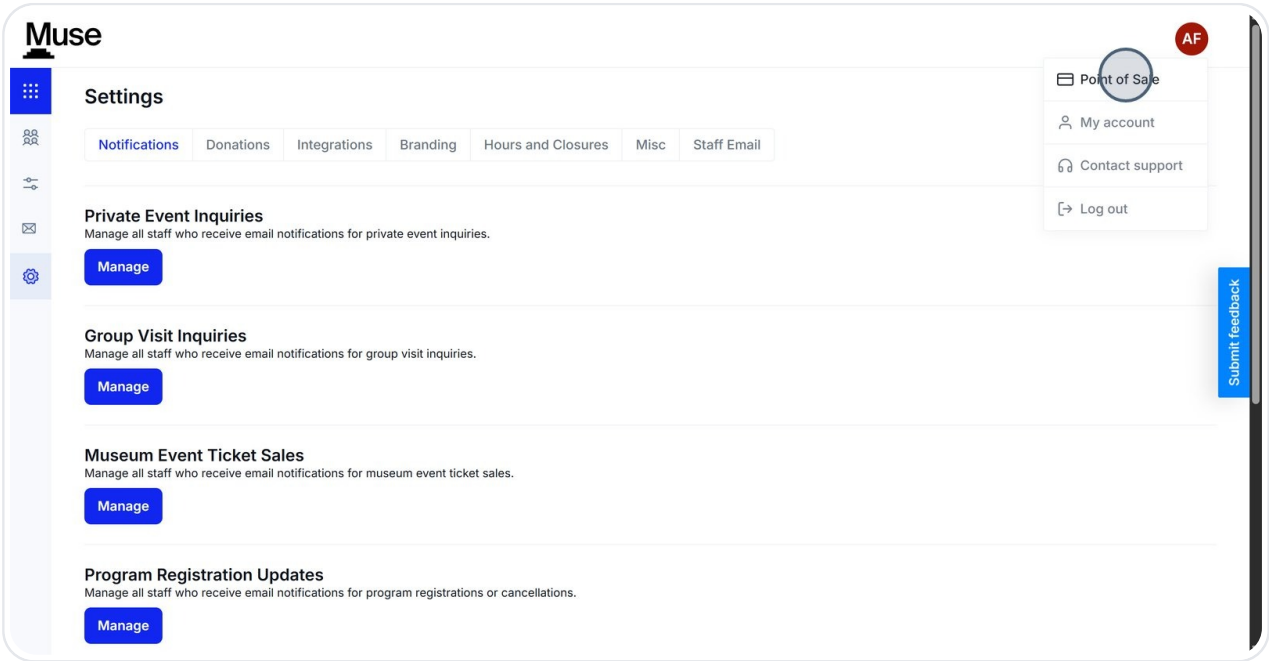


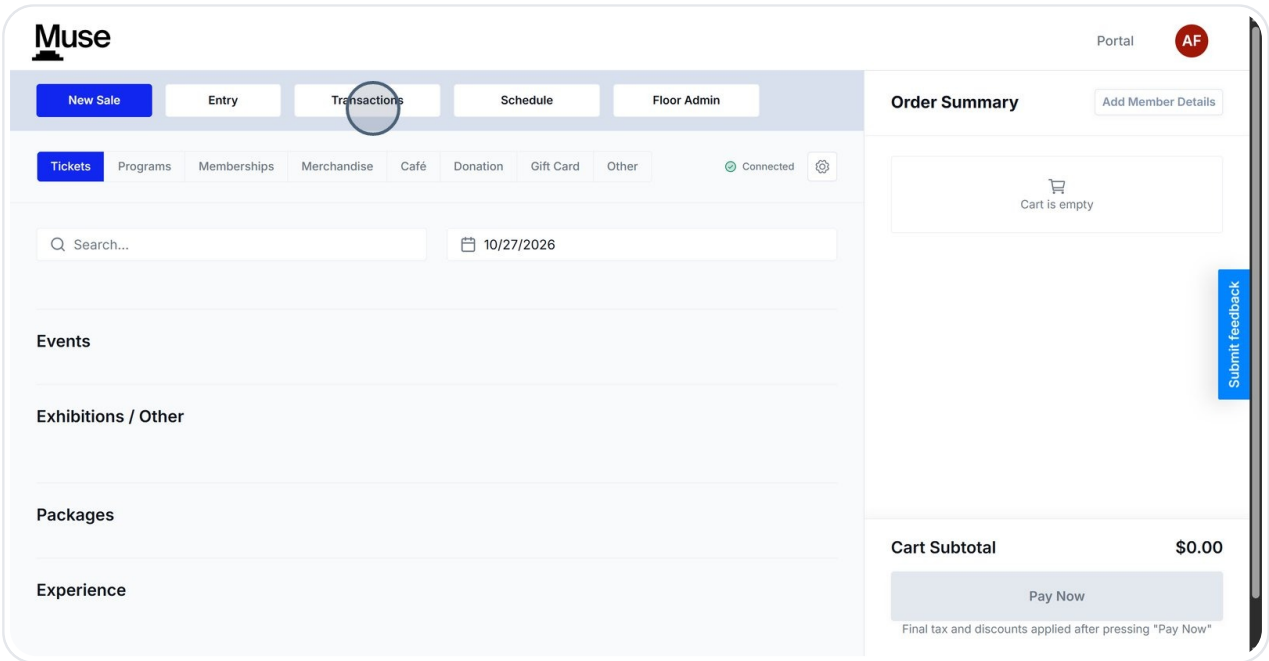


Process a Partial Re-fund for a Ticket Sale

