

vintia **V**

INSPIRED ACCESS

Enviso Pay Refund

Vintia

Ypres, Belgium

London, UK

Lille, France

Nieuwegein, The Netherlands

Andernach, Germany

vintia.com

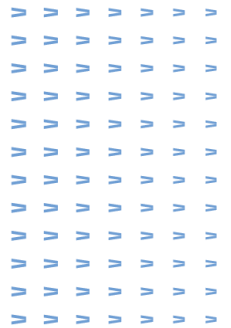
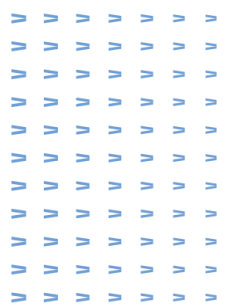


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1 Refund

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.

Basic Parameters

Addresses Employees Stock Point of sale Articles Various Postcode UK Logging Web **Enviso** IOT

Code	Description	Configuration
Vintia	Vintia	{'BaseUrl':'https://api.staging-enviso.io','IntegratorId':'1503','TenantSecretKey':'NVfN45ka3DPEQRAFvAbSh9YDdDkU58jXf9N/XhdT9A=','ApiKey':...
Vintia_FR	Vintia_FR	{'BaseUrl':'https://api.staging-enviso.io','IntegratorId':'1503','TenantSecretKey':'NVfN45ka3DPEQRAFvAbSh9YDdDkU58jXf9N/XhdT9A=','ApiKey':...
Vintia_UK	Vintia_UK	{'BaseUrl':'https://api.staging-enviso.io','IntegratorId':'1503','TenantSecretKey':'NVfN45ka3DPEQRAFvAbSh9YDdDkU58jXf9N/XhdT9A=','ApiKey':...

Configuration for Enviso - Vintia_UK

Settings

Code: Vintia_UK

Description: Vintia_UK

Environment: Staging

Url: https://api

Integrator ID: [Redacted]

Tenant secret key: [Redacted]

Api key: [Redacted]

Api secret: [Redacted]

