# EMS – Crediting a Registrant

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When managing your registrations, you may need to adjust registrations fees or waive a portion of a registration fee. When you are adjusting fees, but not the full fee, you would issue credits.

1. On the event dashboard click Registrant Roster in the Manage Event box.
2. Search for the registrant you would like to adjust.
3. Under the "Actions" column, click Payments.
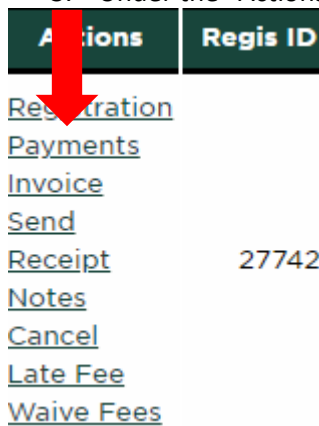
4. Click the drop down and select "Credit" and click Add Payment.

5. Change the Credit Amount to the amount you are crediting. A credit should never be the full amount the system defaults to unless a payment has already been made. If you need to waive the full registration fee, refer to the "Waive Fee" procedure.
6. Enter a Reason for the Credit. This will be used by central accounting in the event of an audit.

Add Payment: Training

Registrant: Jenna Kingsley
Balance Due: $20.00
Event ID: 1000   **Registration ID:** 1360

Required fields are indicated with an asterisk (*)

Payment Credit Details

A credit is actually a reduction in fees. No money changes hands.

*Credit Amount: *Date Paid (mm/dd/yyyy):

20.00   01/07/2020

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

*Reason for Credit:

You must provide a reason for a payment credit.

E-mail receipt to customer? ○ Yes   ● No

[Add Payment]   [Cancel]

7. If you would like to email a receipt to registrant, click Yes for Email receipt to customer.
8. Click Add Payment.