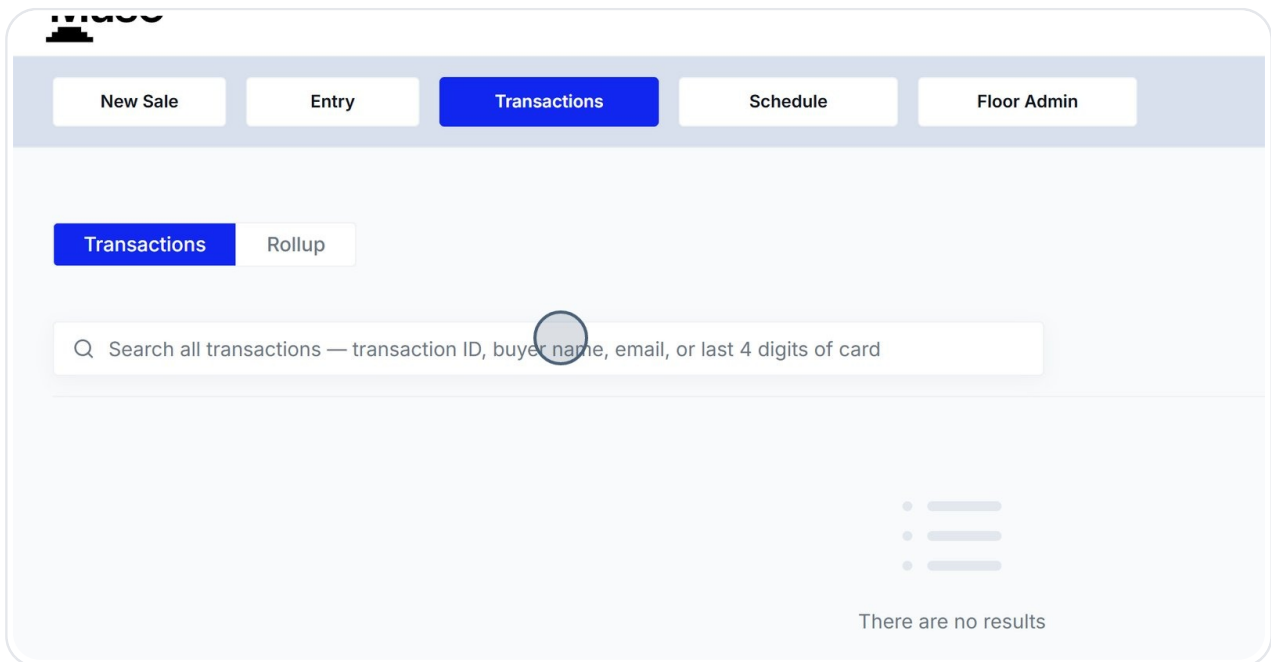
1. Open the Point of Sale to manage sales and refunds.



