



Enviso Pay Refund

Vintia

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vintia.com



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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.

ddresses	Employees Stock	Point of sale Articles	Various	Postcode UK	Logging	Web	Enviso	IOT	
nues									
Code	Description	Configuration							
Vintia	Vintia	{"BaseUrl": "https://api.stag	ging-enviso.io	o", "IntegratorIo	d":"1503","T	enantSecr	retKey": "N	VfNi4Ska3DPEQRAFvA	bSh9YDdDkU58jXf9N/XHdT9A=","Ap
Vintia_FR	Vintia_FR	{"BaseUrl":"https://api.stag	ging-enviso.io	o", "IntegratorIo	J":"1503","T	enantSecr	retKey":"N	VfNi4Ska3DPEQRAFvA	bSh9YDdDkU58jXf9N/XHdT9A=","Ap
Vintia_UK	Vintia_UK	{"BaseUrl": "https://api.stag	ging-enviso.io	o","IntegratorIo	J":"1503","T	enantSecr	retKey":"N	VfNi4Ska3DPEQRAFvA	bSh9YDdDkU58jXf9N/XHdT9A=","Ap
🗉 Config	Juration for Enviso -	Vintia_UK							
$\boldsymbol{\Omega}$	Code	Vintia_UK							
\sim	Description	Vintia_UK			1				
		<u>.</u>			_				
	Environment	Staging							~
	Url	https://api							
	Integrator ID								
	Integrator 10								
	Tenant secret key	**************	******						
	<u>Api key</u>								
	Api secret	*************	*******						A
		****************	***********	*************	**********	********	*******		
		*************	**********	**********	********	*******	******		
		************	******						
	Peripheral string	ENVISO C Enviso	card						
		Create employe	e tasks in R	Recreatex					
	- EnvisoPay refund -								
	Enviso Pay ref	und webshop URL	https://t	raining, recreate	ex.be				
			incepanți a	an ingit core core					
	Enviso Pay ref	und shop ID	2747F84	8-0A6E-41C3-9	DCB-EE0228	BF320A5			





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':

General	POS Sales	Processing	Ledger account p	er cashier/division	KSV	Payment remarks	Web	Translations	
Processing									
Invoid	8			Credit					
∏ Ge	nerate env	iso 'pay-by-li	nk'	C Speci	fy custo	mer obligatory			
Direct	invoicing			Internati	onal del	bit card			
Sh	ow invoice	immediately	on POS?	Spending	credit				
Print i	nvoice	Never	~	Loyalty o	ard				
E-mai	l invoice	Never		Ogone D	irect				
Direct	debit			Civica Pa	ylink				
E-purs	e			Paymen	t source				
Value	card			Intersolv	e GiftC	ard			
CODA	payment			ShonMas	ter Con	nact			
Repres	senting exp	enses		 EnvisoPa 	y refun	d			
Coupo	n			Ingenico	Direct I	Refund			
Digital	wallet			SystemP	ay Refu	nd			
Plugin	processing								
Print cou	ipon	Never							
Inters	olve vouch	er							
Inters	olve vouch	er only mans	al.						
Purch	ase credit								
Article									
Maximur	n per day	0							
Gift 8	consumpti	on voucher							
Refund i	tem								

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:

General POS Sales Processing Ledger account	t per cashier/division KSV Payment remarks Web Translations							
- Sales	Print ticket of self-service kiosk							
Enter the amount of money counted	Do not settle the amount							
Open the cash drawer	Create external debtor number							
Payment terminal processing	Direct processing after selection							
Card type Unknown	Use cash payment service?							
C Device code(s)	IP address Can pay with coins?							
Limit payment methods on terminal	Port O Can pay with notes?							
Pay on select	Terminal ID 0							
Cartadis processing	IOT Device 🗸							
Payter processing	Amount may exceed the remaining balance							
✓ As refund Sodexo cheque type	Allow foreign currencies							
Fixed amount Amount 0.00	Exclude amount from POS display							
Max. amount 0.00	Refund payment method							
Round the amount 0.01 ~	Only allowed for customers with an external debtor number							
Fiscat code	7							



How to Enviso Pay Refund

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	$\mathbf{\nabla}$	Λ	Ν	Λ	Λ	Λ	Λ	
	Ν	Λ	Ν	Ν	Ν	Ν	٨	
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	>	>	>	>	>	>	>	
v Refund	>	>	>	>	Ν	Ν	Ν	
	Ν	Ν	Ν	Ν	Ν	Ν	Ν	
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	>	>	>	>	Ν	Ν	Ν	
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	>	>	>	Ν	>	>	>	

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.

	ener	al	Cashiers	P	OS menus		Access co	ntrol	Various	Ticketin	9	Registra	ations	Bookings	Rent	al	Exhibitions	Loyalty
A	ddre	ss data	UITPAS	Prio	pass	Relev	/ances	Enviso	Ask customer or	igin	POS receip	pt	Deviating artic	le warehouses	Web		Sales questions	Promotion P
E	nviso	, — — — — — — — — — — — — — — — — — — —						4	1									
	Sale	sChannel	C	Insite				~]									
									1									
	Enat	ole the below	v checkbox	es to ma	ike this po	oint of	sale availat	ole in enviso	for certain venue	es.								
	which	ronice with -																
		Code	Descrit	ation	Sync ena	blod	External ID	Last sync										
⊪		Vintia	Vintia	20011	Jyne end	ione di	External 10	cuscoyne										
ľ	H	Vintia FR	Vintia	FR														
		Vintia_UK	Vintia	UK														
		Vintia_websh	nop Vintia_	webshop														
		Enviso	Vintia	enviso														

