



Welcome to EventCamp's Quick Tips Series for event and association managers.

We are here to assist our event and association managers with managing their events as efficiently as possible!

This EventCamp Quick Tip is about ISSUING REFUNDS for:

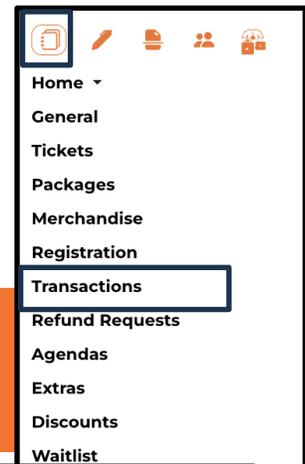
- Offline (Invoice Me/Pay Later)
- Online (Credit Card)

Refunds

Event Manager Guide – Issuing Refunds

In Report Mode, Transactions:

- 1) Issue refunds for an offline (Invoice Me/Pay Later) purchase
- 2) Issue refunds for a credit card purchase



In the Report Mode Transactions Tab:

- 1) Select the item you wish to refund by clicking on "Refund"
- 2) A transactions pop-up will appear (see right)
- 3) Select the item that you wish to refund
- 4) If credit card fees apply for a refund, click on the Fees box
- 5) If your refund policy requires a holdback, enter that percentage or value of the holdback
- 6) Enter comments = Optional
- 7) Click on:
 - Refund and Return to issue a refund and put the ticket or package back in the system for re-sale
 - Refund only if you want the purchase to maintain their ticket or package

A refund only applies to partial refunds or tickets that were purchased in error (for example, a Speaker who bought and registered their ticket but it was supposed to be complimentary.

Refund

Transaction Items

ID	ITEM	REGISTRATION	TOTAL	STATUS
<input type="checkbox"/>	80761	General Conference Pass	Unregistered	5.25

Fees

Refund Fee Note

\$ 0.59

Refund Policy Adjustment

Refund Policy Note

Percentage held back: 0 Dollar Amount held back: 0.00

ITEM	TOTAL
Refunded Items	\$0
Fees	\$0
Calculated Deduction	-\$0
Refund Fee	-\$0
Amount Remaining	\$5.84
Total Refund	\$0

Refund reason

Insert reason here...

Comments

Insert comments here...

Refund & Return
Refund transaction and return items back into the system

Refund Only

Built by an event manager,
FOR association and event managers