



Processing Manual Refunds Online for Clubs

(Over 15 days)

Revision 1.0 : July 2020

Rugby Canada Development Department



Manual Refunds Online for Clubs (over 15 days)

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SportLoMo Ltd.

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SportLoMo Ltd.,
Barcastle Business Park,
Castlebar,
Co Mayo,
Ireland

+353 94 9026663

www.sportlomo.com
info@sportlomo.com
support@sportlomo.com

If it has been more than 15 days since a club member has registered and they would like a refund, you can process a **Manual Refund Online** through your SportLoMo account.

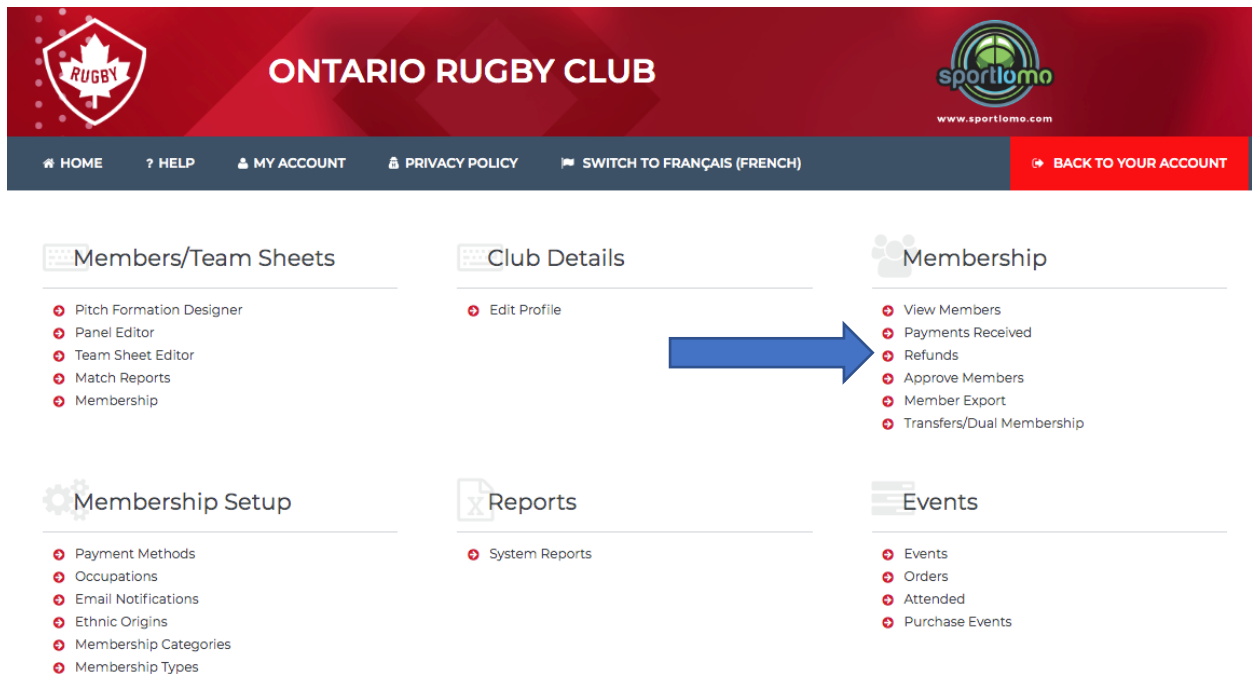
Once a club member has put their refund request through, it then needs to be approved by each party involved in the refund. As a club you only need to be concerned with processing your portion of the refund. This guide will demonstrate how to do this online only. A separate document is available to process a **Manual Refund Offline**.

Also to note, there is a Status Definition sheet provided at the end of this document.

To process a **Manual Refund Online** please follow the steps below:

Step 1:

Log into your Club SportLoMo account and click on Refunds located under the Membership heading.



Step 2:

On this next page you will see a heading titled “Overall Status” (which is the combined status of the club, Province, and Rugby Canada) and a heading titled “Our Status” (which will tell you if your club has processed this refund). To process this refund, please click the arrow on the far right-hand side of the page under the “Actions” header.

RUGBY CLUB)

HOME ? HELP MY ACCOUNT SWITCH TO FRANÇAIS (FRENCH) BACK TO YOUR ACCOUNT

Refunds

Membership Refunds

Options

Memberships

Search/filter options

Province/Union	Association	Description	Email Address	Overall Status	Our Status	Requested Date	Last Updated	Refund Amount	Refund Amount Total	Actions
Rugby Ontario	Ontario Rugby Club	Testing this out.	nabdelnour@rugby.ca	Awaiting Approval	Awaiting Approval	13/07/2020 13:09	13/07/2020 13:09	0.00	0.00	→ i ?