 Set up payment methods
 Set up
 Set up locally
 Activate offine POS
 Copy

Save Delete Close



	>	>	>	>	>	7	>	
	7	7	>	Ν	Ν	Ν	Ν	
	>	Ν	Ν	٨	Ν	Λ	Ν	
	>	Ν	>	Ν	>	Ν	Ν	
	>	>	>	>	>	Ν	Ν	
	>	>	>	>	>	Ν	Ν	
fund	>	>	>	>	>	>	Ν	
	>	>	Ν	Ν	Ν	Ν	>	
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	>	>	7	Ν	Ν	Ν	Ν	
	>	7	>	Ν	Ν	Ν	Ν	
	>	>	>	>	>	Ν	>	

1.2 Timeslot ticketing

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

Selection																	
Visit date from Creation date Customer Exhibition type	23 August 2024			25 August	2024		···	Per we C All C On C No	b ly per web t per web	In opti	on ly in option t in option	Planne	d ly planned t planned				
	Show only o	cancelled i	registratior	ns													
Winit number	Show inform	mation on	guest purc	hases									Search				
	0												Jearch				
N° Start date	Web created Fr	rom E	nd date	Till	OGM	Language	Guest	Code	Name	First name	Street1		Number	Box	Postcode	City E	-mail
503 23/08/2024	I 10	0:00:00 2	3/08/2024	16:30:00					Spencer	Edward					8500	ju	lie.vanmassenh
ickets									Employ	e tasks							
ickets Price group	Description E	Exhibition	Exhibition (period start t	time	Exhibition pe	riod end t	ime U	Employ	ee tasks n	Till	Hours	Remark	Update da	ites automatica	lly Confirmed	Compensat
ickets Price group	Description F Portsmout P	Exhibition PORTSM	Exhibition ; 23/08/202-	period start t 4 10:00:00	time	Exhibition pe 23/08/2024	riod end t 16:30:00	ime U	Employ	ee tasks n	Till	Hours	Remark	Update da	ites automatica	ally Confirmed	Compensat
ickets Price group	Description E Portsmout F Portsmout F Portsmout F	Exhibition PORTSM PORTSM	Exhibition (23/08/202 23/08/202 23/08/202	period start t 4 10:00:00 4 10:00:00 4 10:00:00	time	Exhibition pe 23/08/2024 23/08/2024 23/08/2024	riod end t 16:30:00 16:30:00 16:30:00	ime U 4 3 2	Employ	ee tasks n	Till	Hours	Remark	Update da	ites automatica	lly Confirmed	Compensat
ikets Price group	Description E Portsmout F Portsmout F	Exhibition PORTSM PORTSM PORTSM	Exhibition (23/08/202 23/08/202 23/08/202	period start 1 4 10:00:00 4 10:00:00 4 10:00:00	time	Exhibition pe 23/08/2024 23/08/2024 23/08/2024 23/08/2024	riod end t 16:30:00 16:30:00 16:30:00	ime U 4 3 2	Employ	e tasks n	та	Hours	Remark	Update di	ites automatica	lly Confirmed	Compense
ckets Price group	Description E Portsmout P Portsmout F Portsmout F	Exhibition PORTSM PORTSM PORTSM	Exhibition (23/08/202 23/08/202 23/08/202	period start 1 4 10:00:00 4 10:00:00 4 10:00:00	time 1	Exhibition pe 23/08/2024 23/08/2024 23/08/2024 23/08/2024	riod end t 16:30:00 16:30:00 16:30:00	ime U 4 3 2	Employu r L Froi	e tasks n	Та	Hours	Remark	Update d	ites automatica	Ily Confirmed	Compense

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

ral	Visits	Sales	Price overvie	w Records	Follow-up action	ins Logging	Linked memberships	Facility bookings					
ils													
Numb	er		503				Crea	ation date 21 A	lugust 2024		<u>e date</u>	21 August 2024	
Custo	mer			Kassaverko	pen								
Conta	ict persor	n											
xhibi	ition		PORTSMO	Portsmouth	Historic Dockya	rd							
arge	t group												
.angu	age												
			Link to a	room booki	na								
			-Room booki	ngs									
			Custom	er									
			Infrastr	ucture				Delete		\sim			
			Place					Delete					
			Activity										
rom			23 August 20	124		a o till	23 August 2024		elete this item?				
			zo August zi	-2-1	IO;		25 August 2024						
otar	VISICOLS		3					_ 2					
ema	rks							Y	es No				
ntern	nal remar	ks											
f prin	its		0										
Comb	i exhibiti	on											
us									-				
			I♥ Recorde	d		I✓ Clo	osed		Option				
			Cancell	ed		Gu	ides needed		 Per Website 			_	





