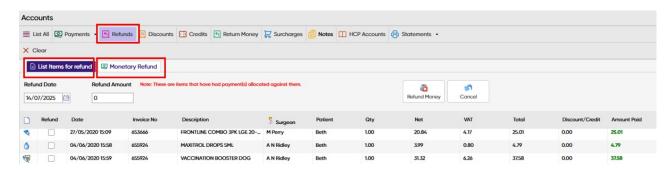# Refunds

15/07/2025 10:11 am BST

The Refunds screen allows you to refund transactions on a client's account.

Details

To perform a refund, enter the Accounts Screen and select the 'Refunds' button.

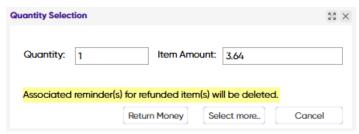The Discounts Screen consists of two tabs: 'List Items for Refund' and 'Monetary Refund'.

List Items tab

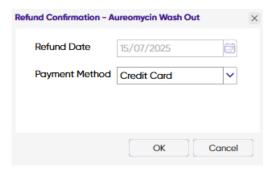This screen is used to refund specific items.

Refund an item

1. Tick the box in the 'Refund' column of the item you wish to refund and you will receive a quantity selection pop up

2. To proceed with the refund select 'Return Money'.
3. Select the payment method used to refund the Client.

Refund Confirmation – Aureomycin Wash Out

Refund Date	15/07/2025
Payment Method	Credit Card

OK   Cancel

4. If the item is a stock item, you will be prompted to return the item to stock or not. If selecting 'Yes', select which Stock Centre you are returning stock to (if you only have one stock centre, this option will not display).

5. The refund transactions will display in the Accounts Screen. The first transaction shows the account being credited, the second transaction shows the credit being refunded to the account.

	15/07/2025	1010854		15/07/2025 10:04	Credit Refund (Aureomycin Wash Out) (jupiter)	Joe Bloggs (...	0.00	1.00	-3.03	-0.61	-3.64
	15/07/2025	0	182156	15/07/2025 10:04	Credit Card return for (jupiter)		-3.64	0.00	0.00	0.00	0.00

Monetary Refund tab

Monetary Discounts are used to refund a User-defined amount.

Refund a monetary amount

1. Select the date and payment method you wish to use for the refund.
2. Then enter a description and enter a total of the refund.
3. Select 'Refund Payments'.
4. The refund transaction will appear on the Client's account (unallocated).

15/07/2025	0	182157	15/07/2025 10:10	Credit Card return for User Return Payment (Goodwill) ...	-19.92	0.00	0.00	0.00	0.00	141.12	
15/07/2025	182158	182158	15/07/2025 10:10	Credit (jupiter)	0.00	0.00	-16.60	-3.32	-19.92	121.20	