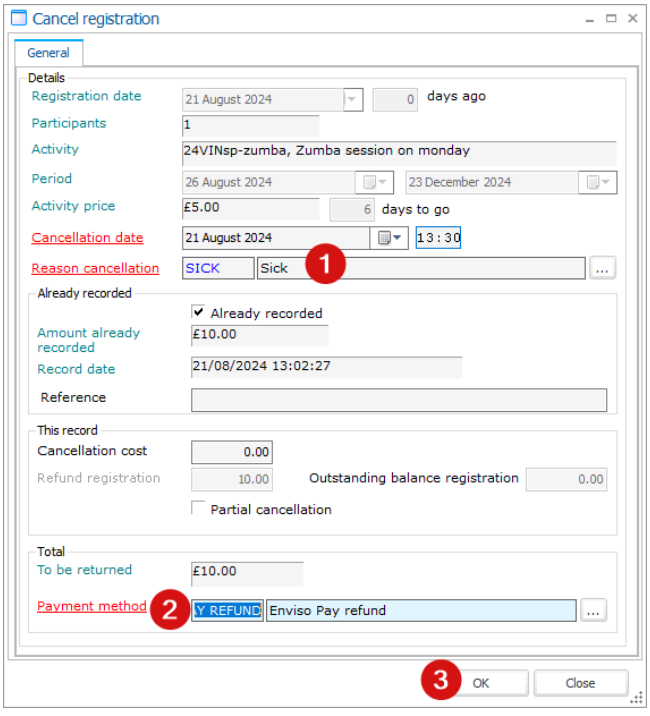
Go to activitties - visualisations - registrations overview - look up at the registration.



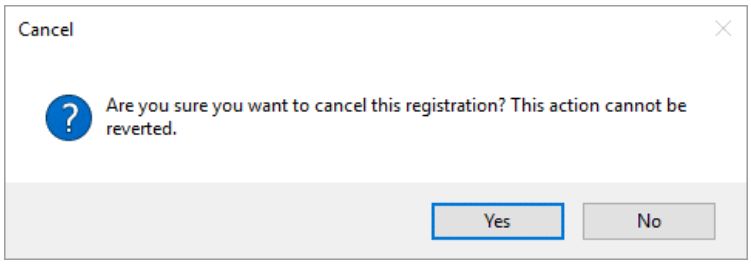
Double click on the registration to be canceled, click cancel at the bottom.



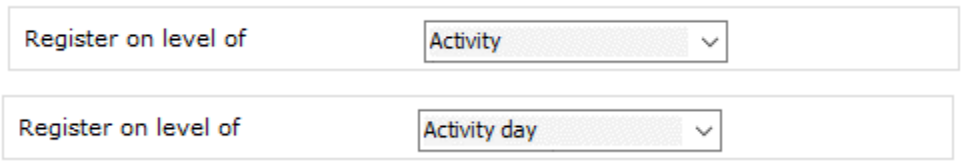
In the cancellation screen, enter the reason for cancellation as well as the payment method 'Enviso Pay Refund'.



When you click OK the system asks for a final confirmation that you are sure you wish to cancel the registration, you click 'yes' and the registration is deleted as the payment is also reversed.