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

Visit date from	23 August 2024	10:00	
visic date from	22 August 2024		
Till	25 August 2024	16:30	
Participants	5		
Cancellation reason	SICK Sick		
	Partial cancellation		
Already recorded			
	 Already recorded 		
Amount already recorded	£24.70	Paid advancement	£0.00
Record date	08/21/2024 12:51:12		
Reference			
Cancellation			
Cancellation cost	0		
Amount returned	£24.70		
Total			
Amount	£24.70		
Payment meth.	Y REFUND Enviso Pay refund	2	

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

N- 4-1-		
Visit date from	23 August 2024 🔲 🗸 10 :00	
	22 August 2024	
Till	23 August 2024	
Participants	5	
Cancellation reason	SICK Sick	
6	V Partial cancellation	
4	- A CHICK CHICK HARDIN	
Already recorded		
	 Already recorded 	
Amount already	£24.70 Paid advancement	£0.00
Record date	08/21/2024 12:51:12	
Peference		
Reference		
Cancellation		
Cancellation cost	0	
Amount returned	50.00	
	20.00	
Total		
To be charged	£0.00	
Payment meth		
<u>r ayment metri</u>	AY REFUND 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.

Confirma	tion	\times
?	Are you sure you want to cancel this visit? This action cannot be undone.	
	Yes No	

1.3 Activities

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

Registr	ations overview										
Selection – From Till Activity	21 August 2024 21 August 2024			00:00	Status Status	temporar ng list ed cancelled	ily	Payment	et paid ly paid		Search
	ns htry n° Activity coo	de Activ	ity descr.	Ac	tivity start date	Activity e	nd date # p	participants	Status	Paid	Entry dat
Payments											
Sales	n° Description		Customer Desc	ription	Sale: invoi	te nº	Invoice date	Invoice	payment d	ate	Amount
653	Registration	267			0						10.00
-Participant	s ما بر ایر ایر ایر ایر ایر ایر ایر ایر ایر ای			1 Charan	1 Shara asiar	Dankisianat		Carri	Deine	D-	Drize
F 1 (5)	2. 0. 1 0	0 V	U. Uitpas	0.00	utpas price	Van Masse	nhove Julie	Grou	GEN	ке	. Price
						14 - 1 ²		Consultant 1			d



		\geq	>	\geq	>	>	>	
	>	>	7	>	Ν	Ν	Ν	
	>	Ν	>	Ν	Ν	Λ	Λ	
	>	>	>	Ν	7	٨	Ν	
	>	>	>	>	>	Ν	Ν	
	>	>	>	>	>	Ν	Ν	
ł	>	>	>	>	>	>	Ν	
	>	>	>	>	>	Ν	Ν	
	>	>	>	>	>	Ν	Ν	
	>	>	>	>	7	Ν	Ν	
	>	7	>	>	Ν	Ν	Ν	
	>	>	>	>	>	Ν	>	

General Participant	s Price calculation	Registrations	Logging	Records	Notes	Results	Linked membership	s
Number	267	<u>I</u>	Registration	<u>n date</u>	21 Augus	t 2024		
Number (accel.)	0		🔽 Per Web					
Activity	Isp-zumba Zur	nba session or	n monday					
Activity details								
Age group		Activ	rity type					
Location	Ter Waarde 55,89	00 Ieper		Max.	participa	nts 15		
Period	26 August 2024			23 D	ecember	2024		
Default price	5.0000	Discount	Ultimate d	ate				
	0 # tempora	ry 0 #	on waiting l	ist 1	# boo	ked	0 # cancelle	d
Remarks								
Invoice customer								
Invoice customer Customer	24 Julie	Van Massenho	ve					
Invoice customer Customer Total participants	24 Julie	Van Massenho	ve Loyalt	y card				
Invoice customer Customer Total participants Address	24 Julie 1 Rekollettenstraat	Van Massenho 	ve Loyalt	y card				
Invoice customer Customer Total participants Address Date of birth	24 Julie 1 Rekollettenstraat 07 January 1984	Van Massenho	ve Loyalt	cy card	Age		40	
Invoice customer Customer Total participants Address Date of birth Group discount	24 Julie 1 Rekollettenstraat 07 January 1984	Van Massenho	ve Loyalt t	cy card	Age Discount	%	40	
Invoice customer Customer Total participants Address Date of birth Group discount	24Julie1Rekollettenstraat07 January 1984	Van Massenho	ve Loyalt t	cy card	Age Discount	%	40 0.00	
Invoice customer Customer Total participants Address Date of birth Group discount Price calculation Price cats	24 Julie 1 Rekollettenstraat 07 January 1984	Van Massenho] : 50, 9000 Gen Description	ve Loyalt t	cy card	Age Discount	76	40 0.00	
Invoice customer Customer Total participants Address Date of birth Group discount Price calculation Extra costs Defind	24 Julie 1 Rekollettenstraat 07 January 1984 0.00	Van Massenho 50, 9000 Gen Description	ve Loyalt t	cy card	Age Discount 1	%	40	

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'.

