

# ClubRunner

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## How to cancel an order or ticket

Michael C. - 2024-07-30 - Events & Calendar

You can cancel orders and tickets for an event, if the buyer or attendee are no longer able to attend.

Cancel an order or ticket with the steps below.

1. To access **Cloud Events**, you must go to your website's homepage and log in. [For more information on how to login, click here.](#)
2. After logging in and navigation to the **Member Area**, you will see several tabs along the top of the screen. Click on the **Events** tab, and then click on **Cloud Events**.
3. On the Event List page, click the **Manage** button on the event which you want to cancel the order or ticket for.

### Cancel Order

By canceling an order, all of the products and tickets included in the order will be canceled too.

1. On the event details page, click the **Orders** tab.

Canada Day RibFest! Live Copy Delete Close Registrations View

Dashboard **Orders** Attendees Email Documents Setup

Event Revenue \$1,642.93	Tickets Sales \$905.00	Product Sales \$140.00	Donations \$597.93
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2. Click the **down arrow** on the right for the order you would like to cancel.

Register

Date Custom ▼

Date Range  to

Update Results

Buyer

Status Completed ▼

Order Number

Ticket All ▼

Bulk Actions Email Export Display  records

<input type="checkbox"/>	Date	Number	Buyer		Order Total (USD)	Balance (USD)	Status	
<input type="checkbox"/>	May 17, 2023	25	Germaine Dodamead <span>guest</span>		82.26	0.00	Completed	<span>▼</span>
<input type="checkbox"/>	May 16, 2023	23	Patrick Malone <span>guest</span>		20.00	0.00	Completed	<span>▼</span>

3. In the options, select **Cancel Order** to cancel the full order.

Bulk Actions Email Export Display  records

<input type="checkbox"/>	Date	Number	Buyer		Order Total (USD)	Balance (USD)	Status	
<input type="checkbox"/>	May 17, 2023	25	Germaine Dodamead <span>guest</span>		82.26	0.00	Completed	<span>▼</span>
<input type="checkbox"/>	May 16, 2023	23	Patrick Malone <span>guest</span>		20.00	0.00		
<input type="checkbox"/>	May 16, 2023	22	Stepha Dorbin <span>guest</span>		110.00	0.00		
<input type="checkbox"/>	May 16, 2023	21	Roderick Feldmesser <span>guest</span>		140.00	0.00		
<input type="checkbox"/>	May 16, 2023	20	Ania Ketch <span>guest</span>		20.00	0.00		
<input type="checkbox"/>	May 15, 2023	19	Bernardo Emloch <span>guest</span>		62.17	0.00	Completed	<span>▼</span>

- Order Details
- Edit Info
- Email Buyer
- Cancel Products
- Cancel Order**

4. A **Cancel Registration** popup will appear, with the following fields:

- **Ticket Buyer** - The ticket buyer's full name.
- **Total Order Amount** - The total amount received from the order.
- **Return Amount** - The amount to return to the buyer. Enter a value to change the returned amount.
- **Reason (optional)** - Enter a reason why the order was canceled.
- **Issue refund now** - Check this box to issue a refund back to the buyer's credit card or to report it has already been refunded if it was not paid by credit card.
- **Send notification email** - Send the order cancellation notification email to the related contacts.
  - **Attendee** - Send the order cancellation email to the attendees.

- **Ticket buyer** - Send the order cancellation email to the Ticket buyer.
- **Organizer** - Send the order cancellation email to the event organizer.

5. Click **Save** to complete the order cancellation.

### Cancel Registration ✕

Ticket Buyer	Germaine Dodamead
Total Order Amount (USD)	82.26
Donation Amount (USD)	67.26
Return Amount (USD)	<input style="width: 80%;" type="text" value="15.00"/>

*The return amount above is defaulted to the total order amount less any donations. If you charge a cancellation fee, deduct it from the return amount below.*

Reason (optional)

Issue refund now (you can do this later)  
*You can issue a refund now. It is recommended to use this feature when the return amount is less than or equal to the total amount paid.*

Send notification email

Cancel
Save

#### Note

In Step 3, you can instead click **Cancel Product** to cancel an orders' products while keeping the order and tickets. When canceling a product, select the products to cancel from the **Select Products to Cancel** popup, and the **Return Amount** will update to be the same value of the canceled products. You can further edit the **Return Amount** to be another amount.

