EMS – Requesting a Refund

(This document is not fully accessible. If you required an accessible document please contact ANR Event Services at 517-353-3175 or events@anr.msu.edu.)

1. On the event dashboard click Registrant Roster in the Manage Event box.
2. Search for the registrant that needs a refund. Make sure in the balance due column, they have an amount in parenthesis.

3. Under the "Actions" column, select "Payments."

4. Click the "Request Refund" button.
5. Verify your email, the amount, date and provide an explanation for auditing purposes.
6. Click "Submit Request" when done. You will receive an email confirming this shortly after.

Refund Request: Training

Registrant: Jenna Kingsley
Registration ID: 1360
Balance Due: $0.00

Use this form to submit an e-mail request for a refund to ANR Event Services.

Required fields are indicated with an asterisk (*)

▬ Refund Request Details ▬

* Requester e-mail address:

kingsl39@msu.edu

Enter e-mail address for Event Services or unit organizer to use to notify you that request has been processed.

* Refund Amount:

20

* Date Paid:

01/07/2020

Enter amount as a positive number. The payment will be processed as a negative amount.

* Reason for Refund:

cancelled

You must provide a reason for a refund.

[Submit Request] [Cancel]

Notes:
- Please allow 2-3 days for processing.
- Events Management System will update credit card refunds within 5-10 minutes once processed.
- Registrants will see the credit on their bank statements within 24-72 hours once processing. This depends on how quickly the bank posts.
- Check refunds can take 4-8 weeks to complete the process. Please do not submit multiple requests if you notice the balance due is not disappearing on the registrant roster right away.