Peripheral string: ENVISO C | Enviso card

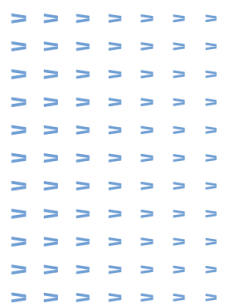
Create employee tasks in Recreatex

EnvisoPay refund

Enviso Pay refund webshop URL: https://training.recreatex.be

Enviso Pay refund shop ID: 2747f848-0a6e-41c3-90cb-ee022bf320a5

Save Delete Close

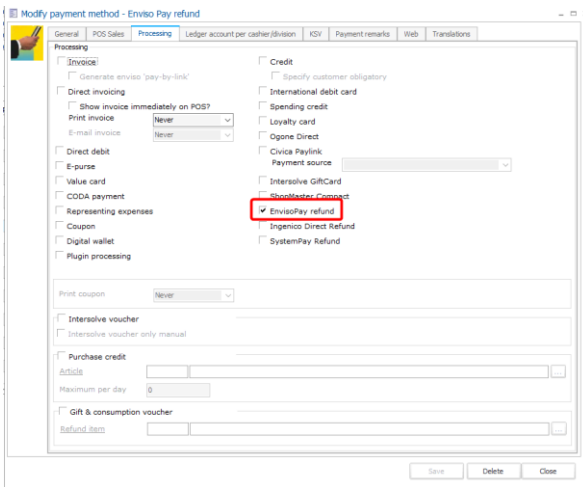


1.1.3 Payment Method

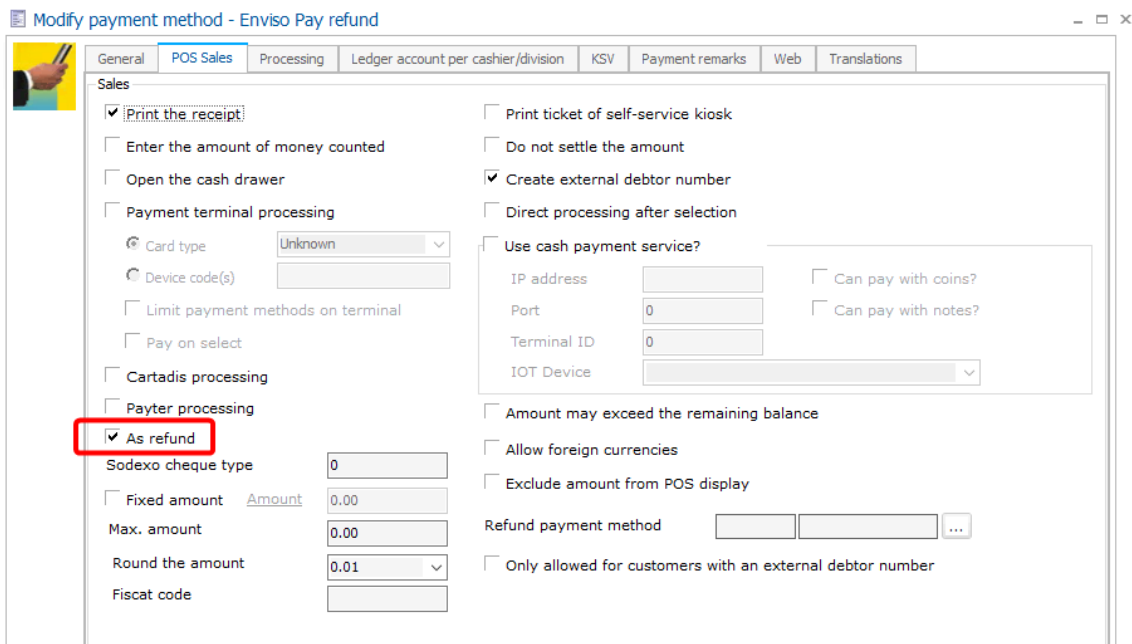
It is appropriate to create a separate payment method for refunds, for clear operation within Recreatex to reporting.

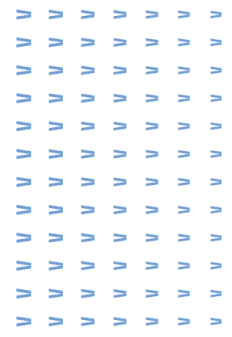
Go to general - settings - finances - payment methods - create a new payment method.

On tab processing, it is necessary to check the function 'Envisio 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.

Modify point of sale - POS 1

General Cashiers POS menus Access control Various Ticketing Registrations Bookings Rental Exhibitions Loyalty

Address data UTPAS Priopass Relevances **Enviso** Ask customer origin POS receipt Deviating article warehouses Web Sales questions Promotion Rules

Enviso

SalesChannel Onsite

Enable the below checkboxes to make this point of sale available in enviso for certain venues.

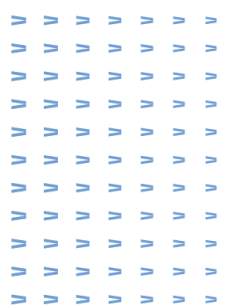
Synchronise with

<input type="checkbox"/>	Code	Description	Sync enabled	External ID	Last sync
<input checked="" type="checkbox"/>	Vintia	Vintia	<input type="checkbox"/>		
<input checked="" type="checkbox"/>	Vintia_FR	Vintia_FR	<input type="checkbox"/>		
<input checked="" type="checkbox"/>	Vintia_UK	Vintia_UK	<input type="checkbox"/>		
<input checked="" type="checkbox"/>	Vintia_webshop	Vintia_webshop	<input type="checkbox"/>		
<input checked="" type="checkbox"/>	Enviso	Vintia_enviso	<input type="checkbox"/>		

Enviso Pay

Refund venue ...

Set up payment methods Set up Set up locally Activate offline POS Copy Save Delete Close



1.2 Timeslot ticketing

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

Selection

Visit date from: 23 August 2024 | 25 August 2024

Creation date: []

Customer: []

Exhibition type: []

Per web: All, Only per web, Not per web

In option: All, Only in option, Not in option

Planned: All, Only planned, Not planned

Show only cancelled registrations
 Show information on guest purchases

Visit number: 0

Search

L	N°	Start date	Web created	From	End date	Till	OGM	Language	Guest	Code	Name	First name	Street1	Number	Box	Postcode	City	E-mail
	503	23/08/2024	<input checked="" type="checkbox"/>	10:00:00	23/08/2024	16:30:00			<input checked="" type="checkbox"/>		Spencer	Edward				BS00		julie.vanmasserho

Price group	Description	Exhibition...	Exhibition period start time	Exhibition period end time	Ur
	Portsmouth...	PORTSM...	23/08/2024 10:00:00	23/08/2024 16:30:00	4.
	Portsmouth...	PORTSM...	23/08/2024 10:00:00	23/08/2024 16:30:00	3.
	Portsmouth...	PORTSM...	23/08/2024 10:00:00	23/08/2024 16:30:00	2.