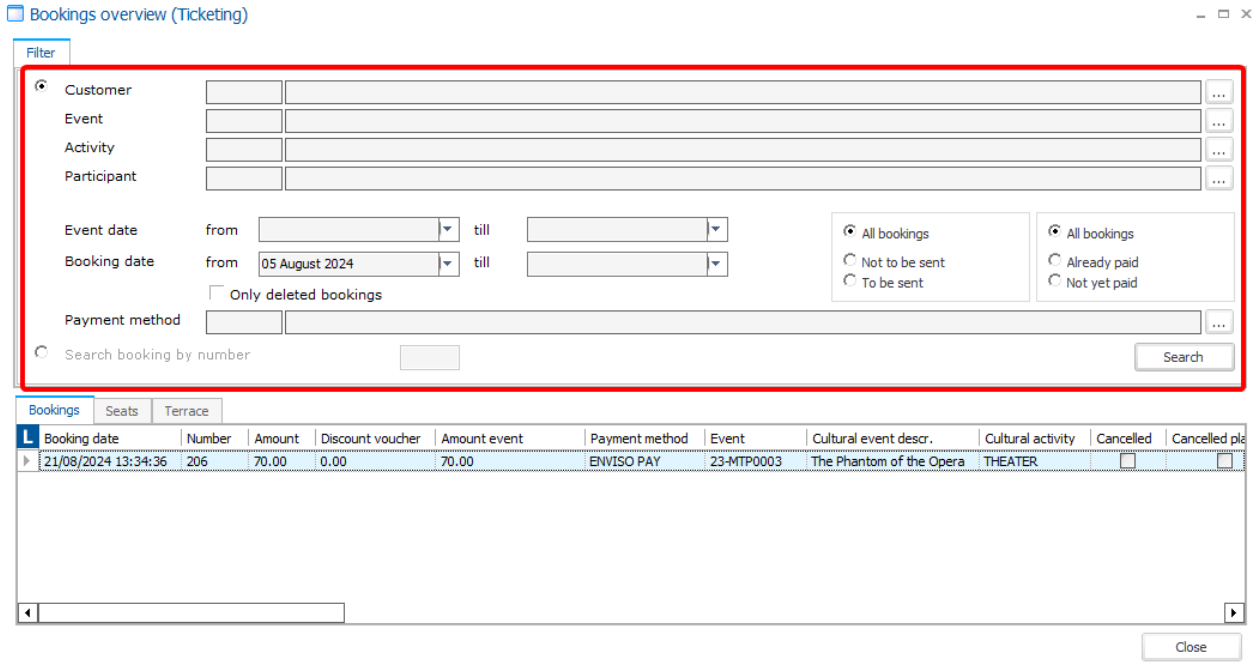


ATTENTION: With partial cancellation, the system is going to look at the activity whether it consists of activity day or activity for calculation.