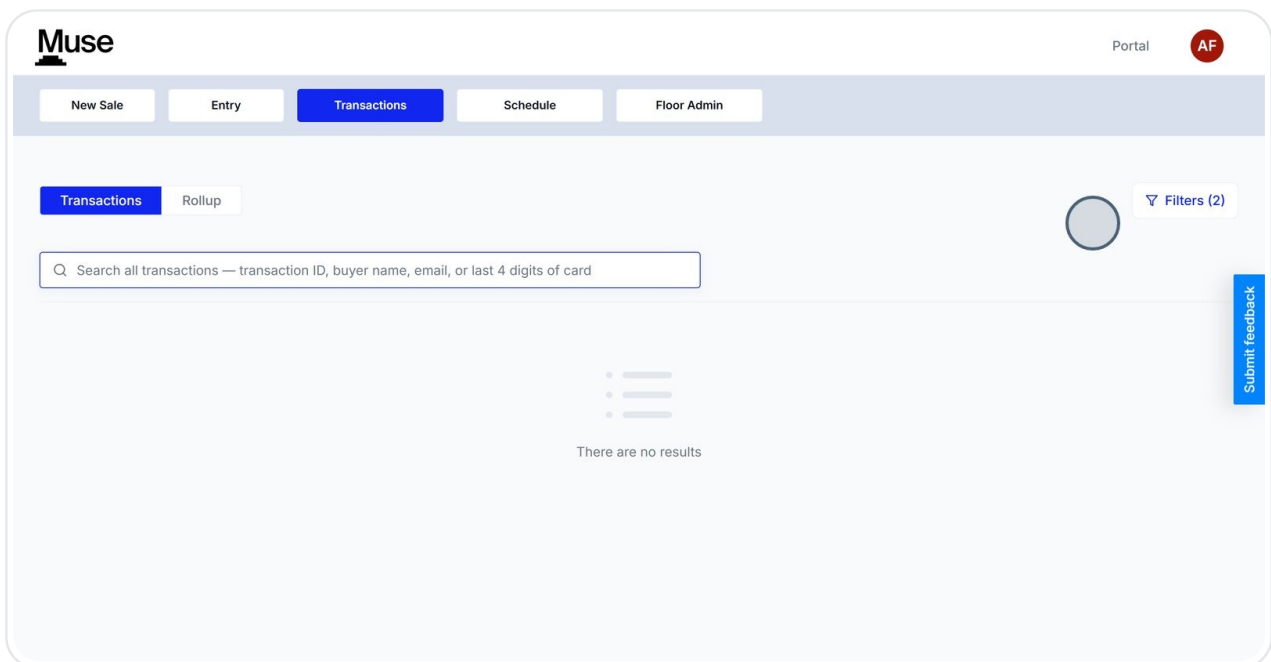
2. Head to the Transactions tab to find past sales.



3. Use the search bar to quickly locate a specific transaction.



4. Or use filters to find the transaction



5.

Muse

Portal

AF

New Sale

Entry

Transactions

Schedule

Floor Admin

Transactions

Rollup

Filters (2)

Search all transactions — transaction ID, buyer name, email, or last 4 digits of card

Timestamp	Total Amount	Summary of Items	Payment Type	Station	Source	Status
10/07/26 01:51 pm	\$100.00	1 Individual Send Purchase Email	Check	Amanda's Station	Point of Sale	Paid
10/01/26 11:43 am	\$25.00	1 Gift Card Send Purchase Email	Check	Amanda's Station	Point of Sale	Paid
09/24/26 11:31 am	\$10.30	1 Library Book Library Book Send Purchase Email	Check	Amanda's Station	Point of Sale	Paid
09/24/26 11:27 am	\$15.45	1 Library Book Library Book Send Purchase Email	Check	Amanda's Station	Point of Sale	Paid
09/17/26 09:21 am	\$190.96	1 GA + Guided Tour Package Package, 1 GA + Guided Tour Package Package, 4 Adult tickets, 2 Child (Under 13) tickets Send Purchase Email	Split	Amanda's Station	Point of Sale	Paid
09/16/26 12:36 pm	\$135.00	1 Family Send Purchase Email	Check	Amanda's Station	Point of Sale	Paid

Submit feedback

6.