From	Till	Hours	Remark	Update dates automatically	Confirmed	Compensated
------	------	-------	--------	----------------------------	-----------	-------------

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

Modify exhibition visit - Kassaverkopen

General | Visits | Sales | Price overview | Records | Follow-up actions | Logging | Linked memberships | Facility bookings

Details

Number: 503 | Creation date: 21 August 2024 | Price date: 21 August 2024

Customer: Kassaverkopen

Contact person: []

Exhibition: PORTSMO | Portsmouth Historic Dockyard

Target group: []

Language: []

Link to a room booking

Room bookings

Customer: []

Infrastructure: []

Place: []

Activity: []

From: 23 August 2024 | 10:00 | till: 23 August 2024

Total visitors: 5

Remarks: []

Internal remarks: []

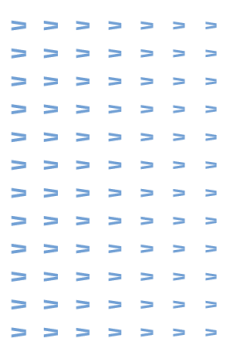
prints: 0

Combi exhibition: []

Status: Recorded | Closed | Option | Canceled | Guides needed | Per Website

Record | Close | Credit | Print | Paym. certif. | Move visit | Reprint tickets | Save | **1** Delete | Close

2 Delete this item? | Yes | No



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

1 Cancellation reason: SICK Sick

2 Payment meth.: Y REFUND Envisio Pay refund

3 Record

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

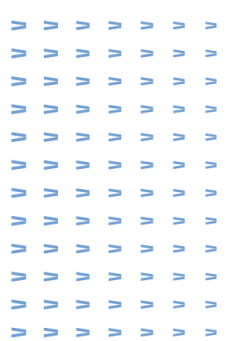
1 Cancellation reason: SICK Sick

2 Partial cancellation: Partial cancellation!

3 Visitors

4 Payment meth.: Y REFUND Envisio Pay refund

5 Record



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.

Confirmation ✕

Are you sure you want to cancel this visit?
This action cannot be undone.

Yes
No

1.3 Activities

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

Registrations overview - □ ✕

Selection

From: 21 August 2024 ▼ 00 : 00

Till: 21 August 2024 ▼ 23 : 59

Activity: ...

Status

Booked temporarily

On waiting list

Booked

Cancelled

Partially cancelled

Payment

All

Not yet paid

Already paid

Search

Registrations

L	Entry n°	Activity code	Activity descr.	Activity start date	Activity end date	# participants	Status	Paid	Entry date
▶	267	24VINsp-zumba	Zumba session on monday	26/08/2024	23/12/2024	1	Booked	<input checked="" type="checkbox"/>	21/08/2024

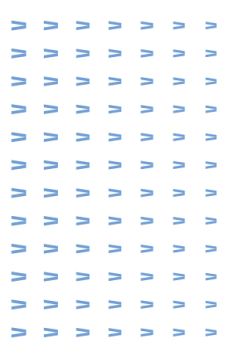
Payments

Sales n°	Description	Customer Description	Sale: invoice n°	Invoice date	Invoice payment date	Amount
▶ 653	Registration 267		0			10.00

Participants

▶	F	L	#	F..	F..	On...	U.	Uitpas ...	Uitpas...	Uitpas price...	Participant	Grou...	Price...	Re...	Price...
▶	1	2	0	1	0	<input checked="" type="checkbox"/>	<input type="checkbox"/>		0.00		Van Massenhove Julie		GEN...	<input type="checkbox"/>	

Modify status
Cancel registrations
Close



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

Modify registrations (comprehensive)

General | Participants | Price calculation | Registrations | Logging | Records | Notes | Results | Linked memberships

Number: 267 Registration date: 21 August 2024

Number (accel.): 0 Per Web

Activity: lsp-zumba Zumba session on monday

Activity details

Age group: Location: Ter Waarde 55, 8900 Ieper Max. participants: 15

Period: 26 August 2024 - 23 December 2024

Default price: 5,0000 Discount: Ultimate date: # temporary: 0 # on waiting list: 1 # booked: 0 # cancelled: 0

Remarks:

