

MyEventRunner - how to provide credit card refunds

Mickey D. - 2022-04-08 - MyEventRunner

This article will go over how to issue credit card refunds to your registrants using MyEventRunner (**MER**) only.

Please note: this method will only work inside MER. This method will not work if using Event Planner, for Event Planner you'll need to contact your payment provider to issue refunds.

1. Login to your website and edit the appropriate event in MER.
2. Down the left side click "**View Registrations**".
3. Click "**Open**" beside any registrant that has paid.

The screenshot shows the MyEventRunner interface for the 'District Conference 2022' event. The top navigation bar includes the MyEventRunner logo, user name 'Mickey D.', and links for 'Sign Out' and 'Admin'. The event title 'District Conference 2022' and dates 'From May 1, 2022 08:30 PM to May 3, 2022 02:00 PM' are displayed. The left sidebar contains navigation options: 'View All My Events', 'Current Event' (Dashboard, Setup, Add Registration), 'Registrations' (View Registrations, View Attendees, View Payments, Prepare Name Tags), 'Communication' (Email Service, Custom Email Message), and 'Reports' (Confirmation Report, Confirmed Registration, By Questionnaire). The main content area is titled 'Registration List' and features a search bar, filter results (Payment Status: All, Paid, Unpaid; Registration Status: All), and a table of registrants. The table has columns for Reg #, Name, Spouse/Partner, Reg Date, Reg Total, Payments, Balance Owing, and Actions. The 'View Registrations' link in the sidebar and the 'Open' button in the Actions column for registrant 675125 are highlighted with red boxes.

Reg #	Name	Spouse/Partner	Reg Date	Reg Total	Payments	Balance Owing	Actions
675123	Smith, John	Kagney, Jim	Mar 15 2022	324.00	324.00	0.00	Reminder Open Delete
675124	Roberts, Bob	Lowell, Ron	Mar 15 2022	80.00	80.00	0.00	Reminder Open Delete
675125	Franz, Lorna		Mar 15 2022	40.00	40.00	0.00	Reminder Open Delete

4. Scroll down to the "Payment History" section. Beside "Online Payment" click the "**Refund**" button.

[Adjust Registration Fees](#)

Payment History

[Email a statement to Lorna Franz](#)

Date	Type	Reference No.	Charges	Payments
Mar 15 2022	Registration		40.00	
Mar 15 2022	Online Payment Refund	10000001		40.00
			Balance	0.00

[Pay By Credit Card](#) [Pay By Check](#) [Pay By Cash](#) [Manual Refund](#)

Questionnaire

5. You'll be prompted with the amount. If you wish you could do a partial refund, e.g., refund 50% of the amount, instead of the full amount.

Payment Refund

Amount

Clicking the refund button will process the payment refund with the payment provider.

Refund

6. Click the "**Refund**" button, this will reverse charge the registrant's credit card with the amount indicated.

Please note that even if you refund a registrant, our Sales team will still charge the \$1 per registration fee if an MER "Pro" event is setup. A refund is still technically a completed registration.

Please note: If the event has passed and is more than 6 months old, you will no longer be able to issue refunds inside MyEventRunner. You may need to speak with your payment provider if a refund is required for older events from the past.