Cancel registration		- 🗆 ×
General		
Details		
Registration date	21 August 2024 🔍 🛛 days ago	
Participants	1	
Activity	24VINsp-zumba, Zumba session on monday	
Period	26 August 2024 📃 👻 23 December 2024	
Activity price	£5.00 6 days to go	
Cancellation date	21 August 2024	
Reason cancellation	SICK Sick 1	
Already recorded		
	 Already recorded 	
Amount already recorded	£10.00	
Record date	21/08/2024 13:02:27	
Reference		
This record		
Cancellation cost	0.00	
Refund registration	10.00 Outstanding balance registration	0.00
	Partial cancellation	
Total		
To be returned	£10.00	
Payment method 2	Y REFUND Enviso Pay refund	
L		
	Зок	Close





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.

Cancel		×
?	Are you sure you want to cancel this registration? This action cannot be reverted.	
	Yes No	

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

Register on level of	Activity ~	
Register on level of	Activity day 🗸 🗸	

1.4 Seated ticketing

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

Filter									
Customer									
Event									
Activity									
Participant									
Event date Booking date	from 05 Au	gust 2024	▼ till		▼	 All bookings Not to be sent To be sent 	C All C Alr C No	bookings eady paid t yet paid	
Payment method									
C Search booking b	y number								Search
C Search booking b Bookings Seats Ter Booking date	race	Discount voucher	Amount event	Payment method	Event	Cultural event descr.	Cultural activity	Cancelled	Search
C Search booking b Bookings Seats Ter Booking date 21/08/2024 13:34:36	race Number Amount 206 70.00	Discount voucher	Amount event 70.00	Payment method	Event 23-MTP0003	Cultural event descr. The Phantom of the Opera	Cultural activity	Cancelled	Search
C Search booking b Bookings Seats Ter Booking date [21/08/2024 13:34:36	race Number Amount 206 70.00	Discount voucher	Amount event 70.00	Payment method ENVISO PAY	Event 23-MTP0003	Cultural event descr. The Phantom of the Opera	Cultural activity THEATER	Cancelled	Search





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

General	Seats	Terrace C	Options	Price calculation	Records	Logging	Attachments	Membership			
Details											
Booki	ing n°	206								Booking date	21 August 2024
Custo	omer		Kassave	rkopen							
Conta	act .										
Sourc	ce code										
Price	group										
paym	nent	ENVISO P/	Enviso p	ay							
Serie	s										
Memb	bership					-1-4					
Rema	arks					relete					
						2	es	No			
		Member	ship								
Curren	nt status										
Book	ed seats		2			Can	celled	Pe	r Web		
Seats	s in option		0			▼ Paid					
											- 61

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.

Cancellation ticketing boo	oking _ c	3	
Seneral Seats Terrace			
Details			
Booking date	21 August 2024 33:34		
Participants	2		
Amount	70.00		
Cancell. date	21 August 2024		
Cancell. reason	SICK Sick 1		
Description	Sick		
_	✓ Take over in sales		
2	Partial cancellation		
Already recorded			
	 Already recorded 		
Amount already recorded	£70.00		
Record date	21/08/2024 13:35:35		
Reference			
This record			
Cancellation cost	0		
Refund	0		
Total			
To be charged	£0.00		
Payment method	Y REFUND 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

Bookings overview Selection Trill Infrastructure Customer	01 Januar 21 August Show Show	y 2024 t 2024 only cance only doubl	lled bookings le bookings	↓ ↓ 	Place	Veekdays ✓ Monday ✓ Tuesday ✓ Wednesday ✓ Thursday Per Web C All		Friday Saturday Sunday In option				_ □
Set n° Series n° End time End date 16:00 04/03/ 18:30 07/03/	Start time Start 15:00 04/0 17:00 07/0	t date Bo 03/2024 44 03/2024 45	ooking n° Booking 5 0 5 0) set n°	Series n° 0 0	C Not per Web C Not per Web	Place Squa Oplei	Control on the second sec	Start day Mon Thur	End day Mon Thur	Till 04/03/2024 07/03/2024	Search Activity Squash Vergad
21:00 18/03/	19:00 18/0	<u>J372024</u> 45	v U		U	i vintia	Audit	18/03/2024 19	Mon	Mon	18/03/2024	vergad

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'

	al Price calcu	alation Ex	tra times	Extra Rental	Sales	Logging	Employees	Categories	Various	Records	Activations	Extra info	Maintenance
Consu	imption stock	Attachment	Locker	rooms Desired	skills								
Details	s												
Custo	omer card												
Cust	omer	24	Julie \	/an Massenhov	e								
Cont	act person												
Activ	/itv	SQUAS	H Squas	h									
Infra	istructure	SQUAS	H Squas	h				Place	[01	Squash 1		
□ □ Cr	reate series o	f bookings		🔽 Sho	w on Web	site							
Simo													
Date	/Times												
From	m [22 August 20	24	. 1	6 0 0		Available		1				
		-1w -1d		+1d +1w	Dele	e							
Till		22 August 20	74		7								
		-1w -1d		+1d +1w		2 Delet	e this item?						
Book	king set					2 Yes		No					
Nun	nber in set		0	Print book	ing (Add bo	oking to set
Unit	price	2.0000	Participant	S		1 Op	tion	/alidity option	1				
Fixed	I price	26.0000	lotal		2	.00 Ap	proved?						
		Estimate	d 🗌 Bad j	bayer 🔽 Re	corded	Series	Globa	a activity	Per W	eb			
Desc	ription	Squash											