Invoice customer

Customer: 24 Julie Van Massenhove

Total participants: 1 Loyalty card:

Address: Rekollettenstraat 50, 9000 Gent

Date of birth: 07 January 1984 Age: 40

Group discount: Discount %: 0.00

Price calculation

Extra costs: 0.00 Description:

Refund: 0.00 Status: Booked Recorded

Buttons: Payment cert., Registr. cert., Cancell. cert., Reprint tickets, Save, Delete, Close

Buttons: Record, **1** Cancel, Credit

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

Cancel registration

General

Details

Registration date: 21 August 2024 0 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 13:30

Reason cancellation: **1** SICK Sick

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

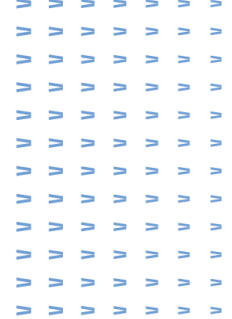
Partial cancellation:

Total

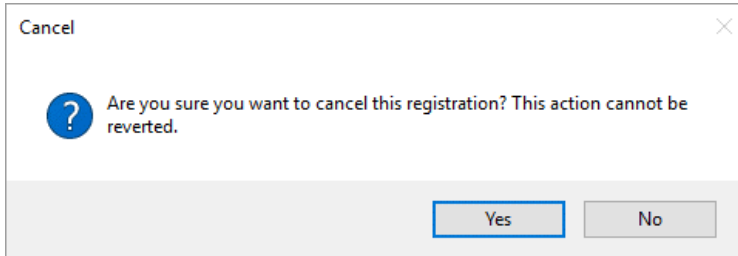
To be returned: £10.00

Payment method: **2** Y. REFUND Envisio Pay refund

Buttons: **3** OK, 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.



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.

[Bookings overview \(Ticketing\)](#)

Filter

Customer: ...

Event: ...

Activity: ...

Participant: ...

Event date: from till

Booking date: from till

Only deleted bookings

Payment method: ...

