

TacticalPay POS allows you to process full or partial refunds directly from the transaction record. Refunds can be returned to any payment method and optionally restock the item back into inventory. All refunds are logged against the original transaction for a complete audit trail.

## Part 1 — Find the Transaction

### 1 Navigate to Sales > Transactions

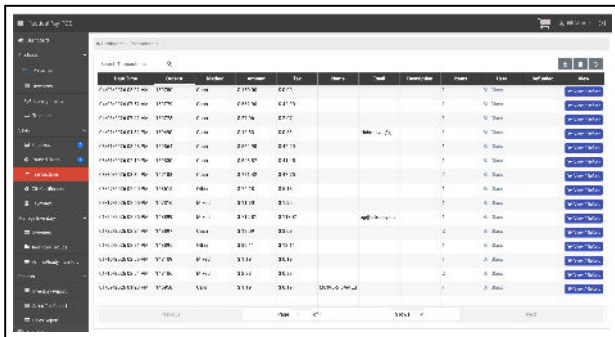


Fig. 1 — Transactions list: order history with method, amount, tax, and refund status

Go to **Sales > Transactions** in the left navigation. The list shows all transactions sorted by date, with columns for order number, payment method, amount, tax, customer name, email, items, user, and refund status.

Use the **Search Transactions** bar to find a specific order by order number, customer name, or email. Transactions that have already been refunded show **Refunded** in the Refunded column.

Click **View / Refund** on the row you want to process.

**Tip:** You can also reach a transaction directly from the receipt — the order number on any printed or emailed receipt links back to the transaction record.

## Part 2 — Process the Refund

### 2 Open the transaction and click Refund

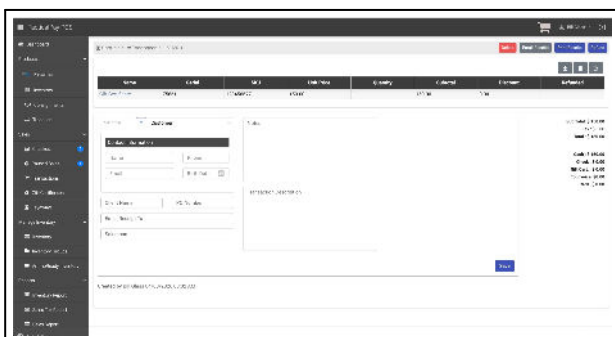


Fig. 2 — Transaction record: line items, totals, and action buttons

The transaction record shows all line items with their serial number, SKU, unit price, quantity, subtotal, discount, and refund status. The right side displays the payment method breakdown.

Four action buttons appear at the top right:

- **Delete** — permanently removes the transaction record
- **Email Receipt** — resends the receipt to the customer
- **Print Receipt** — reprints the receipt
- **Refund** — opens the refund modal

Click **Refund** to proceed.

**Important:** Delete permanently removes the transaction record and cannot be undone. Use Refund — not Delete — when processing a return.

3 Complete the Refund modal

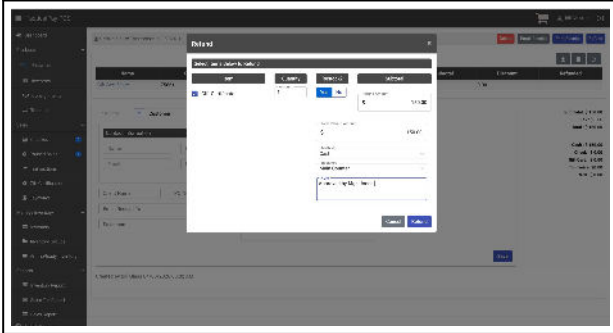


Fig. 3 — Refund modal: select items, restock toggle, method, register, and note

The Refund modal displays all refundable line items. Configure each field:

- **Item checkbox** — check each item to include in the refund; uncheck to exclude (for partial refunds)
- **Quantity** — adjust if refunding fewer units than were purchased
- **Restock?** — toggle **Yes** to return the item to inventory, **No** to refund without restocking
- **Refund Amount** — auto-calculated; can be manually adjusted for a partial refund
- **Method** — select the refund payment method (Cash, Card, etc.)
- **Registers** — select the cash drawer if refunding cash
- **Note** — optional; document the reason or approval, e.g., "Approved by Mgr. Jones"

Click **Refund** to process.

**Tip:** For firearms, always set Restock to **No** unless the firearm is being returned to your physical inventory. A restocked firearm will reappear as In Stock in FFL Boss — ensure your bound book reflects any return appropriately.

Part 3 — Confirm the Refund

4 Verify the refund is recorded

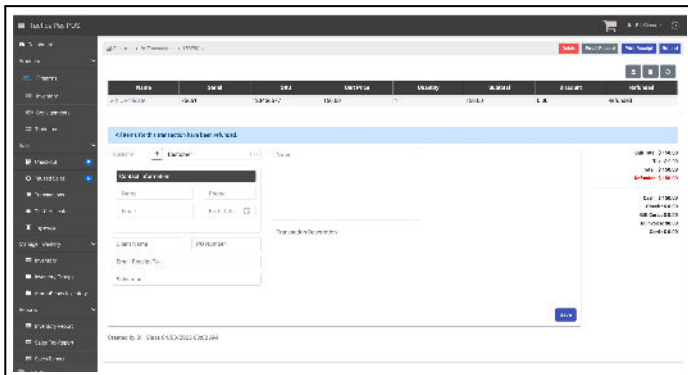


Fig. 4 — Transaction record: line item shows Refunded; total displays in red

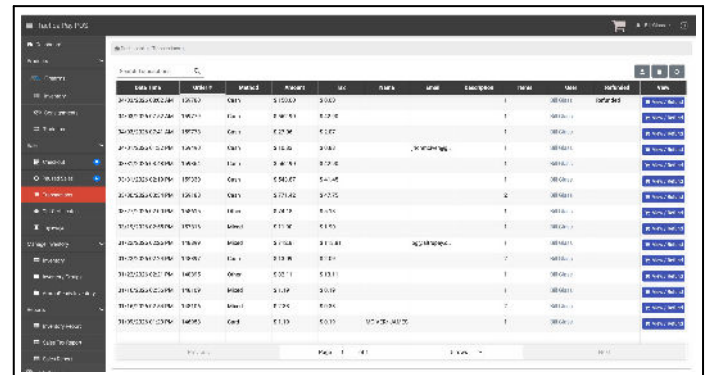


Fig. 5 — Transactions list: refunded order shows Refunded in the status column

After processing, the transaction record updates immediately:

- The line item's **Refunded** column shows "Refunded"
- A blue banner confirms "**All items for this transaction have been refunded**"
- The right-side summary shows the **Refunded** amount in red

In the Transactions list, the order now shows **Refunded** in the Refunded column. The original transaction amount and details remain visible for record-keeping.

**Tip:** If you entered a customer email on the transaction, you can click **Email Receipt** from the transaction record to send the customer a confirmation of their refund.