## ClubRunner

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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.

H MyEventRunner						Mickey D.   Sign Out   Admin District 0000			
District Confere	nce 202 May 3, 2022	22 02:00 рм							
View All My Events Current Event Dashboard Setup Add Registration Registrations View Registrations View Attendees View Payments Prepare Name Tags	Sear Search Search Search	ch b y First / La arch	st name or Reg #			Filter Result Payment Statu Registration St Search	s I All atus: All REMIND ALL	Paid Unpaid  Factorial	
Communication	Reg # 🔺	Name	Spouse/Partner	Reg Date	Reg To	tal Payments	Balance Owing	Actions	
Email Service Custom Email Message	675123	Smith, John	Kagney, Jim	Mar 15 2022	324.00	324.00	0.00	Reminder   Open   Delete	
Reports	675124	Roberts, Bob	Lowell, Ron	Mar 15 2022	80.00	80.00	0.00	Reminder   Open   Delete	
Confirmation Report Confirmed Registration By Questionnaire	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.

Adj	ust Regist	ration Fees				
Payment His	story					
Email a stateme	nt to Lorn	a Franz				
Date	Туре		Reference	ce No.	Charges	Payments
Mar 15 2022	Registra	tion			40.00	
Mar 15 2022	Online P	ayment Refund	1000000	)1		40.00
					Balance	0.00
Pay By Credit (	Card	Pay By Check	Pay By Cash	Manual Refund		

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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	40.00

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

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.