

## 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.

MyEventRunner Mickey D. | Sign Out | Admin  
District 0000

District Conference 2022  
From May 1, 2022 08:30 PM to May 3, 2022 02:00 PM

View All My Events

### Registration List

Current Event  
Dashboard  
Setup  
Add Registration

Registrations  
**View Registrations**  
View Attendees  
View Payments  
Prepare Name Tags

Communication  
Email Service  
Custom Email Message

Reports  
Confirmation Report  
Confirmed Registration  
By Questionnaire

Search  
Search by First / Last name or Reg #  
Search Clear

Filter Results  
Payment Status  All  Paid  Unpaid  
Registration Status: All  
Search

Registrations Per Page 25 REMIND ALL Export To Excel: Basic | Full

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   <b>Open</b>   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 <b>Refund</b>	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.