

Refunds, Write-Offs, and Payment Correction Tasks

Task Guides | Managers and accounting staff

Handle refunds, balance corrections, and account clean-up tasks without breaking your reporting, tax totals, or customer balance history.

What This Guide Helps You Do

- Use the recorded correction path so reports and balances remain accurate.
- Choose whether to refund, write off, or collect again.
- Protect reporting and tax accuracy when fixing mistakes.

WHY CORRECTION PATHS MATTER

A correction changes revenue, tax, customer balance, and operational history. FlintPOS provides structured refund and balance actions because deleting or masking mistakes usually makes reporting worse. You want to correct the financial result without erasing the original transaction history.

WHEN TO USE EACH ACTION

- Use a refund when you return money and need to reverse the original sale in reporting.
- Use a write-off when the business is intentionally absorbing a balance rather than collecting it.
- Use a new payment or balance collection action when the order is still valid but the original payment outcome changed.

WHY MANAGERS SHOULD CONTROL CORRECTIONS

- Corrections can change tax owed, cash reconciliation, and customer trust.
- A controlled process reduces accidental giveaways and unclear audit trails.
- The order record should still tell the story after the correction is complete.

OPERATIONAL HABITS

- Document the reason for every refund or write-off clearly.



- Review corrections in reporting so recurring mistakes become training topics.
- Teach staff not to invent workaround payments or fake items just to make a total line up.

QUICK DECISION CHECK

- Use refund when money must be returned.
- Use void when the transaction should be cancelled from the sales history based on store policy.
- Use discard for abandoned in-progress work that should not become a live transaction.

CORRECTION QUALITY RULE

Do not fix a bad order by creating an offsetting fake order unless accounting explicitly requires it. FlintPOS already has correction paths that preserve what happened.

Keep Going

Use the FlintPOS Docs hub to search for related guides by role, category, or job to be done. Open the interactive walkthrough at </quickstart/orders.html> when you want a screen-by-screen visual refresher.