

How to delete an incorrect repair payment

Delete a repair payment only when the payment record itself is erroneous and the authoritative processor or cash record supports the correction.

1. Open **Payments List**.
2. Identify the exact payment by date, method, and amount.
3. Select **Delete**.
4. Read the confirmation and approve only the intended record.
5. Verify the repair's paid amount and balance due.

Deleting a POS payment record does not necessarily refund an external card transaction. Verify the processor separately.

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