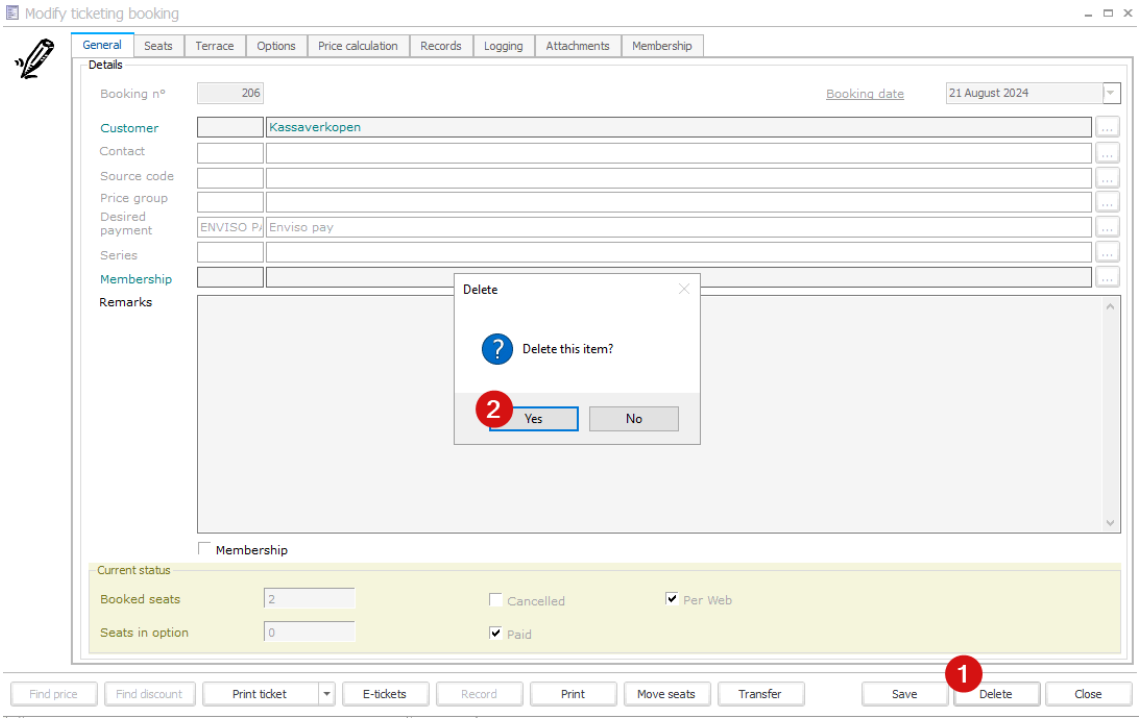


1.4 Seated ticketing

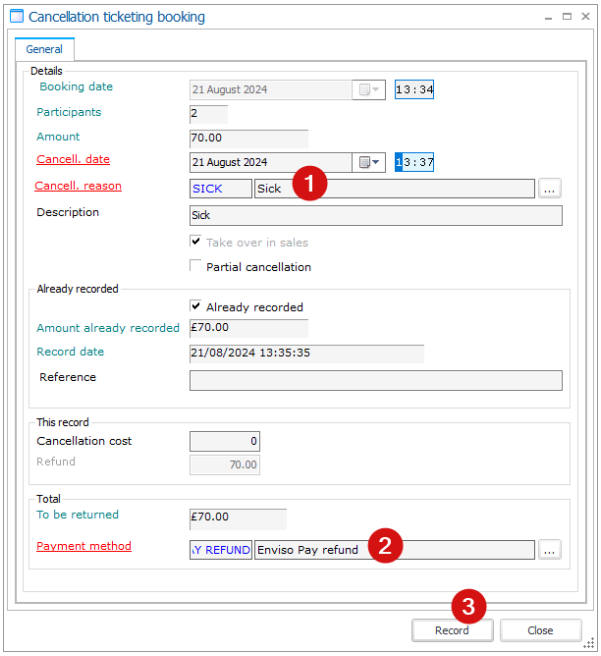
Go to seated ticketing - bookings overview - find the reservation by filling in the desired filters.



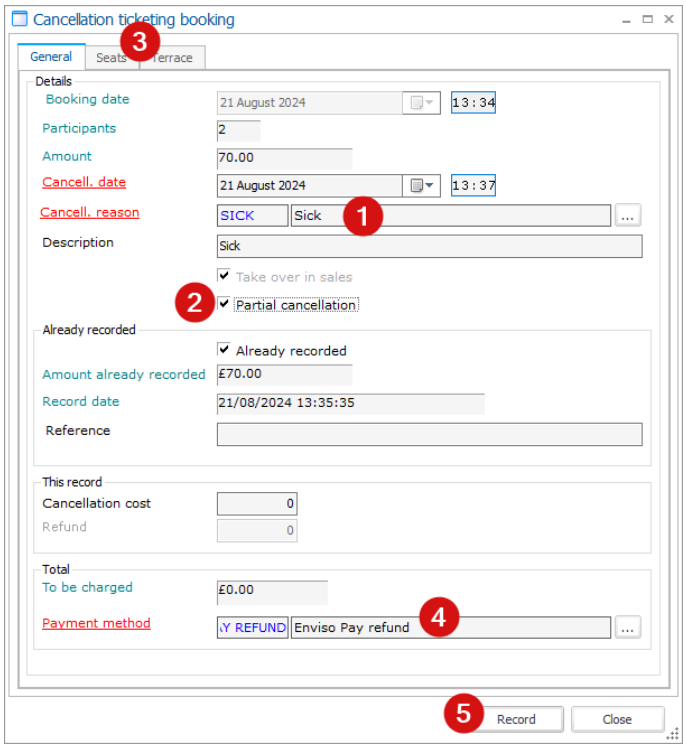
Double click on the reservation to be canceled, click delete at the bottom. The system asks if this item may be deleted: click yes:



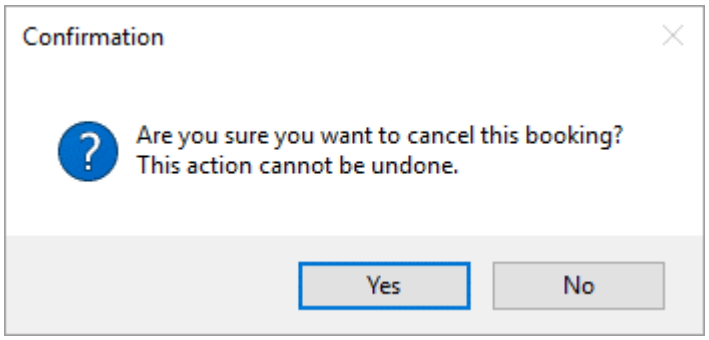
In the cancellation screen, enter the reason for cancellation as well as the payment method 'Enviso Pay Refund'.



However, it is also perfectly possible to perform partial cancellation and refund directly through Enviso Pay Refund.