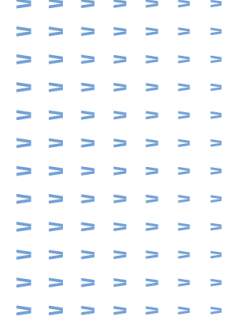
All bookings All bookings

Not to be sent Already paid

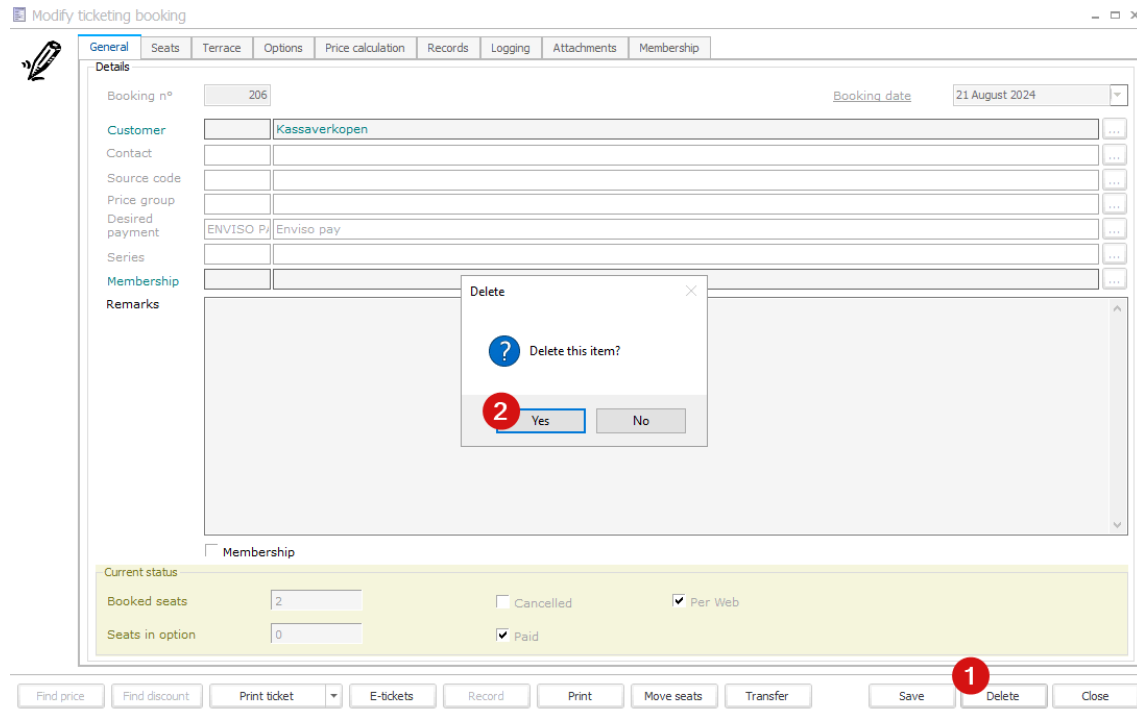
To be sent Not yet paid

Search booking by number

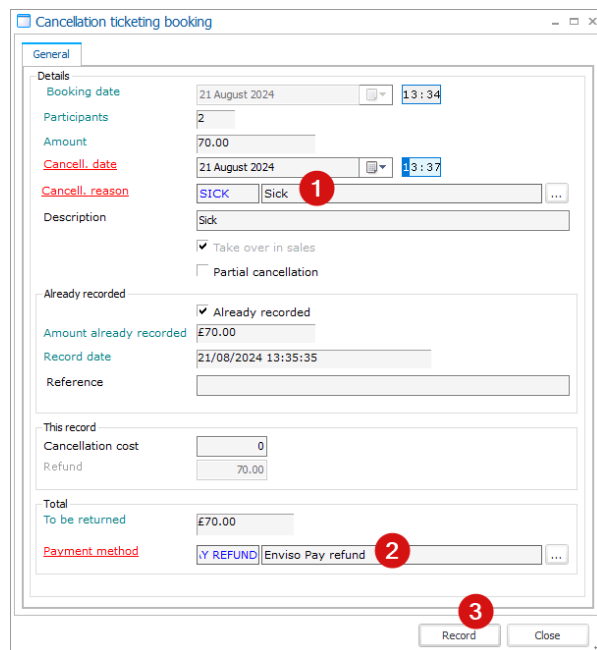
Booking date	Number	Amount	Discount voucher	Amount event	Payment method	Event	Cultural event descr.	Cultural activity	Cancelled	Cancelled pl
21/08/2024 13:34:36	206	70.00	0.00	70.00	ENVISO PAY	23-MTP0003	The Phantom of the Opera	THEATER	<input type="checkbox"/>	<input type="checkbox"/>

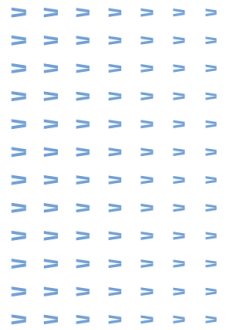


Double click on the reservation to be canceled, click delete at the bottom. The system asks if this item may be deleted: click yes:



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 Envisio Pay Refund.

The screenshot shows the 'Cancellation ticketing booking' window with the following details:

- 3**: Points to the 'General' tab.
- 1**: Points to the 'SICK' dropdown menu in the 'Cancell. reason' field.
- 2**: Points to the 'Partial cancellation' checkbox in the 'Already recorded' section.
- 4**: Points to the 'Envisio Pay refund' dropdown menu in the 'Payment method' field.
- 5**: Points to the 'Record' button at the bottom right.

Other visible fields include: Booking date (21 August 2024), Participants (2), Amount (£70.00), Cancell. date (21 August 2024), Description (Sick), Take over in sales (checked), Amount already recorded (£70.00), Record date (21/08/2024 13:35:35), Cancellation cost (0), Refund (0), and Total To be charged (£0.00).

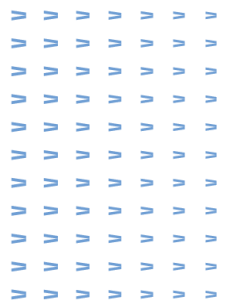
When you click record the system asks for a final confirmation that you are sure you wish to cancel the reservation, you click 'yes' and the reservation is deleted as the payment is also reversed.

The confirmation dialog box contains the following text:

Confirmation

Are you sure you want to cancel this booking?
This action cannot be undone.

Buttons: Yes, No



1.5 Facility bookings

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

L	End time	End date	Start time	Start date	Booking n°	Booking set n°	Series n°	Infrastructure	Place	From	Start day	End day	Till	Activity
	16:00	04/03/...	15:00	04/03/2024	445	0	0	Squash	Squa...	04/03/2024 15...	Mon	Mon	04/03/2024 ...	Squash
	18:30	07/03/...	17:00	07/03/2024	455	0	0	Vintia	Oplei...	07/03/2024 17...	Thur	Thur	07/03/2024 ...	Vergad...
	21:00	18/03/...	19:00	18/03/2024	457	0	0	Vintia	Audt...	18/03/2024 19...	Mon	Mon	18/03/2024 ...	Vergad...