Total 1 | page 1 of 1

Step 3:

On this next page, you will first need to enter a comment. This can be any information you would find useful, but some text is required in the box to move on.

Members

NATHAN ABDELNOUR

Update Status

Member ID

Requested Refund

Comment

Refund Amount

Refund Status

Refund Through

Save

Refund Request Details

Payment ID

Registration Date

Email Address

Payment Method

paid for membership

Reason for Refund

Overall Refund

Member Name	Association	Status	Requested Amount	Approved Amount
Nathan Abdelnour	Rugby Canada	Awaiting Approval	0.00	0.00
	Rugby Ontario	Awaiting Approval	0.00	0.00
	Ontario Rugby Club	Awaiting Approval	0.00	0.00

Step 4:

You can then select how much of the refund you would like to return to the member under Refund Amount. It will automatically be set to issue the amount identified above under Request Refund, however, if the member is only entitled to a certain amount or percentage, you can type in the amount you wish to distribute back.

Members

NATHAN ABDELNOUR

Update Status

Member ID

Requested Refund

Comment

Refund Amount

Refund Status

Refund Through

Save

Refund Request Details

Payment ID

Registration Date

Email Address

Payment Method

Total paid for membership

Reason for Refund

← Overall Refund

Member Name	Association	Status	Requested Amount	Approved Amount
Nathan Abdelnour	Rugby Canada	Awaiting Approval	0.00	0.00
	Rugby Ontario	Awaiting Approval	0.00	0.00
	Ontario Rugby Club	Awaiting Approval	0.00	0.00

Step 5:

You must then select one of the 3 options with regard to how you would like to process the refund. In the dropdown box beside “Refund Status” you will find the following options:

Members

NATHAN ABDELNOUR

≡ Update Status

Member ID

Requested Refund

Comment

Refund Amount

Refund Status Approved
 Issue Refund
 Rejected

Refund Through

Save

Refund Request Details

Payment ID

Registration Date

Email Address


Payment Method

Total paid for membership

Reason for Refund

Overall Refund

Member Name	Association	Status	Requested Amount	Approved Amount
Nathan Abdelnour	Rugby Canada	Awaiting Approval	0.00	0.00
	Rugby Ontario	Awaiting Approval	0.00	0.00
	Ontario	Awaiting	0.00	0.00



Approved	Refund process has begun. It is important note that selecting the Approved status does NOT start the issuing of the funds back to the member. The refund will only be issued when Issue Refund is selected.
Issue Refund	Refund being financial processed.
Rejected	Club, Province or Rugby Canada does not approve a membership refund request.

Step 6:

Once you have selected Issue Refund, you can then choose if you wish to have the refund processed through SportLomo (our option here) or Offline (by cheque, email transfer, etc.) under the heading titled “Refund Through”.

Members

NATHAN ABDELNOUR

Update Status

Member ID **225369**

Requested Refund **0.00**

Comment

Refund Amount **0.00**

Refund Status Issue Refund

Refund Through Sportlomo Offline

Save

Refund Request Details

Payment ID **173375**

Registration Date **10/07/2020 09:33**

Email Address **nabdelnour@rugby.ca**

Payment Method

Total paid for membership **0.00**

Reason for Refund **Testing this out.**

Overall Refund

Member Name	Association	Status	Requested Amount	Approved Amount
Nathan Abdelnour	Rugby Canada	Awaiting Approval	0.00	0.00
	Rugby Ontario	Awaiting Approval	0.00	0.00
	Ontario	Awaiting	0.00	0.00

Step 7:

Once you have chosen SportLomo under the heading “Refund Through”, click on Save.

Members

NATHAN ABDELNOUR

Update Status

Member ID

Requested Refund

Comment

Refund Amount

Refund Status

Refund Through

Save

Refund Request Details

Payment ID

Registration Date

Email Address


Payment Method

Total paid for membership

Reason for Refund

Overall Refund

Name	Association	Status	Requested Amount	Approved Amount
Nathan Abdelnour	Rugby Canada	Awaiting Approval	0.00	0.00
	Rugby Ontario	Awaiting Approval	0.00	0.00
	Ontario Rugby Club	Awaiting Approval	0.00	0.00



Step 8:

A new window will pop up, and you will need to click Continue to proceed.

