

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

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

Registration List

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 Open Delete

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

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.