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

C COMD			
Booking date	21 August 2024	13:46	
Period	22/08/2024 16:00:00	22/08/2024 17:0	00:00
lace	Squash 1	Participants	1
Activity	Squash		
Booking description	Squash		
Price aroup	ANDAARD Standard facility bo	ook	
fotal amount	2.00 1	remaining days	
Cancellation date	21 August 2024] ▼ 13:48	
Cancellation reason	CORONA Corona		
Description reason	Corona		~
			~
	Enter in sales		
Already recorded			
Peelviee	✓ Already recorded		0.55
Booking	✓ Already recorded £2.00	Advance	0.00
Booking Last booking date	 ✓ Already recorded <i>£</i>2.00 21 August 2024, 13:47 	Advance	0.00
Booking Last booking date Reference	 ✓ Already recorded £2.00 21 August 2024, 13:47 	Advance	0.00
Booking Last booking date Reference This record	 ✓ Already recorded <i>£</i>2.00 21 August 2024, 13:47 	Advance	0.00
Booking Last booking date Reference This record Cancellation cost	 ✓ Already recorded £2.00 21 August 2024, 13:47 0 	Advance	0.00
Booking Last booking date Reference This record Cancellation cost Refund booking	 ✓ Already recorded £2.00 21 August 2024, 13:47 	Advance	0.00
Booking Last booking date Reference This record Cancellation cost Refund booking Refund advance	 ✓ Already recorded £2.00 21 August 2024, 13:47 21 August 2024, 13:47	Advance	0.00
Booking Last booking date Reference This record Cancellation cost Refund booking Refund advance Total	 ✓ Already recorded £2.00 21 August 2024, 13:47 2.00 2.00 VAT 0 	Advance	0.00
Booking Last booking date Reference This record Cancellation cost Refund booking Refund advance Total To be returned	 ✓ Already recorded £2.00 21 August 2024, 13:47 2.00 2.00 VAT 0 0.00 £2.00 	Advance	0.00
Booking Last booking date Reference This record Cancellation cost Refund booking Refund advance Total To be returned Payment method	✓ Already recorded £2.00 21 August 2024, 13:47 0 2.00 VAT 0 £2.00	Advance	0.00
Booking Last booking date Reference This record Cancellation cost Refund booking Refund advance Total To be returned Payment method	 ✓ Already recorded £2.00 21 August 2024, 13:47 0 2.00 ⊻AT 0 0.00 £2.00 ¥ REFUND Enviso Pay refund 	Advance	0.00
Booking Last booking date Reference This record Cancellation cost Refund booking Refund advance Total To be returned Payment method Print cancellation certifica	✓ Already recorded £2.00 21 August 2024, 13:47 0 2.00 VAT 0 2.00 VAT 0 2.00 VAT 0 2.00 VAT 0 0.00 Enviso Pay refund ate	Advance	0.00

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.

Confirmation		×
? Ar	you sure you want to cancel this booking? s action cannot be undone.	
	Yes No	