Entry

Transaction Details

Date & Time

10/07/26 01:51 pm

Reprint/Resend

Status

Paid

Issue refund

Payment Type

Transaction ID

Check

26100700003

LINE ITEMS

Item Name	Unit Price	Quantity	Items Price	Discounts	Subtotal
Individual	\$100.00	1	\$100.00	-	\$100.00

Total Amount

\$100.00

7. Click here to refund the entire order

Issue Refund

Transaction 26100700003 • Original payment: Check

For each line, pick by units (void specific units) or by amount (partial credit, keeps units valid).

ClearRefund all

Available items to refund:

Item	Paid	Mode	Amount to refund
Individual \$100.00 × 1	\$100.00	# \$ - 0 +	\$0.00

Refund Amount: \$0.00

CancelNext

8. Select the number of Tickets to refund

Muse

New SaleEntry

TransactionsRollup

Search all transactions

TimestampTotal Amount

10/07/26 01:51 pm\$100.00

10/01/26 11:43 am\$25.00

09/24/26 11:31 am\$10.30

09/24/26 11:27 am\$15.45

09/17/26 09:21 am\$190.96

09/16/26 12:38 pm\$135.00

Package, 4 Adult tickets, 2 Child (Under 13) tickets
Send Purchase Email

1 Family
Send Purchase Email

Split

Amelia's Station

Point of Sale

Check

Amelia's Station

Point of Sale

Filters (2)

Status

SalePaid

SalePaid

SalePaid

SalePaid

SalePaid

SalePaid

Submit feedback

Issue Refund

Transaction 26100700003 • Original payment: Check

For each line, pick by units (void specific units) or by amount (partial credit, keeps units valid).

ClearRefund all

Available items to refund:

Item	Paid	Mode	Amount to refund
Individual \$100.00 × 1	\$100.00	# \$ - 1 +	\$100.00

Voids 1 Individual.

☒ Cancel the membership 'Individual'? Customer loses future access.
If unchecked, the membership stays active despite a full refund.

Refund Amount: -\$100.00

CancelNext

9. Choose the method of payment for the refund. The original will always be at the top of the list.

Muse

Issue Refund Transaction 26100700003 • Original payment: Check

Refund method

☒ **Check #12345** Max \$100.00 **\$100.00**
Return the original check if it hasn't been processed; otherwise accounting issues a new one

☐ **Back to original card** Max \$100.00 0.00
Original payment wasn't a card, so there's no card to refund to.

☐ **Cash** Max \$100.00 0.00
Issue from drawer

☐ **Gift card credit** Max \$100.00 0.00
Issue a new gift card credit to the customer

Remaining to distribute **\$0.00**
If check #12345 hasn't been processed yet, you can simply return it to the customer. Otherwise, your accounting team will need to issue a new check.

Refund reason (required)
Select a reason

Notes (optional)
Anything worth recording alongside the reason.

Total Refund Amount
\$0.00

10. Select your pre-set Refund Reason

Muse

Issue Refund Transaction 26100700003 • Original payment: Check

Refund method

☒ **Check #12345** Max \$100.00 **\$100.00**
Return the original check if it hasn't been processed; otherwise accounting issues a new one

☐ **Back to original card** Max \$100.00 0.00
Original payment wasn't a card, so there's no card to refund to.

☐ **Cash** Max \$100.00 0.00
Issue from drawer

☐ **Gift card credit** Max \$100.00 0.00
Issue a new gift card credit to the customer

Remaining to distribute **\$0.00**
If check #12345 hasn't been processed yet, you can simply return it to the customer. Otherwise, your accounting team will need to issue a new check.

Refund reason (required)
Select a reason

Notes (optional)
Anything worth recording alongside the reason.

Total Refund Amount
-\$100.00

Back **Process Refund**

11. Add any notes for your team about the refund

\$25.00

\$10.30

\$15.45

\$190.96

\$135.00

\$31.05

\$120.06

\$25.00

Gift card credit

Issue a new gift card credit to the customer

Max \$100.00

0.00

Remaining to distribute

\$0.00

If check #12345 hasn't been processed yet, you can simply return it to the customer. Otherwise, your accounting team will need to issue a new check.

