

Magento 2 (from 2.3 to 2.4.6 P4)

Version upgrades

We strive to bring the best quality to our modules and we invite you to use the latest version to benefit from it.

CMS versions	Module version
2.3 to 2.4.6 P4	1.4.8

Latest changelogs :

28/05/2024 : Updates with fixes and new features have been made to the latest version of the Magento2 module for Axepta BNP Paribas

- [Introduction](#)
- [Prerequisites](#)
- [Installation of the plugin](#)
- [Global configuration of the plugin](#)
 - [Capture methods](#)
 - [The render of the checkout page](#)
 - [The rendering of a redirected payment page](#)
 - [The rendering of an iFrame payment page](#)
- [Payment modes configuration](#)
 - [One-off payment](#)
 - [One-click payment](#)
 - [Subscription](#)
- [Transactions management](#)
- [Refund / cancellation](#)
- [Description of payment methods](#)

Introduction

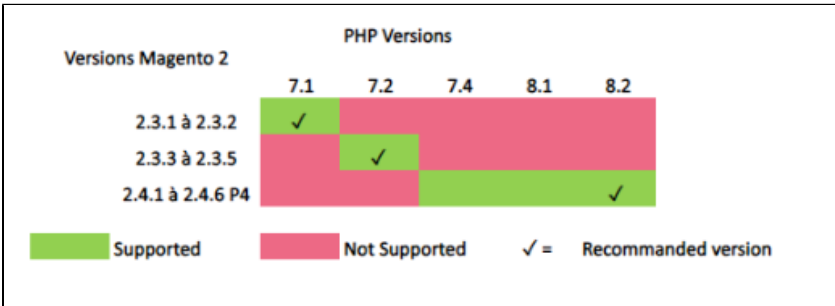
AXEPTA BNP Paribas allows you to accept payments using different payment methods. Each of them offers different possibilities, through an e-commerce platform, such as:

- One-off payment
- One-click payment
- Recurring payment.

Prerequisites

Compatibility with PHP versions :

The plugin supports versions from **2.3.X** to **2.4.6 P4**



NB: please note that the plugin is not compatible with Magento Cloud.

Installation of the plugin

To install the plugin, you need to follow the following steps: Download the zip file and extract it.

- Go to the root file of your website.
- Create the following new folders:

```
app/code/Bnp-paribas
app/code/Bnp-paribas/Axepta
```

- Copy all the content of the extracted file in the folder:"app/code/Bnp-paribas/Axepta".
- Go back to the root file of your website and launch the following commands:

```
php bin/magento setup:upgrade
php bin/magento cache:clean
php bin/magento cache:flush
```

Global configuration of the plugin

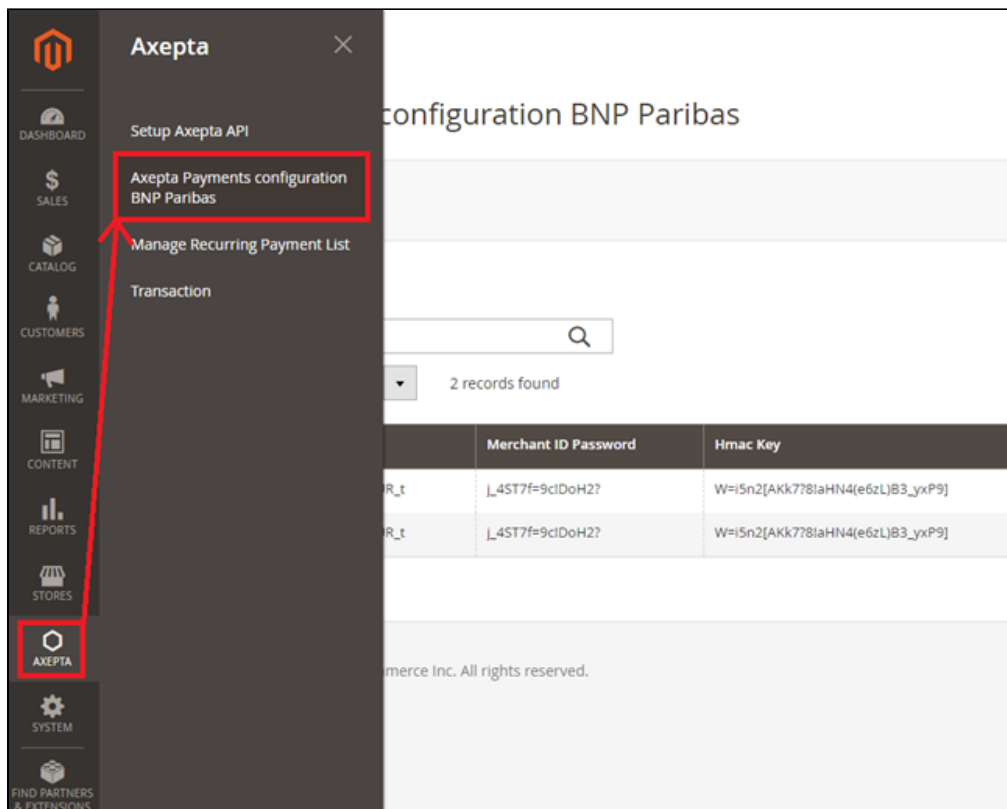
The different functionalities of the plugin are displayed on the left side of the backoffice. To start the configuration of the module, you need to click on "AXEPTA".

The screenshot shows the Magento 2 backoffice interface. On the left sidebar, the 'AXEPTA' menu item is highlighted with a red box. A dropdown menu is open for 'AXEPTA', showing the following options: 'Setup Axepta API', 'Axepta Payments configuration BNP Paribas', 'Manage Recurring Payment List', and 'Transaction'. The 'Axepta Payments configuration BNP Paribas' option is also highlighted with a red box. The main content area shows a dashboard with a revenue chart (displaying €0.00) and a table of bestsellers.