How to Enviso Pay Refund > > > >

1.6 Rental

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

ecti	ion												Stat		
	Selection order date	10.4.												tus New ender	
	Order from	19 AU	igust 2024			Order till							New order		
	Selection collection	date									Partially	collected		Approved	
	From]▼ Till					Collecte	ed		Rejected	
	Selection return dat										Partially	/ returned	Web	b	
	From]▼ Till					Cancell	od .	0	All	
										_	Cancell	eu	•	Only web	
	-Selection creation d	ate			6	ay till							0	Not web	
	TION					9. III				<u> </u>					
	Customer														
	Selection Division														
	Selection Division	C On	ly current di	vision			•	All divisions							
	Selection Division	C on	ly current di	rision			œ,	Il divisions						S	earch
ten 49	Selection Division Order n° ntal n° Series n°	C On Rental r	ly current di n° Web C	vision reation date 9/08/2024 10:5	i9:19	Creation typ	 Status de Booked 	scr. Status	Start date 23/08/2024	Start time	End date	End time	Planned o	Si S	earch Plann 00:00
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en 49 52	Selection Division Order n° ntal n° Series n° 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	C on Rental r 0 0	ily current di n° Web C 1 2	rision reation date 9/08/2024 10:1 9/08/2024 11:0 1/08/2024 13:5	59:19 02:36 53:35	Creation typ Manually Manually Manually	Status de Booked Booked	scr. Status 0 0 0	Start date 23/08/2024 22/08/2024 27/08/2024	Start time 10:00 10:00 09:00	End date 26/08/2024 24/08/2024 29/08/2024	End time 10:00 10:00 11:00	Planned o	ollection date	earch Plann 00:00 00:00
Ren 149 152	Selection Division Order n° ntal n° Series n° 2 0 5 0	C On Rental r 0 0 0	ly current di n° Web C 1 1 2	reation date 9/08/2024 10:5 9/08/2024 11:0 1/08/2024 13:5	59:19 52:36 53:35	Creation typ Manually Manually Manually	Status de Booked Booked Booked	scr. Status 0 0 0	Start date 23/08/2024 22/08/2024 27/08/2024	Start time 10:00 10:00 09:00	End date 26/08/2024 24/08/2024 29/08/2024	End time 10:00 10:00 11:00	Planned o	Si collection date	earch Plann 00:00 00:00 00:00
49 52	Selection Division Order n° ntal n° Series n° 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	C on Rental r 0 0	ly current di n° Web C 1 2	rision reation date 9/08/2024 10:5 9/08/2024 11:0 1/08/2024 13:5	59:19 02:36 53:35	Creation typ Manually Manually Manually	Status de Booked Booked Booked	scr. Status 0 0	Start date 23/08/2024 22/08/2024 27/08/2024	Start time 10:00 10:00 09:00	End date 26/08/2024 24/08/2024 29/08/2024	End time 10:00 10:00 11:00	Planned o	Silection date	earch Plann 00:00 00:00 00:00
49 152	Selection Division Order n° Intal n° Series n° 0 5 0	C on Rental r 0 0	ly current di nº Web C 1 1 2	reation date 9/08/2024 10:5 9/08/2024 11:0 1/08/2024 13:5	59:19 12:36 53:35	Creation typ Manually Manually Manually	G ; Status de Booked Booked	scr. Status 0 0 0 0	Start date 23/08/2024 22/08/2024 27/08/2024	Start time 10:00 10:00 09:00	End date 26/08/2024 24/08/2024 29/08/2024	End time 10:00 10:00 11:00	Planned o	Sollection date	earch Planne 00:00 00:00 00:00
49 52 56	Selection Division	C on Rental r 0 0 VAT F	ly current di nº Web C 1 2 Price group	reation date 9/08/2024 10:1 9/08/2024 11:0 1/08/2024 13:1 0/06/2024 13:1	59:19 02:36 53:35	Creation typ Manually Manually Manually	Status de Booked Booked Booked	Il divisions	Start date 23/08/2024 22/08/2024 27/08/2024 Unit price incl.	Start time 10:00 10:00 09:00 Total amou.	End date 26/08/2024 24/08/2024 29/08/2024	End time 10:00 10:00 11:00	Planned o	ollection date	earch 00:00 00:00 00:00

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

	les Price ca	lculation	Records	Collections	Returns	FiadPro	Logging	Employees	Various					_
ental nº			352	Booked		↓ Serie	s n°		0	Cre	ation time	19/08/2024	11:02:36	
Customer			Kassav	rerkopen										
Contact persor	1													
rice group		ST VERHU	Standa	ard verhuurp	orijs									
elation														
pplicant														
esired paym.	meth.													
ource code														
Delivery addr	ess													
Collection pla	inned	22 AUgust	2021	· •	00:00					Return	24 August 202		- 10 : - 00 :	: 0 : C
						2	Yes	1	10					
ocation rental						Ľ	Yes	1	lo					
ocation rental ental activity		02	Beurs ,	/ tentoonstell	ing	2	Yes	1	lo					
ocation rental ental activity urrent status		02 Approved	Beurs ,	/ tentoonstell	ing		Yes	1	lo					
ocation rental ental activity urrent status smarks		02 Approved	Beurs	/ tentoonstell	ing (Yes	1	lo					
ocation rental ental activity urrent status emarks		02 Approved	Beurs	/ tentoonstell	ing Recoi Bad p	rded	Yes	1	lo					





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

Details		
Creation date	19 August 2024 📃 🗸 11:02	
Period	22/08/2024 10:00:00 24/08/20	24 10:00:00
Total amount	5.00 0 days to go	
Cancellation date	21 August 2024 🔲 🗸 13 : 56	
Cancellation reason	CORONA Corona	
Description reason	Corona	
	Enter in sales	
	Partial cancellation	
Already recorded		
	 Already recorded 	
Already recorded	£5.00 Advance	£0.00
Record date	19/08/2024 11:04:30	
Reference		
This record		
Cancellation cost	0	
Rental return	5.00	
Refund advance	0.00	
Total		
To be returned	£5.00	
Payment method	Y REFUND Enviso Pay refund	

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

gemeen Artikelen		
etails		
Creatiedatum	woensdag 24 augustus 2022	18
Periode	26/08/2022 9:00:00 29/0	8/2022 9:00:00
Fotaal bedrag	4,00 0 dagen te ga	aan
Annulatiedatum	donderdag 25 augustus 2022 🔲 🔻 16 : 1	.9
Reden annulatie	CORONA Corona	
Omschrijving reden	Corona	
	 Opnemen in de verkoop 	
	✓ Gedeeltelijke appulatie	
Reeds geboekt		
Accus geboekt	Reeds geboekt	
Reeds geboekt bedrag	€ 4,00 Voorse	hot € 0,00
Boekingsdatum	24/08/2022 16:18:36	,
Referentie		
Deze boeking		
Annulatiekost	0	
Teruggave verhuring	2,00	
Teruggave voorschot	0,00	
Totaal		
Terug te geven	€ 2,00	
Betaalwijze 4	Y REFUND Enviso Pay refund	
	5	OK Sluiten





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.

