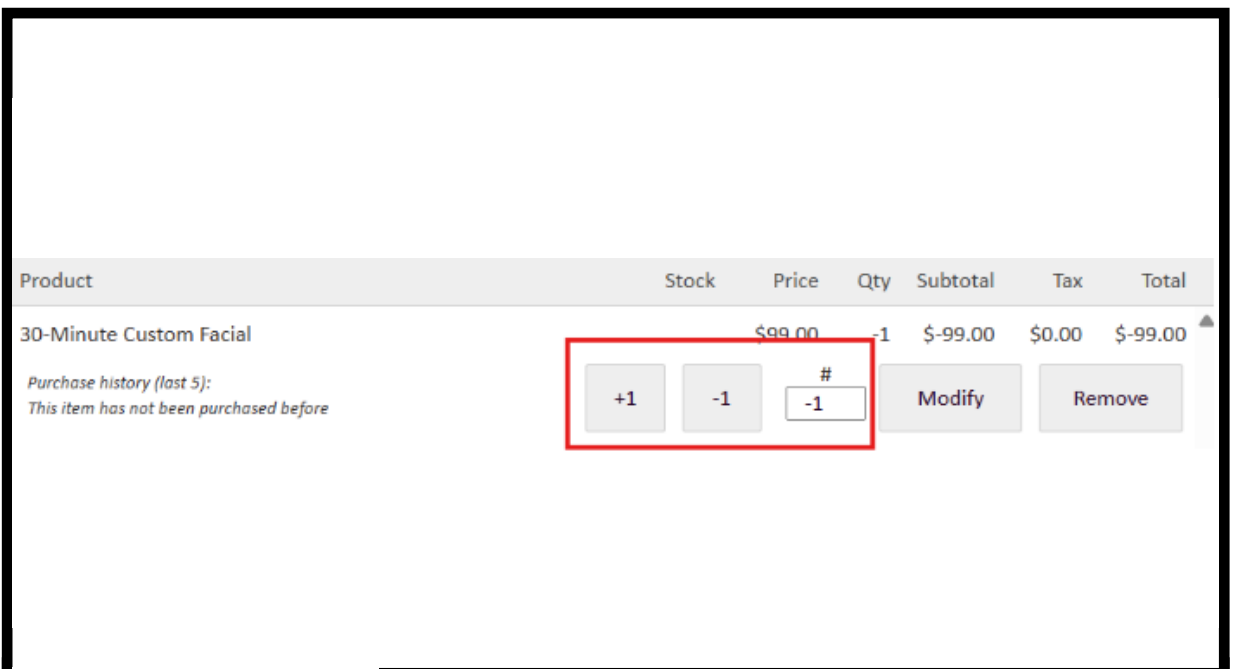


How to Process a Refund

[Redacted content]

1. Add the client to the sales register.

2. Add the items you are refunding, then change the quantity to a negative.



3. Select 'Complete Invoice'.

4. Go to the 'sales' menu, then 'invoices' and select the edit pencil beside the invoice you just created.



SALES ▾

INVENTORY ▾

Sales Register

Invoices

5. Change the 'transaction' 'type' to the original payment method type and 'save'.

Invoice #412873

Cash 2026-04-02

▼

Aalison Aadams

Lines					
	Disc %	Disc \$	Qty	Price	TaxEx
	0.000	0.00	-1	99.00	0

Subtotal: \$-99.00
Tax: \$0.00
Total: \$-99.00

Transactions		
	Amount	Gratuities
	-99.00	0.00

Payments: \$-99.00
Gratuities: \$0.00
Total Charged to Account: \$0.00

Invoice Note

Save Cancel

6. Lastly, go to 'sales' menu, then 'card transaction & refunds', and find the original transaction in the table by either searching the client's name or the last 4 digits of the card.

7. Select the card icon



Refund Transaction ✕

Amount To Refund:

Entry Method:

Example: If a transaction was \$20 and the proper amount to be charged is \$15, enter an amount of \$5 to remove this amount from the original transaction.

Notes:

Online URL: <https://help.wyliebiz.com/article.php?id=91>