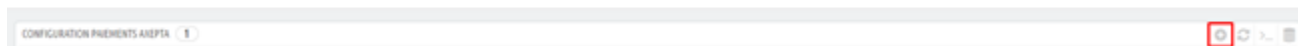
Items	Total
1	€22.00
1	€22.00
1	€34.00
1	€22.00
1	€22.00

Product
Push It Messenger Bag
Fusion Backpack
Radiant Tee-S-Orange
Breathe-Easy Tank-S-White
Breathe-Easy Tank-L-Purple

To create the configuration of a new account, click on the link "Axepta Payments configuration BNP Paribas" :



Configuration paiements Axepta



Then, click on the button "Add new Merchant Account" to add information about the new merchant.

You also need to import the XML file (that you will find in the .zip file downloaded) by clicking on the "import XML" button.



Fulfill the following fields of the form with the information provided by mail:

- 1 - Front office label : this represents the field you want to customize for your customers to pay. Example : "Pay with AXEPTA BNP Paribas"
- 2 - MID (Merchant ID) : Sent by BNP Paribas assistance.
- 3 - Password : Sent by BNP Paribas assistance.
- 4 - Hmac key : Sent by BNP Paribas assistance.
- 5 - Activation key : Sent by BNP Paribas assistance after the receiving the merchant's plugin invoice.
- 6 - Authorized countries
- 7 - Enable / disable account
- 8 - Default shop

Account Activation

Front Office label *
This field will display the payment method name for yours customers.

Mid *
Be careful when updating this field, it will affect your full configuration

Password *
Be careful when updating this field, it will affect your full configuration

Hmac Key *
Be careful when updating this field, it will affect your full configuration

Activation Key *

Country *

ALL - Allow all countries

AND - Andorra
ARE - United Arab Emirates
AFG - Afghanistan
ATG - Antigua & Barbuda
AIA - Anguilla
ALB - Albania
ARM - Armenia
ANT -
AGO - Angola

You must enter and save the country to access the payment methods configuration

Status *
Enable the payment in the front office.

Configuration Store View

Store *

You can, now, choose the different payment methods you would like to allow in your shop.

The tab "Paygate Configuration" will appear on the left side of the screen below "Account configuration".

BNP_Quadra_txbr_EUR_t

Account Configuration

Paygate configuration

Account Activation

Mid *
Be careful when updating this field, it will affect your full configur

Password *
Be careful when updating this field, it will affect your full configur

The payment methods which are displayed are the ones corresponding to your activation key.

Payment methods which are in grey don't belong to your offer, you can visualize your complete offer to see what does your e-commerce platform features.

AXEPTA MERCHANT ACCOUNT

Account Configuration

Paygate configuration

CB/VISA/Mastercard

Yes

AMEX

Yes

Sofort

No

Klarna

Yes

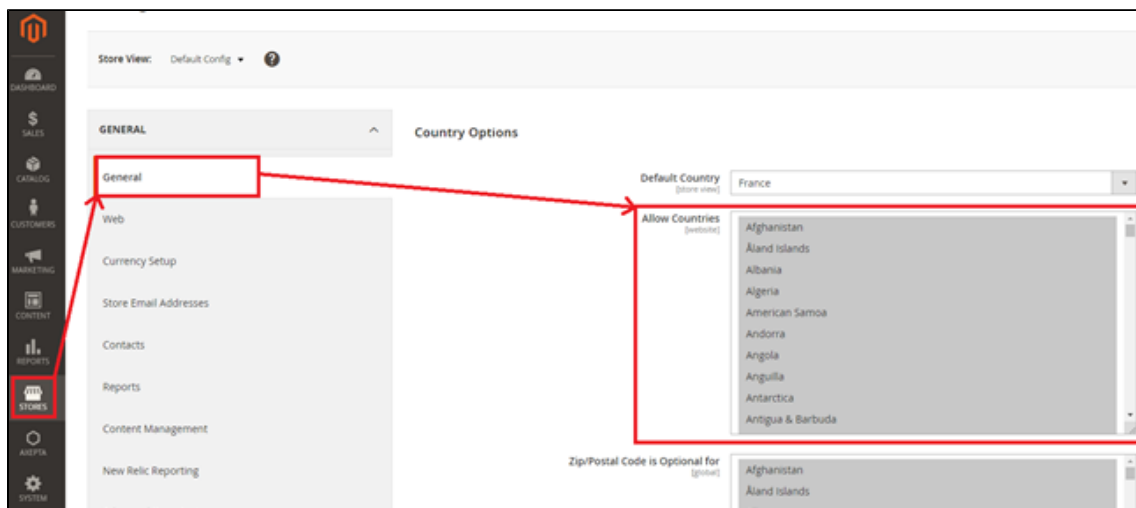
Paypal

Yes

Alipay

Yes

Some payment methods can be disabled when the countries where they are authorized are not enabled in the backoffice. To enable one or many countries, you should click on the tab "Stores" > "Configuration" > "General" and enable the needed countries by selecting them.



You will have to use the "Axepta" button to go back to the payment methods configurations.

You can now configure other account options:

Currency :

The currency is provided by the activation key. This data can't be modified. It appears only as an information for the account management.

You should enable the currency in advance in the backoffice. To do so, you need to go to the menu "Stores" > "Configuration" > "Currency Setup" and enable the preferred currencies by selecting them.

Display mode :

Displaying the payment page can be done in two ways :

- Redirection => External redirection of the user towards the payment page.
- IFrame => Displaying the payment page on an iFrame.

3DSecure and exemption management :

The 3DSecure is still activated on your store, you can nevertheless activate the "Exemption request" option which will allow you to request an authentication exemption for the cardholder during a simple payment on your merchant site.