#### Cancel Ticket

1. In the event, click the **Attendees** tab at the top of the page.

**Canada Day RibFest!** Live

Copy
Delete
Close Registrations
View

Dashboard Orders Attendees Email Documents

⚙ Setup

Event Revenue 📄

\$1,642.93

Tickets Sales

\$905.00

Product Sales

\$140.00

Donations

\$597.93

2. Click the **down arrow** on the right for the ticket you would like to cancel.

Canada Day RibFest! Live Copy Delete Close Registrations View

Dashboard Orders **Attendees** Email Documents Setup

Register

Ticket Number  Status **Active (Checked In & Not checked in)** Update Results

Order Number  Ticket **All**

Attendee

Bulk Actions   Display  records

<input type="checkbox"/>	Ticket #	Order #	Name	Ticket	Status
<input type="checkbox"/>	48	25	Valaree Boyson <small>guest</small>	Ribfest Ticket	Not Checked In <span>▼</span>
<input type="checkbox"/>	43	23	Patrick Malone <small>guest</small>	Ribfest Ticket	Not Checked In <span>▼</span>

3. In the dropdown options, select **Cancel Ticket** to cancel the ticket.

Bulk Actions   Display  records

<input type="checkbox"/>	Ticket #	Order #	Name	Ticket	Status
<input type="checkbox"/>	48	25	Valaree Boyson <small>guest</small>	Ribfest Ticket	Not Checked In <span>▼</span>
<input type="checkbox"/>	43	23	Patrick Malone <small>guest</small>	Ribfest Ticket	<span>Edit Info</span> <span>Email Attendee</span> <span>Download Ticket</span> <span>Resend Ticket</span> <b><span>Cancel Ticket</span></b>
<input type="checkbox"/>	44	23	Rosanne Claibourn <small>guest</small>	Ribfest Ticket	
<input type="checkbox"/>	39	22	Fara Dolligon <small>guest</small>	Ribfest VIP Ticket	
<input type="checkbox"/>	40	22	Reed Roslien <small>guest</small>	Ribfest VIP Ticket	
<input type="checkbox"/>	41	22	Raf Meller <small>guest</small>	Ribfest VIP Ticket	Not Checked In <span>▼</span>

4. A **Cancel Ticket** popup will appear with these fields:

- **Ticket** - Name of ticket.
- **Name** - Full name of the attendee.
- **Ticket Price** - Ticket price (copied from the event).
- **Return Amount** - Refund amount for the ticket. By default, it is the price of the ticket. You can update it with different refund amount if needed.
- **Reason (optional)** - The reason why the ticket was canceled.
- **Issue refund now** - Check this box to issue a refund back to the buyer's credit card or to report it has already been refunded if it was not paid by credit card.
- **Send notification email** - Send the ticket cancelation notification email to the related contacts for the order.

- **Attendee** - Send the ticket cancellation email to the attendee.
  - **Ticket buyer**- Send the ticket cancellation email to the Ticket buyer.
  - **Organizer** - Send the ticket cancellation email to the event organizer.
  - **Email updated invoice after refund is processed** - If enabled, an updated invoice of the registration order will be emailed to the ticket buyer.
5. Click **Save** to complete the cancellation of the selected ticket.

### Cancel Ticket ✕

Ticket	Ribfest Ticket
Name	Valaree Boyson
Ticket Price (USD)	5.00
Return Amount (USD)	<input type="text" value="5"/>

*The return amount is defaulted to the ticket price. If you charge a cancellation fee, deduct it from the return amount below.*

Reason (optional)

You can issue a refund now. It is recommended to use this feature when the return amount is less than or equal to the total amount paid.

Issue refund now (you can do this later)

Send notification email

Attendee    Ticket buyer    Organizer

Cancel Submit

#### Related Content

- [How to register a member for a Cloud Event](#)
- [How to create a Cloud Event](#)