

Creating a refund in EventsAir Pay

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You can issue refunds directly via EventsAir Pay.

After you have canceled or adjusted item(s) on the attendee's record, go into Attendee Financials (credit card icon).

- Under the Refunds tab, select the item(s) to refund.
- Scroll down and select "[whatever you've named your EventsAir Pay gateway in your setup]" as the refund type.
- Check the box for for "Process Refund Via Gateway". Doing this enables the search button – you can click on it to search for "Previous Receipts"
- Select the payment you want to refund.
- This will return you to the earlier screen.
- If needed, confirm the amount to be refunded by entering it into the "Payment Received" box. You can also add a comment for your reference.
- Save and close and you'll see the refund completed.

You don't need to do anything in your EventsAir Pay (powered by Airwallex) account.

See below for a quick step-by-step through this process.

Your browser does not support HTML5 video.

For more information on refunds, [read this article](#).