To enable exemption requests, please select "Yes" in the "Exemption request" box to disable please select "No"

BNP_DEMO_AXEPTA

← Back Delete Save Merchant Account Save and Continue Edit

Currency EUR
Currency will be come after registration of your activation key

Display Method Redirect
Redirect => External redirect to the payment page.
Iframe => Payment page rendering to the store

3D Secure exemption request * No

Yes => The use of 3D Secure authentication protects the merchant against the cardholder dispute reason for non-payment. In case of request of exemption of authentication by the merchant, the latter loses this transfer of responsibility in the majority of the cases. (for more details: Transfer of responsibility and 3D-Secure Matrices - Documentation Axepta BNP Paribas - Axepta)

Amount
Maximum amount for exemption requests

If you wish to activate exemption requests you must then fill in the "Amount" box which corresponds to the maximum amount that will trigger an exemption request. Above this amount, the exemption request will not be triggered.

BNP_DEMO_AXEPTA

← Back Delete Save Merchant Account Save and Continue Edit

Currency EUR
Currency will be come after registration of your activation key

Display Method Redirect
Redirect => External redirect to the payment page.
Iframe => Payment page rendering to the store

3D Secure exemption request * Yes

Yes => The use of 3D Secure authentication protects the merchant against the cardholder dispute reason for non-payment. In case of request of exemption of authentication by the merchant, the latter loses this transfer of responsibility in the majority of the cases. (for more details: Transfer of responsibility and 3D-Secure Matrices - Documentation Axepta BNP Paribas - Axepta)

Amount
Maximum amount for exemption requests

Attention : Please note that the use of 3D Secure authentication protects the merchant against the reason for unpaid invoices "holder dispute". In the event of a request for exemption from authentication by the merchant, the latter loses this transfer of responsibility in the majority of cases (For more details: [Liability shift and 3DS Matrix - Documentation Axepta BNP Paribas - Axepta](#)). This is a request for exemption, this does not mean that it will be granted systematically by the issuer of the cardholder's card. Exemption requests only work with transactions paid in Euro.

Known error: Since switching to 3DSV2, it is imperative to send the parameter "BillingAddress" to Axepta to make a payment.

This parameter contains the following data:

- City
- Country
- Billing Address 1
- Postal Code

These fields are mandatory for the module to function properly and must be present in the payment form:

Ce formulaire est incomplet, Depuis le passage vers le 3DSV2, certains champs sont devenus obligatoires: Il s'agit

Cas d'une erreur recurrente: Parametre BillingAddress Invalid

Avec ce type d'erreur, il faut bien vérifier dans la boutique du client si le formulaire contient toutes informations

Ces données sont obligatoires pour faire un paiement en 3DSV2

Paieement en ligne

Nombre de devises*: Adresse email*:

Nom: Montant* (uniquement la valeur, pas de symbole €):

Prénom: Commentaire:

Dénomination sociale: Numéro RCS:

Numéro SIRET:

Vous devez compléter tous les champs ci-dessus avant de continuer

CONTINUER

☐ Ville
☐ Pays
☐ Adresse de facturation 1
☐ Code postale

One click payment:

This option enables one click payment by saving the payment methods data in the user's account.

Subscription :

This option enables the subscription payment.

Capture methods

This option allows you to choose the capture mode you prefer :

- Automatic => Capture at the end of the day
- deferred => After a defined time. If you choose this option you can also define the time limit before the capture (time limit in hours : number between 1 and 696)
- Manual capture : Follow the detailed explanations below

Enabling Manual Capture

From the merchant configuration menu, scroll down to the "Capture" field and select "Manual Capture".

Oneclick payment active * Yes

Enable the one-click payment in the front office.

Recurring payment active * Yes

Enable the recurring payment in the front office

Capture Mode

Manual capture

Automatic capture payment (by default)

Capture after time defined

Manual capture

transaction beyond the 7th day results in the loss of collateral associated with
thorization granted by the issuer will no longer be valid. It is therefore

Attention : Without action of the merchant, the transaction will not be returned to the bank. Capturing a transaction beyond the 7th day results in loss of collateral associated with 3D Secure. After the 29th day the authorization granted by the issuer will no longer be valid. It is therefore preferable to capture operations before these deadlines.

Changing the display of the control orders :

Two columns have been added in the command table: one to know what type of capture was used for the command (automatic, manual or deferred), and another to know if the payment was captured from the Magento back office. A capture made on the Acepta back-office does not result in the update of this command panel but an alert is proposed in the event of an attempt on a transaction already captured (see alert notification).

Create New Order						
<input type="text"/> <input type="button" value="50"/> <input type="button" value="←"/> <input type="button" value="→"/>						
id	Status	Action	Allocated sources	Capture Type Acepta	Capture by Acepta * from magento	Braintree Transaction Source
	Processing	View		Capture : manual	Yes	
	Processing	View		Capture : timed : 2023-05-10 10:57:22	Yes	
	Processing	View		Capture : manual	Yes	
	Processing	View		Capture : auto	Yes	
	Processing	View		Capture : manual	Yes	
	Processing	View		Capture : manual	Yes	

Deferred captures are marked "Capture: timed" followed by the date and time the capture was made.

To capture manually your transaction :

To capture a payment manually, the order must be billed. Go to the page of an order to be billed and click on "Invoice".

#000000094

ORDER VIEW
Order & Account Information
Order # 000000094 (The order confirmation email is not sent)
Account Information

Then select "Capture online" to manually capture the order when the invoice is issued.

Invoice Totals

Subtotal	€34.00
Shipping & Handling	€0.00
Grand Total	€34.00

Amount

Capture Online
Capture Online
Capture Offline
Not Capture

Submit Invoice

Capture online : The online capture from the Magento 2 back office will connect to the axepta back office. The status of the transaction is automatically synchronized between the two back offices.

Offline capture : Offline capture will simply generate the invoice and mark the order being processed, which means that the amount has been received manually.

Not capture : It is there for information purposes to indicate that there was no capture on the order. This can be used in the case of non "capturable" orders for free orders or paid by check.

Partial Capture :

You can capture only part of the order if it has multiple items by changing the quantities in the column. In this case, delivery charges will always be captured on the first invoice. For the next payment catches of this same order, delivery costs will not be counted.

