Cvent | How to refund [1]

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Managing money is hard enough without having to worry about giving it back. By creating a refund policy [3], registrants who made an online payment will automatically get a refund when there registration in cancelled, saving you an extra step. If you forgot to setup the refund policy in advance, you can manually give a refund [4].

Don't forget, you'll still need to refund registrants that paid offline the old fashioned way.

Refund Policy

It's important to clearly explain your refund policy and what they should see on their credit card statements [5].

Refunds can NOT occur on the same day as the transaction

Due to how these transactions are reconciled, a refund cannot take place on the same day as the transaction.

Refunds must NOT Exceed 120 days

CU's payment gateway is Authorize.Net which does NOT allow a refund to process beyond 120 days post initial payment. If you try to refund an initial payment made by an invitee that took place more than the 120 days ago, the transaction will fail.

Talk to your department's finance staff to settle the refund outside of Cvent by cutting the registrant a check from the speedtype. It will likely involve going through the non-employee reimbursement process [6].

Related Wikis

- Credit Card Fees [7]
- Bank statements and refunds: https://www.cu.edu/blog/ecomm-wiki/cvent-bank-statements-and-refunds [5]

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