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Issue a Partial Refund

Mavilyn Carlos - 2026-08-19 - [Invoices & Payments](#)

We are excited to announce the ability to process Partial Refunds through Kilo GMS. This feature allows Gym Owners flexibility in refunding either partial or full payment to a client -- without the need to login to your Kilo connected Stripe account. Now you will easily process refunds via app.usekilo.com.

Refund Options

Owners can now issue full or partial refunds directly from the same refund flow.

How Partial Refunds Work

- When a partial refund is issued, the invoice will automatically be marked with a new status: "Partially Refunded."
- Partial payments are not supported. All payments must be collected in full; installment-style or partial payments toward an invoice are not currently allowed.

Full Refunds & Reopening Invoices

Once an invoice is fully refunded - whether via a single full refund or a partial refund - owners will have the option to reopen the invoice for collection again.

Note:

Auto-pay will be turned off when an invoice is reopened, making an update or change to the payment method accessible before attempting recollection of an invoice. For additional information on how to Reopen an Invoice, view our Help article [here](#).

New "Last Action" Column

To provide more clarity around invoice activity, a new column called "Last Action" has been added to the Invoices table.

This column shows the most recent action taken on an invoice even if the invoice status doesn't change.

For example: If a refund is submitted but fails, the status may still show as "Paid," but the Last Action will display "Refund Failed" providing Owners with a details on invoice actions.

This improves transparency and reduces confusion in tracking invoice updates.

Interface Updates

Several enhancements have been made to improve invoice visibility and communication:

- "Last Update" column removed - To streamline the layout, the old column showing the date of the last change has been removed.

This information is now available in the Activity Section within the invoice view drawer, providing clearer context and space-saving benefits.

- Copy change: "Send Invoice" *is now* ☐ "Send Receipt" - To align with actual use, the action button has been updated to more accurately reflect that the invoice has already been paid.

Reminder: Invoice Activity Section

As a reminder, the Activity Section in the invoice view drawer provides complete traceability of all actions taken on a given invoice. This includes:

- Refunds issued
- Email receipts sent
- Payment attempts
- Invoice edits or status changes

This section ensures owners have full visibility into the lifecycle of an invoice for better decision-making and client support.

If you have questions about processing refunds or navigating the updated invoice tools, reach out to our Support Team at hello@usekilo.com