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 | Price calculation | Extra times | Extra | Rental | Sales | Logging | Employees | Categories | Various | Records | Activations | Extra info | Maintenance

Consumption stock | Attachments | Locker rooms | Desired skills

Details

Customer card: []

Customer: 24 Julie Van Massenhove

Contact person: []

Activity: SQUASH Squash

Infrastructure: SQUASH Squash | Place: 01 Squash 1

Create series of bookings: Show on Website

Simple booking

Date/Times

From: 22 August 2024 | 1 6 | Available

Till: 22 August 2024 | 1 7

Booking set

Number in set: 0 | Print booking

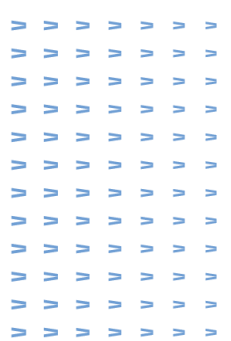
Unit price: 2.0000 | Participants: 1 | Option | Validity option

Fixed price: 26.0000 | Total: 2.00 | Approved?

Estimated | Bad payer | Recorded | Series | Global activity | Per Web

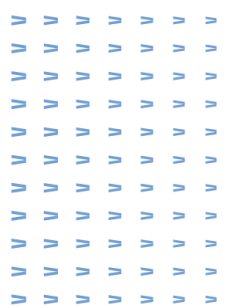
Description: Squash

Print | Record | Credit | Save | **1** Delete | Close



In the cancellation screen, enter the reason for cancellation as well as the payment method 'Envisio 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.

Overview rental orders

Selection

Selection order date
Order from: 19 August 2024 | Order till: []

Selection collection date
From: [] | Till: []

Selection return date
From: [] | Till: []

Selection creation date
From: [] | Till: []

Customer: []

Selection Division: Only current division All divisions

Order n°: [] Search

Status

Ordered
 Partially collected
 Collected
 Partially returned
 Returned
 Cancelled

Status

New order
 Approved
 Rejected

Web

All
 Only web
 Not web

Rental n°	Series n°	Rental n° Web	Creation date	Creation type	Status descr.	Status	Start date	Start time	End date	End time	Planned collection date	Planned col
349	0	0	19/08/2024 10:59:19	Manually	Booked	0	23/08/2024	10:00	26/08/2024	10:00		00:00
352	0	0	19/08/2024 11:02:36	Manually	Booked	0	22/08/2024	10:00	24/08/2024	10:00		00:00
356	0	0	21/08/2024 13:53:35	Manually	Booked	0	27/08/2024	09:00	29/08/2024	11:00		00:00

Arti...	Warehouse ...	VAT	Price group	Order	Description	Quantity	Hours	Unit price	Unit price incl.	Total amou...	VAT %	VAT incl.	VAT amount	Amount
S10...	VINTIA	21	VR VERHU...	10000	Beamer	1	50.00	41.3223	50.00	41.3223	21.00	<input checked="" type="checkbox"/>	8.6777	50.00

Close

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

Modify rental

General | Articles | Price calculation | Records | Collections | Returns | FiatPro | Logging | Employees | Various

Rental n°: 352 | Booked | Series n°: 0 | Creation time: 19/08/2024 11:02:36

Customer: Kassaverkopen

Contact person: []

Price group: ST VERHU | Standaard verhuurprijs

Relation: []

Applicant: []

Desired paym. meth.: []

Source code: []

Delivery address: []

Create series of rentals

Simple rental

Date/Times

Rented from: 22 August 2024 | 10:00

Collection planned: [] | 00:00

Till: 24 August 2024 | 10:00

Return: [] | 00:00

Delete

? Delete this item?

