How to refund on the credit card

1) Purchase made on the web

If you use our partner Ogone, you only need to activate the MOTO payment service provider on the sales channel you wish to refund, fill in the epc number in the points of sales that are likely to refund these web transactions, and choose the Refund Requested payment method to launch the refund. More information on the page Immediat refund on credit card(Ogone)

2) Purchase made via TPE

- **Autonomous TPE**: The TPE is not connected to SecuTix. You need a merchant card, provided by your acquirer. The refund action is done directly on the TPE. In SecuTix, use an external CB payment method (or another external payment method) to register the refund correctly.
- **Embedded TPE**: The TPE is connected to SecuTix but can work without. In Secutix choose the same payment method for the refund as the one used for the initial payment. The TPE will then request the insertion of the merchant card provided by the acquirer, before prompting to insert the client's CB.
- **Integrated TPE**: The TPE is connected to SecuTix, and cannot work without. In Secutix choose the same payment method for the refund as the one used for the initial payment. The client will then be invited to insert his/her CB to finish the refund operation.
  (As the TPE cannot work without SecuTix, restrictions on merchant cards are generally removed, making it easy to manage these refunds.)

Important note about sales Channel configuration (Adyen for example):

In the case customers wants to cancel a TPE payment, you should not have MOTO Payment service activated in the same sales channel.

If customers want to process refunds of online sales + MOTO + TPE on the same workstation, you need to have :

- one sale channel “Box office” that will handle :
  - payments with TPE
  - cancellation of TPE payments
- one sale channel “Back office” that will handle :
  - Online payments refunds
  - MOTO payment
  - MOTO refunds

For the configuration :

- “Box office”
  - Payment Service provider for proximity (Adyen production)
  - NO payment service provider for MOTO
- “Back office”
  - NO Payment service provider for proximity
  - Payment service provider for MOTO (V8)