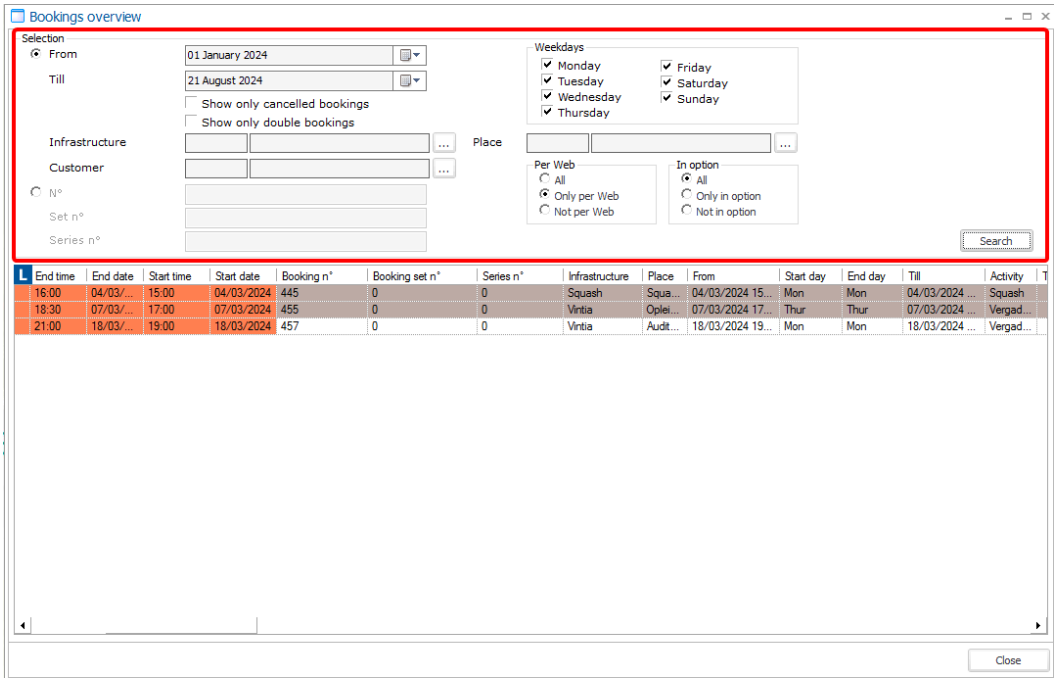


When you click record the system asks for a final confirmation that you are sure you wish to cancel the reservation, you click 'yes' and the reservation is deleted as the payment is also reversed.