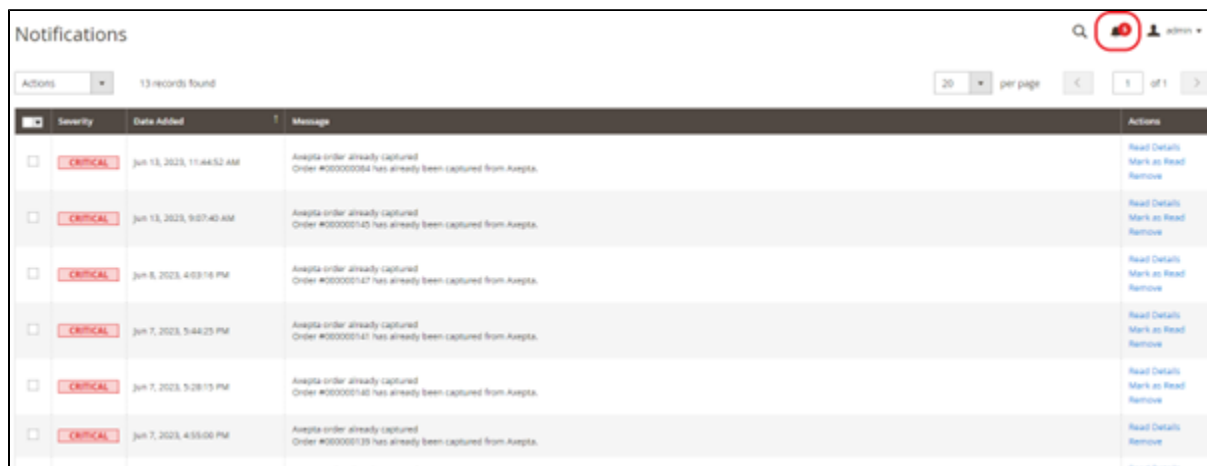
Alert Messages :

If attempting to bill an order where payment has already been captured, an alert message "Order has already been captured" will appear at the top of the page as follows :



Notifications have also been added when the capture has already been completed, as well as when a payment has not been captured for more than 7 days. The update is done once a day.

These notifications are visible by clicking on the icon at the top right of the screen :



Logs :

This option enables logs in order to share data with the support in case of issues.

Your account is now configured.

You can configure as many accounts as your contract allows you to.

To add another account, you need to go to "Axepta payment configuration" and do the exact same manipulations.

The list of accounts will be updated after every new entry.

The render of the checkout page

✓

Shipping

✓

Review & Payments

Payment Method

PAY WITH AXEPTA BNP PARIBAS

☒ My billing and shipping address are the same
 alkane alkane
 123 RUE DU TEST
 PARIS, 75000
 France
 0102030405

☐ CB/VISA/Mastercard

☐ Paypal

☐ AMEX

☐ SEPA Direct debit

☐ Paysafecard

Place Order

Order Summary

Cart Subtotal

22,00 €

Shipping

0,00 €

Free Shipping - Free

Order Total

22,00 €

1 Item in Cart

Argus All-Weather Tank
 Qty: 1
 22,00 €
[View Details](#)

Ship To:

alkane alkane
 123 RUE DU TEST
 PARIS, 75000
 France
 0102030405

Shipping Method:

Free Shipping - Free

Payment methods are displayed on a framework for 6 proposals. Additional payment methods can be accessed by selecting "More payment options", which only appears if necessary. The "One-click" option is activated here to offer the registration of the card of the user.

The rendering of a redirected payment page

my store

select your language: English

YOUR ORDER

MWZA4PAPO

SHOPPING CART

Total number of items : 1

1 x Pull imprimé colibri

SHIPPING TO

KANE KANE

123 RUE DU TEST

14000 CAEN

TOTAL AMOUNT

34.46 EUR

[Cancel and return to website](#)

Please enter your card data:

Transaction secured by

Pay

© BNP PARIBAS

The rendering of an iFrame payment page

Shipping

Review & Payments

Payment Method

☐ Check / Money order

☒ Pay by credit card

☒ My billing and shipping address are the same

 testeur testeur

 123 rue du test

 Paris, 75000

 France

 0102030405

Order Summary

Cart Subtotal	64,00 €
Shipping	5,00 €
Fiat Rate - Fixed	
Order Total	69,00 €

1 Item in Cart

Grayson Crewneck Sweatshirt

 Qty: 1

 64,00 €

[View Details](#)

Ship To:

Place Order

Veuillez ne pas actualiser la page avant d'avoir effectué le paiement.

Veuillez saisir votre numéro de carte:

VISA

MASTERCARD

AMEX

Transaction sécurisée par AXEPTA

Payer maintenant

certification PCI DSS

VISA

MASTERCARD

ID Check

Shipping Method:

Payment modes configuration

One-off payment

To enable the one-off payment, go to "Stores" > "Configuration" > "Sales" > "Payment Methods" > "Axepta" and check "Yes" button.

SALES

Sales

Sales Emails

PDF Print-outs

Tax

Checkout

Shipping Settings

Multishipping Settings

Shipping Methods

Google API

Payment Methods

Fraud Protection

3D Secure

YOTPO

ENGAGEMENT CLOUD

Configuration

OTHER PAYMENT METHODS: ▲

Klarna

amazon pay

Check / Money Order

Cash On Delivery Payment

Bank Transfer Payment

Zero Subtotal Checkout

Purchase Order

Authorize.Net

Authorize.Net Direct Post (Deprecated)

Axepta

Enabled

Yes

One-click payment

This functionality allows your customers to save their payment methods data so that they can pay faster the next time.

You need to make sure that this functionality is enabled in your account configurations, to do so, go to "Axepta" > "Axepta Payments configuration BNP Paribas" > Select your MID and click on "Edit" in the "Action" column. > "check the « Oneclick payment active » button

Account Options

Currency

EUR

Currency will be come after registration of your activation key

Display Method

Redirect ▼

Redirect => External redirect to the payment page.
Iframe => Payment page rendering to the store

3d secure active *

No ▼

Enable the 3d Secure feature.