Refund reason (required)

Notes (optional)

Anything worth recording alongside the reason.

Total Refund Amount

-\$100.00

Back

Process Refund

12. Process Refund once everything is filled out

Muse

Timestamp

Total Amount

10/07/26 01:51 pm

\$100.00

10/01/26 11:43 am

\$25.00

09/24/26 11:31 am

\$10.30

09/24/26 11:27 am

\$15.45

09/17/26 09:21 am

\$180.96

09/16/26 12:36 pm

\$138.00

09/15/26 11:54 am

\$31.05

09/15/26 07:18 am

\$120.00

09/14/26 10:56 am

\$25.00

09/03/26 09:48 am

\$15.45

09/02/26 10:24 am

\$71.10

Back to original card

Original payment wasn't a card, so there's no card to refund to.

Cash

Issue from drawer

Max \$100.00

0.00

Gift card credit

Issue a new gift card credit to the customer

Max \$100.00

0.00

Remaining to distribute

\$0.00

If check #12345 hasn't been processed yet, you can simply return it to the customer. Otherwise, your accounting team will need to issue a new check.

Refund reason (required)

Notes (optional)

Anything worth recording alongside the reason.

Total Refund Amount

-\$100.00

Back

Process Refund

1 Adult ticket

Send Purchase Email

Cash

Amanda's Station

Point of Sale

Paid

5 Adult tickets, 2 Child (Under 12) tickets

Send Purchase Email

Split

Amanda's Station

Point of Sale

Paid

Portal

AF

Status

Paid

Paid

Paid

Paid

Paid

Paid

Paid

Paid

Paid

Paid

Paid

Partial Refund

Paid

Paid

Paid

Submit feedback

13. Select 'Issue refund' to start the partial refund process for this sale.

Muse

Portal AF

TransactionsRollup

Q Search all transactions — transaction

Timestamp	Total Amount
10/20/26 10:10 am	\$51.75
10/20/26 09:29 am	\$100.00
10/19/26 10:17 am	\$285.25
10/15/26 01:09 pm	\$15.53
10/12/26 12:17 pm	\$92.63
10/09/26 02:17 pm	\$2,000.00
10/08/26 01:37 pm	\$150.00

Transaction Details

Date & Time
10/20/26 10:10 am
[Reprint/Resend](#)

Payment Type
Credit Card 4242

Transaction ID
26102000002

LINE ITEMS

Item Name	Unit Price	Quantity	Items Price	Discounts	Subtotal
Adult - Event Halloween Spooktacular	\$25.00	2	\$50.00	-	\$51.75

Total Amount
\$51.75

Status
Paid
[Issue refund](#)

Source	Status
E-Commerce	Paid
E-Commerce	Paid
E-Commerce	Paid
E-Commerce	Paid
E-Commerce	Paid
E-Commerce	Paid
E-Commerce	Paid
E-Commerce	Paid

1 Donation
Send Purchase Email
Card -

1 Add-On (Self-Serve Booking), 1 Self-Serve Inquiry
Send Purchase Email
Credit Card -

1 Child (Under 13) ticket

Submit feedback

14. Switch to refund by dollar amount for precise partial refunds.

Issue Refund

Transaction 26102000002 • Original payment: Card

For each line, pick by units (void specific units) or by amount (partial credit, keeps units valid).

ClearRefund all

Available items to refund:

Item	Paid	Mode	Amount to refund
Adult - Event Halloween Spooktacular \$25.88 × 2	\$51.75	# \$ - 0 +	\$0.00

Refund Amount: \$0.00

Cancel

Next

15. Enter the exact amount you want to refund for this ticket.

12 • Original payment: Card

ts (void specific units) or by amount (partial credit, keeps

ClearRefund all

	Paid	Mode	Amount to refund
pooktacular	\$51.75	# \$	0.00 Max \$51.75

Refund Amount: \$0.00

CancelNext

Filters (2)

Submit feedback

	Status
erce	Paid
erce	Paid
erce	Paid
erce	Paid
erce	Paid
E-Commerce	Paid

16.