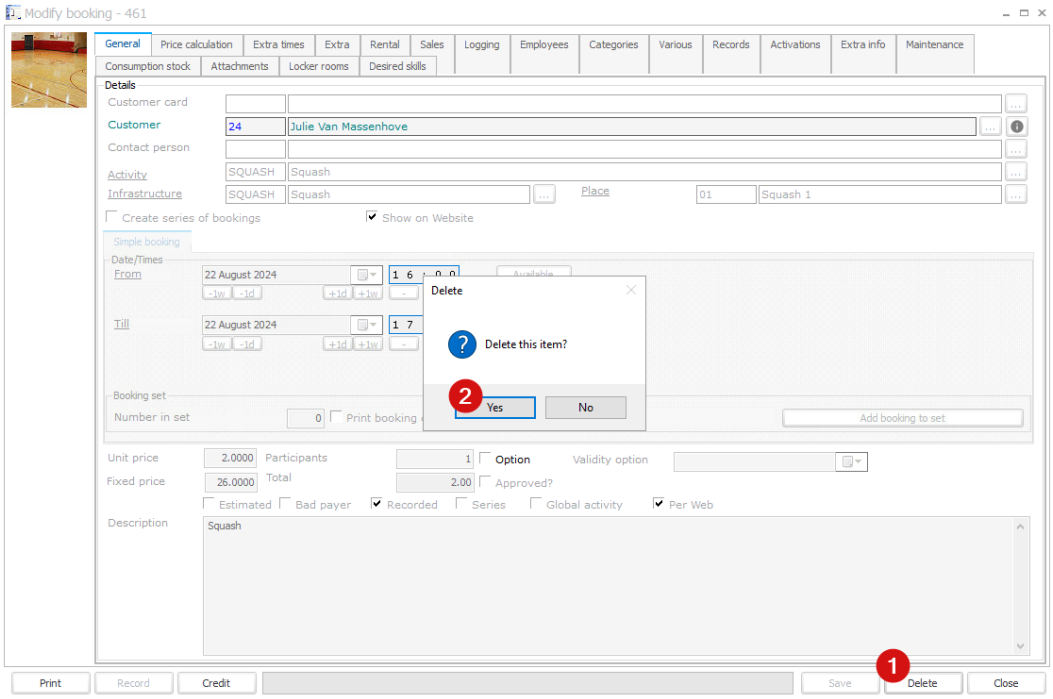


1.5 Facility bookings

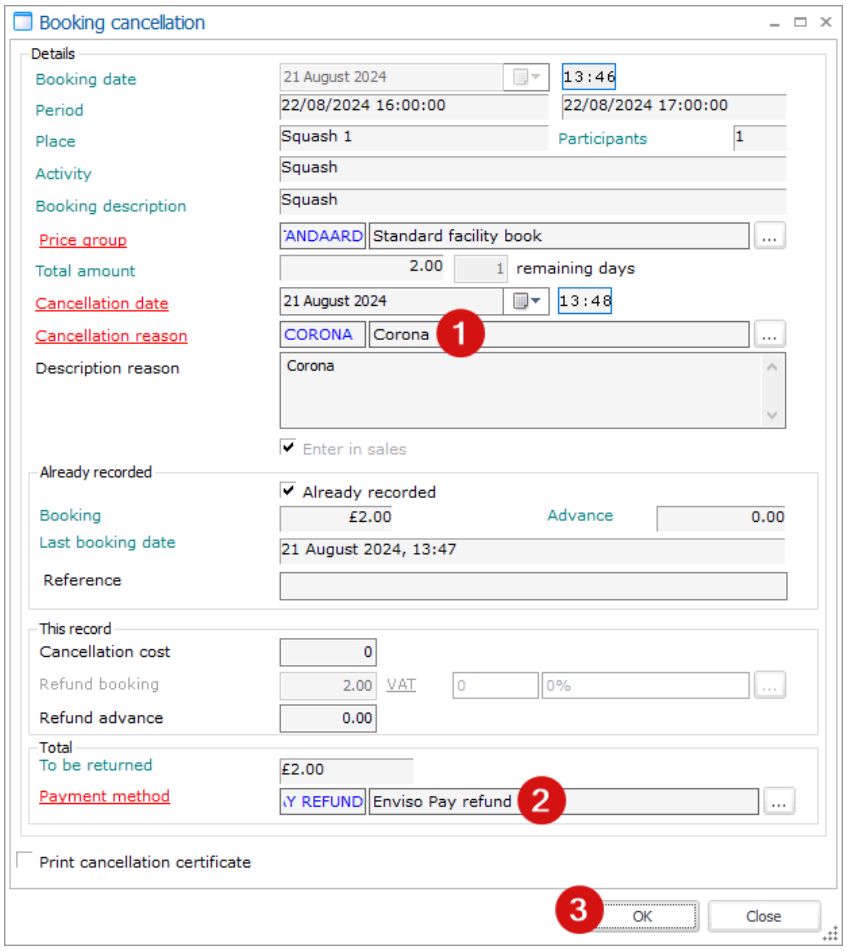
Go to Facility bookings - bookings overview - find the reservation by filling in the desired filters.



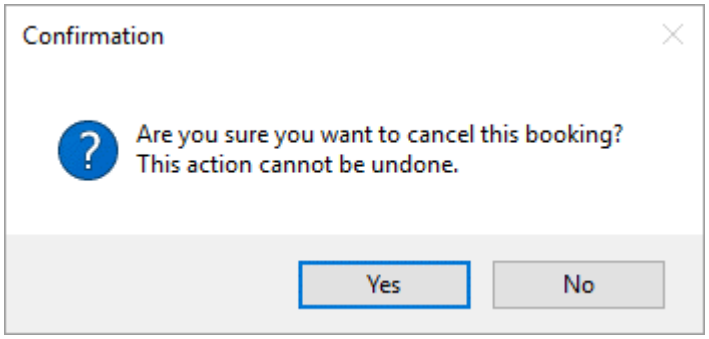
Double click on the reservation to be canceled, click delete at the bottom. The system asks if this item may be deleted: click 'yes'



In the cancellation screen, enter the reason for cancellation as well as the payment method 'Enviso Pay Refund'.