Oneclick payment active *

Yes ▼

Enable the one-click payment in the front office.

Recurring payment active *

Yes ▼

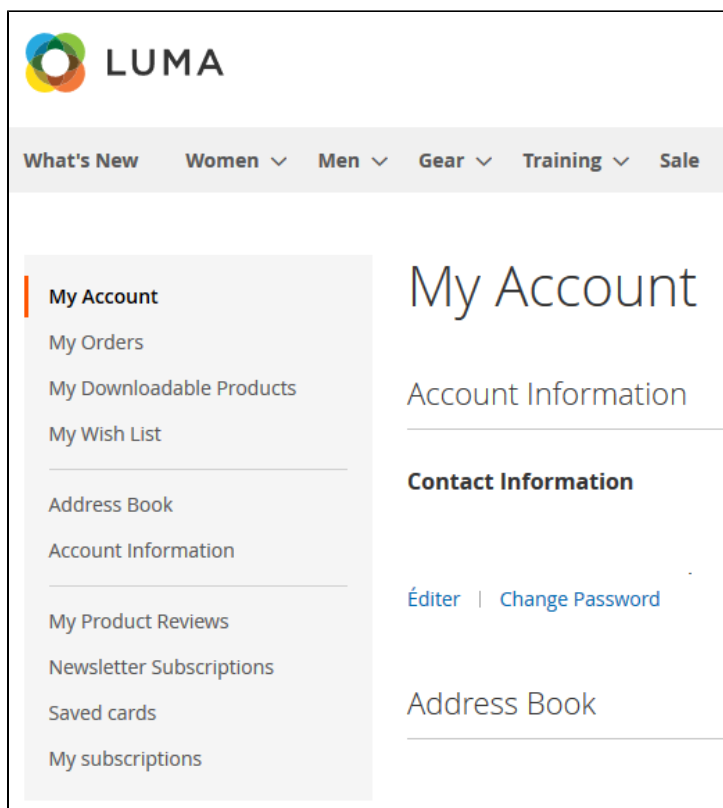
Enable the recurring payment in the front office

Capture Mode

Automatic capture payment (by default) ▼

Delay in hours before the capture (number between 1 and 696)

The user will be able to manage his cards in his personal account via "My saved cards" (Front-office view)



Subscription

Enable/disable subscriptions

Go to "Axepta" > "Axepta Payments configuration BNP Paribas" > Select your MID and click on "Edit" in the "Action" column. > "check the « Recurring payment active » button

Configuration

When the « Subscription » option is enabled, it's possible to configure items which will be paid by subscription.

To do so, you will need to configure every item that accepts subscriptions: Go to « Catalogue » > « Products » > Search by name of the item that you would like to configure as subscription by clicking on its name.

To pay for a subscription product, it is mandatory to have a customer account. For guest mode customers who have a subscription product in their cart, the creation of a customer account is requested before making the payment.

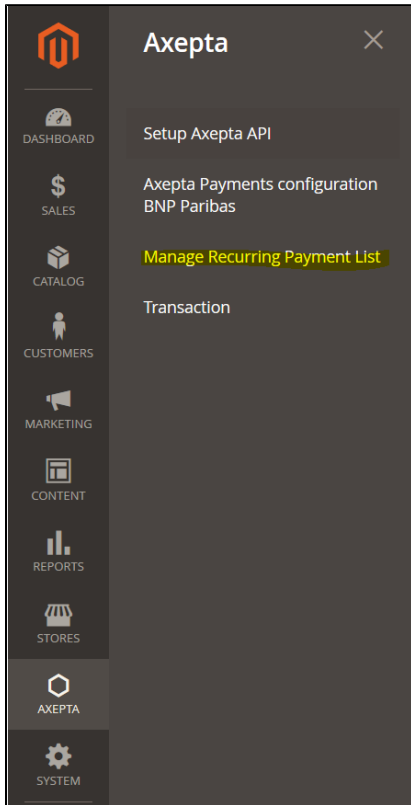
On the product sheet, you need to go to "Axepta recurring data options" and fulfill the different fields :

You can now configure the item :

- Type : indicates if the item will be paid by subscription or standard payment.
- Periodicity : indicated the type of subscription (monthly or daily)
- Interval occurrence : Number of times that the payment will be proceeded. If this value is not filled, the occurrence is unlimited.
- Recurring amount : Indicated the amount of the item in subscription, so this value can be different from the initial price of the item. This value represents the value that will be withdrawn in the future transactions.

Subscriptions management

You can preview all the subscriptions in the tab "Axepta" > "Manage Recurring Payment List »



You will find the following data for every transaction:

- Subscription ID
- Order ID
- Client ID du client
- Product ID
- Associated transaction ID
- Subscription status
- Periodicity
- Date of the last payment proceeded
- Date of the next payment
- Subscription amount
- Action column