Muse

Portal AF

Transactions Rollup

Search all transactions

Timestamp	Total Amount	Item	Paid	Mode	Amount to refund	Status
10/20/26 10:10 am	\$51.75	Adult - Event Halloween Spooktacular \$25.88 x 2	\$51.75	# \$	\$17.00 Max \$51.75	Paid
10/20/26 09:29 am	\$100.00					Paid
10/19/26 10:17 am	\$265.25					Paid
10/15/26 01:08 pm	\$15.53					Paid
10/12/26 12:17 pm	\$92.63					Paid
10/09/26 02:17 pm	\$2,000.00	1 Donation Send Purchase Email		Card		Paid
10/08/26 01:37 pm	\$150.00	1 Add-On (Self-Serve Booking), 1 Self-Serve Inquiry Send Purchase Email		Credit Card		Paid

Issue Refund

Transaction 26102000002 • Original payment: Card

For each line, pick by units (void specific units) or by amount (partial credit, keeps units valid).

ClearRefund all

Available items to refund:

Item	Paid	Mode	Amount to refund
Adult - Event Halloween Spooktacular \$25.88 x 2	\$51.75	# \$	\$17.00 Max \$51.75

Refund Amount: -\$17.00

CancelNext

Filters (2)

Submit feedback

	Status
erce	Paid
erce	Paid
erce	Paid
erce	Paid
erce	Paid
E-Commerce	Paid

17.

Muse

Portal

AF

Transactions

Rollup

Search all transactions

Timestamp

Total Amount

10/20/26 10:10 am

\$51.75

10/20/26 09:29 am

\$100.00

10/19/26 10:17 am

\$285.29

10/15/26 01:09 pm

\$15.53

10/12/26 12:17 pm

\$92.63

10/09/26 02:17 pm

\$2,000.00

10/08/26 01:37 pm

\$150.00

Filters (2)

Status

Paid

Paid

Paid

Paid

Paid

Paid

Paid

Submit feedback

Issue Refund

×

Transaction 26102000002 • Original payment: Card

Refund method

Card

••••4242

Max \$17.00

\$17.00

Returns to the card used at checkout

Cash

Max \$17.00

0.00

Issue from drawer

Gift card credit

Max \$17.00

0.00

Issue a new gift card credit to the customer

Check

Max \$17.00

0.00

Your accounting team will issue a check to the customer

Remaining to distribute

\$0.00

Refund reason (required)

Select a reason

Notes (optional)

Anything worth recording alongside the reason.

18. You can now refund to a Gift Card

Refund method

Card

•••4242

Returns to the card used at checkout

Max \$17.00

\$17.00

Cash

Issue from drawer

Max \$17.00

0.00

Gift card credit

Issue a new gift card credit to the customer

Max \$17.00

0.00

Check

Your accounting team will issue a check to the customer

Max \$17.00

0.00

Remaining to distribute

\$0.00

Refund reason (required)

Select a reason

Notes (optional)

19.

The screenshot shows a refund form with a dropdown menu open. The dropdown menu lists the following reasons: Customer dissatisfaction (highlighted), Event/program canceled, Pricing correction, Duplicate charge, Special circumstances, Service not delivered, and Other. The form includes a 'Select a reason' dropdown, a 'Notes (optional)' text area with the placeholder 'Anything worth recording alongside the reason.', and a 'Total Refund Amount' of **-\$17.00**. The background shows a list of transactions with dates, times, and amounts.

Issue from drawer

Max \$17.

to the customer

Max \$17.

ue a check to the customer

Select a reason

Notes (optional)

Anything worth recording alongside the reason.

Total Refund Amount
-\$17.00

20. Click 'Process Refund' to finalize and issue the partial refund.

The screenshot shows the same refund form as in step 19, but with the 'Process Refund' button highlighted with a red circle. The form includes a 'Back' button and a 'Process Refund' button. The background shows a list of transactions with dates, times, and amounts.