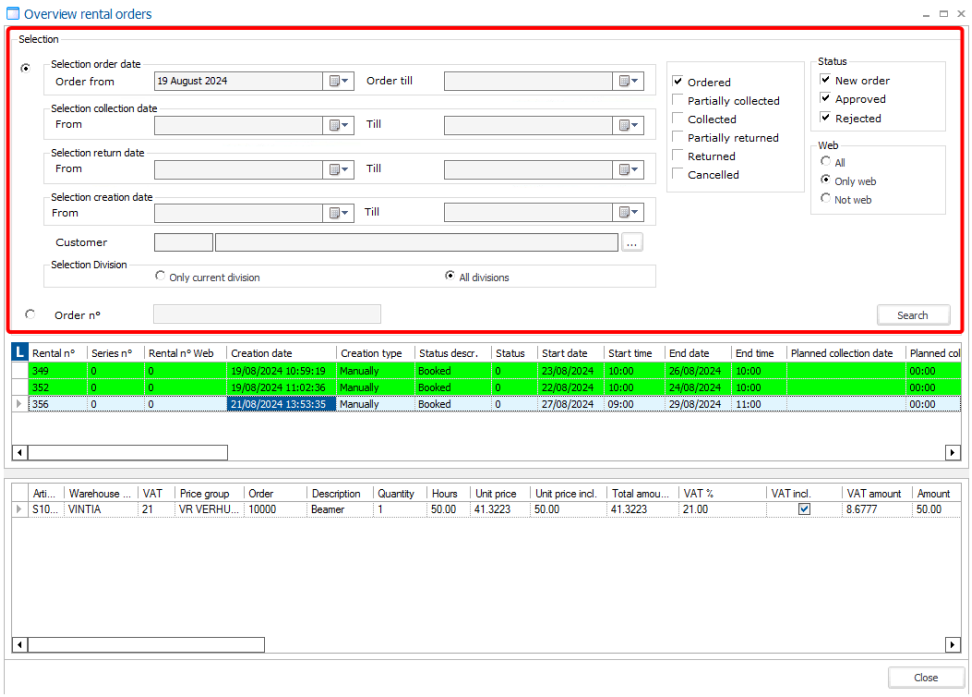


When you click OK the system asks for a final confirmation that you are sure you want to cancel the reservation, you click 'yes' and the reservation is deleted as well as the payment is booked back.

