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Refunding Tickets

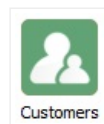
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To cancel tickets in Merlin follow steps 1-5 [here](#). After step 5, highlight each ticket and press "Cancel Ticket" for each ticket in that order.

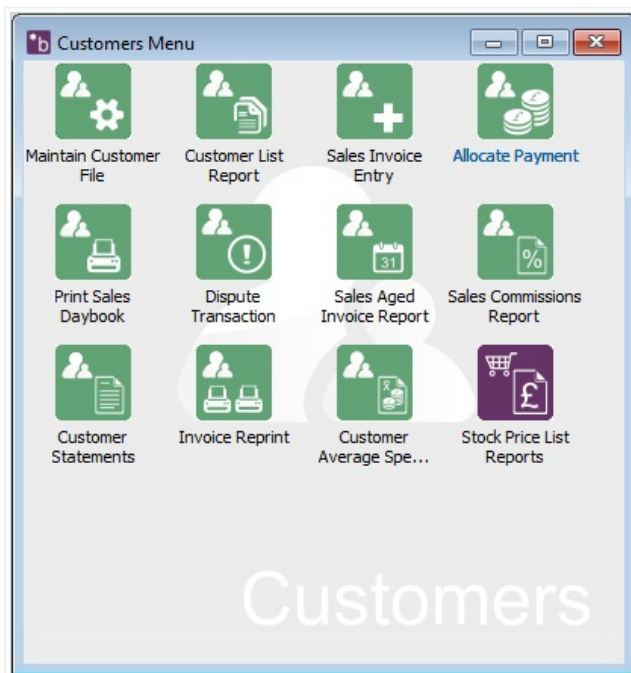
Payments for tickets sold online will be processed separately to Merlin, Via Worldpay, Stripe, Yespay... etc. Refunds of cash should be done via your payment processors directly by logging into their admin area of the website and process a full or partial refund.

Once this has been done, to balance the accounts in Merlin you will need to process the refund so Merlin knows, to do so follow the instructions below:

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



2. Double click on '**Allocate Payment**'.



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3. Click on the ellipsis icon (...). Find the customers you are looking for, and click 'OK'.

Allocate Sales Payment

Allocate

Customer: [Dropdown] Filter to Location: [Dropdown] Transaction No.: [Text] Find Clear

Matching Payments / Credit Invoices Items: Auto Allocate Item Allocated to: Unallocate

Date	Payment / Credit	Amount	Balance R.	Invoice	Allocated	Discount

Open Invoices / Refunds: Resolve Allocate

Date	Invoice / Refund	Description	Total	Balance R.	D	Discounted

Allocate Payment

Sales Account Search

Branch	Customer (F2)	Name (F3)	Address (F4)	City	Postcode (F5)
NEE	CASHSALE	Cash Sale			
NEE	LEE	Todd, Lee	96 white lane	barnsley	S75 1JN
NEE	NEELAM				

Search Text: [Text] OK Cancel Help

Location: NEE [Dropdown]

Allocate Payment

4. Click on the 'New' tab at the top. Click on 'New Refund'.

The screenshot shows the 'Allocate Sales Payment' window with the 'Allocate' tab selected. In the 'Line Entry' section, the 'New Refund' button is highlighted with a yellow circle. The 'Refund Lines' table is empty. The 'Add' button is at the bottom of the 'Line Entry' section. The 'Refund Lines' section has buttons for 'Clear', 'Delete', 'Total', 'Date Paid', 'User', and 'Accept', along with an 'Abort' button at the bottom right.

5. Fill in the details.

- **'Refund Type'**: select cash from the drop down menu.
- **'Amount'**: write the amount they need to be refunded.
- Click **'Add'** at the bottom.
- On the right hand side fill out the **'Date Paid'** and **'User'**. Then click **'Accept'**.

The screenshot shows the 'Allocate Sales Payment' window with the 'Allocate' tab selected. The 'Line Entry' section shows 'Refund Type' set to 'A - Cash' and 'Amount' set to '3.50'. The 'Add' button is at the bottom of the 'Line Entry' section. The 'Refund Lines' table now contains one entry: Line 1, Payment Cash, Amount £3.50. The 'Total' is 3.50. The 'Date Paid' is 03/11/2016 and the 'User' is Neelam Lodhia. The 'Accept' button is at the bottom right.

6. On the **'Allocate'** tab you will now be able to see the completed refund in the **'Open Invoices/Refunds'** section at the bottom.

Allocate Sales Payment

Allocate | New

Customer: NEE-CASHSALE | Filter to Location: NEE | Transaction No.: | Find | Clear

Matching Payments / Credit Invoices Items: | Auto Allocate | Item Allocated to: | Unallocate

Date	Payment / Credit	Amount	Balance R.	Invoice	Allocated	Discount
18/10/2016...	NEE-SC-00000010	-£3.50	£0.00			

Open Invoices / Refunds: | Resolve | Allocate

Date	Invoice / Refund	Description	Total	Balance R.	D	Discounted
03/11/2016	NEE-SR-00000001	BO Refund	£3.50	£3.50		


Allocate Payment

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