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Cancelling Tickets

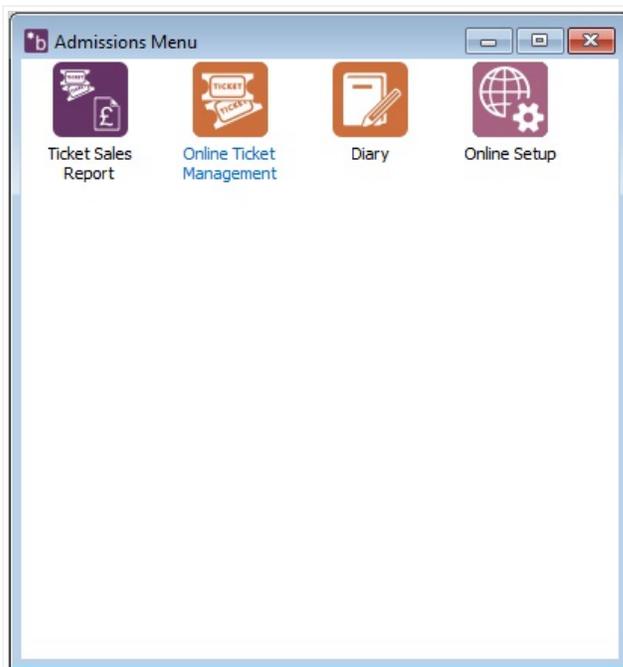
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1. Double click on the **'Admissions'** icon.



Admissions

2. Double click on **'Online Ticket Management'**.



3. Search for an order using the Order ID or Post Code (for the post-code search the last part as sometimes users don't always use a space, and this search is specific to that. Searching only for the second part of the post code will eliminate this issue). Click **'Search'**.

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Online Ticket Management

Search | Order Details

Order No: 1006 Customer Name: Nee Lodhia
Email: neelam@merlinsoft.co.uk
Order Date: 01/12/2016 Valid Date:08/12/2016 Total Tickets:5

Order No: 1005 Customer Name: Nee Lodhia
Email: neelam@merlinsoft.co.uk
Order Date: 30/11/2016 Total Tickets:0

Order No: 1004 Customer Name: Nee Lodhia
Email: neelam@merlinsoft.co.uk
Order Date: 30/11/2016 Total Tickets:0

Order No: 1003 Customer Name: Nee Lodhia
Email: neelam@merlinsoft.co.uk
Order Date: 30/11/2016 Total Tickets:0

Order No: 1002 Customer Name: Nee Lodhia
Email: neelam@merlinsoft.co.uk
Order Date: 28/11/2016 Total Tickets:0

Search Text: 1JL Search

Search using postcode or order number.

4. When you find the correct order, double click on it. The details of the order and tickets can now be seen. If the ticket is still valid it will say '**Cancelled: False**'.

Online Ticket Management

Search | Order Details

Order Number: 1006 Customer Name: Nee Lodhia

Address: BARNSELY BUSINESS & INNOVATION CENTRE,

Email Address: neelam@merlinsoft.co.uk

Tickets

Barcode: VWY360ACWMO Name: Adult Valid Date:08/12/2016 Redeemed: False **Cancelled: False**

Barcode: OKK319FUYSO Name: Adult Valid Date:08/12/2016 Redeemed: False Cancelled: False

Barcode: UUY173WGVMO Name: Adult Valid Date:08/12/2016 Redeemed: False Cancelled: False

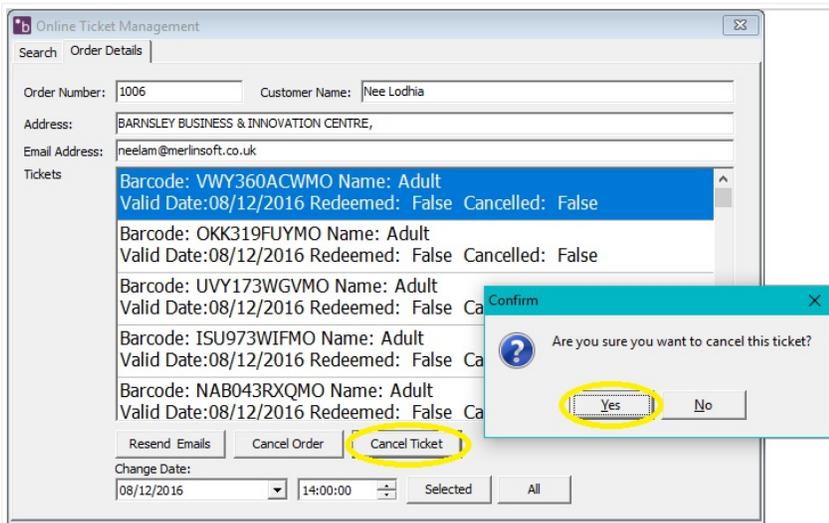
Barcode: ISU973WIFMO Name: Adult Valid Date:08/12/2016 Redeemed: False Cancelled: False

Barcode: NAB043RXQMO Name: Adult Valid Date:08/12/2016 Redeemed: False **Cancelled: True**

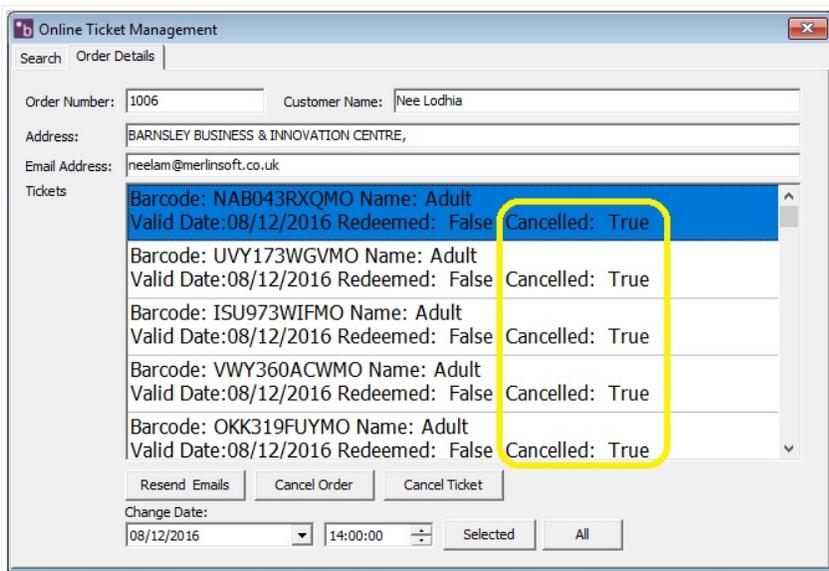
Resend Emails Cancel Order Cancel Ticket

Change Date: 08/12/2016 14:00:00 Selected All

5. Highlight each ticket and press '**Cancel Ticket**' for each ticket in that order. It will ask if you are sure you want to cancel the ticket, click '**Yes**'.



6. This will change the status to 'Cancelled: True'. If this does not happen straight away you may need to refresh the page. You can do this by going to the search tab at the top and searching for the order again.



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