2 Yes No

Location rental

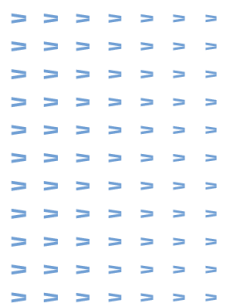
Rental activity: 02 | Beurs / tentoonstelling

Current status: Approved

Remarks: []

Not entirely available Recorded Bad payer

Print | Internal cert. | Record | Credit | Complete return | Cancel. cert. | Find price | Find price group | Copy | Save | **Delete** | Close



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

Rental cancellation

General

Details

Creation date: 19 August 2024 11:03

Period: 22/08/2024 10:00:00 - 24/08/2024 10:00:00

Total amount: 5,00 0 days to go

Cancellation date: 21 August 2024 13:56

Cancellation reason: **CORONA Corona** (1)

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** (2)

OK (3) Close

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

Annulatie van een verhuuring

Algemeen Artikelen (3)

Details

Creatiedatum: woensdag 24 augustus 2022 16:18

Periode: 26/08/2022 9:00:00 - 29/08/2022 9:00:00

Totaal bedrag: 4,00 0 dagen te gaan

Annulatie datum: donderdag 25 augustus 2022 16:19

Reden annulatie: **CORONA Corona** (1)

Omschrijving reden: Corona

Opnemen in de verkoop
 Gedeeltelijke annulatie (2)

Reeds geboekt

Reeds geboekt

Reeds geboekt bedrag: € 4,00 Voorschot € 0,00

Boekingsdatum: 24/08/2022 16:18:36

Referentie:

Deze boeking

Annulatiekost: 0

Teruggave verhuuring: 2,00

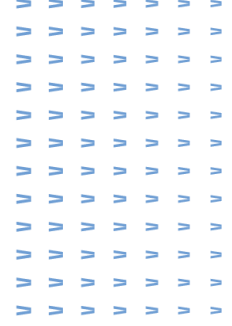
Teruggave voorschot: 0,00

Totaal

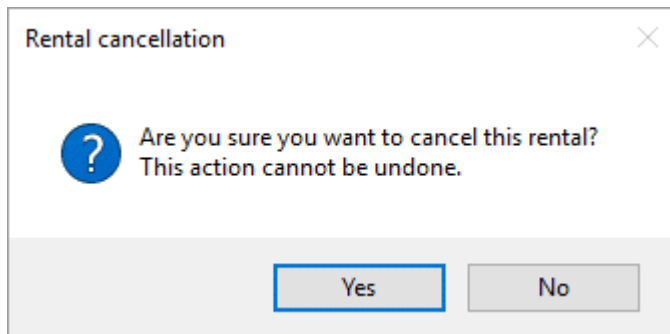
Terug te geven: € 2,00

Betaalwijze: **Y REFUND Enviso Pay refund** (4)

