


# How do I manually record a refund?


Last Modified on 11/25/2024 8:34 pm EST



 **NOTE:** This is how to manually record a refund in EventsAir. You'll also need to use your normal financial and banking procedures to issue the actual refund. Credit card refunds may be made automatically if your payment gateway is set up correctly and allows refunds, and you select the checkbox for 'Process Refund via Gateway'.

## Attendee panel

1. Search for contact
2. Ensure purchases you want to refund have been canceled
3. Select the credit card icon on the right (Payments, refunds, invoices, and audit trail)
4. Go to New Refund tab
5. Select Show All
6. Select item(s) you want to refund
7. Select Refund type
8. Authorization number (if Process Refund via Gateway not selected)

 Use the authorization number provided by your payment gateway when the credit card refund was processed.

9. Save Refund
-