



Automated Card Refunds against original txn

With the release of Vector Selling v7.61.9326 on 14th July 2025, we have enabled an important new feature.

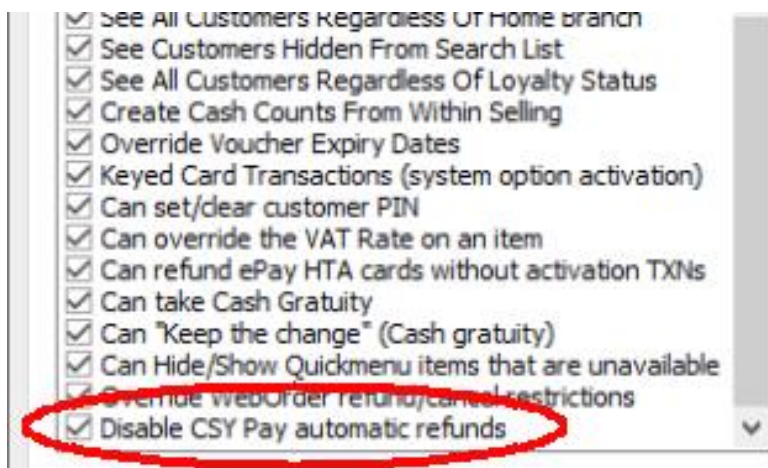
Vector Selling is now able to automatically refund a transaction that was paid for by card using CSY Pay back to the original payment card without needing the card, thus helping prevent refund fraud and making sure payments go back onto the correct card.

This will only happen when refunding against a single previous transaction where the original txn was paid for in full by card, anything other than that and you will be prompted to process the refund as you are now.

As soon as you click Total on a refund against a previous transaction where the above conditions are all true, the refund will be automatically initiated without any additional interaction required.

In the event that you want to be able to refund via a different method, via a credit note for example, we have added an additional security option to allow this to be achieved on a per user group basis. This is present in Manager & Selling v7.61.9327 onwards.

At the bottom of the Security, Selling Options list there is a new option 'Disable CSY Pay automatic refunds'. This can be used to allow a till supervisor, for example, to be able to refund a CSY Pay card txn via an alternative method.



For clarification, the system designated Master User will automatically behave as if this option were enabled. You can check who is the Master User by going into Manager, Users, pick a user and then select the Permissions tab. The current master user will be shown in the bottom left of the window, 'The Current Master User is *Username*'.