The screenshot shows a 'Confirm Refund' dialog box with the following elements:




- Header: Confirm Refund [Close]
- Message: Are you sure you want to process the refund(s)?
- Buttons: Continue (highlighted with a blue arrow), Cancel
- Form fields: Comment (Approved!), Refund Amount (0.00), Refund Status (Issue Refund), Refund Through (Sportlomo)
- Summary: Total paid for membership (0.00), Reason for Refund (Testing out.)
- Table: Overall Refund

Member Name	Association	Status	Requested Amount	Approved Amount
Nathan	Rugby	Awaiting	0.00	0.00
Abdelnour	Canada	Approval	0.00	0.00
	Rugby	Awaiting	0.00	0.00
	Ontario	Approval	0.00	0.00
	Ontario	Awaiting	0.00	0.00
	Rugby Club	Approval	0.00	0.00

Step 9:

After clicking Continue, you will be brought back to your main refund page and can double check the status of the club member’s refund. To edit the refund, click on the pencil icon under Actions, and to review the status of your refund, click on the ‘i’ icon.

Refunds

Membership Refunds										← Back
Options										
Memberships										
Search/filter options										
Province/Union	Association	Description	Email Address	Overall Status	Our Status	Requested Date	Last Updated	Refund Amount	Refund Amount Total	Actions
Rugby Ontario	Ontario Rugby Club	Test	nabdelnour@rugby.ca	Awaiting Approval	Manually Refunded (Offline)	14/07/2020 14:26	14/07/2020 14:26	0.00	0.00	  
Total 1 page 1 of 1										
										rows per page <input type="text" value="10"/>



Step 10: After clicking on the ‘i’ icon, you can see the status of the refund at all levels. When the funds have successfully been transferred back to the club member you will see the confirmation status Manually Refunded (Online), as well as the Transaction Code on the far right of the page.

Refund Details							← Back
Options							
Member Registration							
Payment ID	Reason	Status	Refunded By	Refunded On	Transaction Code	Refund Amount	
		Awaiting Approval	Public	02/06/2020 15:20		0.00	

Refunded Payments						
Member	Association	Status	Last Updated	Requested Amount	Refunded Amount	Transaction Code
	Rugby Canada	Awaiting Approval	02/06/2020 11:20	40.00	0.00	
	Rugby Ontario	Manually Refunded (Offline)	20/07/2020 16:24	32.30	32.30	
		Manually Refunded (Online)	03/06/2020 06:00	262.70	262.70	c84b7ac2-7240-42b5-a2b9-fda850f96f70

<u>Status</u>	<u>Definition</u>	<u>Action Required?</u>	<u>When is Action Required</u>	<u>Who to Contact</u>
Created	Refund was created. <i>(This status is only seen when an issue occurs.)</i>	Yes	If status does not change from this status in 2 hours.	Support@sportlomo.com
Awaiting Approval	No decision has been yet made by the *Association for this refund request.	-	-	-
Approved	Refund process begun. Approved for later payment with "Issue Refund" Status.	-	-	-
Issue Refund	Refund being financial processed.	-	-	-
Transfer Started	Sportlomo requests from Paysafe to move funds from *NSO/*PSO Paysafe account to Sportlomo Paysafe account.	Yes	If status does not change from this status in 2 hours.	Support@sportlomo.com
Transfer Complete	When the Sportlomo request for funds to be moved from *NSO/*PSO Paysafe account to Sportlomo Paysafe account has been completed.	Yes	If status does not change from this status in 2 hours.	Support@sportlomo.com
Submitted	Refund has been submitted to Paysafe for payment. Will try once a day for 5 business days until Payment is process or moves to declined status.	Yes	If status does not change from this status within 7 business days.	-
Automatically Refunded	Refund processed within 15 days of original date purchase with no involvement from *Association.	-	-	-
Manually Refunded - Online	Refund has been Manually Refunded online as opposed to Automatically Refunded. <i>(Final Status)</i>	-	-	-

<u>Status</u>	<u>Definition</u>	<u>Action Required?</u>	<u>When is Action Required</u>	<u>Who to Contact</u>
Manually Refunded - Offline	Refund has been processed Manually Refunded offline. *Association had processed payment through cheque/cash/e-transfer or another form that's not Paysafe. <i>(Final Status)</i>	-	-	-
Partially Refunded	*Association chooses to not refund full amount. <i>(Final Status)</i>	-	-	-
Declined	Issue occurred when funds attempted to go back to members Credit Card. Once it gets too declined status it has tried all it attempts to.	-	-	Support@sportlomo.com
Rejected	*Association does not approve a membership refund request. <i>(Final Status)</i>	-	-	-
Deleted	*PSO/*NSO has a refund request that has been deleted. <i>(Final Status)</i>	-	-	-

If you are unsure about anything in the above manual or would like some technical support,
please contact us on support@sportlomo.com.

