

Sales | Sales | Exchange - cancellations

Pre-requisite: at least one product sold.

Aim: understand how to cancel or exchange sales.

General overview

Here you can perform changes or cancellation of existing sales.
This screen can also be accessed directly from [File Details](#), when selecting *Resume>Cancel/Exchange selection* (when one or few lines are selected first) or *Cancel/Exchange the file*:

rules

File detail

★ Suspended files

File list

Attendance per performance

Seat map

Calendar

Tickets

Ticket list

Tickets on resale

Accounts

Pending account

Credit balance

Deposits

Full view

PRINT FILE

PRINT

RESUME

DETAILS

CONTACTS

SUMMARY (BY CONTACT)

▲ DOE, John / Public [10000000205]

▲ 1 Open card for 6 seats - (1/6 Seat) - Subsc

▲ Jewels - Fri 27/02/2026 02:00 pm

▲ Cat 1 Subscribed contact - Season tic

▲ No contingent - Balcon - 3 - 020100

▲ Jewels - Tue 24/02/2026 08:15 pm

▶ Cat 1 Occasional contact - Full rate

▲ Documents

▶ Order 10000002914

Open selection

Open file

Retrieve file number

Cancel/Exchange selection

Cancel/Exchange the file

The majority of screen's sections, buttons and features work as for the [Sales - Reservation](#) screen. The main different you'll see is that the temporary cart section (summary) is split in two: on top the content/tickets of the cart you're going to cancel, and below the new content/tickets you're going to issue as an exchange, and/or to be paid. Here you find the sections with specific behaviors: click on their names below if you're looking for specif help.

1. Payment method summary

2. Add tickets / Refund charges options

3. Composed product / Auto-Exchange

4. Cart content to be cancelled

5. Cart content to be exchanged/paid

6. Refund / Payment methods and options

Exchange - cancellation

CONTACT search

RESERVATIONS

2

ADD TICKETS

Refund charges

1

DELETE

ACTIONS

PREVIOUS FILE

CONTACT

DOE, John [10000000205]

CONTACT detail

Ticket delivery

Document shipping

Payment methods summary

1

File 10000001550

TYPE/PRODUCT/ITEM (BY OPERATION)

▲ File 10000001550

▲ 1 Open card for 6 seats - (1/6 Seat) - Subscribed contact - Season ticket holders

▲ Jewels - Fri 27/02/2026 02:00 pm

▲ Cat 1 Subscribed contact - Season ticket holders

▲ No contingent - Balcon - 3 - 02010004541 - Single ticket - 14/02/2024 05:29 pm - Protocol - STX_OP - STX_OP - printed

▲ Jewels - Tue 24/02/2026 08:15 pm

▶ Cat 1 Occasional contact - Full rate

Refunded subtotal

512.00 €

3

COMPOSED PRODUCT

AUTO-EXCHANGE

5

EXCHANGED (BY CONTACT)

▲ DOE, John / Public [10000000205]

▲ La Traviata - Tue 10/02/2026 07:30 pm

▶ Cat 1 Subscribed contact - Season ticket holders

Sold subtotal

85.00 €

6

Total

€ -427.00

Requested by

the customer

Reason

Exchange

Sale

Pay everything

Refund

CASH

CREDIT NOTE

PENDING ACCOUNT

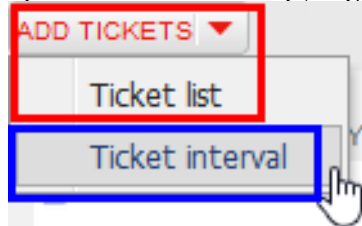
OTHER PAYMENT

Payment method summary

Here you just find some information about the payment methods used for the file/order containing the items your going to cancel / exchange.

Add tickets / Refund charges options

If you access this screen directly (so bypassing [File Details](#)) the temporary cart will be empty and you'll need to populate it with tickets/items.



By clicking "Add tickets" (or "Ticket list") a new window will open, allowing you to type or scan your tickets with a desk optical reader. When finished just click OK to put your items among the products to be cancelled

A screenshot of a window titled 'List of ticket numbers or barcodes'. It features a text input field for 'Ticket number or barcode' containing '215874177719067639590106' and an 'ADD' button. Below this is a table with three columns: 'TICKET NUMBER', 'BARCODE', and 'SALES CHANNEL'. The table contains one row with the values '02010004645', '215874177719067639590...', and 'Internal'. At the bottom right, there are 'CANCEL' and 'OK' buttons. A mouse cursor is pointing at the 'OK' button.

By clicking "Ticket interval" instead you can indicate a group of consecutive tickets by indicating the first and the last ticket numbers. All tickets included in the range will be added.