Max \$17.00 0.00

to the customer

Max \$17.00 0.00

ssue a check to the customer

\$0.00

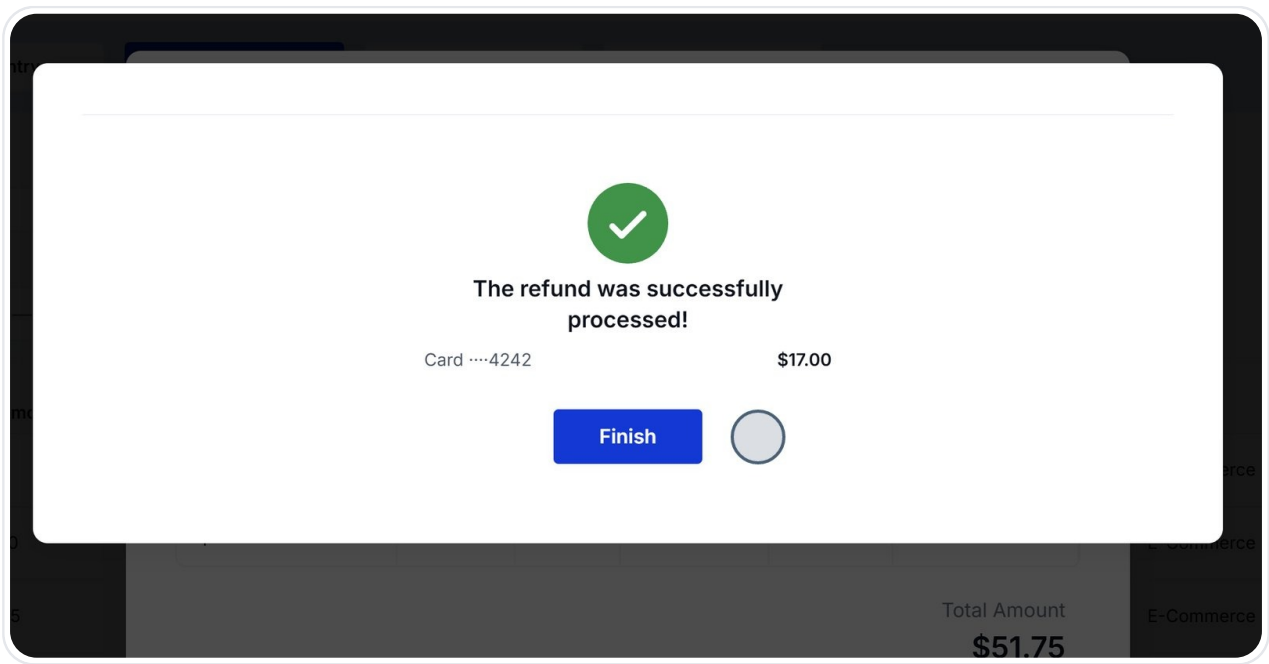
n

g alongside the reason.