Rental cancellation	×
Are you sure you want to cancel this rental? This action cannot be undone.	
Yes No	

2 Follow up

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





> > > > > > > > > > > > > > > > > > > ----> ----How to Enviso Pay Refund >>>>> ----> > > > > > > > > ----> > > >

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.

Q 3 159 Al di	l v	Pending Processed Failed	s	-								
G Al din ype ∣ Customer	isions	Failed	s									
Al di Al di Customer	risions		s	and a								
ype Customer				earch								
	Employee	Point of sale	Total amount	Division	Refund status	Refund failure reason	Amount	PaymentReference	SplitReference	RefundReference	PaymentMethodShortName	PaymentMethodDescription
	Mahieu Valerie	Kassa 16	-20.00	Vintia NL	Processed		-20.00	R456C60A30			EW/ISO PAY REFUND	Enviso Pay refund
	Vm Julie	Trainer	-26.50	Vintia NL	Processed		-26.50	R380933C3F			EWISO PAY REFUND	Enviso Pay refund
	Mahieu Valerie	Kassa 16	-6.00	Vintia NL	Processed		-6.00	R09F383436			EWISO PAY REFUND	Enviso Pay refund
	Mahieu Valerie	Kassa 16	-7.00	Vintia NL	Processed		-7.00	R996882281			ENVISO PAY REFUND	Enviso Pay refund
	Mahieu Valerie	Kassa 16	-6.00	Vintia NL	Processed		-6.00	R921D22797			EWISO PAY REFUND	Enviso Pay refund
	Vm Jule	Trainer	-16.00	Vintia NL	Processed		-16.00	R78A093F02			EWISO PAY REFUND	Enviso Pay refund
	Vm Julie	Trainer	-5.00	Vintia NL	Processed		-5.00	RE70906FC7			EWISO PAY REFUND	Enviso Pay refund
	Vm Julie	Trainer	-86.50	Vintia NL	Processed		-86.50	R889876789			EWISO PAY REFUND	Enviso Pay refund
	Vm Jule	Trainer	-60.00	Vinta NL	Processed		-60.00	R850019ADD			EWISO PAY REFUND	Enviso Pay refund
	Vm Jule	Trainer	-60.00	Vintia NL	Processed		-60.00	R378943517			ENVISO PAY REFUND	Enviso Pay refund
	Vm Julie	Trainer	-16.00	Vintia NL	Processed		-16.00	RC0F93D1C9			EWISO PAY REFUND	Enviso Pay refund
		W 3.4e Nohou Vietne Hohou Vietne Mohou Vietne Mohou Vietne W 3.4e W 3.4e W 3.4e W 3.4e W 3.4e	In Ade Tomer Network View Casos 31 Helman View Casos 33 The Advance Casos 35 The Advance 35 T	Wa.Ade Transer -05.50 Medra Vallere Scass 18 4.00 Medra Vallere Scass 18 -7.00 Medra Vallere Scass 18 -7.00 Medra Vallere Scass 18 -7.00 Wa.Ade Transer -6.00 Wa.Ade Transer -6.00 Wa.Ade Transer -60.00 Wa.Ade Transer -60.00	Win Jule Timere -65.50 Windlik L Holmen Lineme Kasaa Jili -6.00 Windlik L Holmen Lineme Kasaa Jili -7.00 Windlik L Windlik L Timere K-5.00 Windlik L Windlik L Timere 40.00 Windlik L Windlik L Timere 40.00 Windlik L Windlik L Timere 45.00 Windlik L	Walke Tamer -05.50 Walke Processed Helmu share Kasa M -0.00 Walke Processed Helmu share Kasa M -0.00 Walke Processed Helmu share Kasa M -0.00 Walke Processed Walke Tamer -0.00 Walke Processed	Win Jule Timer 26.50 Winisk R. Proceed Holmu share Kasa Jili -7.00 Winisk R. Proceed Holmu share Timer -6.00 Winisk R. Proceed Win Jule Timer -6.00 Winisk R. Proceed	Win Aller Trainer -26.50 Wink N. Processed -26.50 Mohrin Villerie Kassa 10 4.00 Wink N. Processed -3.00 Mohrin Villerie Kassa 20 -7.00 Wink N. Processed -3.00 Mohrin Villerie Kassa 20 -7.00 Wink N. Processed -5.00 Minis Villerie Kassa 20 -7.00 Wink N. Processed -5.00 Win Alle Trainer -6.00 Wink N. Processed -6.00 Win Alle Trainer -16.00 Wink N. Processed -6.00 Win Alle Trainer -16.00 Wink N. Processed -5.00	Win Jule Timerer -05.50 Wahl N. Processed -03.50 R200332.0° Helmu Valene Kanas JB -0.00 Winh N. Processed -0.00 R99882281 Helmu Valene Kanas JB -0.00 Winh N. Processed -0.00 R99882281 Helmu Valene Kanas JB -0.00 