A screenshot of a window titled 'Interval of ticket numbers or barcodes'. It has two input fields for 'From (ticket number or barcode)' and 'to'. Below these are two radio buttons: 'Tickets sold by SecuTix' (selected) and 'Tickets sold by third parties'. There is also a 'Channel' dropdown menu currently set to 'External NTJ'. At the bottom right, there are 'CANCEL' and 'OK' buttons. A mouse cursor is pointing at the 'Tickets sold by third parties' radio button.

The checkbox ☐ Refund charges controls the possibility to include/remove the charges from the refund (so from the top section of the cart).

Composed product / Auto-Exchange

According to product selection on the top section of the cart the **Auto-Exchange** button will be enabled.

For instance, if you have an event ticket this features will create the same item on the lower part of the screen with the same initial seat selection, tariffs, contact as above.

By doing that you can now, for example, [change the tariff](#) without losing the [selection of the seat](#) during the whole process.

ADD TICKETS | Refund charges | DELETE | ACTIONS | PREVIOUS FILE

TYPE/PRODUCT/ITEM (BY OPERATION)

File 10000001550

Jewels - Tue 24/02/2026 08:15 pm

Occasional contact | Full rate

No contingent - Balcon - 16 | 02010004642 - Single ticket - 14/02/2024 05:29 pm - Protocol - STX_GIP - STX_GIP - printed

DOE, John / Pu

Refunded subtotal

COMPOSED PRODUCT | AUTO-EXCHANGE

EXCHANGED (BY CONTACT)

DOE, John / Public [10000000205]

Jewels - Tue 24/02/2026 08:15 pm

Occasional contact | Child

No contingent - Balcon - 16

ACTIONS menu:

- Edit visit
- Enter promotional code
- Return of Goods
- Discount one item
- Discount all items
- Select Open product
- Change the commission
- Change tariff
- Change file contacts
- Ticket holders
- Modify contingent
- Lock reservation/option
- Unlock reservation/optio
- Drop item from cart
- Expand the whole file

Composed product will be enabled when you scan/select a ticket inside a season ticket and select its line.

If the season ticket rules allow it, once clicked you'll be able to change your selection, and the original ticket will be shown as greyed out - one line sold (1) and one another currently under cancellation (-1)

TYPE/PRODUCT/ITEM (BY OPERATION)

File 10000001550

Open card for 6 seats - (1/6 Seat) - Subscribed contact - Season ticket holders

Jewels - Sat 28/02/2026 02:00 pm

Subscribed contact - Season ticket holders

Refunded subtotal

COMPOSED PRODUCT | AUTO-EXCHANGE

CONTACT

DOE, John / Public [10000000205]

SEAT CATE... | TARIFF

Season

Min - Max >>

GR

GR	FIRST PERFORMANCE	LAST PERFORMANCE	SEL...	SE...
Midsummer Night's D...	Fri 03/10/2025 06:00 pm	Thu 09/10/2025 07:00 pm	Sev...	0
Carmina Burana	Wed 10/09/2025 07:30 pm	Wed 10/09/2025 07:30 pm	Sev...	0
Jewels	Wed 25/02/2026 08:15 pm	Sat 28/02/2026 02:00 pm	Sev...	0
La Traviata	Wed 11/02/2026 07:30 pm	Sat 14/02/2026 07:30 pm	Sev...	0
Les Misérables	Wed 18/02/2026 05:00 pm	Sun 01/03/2026 03:00 pm	Sev...	1
Philippe Jordan - Beeth...	Fri 03/10/2025 06:00 pm	Sat 03/10/2026 08:00 pm	Sev...	0
Sunken Garden	Sat 07/02/2026 04:00 pm	Thu 12/02/2026 08:00 pm	Sev...	0
Swan Lake	Fri 20/03/2026 07:30 pm	Sun 29/03/2026 01:30 pm	Sev...	0

PERFORMANCE SITE

PERFORMANCE	SITE
Les Misérables	Wed 18/02/2026 05:00 pm Theatre
Les Misérables	Sun 22/02/2026 07:00 pm Theatre
Les Misérables	Mon 23/02/2026 08:00 pm Theatre
Les Misérables	Wed 25/02/2026 02:00 pm Theatre
Les Misérables	Sun 01/03/2026 03:00 pm Theatre

Selected season tickets only | DELETE

STATE	EVENT	SEAT CAT	PERFORMANCE	CONT...	QTY	AMOUNT
Sold	Jewels	Cat 1	Sat 28/02/2026 02:00 pm	No con.	1	
Current	Jewels	Cat 1	Sat 28/02/2026 02:00 pm	No con.	-1	
Current	Les Misérables	Cat 1	Mon 23/02/2026 08:00 pm	No	1	

In case you come from [File Details](#), you need to select the specific subscription tickets line(s) to be able to do so (otherwise the "composed product" button won't enable):