OK (5) Sluiten

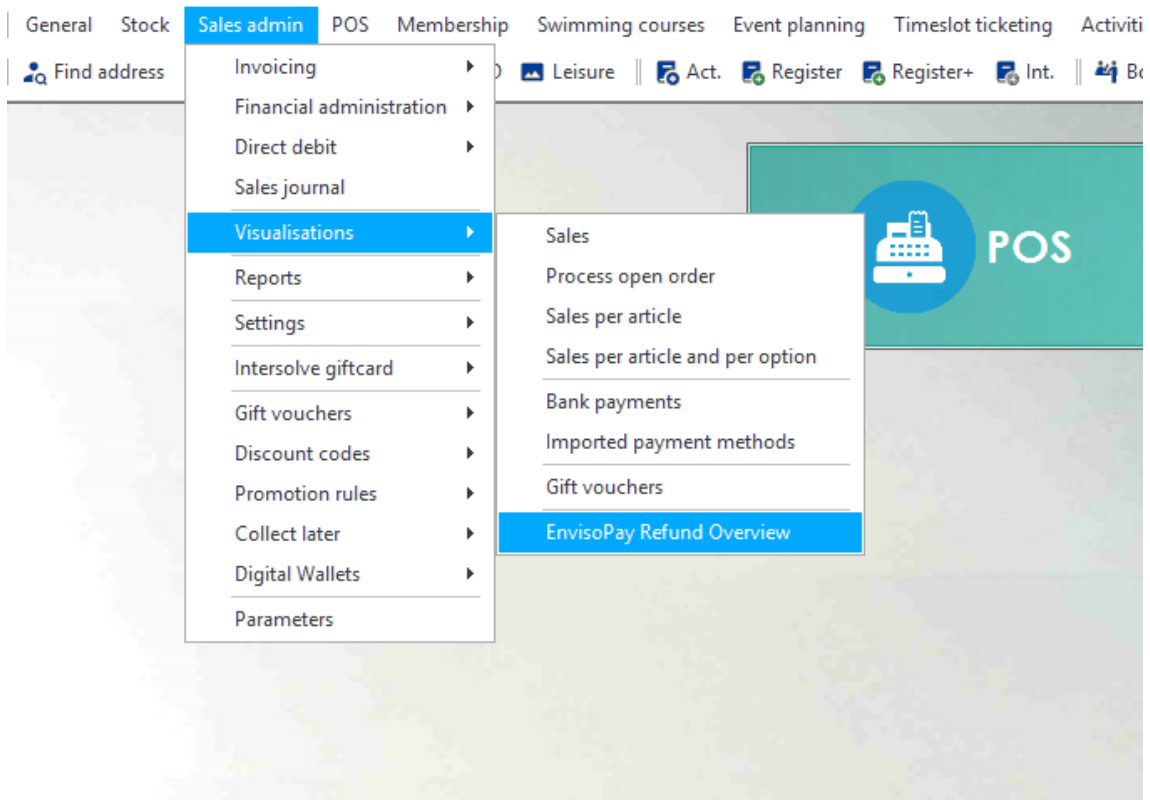


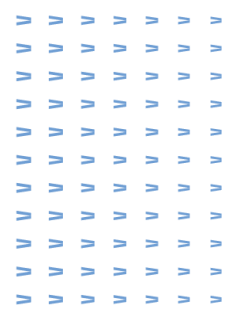
When you click OK the system asks for a final confirmation that you are sure you want to cancel the rental, you click 'yes' and the visit is deleted as well as the payment is booked back.



2 Follow up

Through sales admin -visualisations - Envisio 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.

EnvisoPay Refund Overview

From: 01 January 2024 00:00 EnvisoPay Refund Status
 Until: 04 April 2024 23:59 Pending Processed Failed
 Customer: []

Current division All divisions

Date	Sales n°	Document type	Customer	Employee	Point of sale	Total amount	Division	Refund status	Refund failure reason	Amount	PaymentReference	SplitReference	RefundReference	PaymentMethodOrName	PaymentMethodDescription
22/02/2024 13:06:18	4391	5		Maheu Valerie	Kassa 35	-20,00	Vintia NL	Processed		-20,00	R456C0A30			ENVISIO PAY REFUND	Enviso Pay refund
23/02/2024 11:27:52	4401	2		Vin Julie	Trainer	-26,50	Vintia NL	Processed		-26,50	R30593C3F			ENVISIO PAY REFUND	Enviso Pay refund
26/02/2024 16:11:52	4433	5		Maheu Valerie	Kassa 35	-6,00	Vintia NL	Processed		-6,00	R09F38136			ENVISIO PAY REFUND	Enviso Pay refund
27/02/2024 10:50:29	4439	5		Maheu Valerie	Kassa 35	-7,00	Vintia NL	Processed		-7,00	R99688281			ENVISIO PAY REFUND	Enviso Pay refund
27/02/2024 14:10:51	4449	5		Maheu Valerie	Kassa 35	-6,00	Vintia NL	Processed		-6,00	R521D22797			ENVISIO PAY REFUND	Enviso Pay refund
29/02/2024 11:54:30	4506	1		Vin Julie	Trainer	-16,00	Vintia NL	Processed		-16,00	R79A09F02			ENVISIO PAY REFUND	Enviso Pay refund
29/02/2024 15:55:00	4541	2		Vin Julie	Trainer	-5,00	Vintia NL	Processed		-5,00	RE7006FCT			ENVISIO PAY REFUND	Enviso Pay refund
06/03/2024 15:10:19	4576	3		Vin Julie	Trainer	-86,50	Vintia NL	Processed		-86,50	R889876789			ENVISIO PAY REFUND	Enviso Pay refund
12/03/2024 08:25:12	4580	2		Vin Julie	Trainer	-60,00	Vintia NL	Processed		-60,00	RE0019A2D			ENVISIO PAY REFUND	Enviso Pay refund
12/03/2024 00:12:43	4596	3		Vin Julie	Trainer	-60,00	Vintia NL	Processed		-60,00	R139943517			ENVISIO PAY REFUND	Enviso Pay refund
04/04/2024 12:23:43	4684	5		Vin Julie	Trainer	-16,00	Vintia NL	Processed		-16,00	RC0P3D1C9			ENVISIO PAY REFUND	Enviso Pay refund

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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.