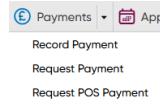


Point of Sale - Refund Payment

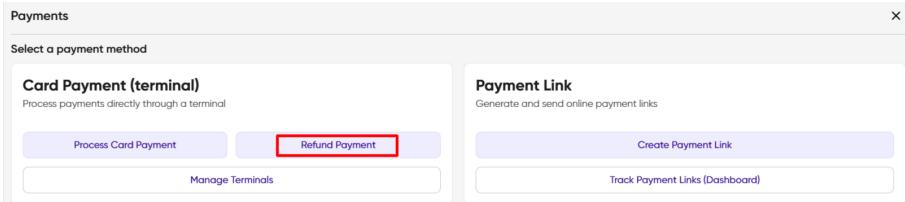
14/01/2026 3:04 pm GMT

Refunding a Payment via the Payment's Menu

- Once in a Merlin client record, click on the dropdown arrow at the side of the payments button.



- Select Request Payment. You are presented with the Payments box, select Refund Payment



- You are presented with the Payments screen, showing previous payments. NB The Account Balance is apparent and any warnings will show in red.

Date	Time	Amount	Initials	Description	Invoice No.	
16/12/25	12:34 pm	£1,051.80	jp	Credit Card - testCardPayment	-	<input type="checkbox"/>
16/12/25	12:33 pm	£1,051.80	jp	Credit Card - testCardPayment	1009675	<input type="checkbox"/>
16/12/25	12:30 pm	£658.00	jp	Payments Link - test	1009584	<input type="checkbox"/>
16/12/25	12:30 pm	£658.00	jp	Credit Card - test	1009676	<input type="checkbox"/>
16/12/25	12:24 pm	£361.80	jp	Credit Card - test	1009584	<input type="checkbox"/>

- You have the option to process a partial refund. NB Please note that partial refunds are not auto-allocated. If you wish to allocate you will need to do so manually.

Outstanding Debt
This client has outstanding debt and already owes money.

Customer Name
J Patel

Account Balance
£3,872.18

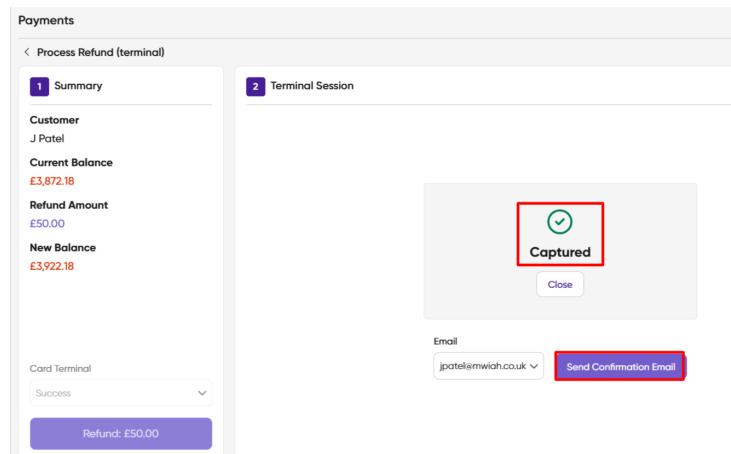
Refund Amount
£ 50.00

Refund Reason
Refund

Short description of the reason for the refund

Continue with refund

- Select Continue with Refund at the bottom right of the screen.
- You are presented with the Process Refund (terminal) screen. Once you have chosen your Card Terminal, click Refund which shows Captured once complete.



7. The refund will display in the Daily Cash screen.