

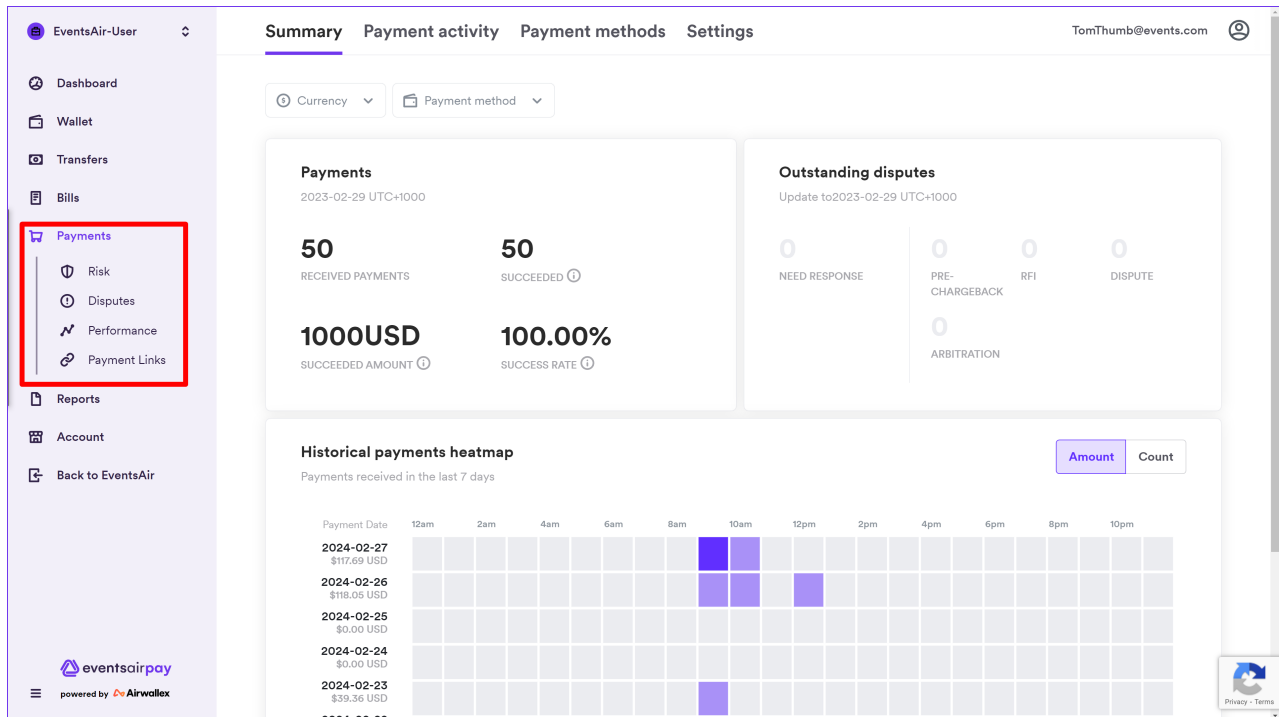
# Creating a refund in EventsAir Pay

Last Modified on 03/12/2024 8:14 am EDT

To issue refund from your EventsAir Pay (after you have canceled or otherwise recorded this on the attendee record):

Log into your AirWallex Account – you'll see the EventsAir Pay (powered by AirWallex) Dashboard.

Click on "Payments" (left-hand menu).



Click on "Payment activity" (second tab) to see a list of payments you've received.

Click on the item to be refunded.

Select the "Refund" button (top right).

You'll see a pop-up: enter the amount and reason for refund.

Click the purple **Refund** button to return this amount to the attendee.

[Payment activity](#)

Payment ID: int\_abcdefghijklm

2023-02-27 11:06 UTC+1000

Created

2023-02-27 11:06:00

Authorized

2023-02-27 11:07:02

Succeeded

2023-02-27 11:08:00

Payment

Order ID

Request ID

Payment created time

Payment amount

Descriptor

Payment status

Authorization response code

Refund payment

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Refunds will normally take 2-5 days to appear on your customer's statement

Refund amount

AUD \$ 60.00

Payment amount \$60.00AUD, [Refund all](#)

Reason

Requested by customer

Refund on services

Refund

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