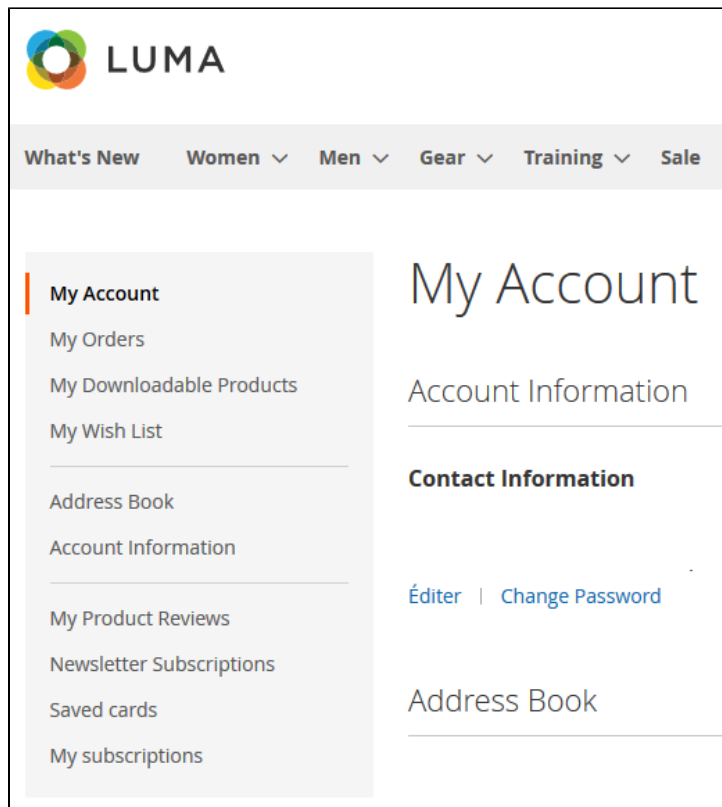
<div> <input type="text" value="Search by keyword"/> </div> <div> Filters Default View Columns </div> <div> 100 per page 1 of 1 </div>										
ID	Order ID	Customer ID	Product ID	Transaction ID	Status	Periodicity	Last schedule	Next schedule	Recurring price	Action
<input type="checkbox"/> 53	000000387		abonnement hebdo	163	Active	Every 7 Day	2020-07-17 08:27:26	2020-07-24 08:27:26	0.20	Select
<input type="checkbox"/> 52	000000363		Push It Messenger Bag	156	Inactive	Every 2 Day	2020-07-10 09:38:33	2020-07-12 09:38:33	35.00	Select
<input type="checkbox"/> 51	000000361		Push It Messenger Bag	155	Inactive	Every 2 Day	2020-07-10 09:34:01	2020-07-12 09:34:01	35.00	Select
<input type="checkbox"/> 50	000000360		Push It Messenger Bag	154	Inactive	Every 2 Day	2020-07-10 09:32:28	2020-07-12 09:32:28	35.00	Select
<input type="checkbox"/> 49	000000358		Push It Messenger Bag	152	Inactive	Every 2 Day	2020-07-10 08:03:11	2020-07-12 08:03:11	35.00	Select
<input type="checkbox"/> 48	000000346		test remboursement abonnement	143	Active	Every 1 Day	2020-07-02 02:40:02	2020-07-03 02:40:02	0.10	Select

Among the available actions, you can :

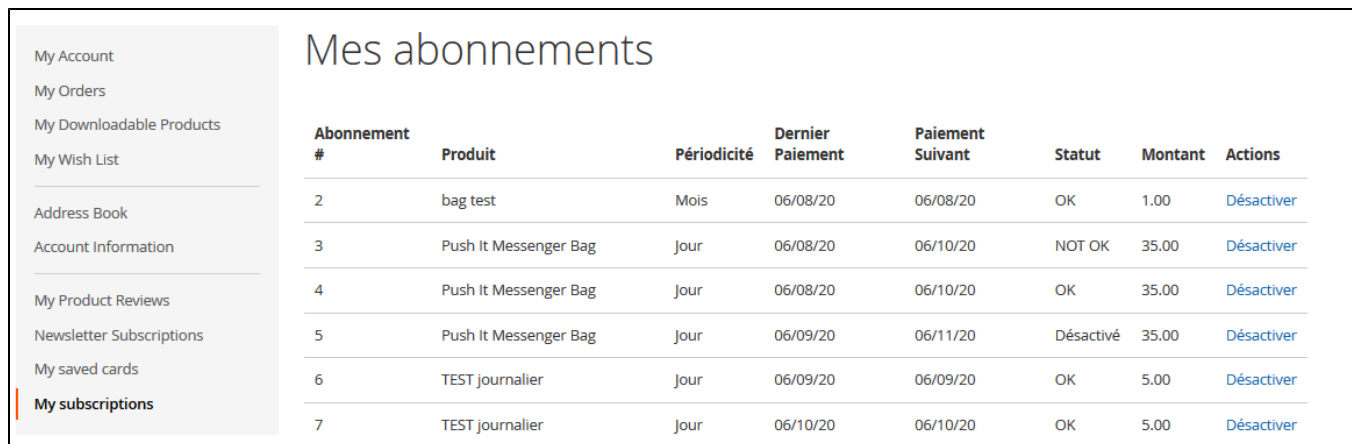
- Enable a subscription.
- Disable a subscription.
- Delete a subscription.

Subscriptions management (front office view)

The user is able to manage his own subscriptions in his personal account > "My subscriptions" section.



The user can also disable a subscription using the "disable" button.



Abonnement #	Produit	Périodicité	Dernier Paiement	Paiement Suivant	Statut	Montant	Actions
2	bag test	Mois	06/08/20	06/08/20	OK	1.00	Désactiver
3	Push It Messenger Bag	Jour	06/08/20	06/10/20	NOT OK	35.00	Désactiver
4	Push It Messenger Bag	Jour	06/08/20	06/10/20	OK	35.00	Désactiver
5	Push It Messenger Bag	Jour	06/09/20	06/11/20	Désactivé	35.00	Désactiver
6	TEST journalier	Jour	06/09/20	06/09/20	OK	5.00	Désactiver
7	TEST journalier	Jour	06/10/20	06/10/20	OK	5.00	Désactiver

The status of subscriptions will be updated automatically in the backoffice.

Transactions management

The complete list of transactions using the different payment methods is available in the section : "Axepta" > "Transaction".