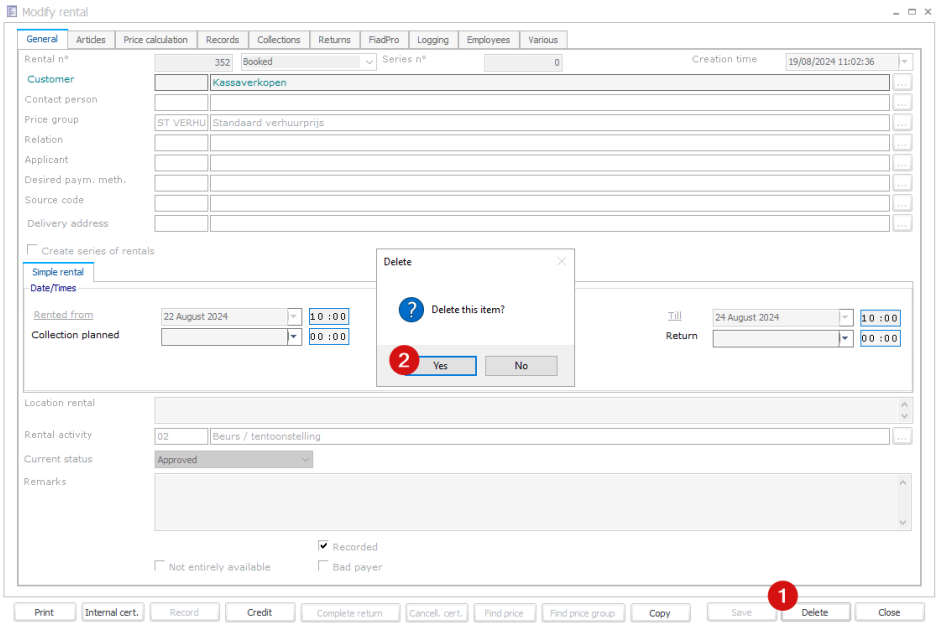


1.6 Rental

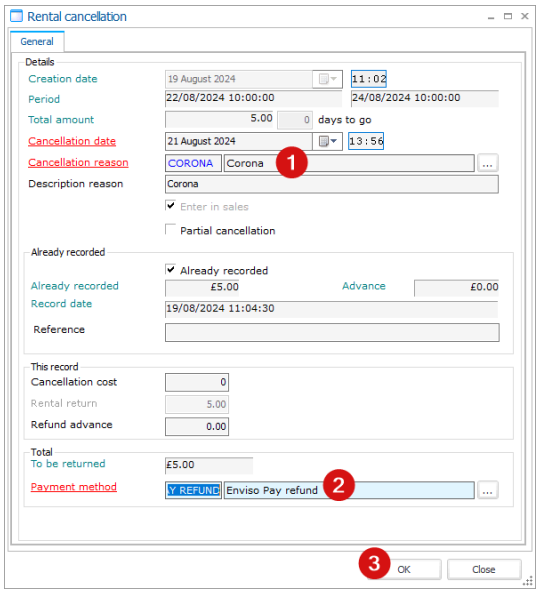
Go to rental - orders - find the order thanks to fill in the desired filters.



Double click on the order to be canceled, click delete at the bottom. The system asks if this item may be deleted: click yes.



In the cancellation screen, enter the reason for cancellation as well as the payment method 'Enviso Pay Refund'.



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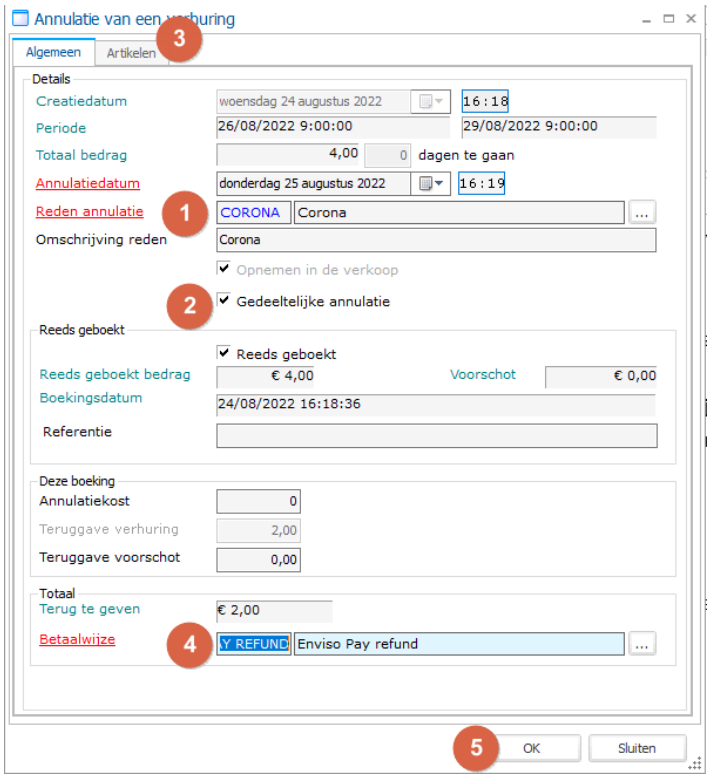
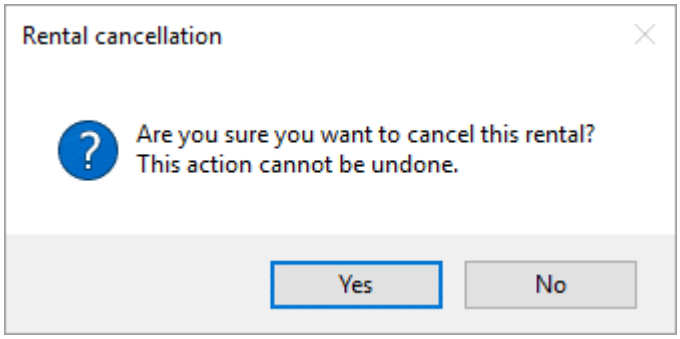
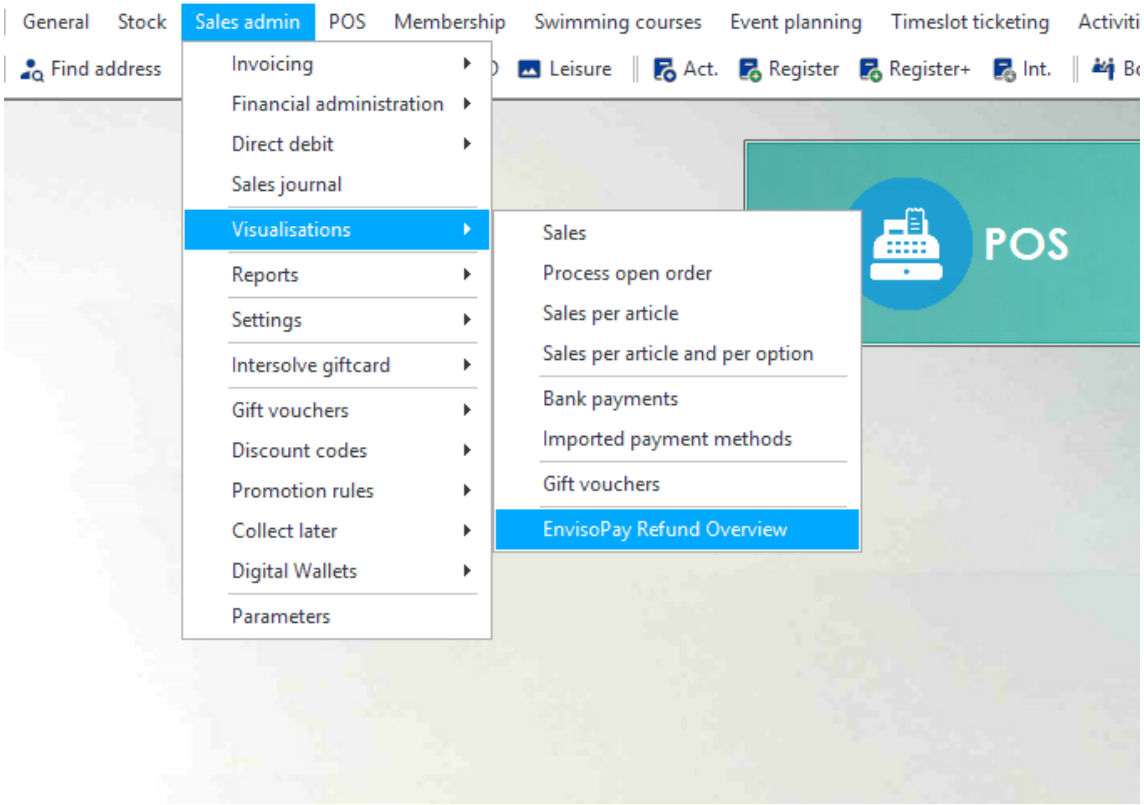


