



How do I refund event entrants?

Last Modified on 28/04/2021 11:02 am AEST

Refunding event entrants is similar to refunding a member however there is a slight difference - for the event you may wish to void the QR code/ticket related to that product/s so that they can't be used to enter the event.

You can refund an order in full or just parts of an order;

- Refunding and voiding an order in full voids the QR code so it cannot be used on the event day but it also withdraws the entrant from the event
- Refunding and voiding parts of an order cancels the QR code for that product so it cannot be used however the entrant is still registered to the event and the other QR code/s from other products purchased can be used
- You also have the option to refund an order and not void the QR code if you choose to do so

REFUNDING OR VOIDING AN ORDER IN FULL AND WITHDRAWING AN ENTRANT

This process will be when the entrant is no longer participating in the event and you need to cancel and refund their entry. They will be withdrawn from the event.

1. Click the arrow against **MY ORGANISATION > FINANCES**.
2. Within the **ORDERS** tab, find the relevant order for the entrant.

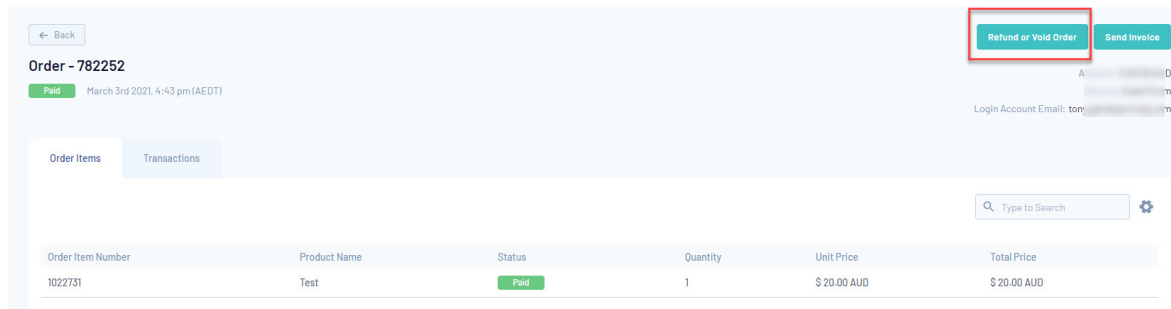
If your organisations uses both memberships and events, you will be able to find out which orders are from membership and which are from events via the **SOURCE** column. The **SOURCE** column will display **EVENT FORM**.

<input type="checkbox"/>	Date	Order Details	Order Number	Amount	Status	Source	Action(s)
<input type="checkbox"/>	April 20th 2021, 11:49 pm (AEST)	Dental Dinner	820826	\$ 0.00 AUD	Paid	Event Form	View
<input type="checkbox"/>	March 31st 2021, 7:19 pm (AEDT)	Dental Dinner	815867	\$50.00 AUD	Unpaid	Event Form	View
<input type="checkbox"/>	March 31st 2021, 12:30 pm (AEDT)	Rental Dinner	815817	\$50.00 AUD	Unpaid	Event Form	View
<input type="checkbox"/>	March 31st 2021, 1:47 am (AEDT)	Dental Dinner	815765	\$50.00 AUD	Unpaid	Event Form	View
<input type="checkbox"/>	March 31st 2021, 1:16 am (AEDT)	Dental Dinner	815764	\$ 0.00 AUD	Paid	Event Form	View

3. Click **VIEW** next to this order.

NOTE: you will only be able to refund this order if the order was processed within the straight refund period set by your organisation. If it is outside that you will need to change this before you can refund.

4. Click **REFUND OR VOID ORDER** at the top of this order. Voiding an order is basically refunding it.



6. Tick the **REFUND** and **VOID** boxes against all items within this order.

Ticking the **VOID** box against these product items will void/cancel the QR codes related to these products so they cannot be scanned in/used on event day - this change will be reflected within the event itself.

Issue Refund/Void Order

Paid Tony Gao - March 3rd 2021, 4:43 pm (AEDT) Order: 782252 Order amount: \$ 20.00 AUD

Items to Refund/Void

Refund	Void	Items	Member	QR Code ID	Price	Organisation	Funds
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Test	Tony Gao	j([REDACTED]) E [REDACTED]	MSz11 \$ 20.00 AUD	PVT Pending National	<input checked="" type="checkbox"/> Funds Available

NOTE: you will notice that there is a FUNDS column. This will display FUNDS AVAILABLE if your account has the relevant funds to be able to process this refund. If it displays as FUNDS UNAVAILABLE you don't have enough funds in your account and will need to refund after you receive the next settlement.

7. Once all checkboxes have been ticked, click **CONTINUE**.

8. The next page is to confirm what you want to refund (will be greyed out) > click **CONFIRM AND ISSUE REFUND & VOID ORDER**.

Confirm Refund/Void



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Refund/Void reason

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Confirm Issue Refund & Void Order

9. A successful refund message will appear > click **DONE**.

10. You will notice that the order has now been updated to refunded. The entrant will receive an email confirming this order has been refunded.

11. This entrant has now been refunded and withdrawn from the event, and the QR codes have been cancelled so they cannot be used.

REFUNDING PARTS OF AN ORDER

1. Hover over **MY ORGANISATIONS > FINANCES**.

2. Within the **ORDERS** tab, find the relevant order for the entrant.

3. Click **VIEW** next to this order.

4. Click **REFUND OR VOID ORDER** at the top of this order.

6. Tick the **REFUND** and **VOID** boxes against the relevant item/s in this order, then click **CONTINUE**.

7. The next page is to confirm what you want to refund (will be greyed out)> click **CONFIRM AND ISSUE REFUND**.

9. A successful refund message will appear > click **DONE**.

10. You will notice that the order has now been updated to partially refunded. The entrant will receive an email confirming this order item has been refunded.

How does this reflect in the event?

After fully refunding the entrant for this event, you will see within the event itself, the entrant no longer appears in the participant list. After partially refunding an order item, you will see the

entrant is listed but with only the existing products that have not been refunded.

To confirm this: go to events > manage events > click the drop down arrow next to the event> click VIEW > participant by product listing.

You will also be able to see that the QR code/s for these orders related to that entrant and now voided. To confirm this: go to events > manage events > click the drop down arrow next to the event > click VIEW > attendance tracking.

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