Dashboard

Sales

Catalog

Customers

Marketing

Content

Reports

Stores

Akepta

Transaction

Search by keyword

171 records found

Filters

Default View

Columns

200

per page

1

of 1

ID	Amount	MerchandID	Date	Order ID	Reference	Code	Status	Description	Type	Action
171	59.0000		2020-08-14 14:00:34	000000391	15087	00000000	OK	success	PAIEMENT	View
170	59.0000		2020-08-14 14:00:33	000000391	15087	00000000	OK	success	PAIEMENT	View
169	64.0000		2020-08-14 07:57:20	000000390	15089	00000000	OK	success	PAIEMENT	View
168	64.0000		2020-08-14 07:57:19	000000390	15089	00000000	OK	success	PAIEMENT	View
167	91.0000		2020-08-14 07:55:32	000000389	15081	00000000	OK	success	PAIEMENT	View
166	91.0000		2020-08-14 07:55:30	000000389	15081	00000000	OK	success	PAIEMENT	View
165	27.0000		2020-08-06 09:23:17	000000388	15088	00000000	OK	SUCCESS	PAIEMENT	View
164	5.2000		2020-07-17 08:27:26	000000387	15083	00000000	OK	success	PAIEMENT PAR ABONNEMENT - PREMIER PAIEMENT	View

You will get the details for every transaction :

- Transaction ID
- Amount
- Merchant ID
- Date
- Order ID
- Order reference
- Response code
- Status (success, failure, authorization in progress...)
- Description
- Transaction type (one-off payment, cancellation, refund, recurring payment...)

In the view section, you will get more details about each transaction



You will find more details about the selected transaction like the PayID (regularly asked by the support in case of issue with a transaction)

Transaction N°45

OK => Successful transaction. Action code can contain information.

mid =>

PayID => a0abe8693f7a4d97a7c46323b4f95e92

XID =>

TransID => 29

Type => TestCard

CCEpiry => 205012

CCBrand => VISA

Status => OK

Code => 00000000

Description => success

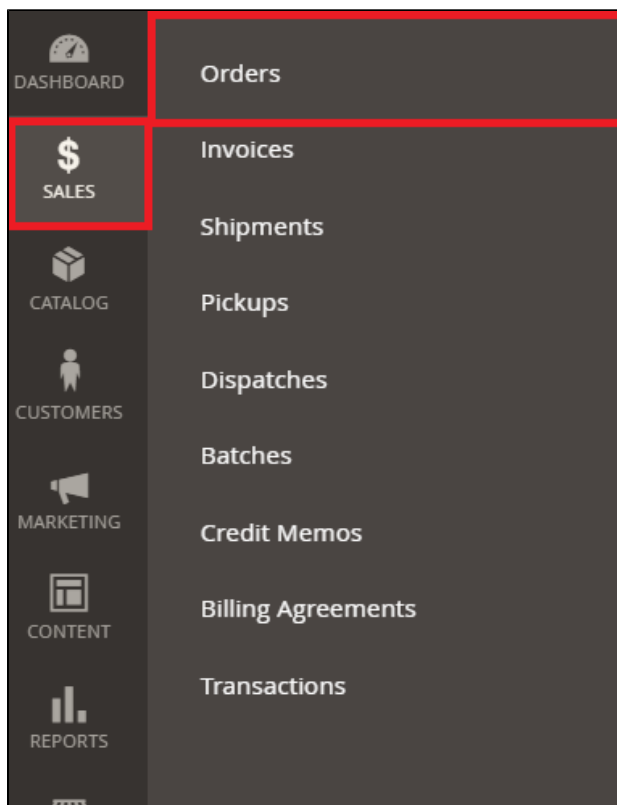
MAC => 6F83F28BEF71D683A2AB9A6CEE521E880534E91DD6564FB96E66A89986F1C203

Plain => Custom

quote_id => 29

Refund / cancellation

To make a refund or a cancellation (if possible), you will need to go to the tab "Sales" > "Orders" to visualize details about the orders.



1. Choose an order among the list then click on "view" to visualize the details about the order.

Orders admin

Create New Order

Search by keyword

Filters Default View Columns Export

Actions 391 records found 200 per page 1 of 2

ID	Purchase Point	Purchase Date	Bill-to Name	Ship-to Name	Grand Total (Base)	Grand Total (Purchased)	Status	Action	Signifyd Guarantee Decision
000000391	Main Website Main Website Store Default Store View	Aug 14, 2020 4:00:14 PM	Pack Dev	Pack Dev	€59.00	€59.00	Processing	View	
000000390	Main Website Main Website Store Default Store View	Aug 14, 2020 9:56:57 AM	Veronica Costello	Juan Sanchez	€64.00	€64.00	Processing	View	
000000389	Main Website Main Website Store Default Store View	Aug 14, 2020 9:55:06 AM	Veronica Costello	Juan Sanchez	€91.00	€91.00	Processing	View	
000000388	Main Website Main Website Store Default Store View	Aug 6, 2020 11:22:30 AM	test axapta	test axapta	€27.00	€27.00	Processing	View	

2. Go to "Invoices" from the same menu and select the invoice that was created automatically for the order.

ORDER VIEW

Search by keyword

Filters Default View Columns Export

Actions 1 records found 20 per page 1 of 1

Invoice	Invoice Date	Order #	Order Date	Bill-to Name	Status	Montant	Action
000000027	5 déc. 2019 11:13:57	000000047	5 déc. 2019 11:13:39		Paid	50,00 €	View

3. Click on « Credit Memo ». You will get all the information about the order and on the bottom side of the page, the information about the refund.

← Retour Send Email **Credit Memo** Print

Refund Totals

Subtotal	45,00 €
Refund Shipping	5
Adjustment Refund	
Adjustment Fee	
Grand Total	50,00 €

☐ Append Comments
☐ Email Copy of Credit Memo

Refund Offline **Refund**

For a full refund, you can only keep the values by default and validate. For a partial refund, you can adjust the amounts.

The "Ajustement Fee" field allows you to set a specific amount you would like to refund.