When you click OK the system asks for a final confirmation that you are sure you want to cancel the rental, you click 'yes' and the visit is deleted as well as the payment is booked back.



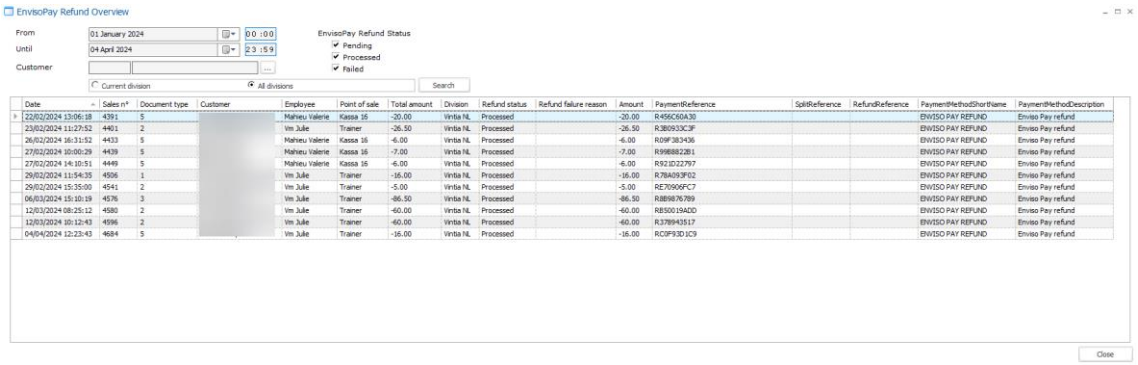
2 Follow up

Through sales admin -visualisations - Enviso Pay Refund Overview it is possible to track all refunds.



In this overview you can work with the various filters such as from and to date of sale, as well as any customer data.

In addition, you can also get right to work on the return status of the payment.



This overview can always be exported to an Excel, via your right mouse button you can choose to export the file.

3 Important

Enviso Pay Refund can be used in the sales journal like any other payment method but just like visa debit, visa, maestro, ... Enviso Pay Refund loses its working function of refunding in the sales journal.

So it is not recommended to use this payment method in the sales journal.