Winh N. Processed -0.00 R99882281 Helmu Valene Kanas JB -0.00 Winh N. Processed -0.00 R99882281 Hindu Valene Timer -0.00 Winh N. Processed -0.00 R2009707 Win Jake Timer -0.00 Winh N. Processed -0.00 R2009707 Win Jake Timer -0.00 Winh N. Processed -0.00 R2009707 Win Jake Timer -0.00 Winh N. Processed -0.00 R2009707 Win Jake Timere -0.00 Winh N. Processed -0.00 R20193020 Win Jake Timere -0.00 <td>Win Aller Tamer -26.50 Wink N Processed -26.50 Relevance Holm: Valence Faces 18 -7.00 Wink N Processed -4.00 RVIR33136 Helm: Valence Faces 18 -7.00 Wink N Processed -7.00 RVIR8414 Helm: Valence Faces 18 -7.00 Wink N Processed -7.00 RVIR8414 Helm: Valence Faces 18 -7.00 Wink N Processed -6.00 RVIR8414 Wink N Teaces -6.00 Wink N Processed -6.00 RVIR8414 Wink N Teaces -6.00 Wink N Processed -6.00 RVIR8414 Wink N Teaces -6.00 Wink N Processed -6.00 RVIR8417 Wink N Teaces -6.00 Wink N Processed -6.00 RVIR8414 Wink N Teaces -6.00 Wink N Processed -6.00 RVIR8414 Wink N Teaces -6.00 Wink N<td>Win Jule Timer 65.50 Winklik Processed 30.50 F20033C3F Holmu Linere Kasa Já 7.00 Winklik Processed 7.00 H9982231 Holmu Linere Kasa Já 7.00 Winklik Processed 7.00 H9982231 Holmu Linere Kasa Já 7.00 Winklik Processed 7.00 H9982231 Holmu Linere Kasa Já 7.00 Winklik Processed 4.00 H2027277 Holmu Linere Kasa Já Former 4.00 H2027277 H202777 Hindu Jáne Tomer 4.00 H2014277 H2014277 H2014277 Hindu Jáne Tomer 4.00 H20142777 H2014277 H20142777 Hindu Jáne</td><td>Image Tamer 36.9 Vinita IA Processed 36.9 R20032CP EM00320F EM00320F Network Viewer Kasa IS -7.00 Vinita IA Processed 4.00 R200320F EM01320F EM0120F EM0120F</td></td>	Win Aller Tamer -26.50 Wink N Processed -26.50 Relevance Holm: Valence Faces 18 -7.00 Wink N Processed -4.00 RVIR33136 Helm: Valence Faces 18 -7.00 Wink N Processed -7.00 RVIR8414 Helm: Valence Faces 18 -7.00 Wink N Processed -7.00 RVIR8414 Helm: Valence Faces 18 -7.00 Wink N Processed -6.00 RVIR8414 Wink N Teaces -6.00 Wink N Processed -6.00 RVIR8414 Wink N Teaces -6.00 Wink N Processed -6.00 RVIR8414 Wink N Teaces -6.00 Wink N Processed -6.00 RVIR8417 Wink N Teaces -6.00 Wink N Processed -6.00 RVIR8414 Wink N Teaces -6.00 Wink N Processed -6.00 RVIR8414 Wink N Teaces -6.00 Wink N <td>Win Jule Timer 65.50 Winklik Processed 30.50 F20033C3F Holmu Linere Kasa Já 7.00 Winklik Processed 7.00 H9982231 Holmu Linere Kasa Já 7.00 Winklik Processed 7.00 H9982231 Holmu Linere Kasa Já 7.00 Winklik Processed 7.00 H9982231 Holmu Linere Kasa Já 7.00 Winklik Processed 4.00 H2027277 Holmu Linere Kasa Já Former 4.00 H2027277 H202777 Hindu Jáne Tomer 4.00 H2014277 H2014277 H2014277 Hindu Jáne Tomer 4.00 H20142777 H2014277 H20142777 Hindu Jáne</td> <td>Image Tamer 36.9 Vinita IA Processed 36.9 R20032CP EM00320F EM00320F Network Viewer Kasa IS -7.00 Vinita IA Processed 4.00 R200320F EM01320F EM0120F EM0120F</td>	Win Jule Timer 65.50 Winklik Processed 30.50 F20033C3F Holmu Linere Kasa Já 7.00 Winklik Processed 7.00 H9982231 Holmu Linere Kasa Já 7.00 Winklik Processed 7.00 H9982231 Holmu Linere Kasa Já 7.00 Winklik Processed 7.00 H9982231 Holmu Linere Kasa Já 7.00 Winklik Processed 4.00 H2027277 Holmu Linere Kasa Já Former 4.00 H2027277 H202777 Hindu Jáne Tomer 4.00 H2014277 H2014277 H2014277 Hindu Jáne Tomer 4.00 H20142777 H2014277 H20142777 Hindu Jáne	Image Tamer 36.9 Vinita IA Processed 36.9 R20032CP EM00320F EM00320F Network Viewer Kasa IS -7.00 Vinita IA Processed 4.00 R200320F EM01320F EM0120F EM0120F

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.