

# Processing a Refund

- Event Settings**
  - Event Details
  - Registration
  - Event Pricing
  - Form Designer
  - + Advanced Settings
- Event Registrations**
  - Participants**
  - Transfers
  - Team Manager
  - Add Participants
  - Email Participants
  - Other Forms
  - Results
  - Import Participants



[Update Logo](#)

## 2014 Tennessee Titans 5k Run/Walk [Edit](#) [Preview](#)

**Start:** 5/31/2014 8:00 AM (CST)  
**Registration Dates:** 3/26/2014 2:00 AM to 8/7/2014 1:59 AM (CST)  
**Registration Status:** [Live](#)

Category	Paid	Unpaid
5K Individual plus Game Ticket	624	135
5K Team Registration plus Game Ticket	910	60

Question Answer Counts [Hide](#)

Emergency medical contact relationship

Answer	Limit Per Event	Limit Per Group	Limit Groups Per Event	Used	Remaining
Parent				0	
Other Relative				0	

From your event page, select Participants under the Event Registrations section

Event Settings

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Event Registrations

- >> Participants
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Charities

- Set-up Charities
- Donations
- Fundraisers

Display the following data: **Completed Registrations** [Registration Download](#) [Team Manager](#) [Refund Log](#)

Search Options

First Name:  Last Name:

Confirmation Number:  Email Address:  [Search](#)

Transaction Date (CST):  to  [Clear Form](#)

Registrations 1 - 50 for: 2014 Tennessee Titans 5k Run/Walk. [Export](#)

	<u>Date (CST)</u>	<u>Category</u>	<u>Last</u>	<u>First</u>	<u>Contact Info</u>	<u>Confirmation # / DOB</u>	<u>Team name</u>
<a href="#">Edit</a>							
<a href="#">View</a>	4/1/2014	5K Individual plus	████	Michael	████████████████████	████████████████████	
<a href="#">Delete</a>	3:53 PM	Game Ticket			████████████████████	████████████████████	
<a href="#">Edit</a>							
<a href="#">View</a>	4/1/2014	5K Individual plus	████	Stephanie	████████████████████	████████████████████	
<a href="#">Delete</a>	3:53 PM	Game Ticket			████████████████████	████████████████████	

- Search for the participant you wish to refund using the search boxes
- Select 'View' next to the Participant you have chosen

[Organizer](#) > [Organization: Tennessee Titans](#) > [Event: 2014 Tennessee Titans 5k Run/Walk](#) > [Event Registrations: Participants](#)

**Event Settings**

Event Details

Registration

Event Pricing

Form Designer

+ Advanced Settings

**Event Registrations**

Registration Details

Registrant Profile [Remove Registration](#) [Resend Confirmation](#) [Add Product](#)

Registrant: Gear, Michael

Registration Amount: \$40.00 [Process a refund](#)

Account Number: XXXXXXXXXX



\* Category 5K Individual plus Game Ticket

\* First Name Michael

Select Process Refund

- Event Settings**
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- Event Registrations**
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Undisbursed funds: \$[REDACTED]  
Original Transaction Confirmation Code: [REDACTED]  
Original Transaction Date: 4/1/2014  
Original Transaction Amount: \$40.00  
Customer Processing Fee: \$0.00  
Organizer Processing Fee: \$3.40

Amount to refund: \$36.60 [Change Refund Amount](#)

Process Refund

[Organizer](#) > [Organization: Tennessee Titans](#) > [Event: 2014 Tennessee Titans 5k Run/Walk](#) > [Event Registrations: Refund Participants](#)

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Undisbursed funds: \$[REDACTED]  
Original Transaction Confirmation Code: [REDACTED]  
Original Transaction Date: 4/1/2014  
Original Transaction Amount: \$40.00  
Customer Processing Fee: \$0.00  
Organizer Processing Fee: \$3.40

Amount to refund:

Set Refund Amount To:

Process Refund

You can either process the full amount or change the refund amount

The screenshot shows a sidebar on the left with the following menu items: **Event Settings**, Event Details, Registration, Event Pricing, Form Designer, + Advanced Settings, **Event Registrations**, Participants, Transfers, Team Manager, Add Participants, Email Participants, and Other Forms. The main content area displays financial information: Undispursed funds: \$981.40, Original Transaction Confirmation Code: VLFOAB493D20, Original Transaction Date: 4/1/2014, Original Transaction Amount: \$40.00, Customer Processing Fee: \$0.00, and Organizer Processing Fee: \$3.40. Below this, it states 'Amount to refund: \$36.60' with a link to 'Change Refund Amount'. A confirmation message asks, 'Are you sure you want to refund \$36.60 for this transaction? This action cannot be undone.' There is a checkbox labeled 'Delete this registrant' and a blue button labeled 'I understand. Please process this refund.' Two blue arrows point to the checkbox and the button respectively.

You can choose to delete the participant from the event or keep them as a registered participant.

Select 'I understand. Please process this refund.'

**\*\*All refunds incur a 50 cent processing fee\*\***

# How to process a refund when an event is cancelled/no funds in account

You (the client) have two options on processing refunds for participants when all funds have been extracted from your account.

**Option 1:** Write checks and mail to each participant who registered.

**Option 2:** Mail or wire Race IT a check which would be the sum of the following:

- \$250 cancellation fee
- .50 cent per participant
- Registration price per participant including the processing fee if participant paid processing fee as well