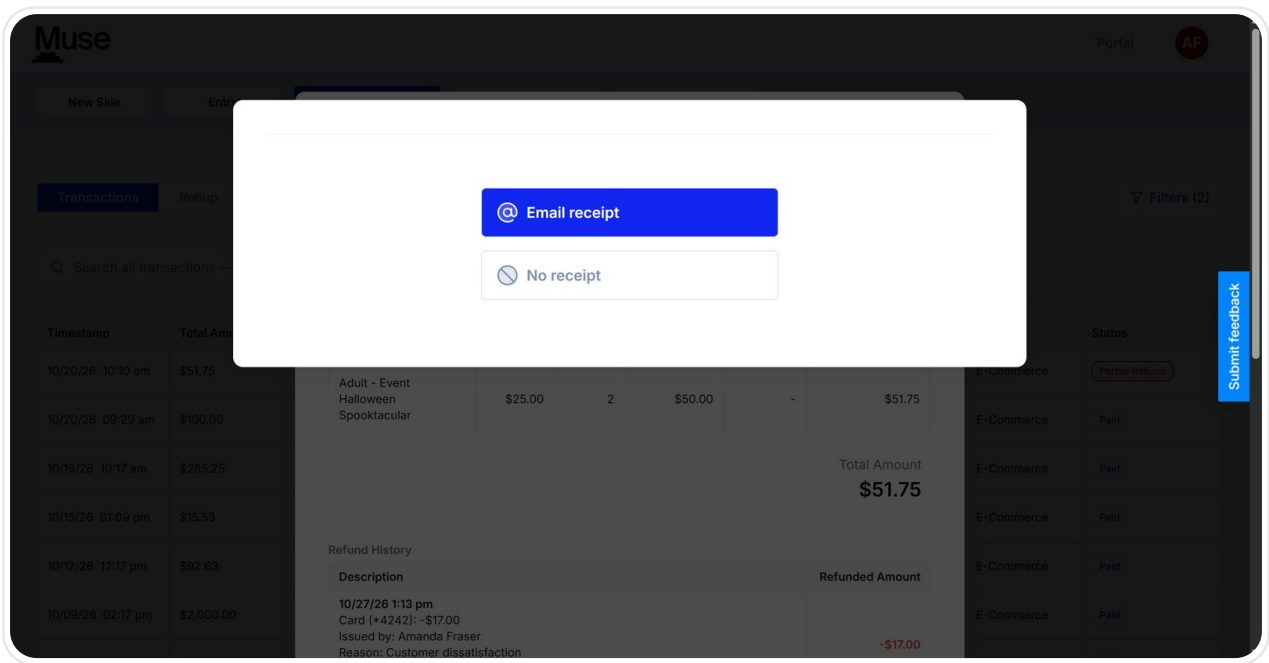
Back Process Refund

Submit feedback

21. Click 'Finish' to complete the process and return to your transaction dashboard.



22.



23.

Muse Portal **AF**

Transaction Details

Date & Time: 10/20/26 10:10 am
[Reprint/Resend](#)

Payment Type: Credit Card 4242 Transaction ID: 26102000002

LINE ITEMS

Item Name	Unit Price	Quantity	Items Price	Discounts	Subtotal
Adult - Event Halloween Spooktacular	\$25.00	2	\$50.00	-	\$51.75

Total Amount: **\$51.75**

Refund History

Description	Refunded Amount
10/27/26 1:13 pm Card (*4242): -\$17.00 Issued by: Amanda Fraser Reason: Customer dissatisfaction Method: Card	-\$17.00

Status: **Partially Refunded** (highlighted with a red circle)

Buttons: Paid, Issue another refund

Filters (2)

Submit feedback

24.

Muse Portal **AF**

Credit Card 4242 Transaction ID: 26102000002

LINE ITEMS

Item Name	Unit Price	Quantity	Items Price	Discounts	Subtotal
Adult - Event Halloween Spooktacular	\$25.00	2	\$50.00	-	\$51.75

Total Amount: **\$51.75**

Refund History

Description	Refunded Amount
10/27/26 1:13 pm Card (*4242): -\$17.00 Issued by: Amanda Fraser Reason: Customer dissatisfaction Method: Card Adult -\$17.00	-\$17.00 (highlighted with a red circle)

Total Refunded: **-\$17.00**

\$34.75 remaining refundable

Buttons: Send Purchase Email

Submit feedback

Muse

Portal

AF

New Sale

Entry

Transactions

Schedule

Floor Admin

Transactions

Rollup

Filters (2)

Q Search all transactions — transaction ID, buyer name, email, or last 4 digits of card

Timestamp	Total Amount	Summary of Items	Payment Type	Station	Source	Status
10/20/26 10:10 am	\$51.75	2 Adult tickets Send Purchase Email	Credit Card	-	E-Commerce	Partial Refund
10/20/26 09:29 am	\$100.00	1 Self-Serve Inquiry Send Purchase Email	Credit Card	-	E-Commerce	Paid
10/19/26 10:17 am	\$285.25	4 Program Add-On, 2 Program Purchase Send Purchase Email	Credit Card	-	E-Commerce	Paid
10/15/26 01:09 pm	\$15.53	1 Adult ticket Send Purchase Email	Credit Card	-	E-Commerce	Paid
10/12/26 12:17 pm	\$92.63	1 Program Add-On, 1 Program Purchase Send Purchase Email	Credit Card	-	E-Commerce	Paid
10/09/26 02:17 pm	\$2,000.00	1 Donation Send Purchase Email	Card	-	E-Commerce	Paid
10/08/26 01:07 pm	\$150.00	1 Add-On (Self-Serve Booking), 1 Self-Serve Inquiry Send Purchase Email	Credit Card	-	E-Commerce	Paid

Submit feedback