Full view | PRINT FILE | PRINT | RESUME | DETAILS | CONTACTS | OTHER FUNCTIONS

SUMMARY (BY CONTACT)

DOE, John / Public [10000000205]

Open card for 6 seats - (1/6 Seat) - Subscribed contact - Season ticket holders

Jewels - Sat 28/02/2026 02:00 pm

Cat 1 | Subscribed contact - Season ticket holders

No contingent - Balcon - 3 - 02010004642 - Single ticket - 14/02/2024 05:29 pm - Protocol - STX_GIP - STX_GIP - printed - Immediate

Context menu:

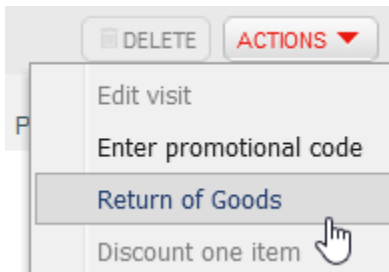
- Open selection
- Open file
- Retrieve file number
- Cancel/Exchange selection
- Cancel/Exchange the file

Cart content to be cancelled

The top part of the summary/temporary cart will include all the items you're going to cancel/refund.

The subtotal line of this section will show the amount that will be cancelled and refund as well as the order is closed. In case the lower section is populated by new items of higher value though the final total amount may be positive (to be paid by the customer). See [below](#).

The **action** menu will also have a specific feature to return goods.



Cart content to be exchanged/paid

The lower part of the summary cart will be automatically populated by items in case you use **composed product** or **auto-exchange** buttons as seen [above](#)

Moreover you can use this part of the cart to add new products as you would in [Sales - Reservation](#) screen, by selecting the product families buttons and proceeding with the selection.

The subtotal line of this section will show the amount that have to be paid as well as the order is closed. In case the upper section is populated by items of higher value to be refunded though the final total amount may be negative (to be refund to the customer). See the last paragraph here below.

Refund / Payment methods and options

According to the subtotal amount of upper and lower sections of the screen, the order final total can be **negative/to be refunded** (on the left below), or **positive/to be paid** (on the right below):

TYPE/PRODUCT/ITEM (BY OPERATION)	INDIVIDUAL	QTY	PRICE	FEE	AMOUNT	TOTAL
File 10000001559						156.80
Family Package - (1 Package, 4 Seats)					156.80	
Les Misérables - Wed 18/02/2026 05:00 pm		4			156.80	
Occasional contact - Child		2	8.40			
Occasional contact - Full rate		2	70.00			
Refunded subtotal						-156.80 €
COMPOSED PRODUCT AUTO-EXCHANGE GOODS EVENT SEASON TICKET OTHER PRODUCTS ADVANTAGES						
EXCHANGED (BY CONTACT)	MATION	QTY	PRICE	FEE	AMOUNT	TOTAL
Anonymous						0.00
Sold subtotal						0.00 €
Total						€ -156.80

TYPE/PRODUCT/ITEM (BY OPERATION)	INDIVIDUAL	QTY	PRICE	FEE	AMOUNT	TOTAL
File 10000001559						156.80
Family Package - (1 Package, 4 Seats)					156.80	
Les Misérables - Wed 18/02/2026 05:00 pm		4			156.80	
Occasional contact - Child		2	8.40			
Occasional contact - Full rate		2	70.00			
Refunded subtotal						-156.80 €
COMPOSED PRODUCT AUTO-EXCHANGE GOODS EVENT SEASON TICKET OTHER PRODUCTS ADVANTAGES						
EXCHANGED (BY CONTACT)	CONFIRMATION	QTY	PRICE	FEE	AMOUNT	TOTAL
Anonymous						189.00
Carmina Burana - Wed 10/09/2025 07:30 pm		3			189.00	
Occasional contact - Full rate		3	60.00	3.00		
Sold subtotal						189.00 €
Total						€ 32.20

Requested by and **Reason** selection will impact according to what respectively configured at [Charges](#) and [Overhead](#) level. The list of reasons can be edited on [List of values](#).

Requested by

the customer
the customer
the organisation

Reason

Exchange
Cancel performance
Date report
Exchange
Penury
Strike
TV recording

In case of refund, the available methods will be displayed according to what has been configured (for reimbursement) in [payment methods](#) and allowed for the specific [point of sales](#)



Italian Certification | Specific behaviour

⚠ As required by the law, Italian clients using a certified S-360 license will always have to ⚠

print tickets before being able to cancel

select a **tracked refund method** (i.e. no cash) for tickets originally printed as electronic (print@home)

select the **proper reason** (from the given set) and according to the specific case

gather and store any cancelled thermal Event ticket or Season Ticket (to be then shipped to SECUTIX according to contract procedures)