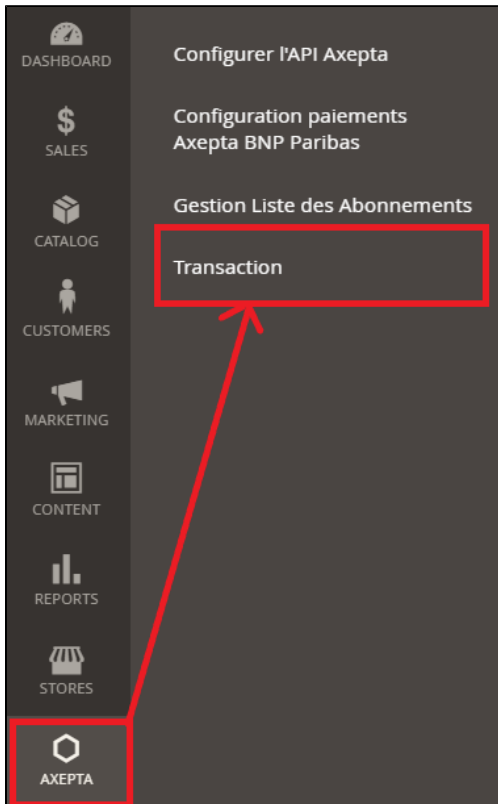
For example : Subtotal = 45, Ajustement Fee = 15, when you click on "Update Totals" you will get 30 as refund for the customer.

If the order was placed via a one-off payment, a refund will be issued directly to the buyer.

For orders via subscriptions, no refunds are possible.

When it comes to a refund of the total amount of an order, the choice of a refund or a cancellation will be made automatically according to the banking status of the current order. Cancellation will be preferred if possible.


To find out if the order has been cancelled or fully refunded, go to "Axepta" > "Transaction" to see the list of transactions, as below :






The "Type" column will show if the transaction was paid, cancelled or refunded.

ID	1	Amount	Type	MerchendiD	Date	Order ID	Reference	Code	Status	Description	Action
28		-39.0000	refund		2020-04-23 08:36:52	000000047	47	00000000	OK	success	View
27		39.0000	PAIEMENT		2020-04-23 08:41:44	000000047	47	00000000	OK	success	View
26		-39.0000	cancellation		2020-04-23 08:40:19	000000046	46	00000000	OK	success	View

Description of payment methods

Logo	Nom	Catégorie	Région d'émission	Pays	Devises
	Alipay	Wallet	APAC	France ; Italie ; Belgique ; Luxembourg ; Royaume-Uni ; Irlande ; Pays-Bas ; Espagne ; Allemagne ; Portugal ; Suisse ; Autriche ; Slovaquie ; Slovénie ; Suède ; Danemark ; Norvège ; Finlande ; Estonie ; Lituanie ; Lettonie ; Grèce	AUD ; CAD ; EUR ; GBP ; HKD ; SGD ; USD

	American Express	Carte	International	France ; Italie ; Belgique ; Luxembourg ; Royaume-Uni ; Irlande ; Pays-Bas ; Espagne ; Allemagne ; Portugal ; Suisse ; Autriche ; Slovaquie ; Slovénie ; Suède ; Danemark ; Norvège ; Finlande ; Estonie ; Lituanie ; Lettonie ; Grèce	EUR ; GBP ; CHF ; USD ; AUD ; CAD ; DKK ; JPY ; NOK ; PLN ; SEK
	Bancontact	Carte	Europe	Belgique	EUR
	CB	Carte	France	France	EUR
	Cetelem Full CB	BNPL	Europe	France	EUR
	Cetelem Presto	BNPL	Europe	France	EUR
	EPS	Virement	Europe	Autriche	EUR
	Finnish Online Banking	Virement	Europe	Finlande	EUR
	Giropay	Virement	Europe	Allemagne	EUR
	IDEAL	Virement	Europe	Pays-Bas	EUR
	Klarna	BNPL	Europe	Suède ; Danemark ; Norvège ; Finlande	EUR ; GBP ; CHF ; DKK ; USD ; CAD ; NOK ; SEK ; PLN
	Mastercard	Carte	International	France ; Italie ; Belgique ; Luxembourg ; Royaume-Uni ; Irlande ; Pays-Bas ; Espagne ; Allemagne ; Portugal ; Suisse ; Autriche ; Slovaquie ; Slovénie ; Suède ; Danemark ; Norvège ; Finlande ; Estonie ; Lituanie ; Lettonie ; Grèce	EUR ; GBP ; CHF ; DKK ; USD ; CAD ; JPY ; NOK ; SEK ; PLN ; AUD
	Multibanco	Virement	Europe	Portugal	EUR
	MyBank	Virement	Europe	Italie	EUR
	Paypal	Wallet	International	France ; Italie ; Belgique ; Luxembourg ; Royaume-Uni ; Irlande ; Pays-Bas ; Espagne ; Allemagne ; Portugal ; Suisse ; Autriche ; Slovaquie ; Slovénie ; Suède ; Danemark ; Norvège ; Finlande ; Estonie ; Lituanie ; Lettonie ; Grèce	EUR ; GBP ; USD ; CAD
	Paysafecard	Prépayé	International	France ; Italie ; Belgique ; Luxembourg ; Royaume-Uni ; Irlande ; Pays-Bas ; Espagne ; Allemagne ; Portugal ; Suisse ; Autriche ; Slovaquie ; Slovénie ; Suède ; Danemark ; Norvège ; Finlande ; Estonie ; Lituanie ; Lettonie ; Grèce	AUD ; CAD ; CHF ; EUR ; GBP ; NOK ; PLN ; RON ; SEK ; USD

	Przelewy 24	Virement	Europe	Pologne	PLN
	Visa	Carte	International	France ; Italie ; Belgique ; Luxembourg ; Royaume-Uni ; Irlande ; Pays-Bas ; Espagne ; Allemagne ; Portugal ; Suisse ; Autriche ; Slovaquie ; Slovénie ; Suède ; Danemark ; Norvège ; Finlande ; Estonie ; Lituanie ; Lettonie ; Grèce	EUR ; GBP ; CHF ; DKK ; USD ; CAD ; JPY ; NOK ; SEK ; PLN ; AUD
 WeChat Pay	WeChat Pay	Wallet	APAC	France ; Italie ; Belgique ; Luxembourg ; Royaume-Uni ; Irlande ; Pays-Bas ; Espagne ; Allemagne ; Portugal ; Suisse ; Autriche ; Slovaquie ; Slovénie ; Suède ; Danemark ; Norvège ; Finlande ; Estonie ; Lituanie ; Lettonie ; Grèce	EUR ; GBP ; USD