



Requesting an Automatic Membership Refund

(Within 15 days of purchase)

Revision 1.3 : May 2020

Rugby Canada Development Department



Requesting an Automatic Refund (Within 15 Days of Registration)

Revision 1.3: May 2020

SportLoMo Ltd.

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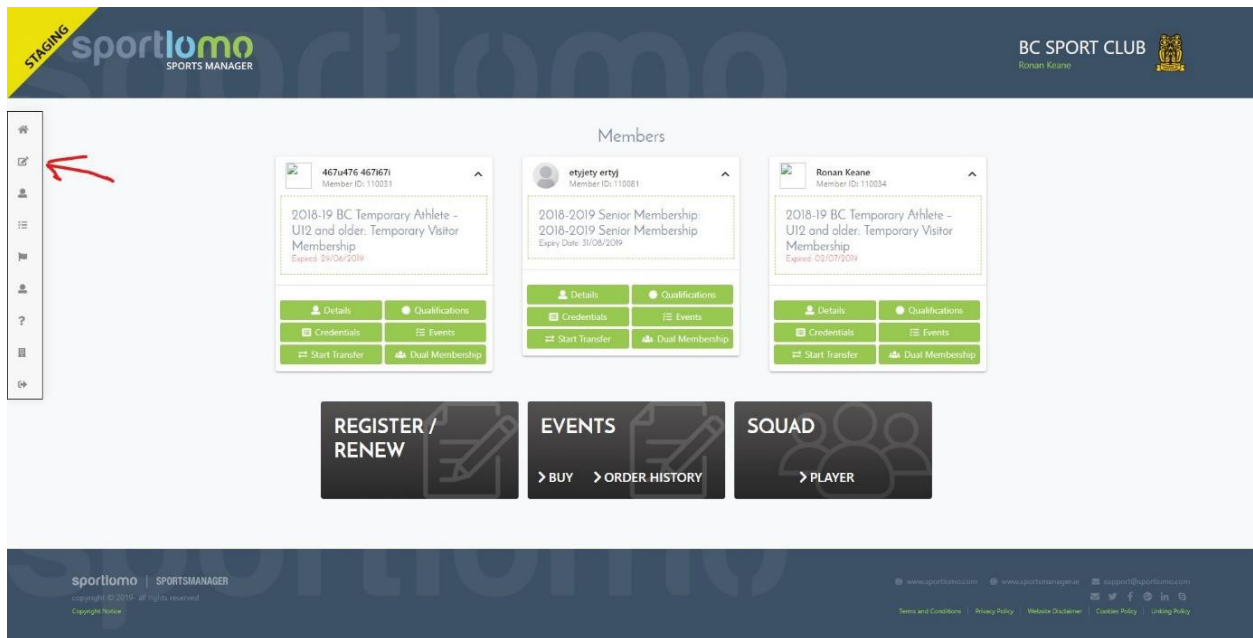
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If it has been less than 15 days since you have registered and you have not yet played a game for your club, you can request an automatic refund through your SportLoMo account. Please make sure 24 hours has lapsed since registering before attempting to request a refund.

To request an Automatic refund - Follow the steps below:

Step 1:

Log into your SportLoMo account and move your cursor over to the left-hand side of your screen. Here, you will see a vertical menu bar.



Step 2:

Click 'payments' in the menu bar and then click 'membership'.

The screenshot displays the 'sportlomo SPORTSMANAGER' interface. The top navigation bar includes 'STAGING' and 'BC SPORT CLUB' with the name 'Ronan Keane'. The main content area is titled 'Members' and shows three member cards. A blue arrow points from the 'Membership' option in the left-hand menu to the first member card.

Member 1: 467u476 467671, Member ID: 110031. Membership: 2018-19 BC Temporary Athlete - U12 and older Temporary Visitor Membership. Expiry: 09/09/2019.

Member 2: etjety ertj, Member ID: 110081. Membership: 2018-2019 Senior Membership: 2018-2019 Senior Membership. Expiry Date: 30/06/2019.

Member 3: Ronan Keane, Member ID: 110034. Membership: 2018-19 BC Temporary Athlete - U12 and older Temporary Visitor Membership. Expiry: 09/09/2019.

Each member card has buttons for: Details, Qualifications, Credentials, Events, Start Transfer, and Dual Membership.

At the bottom, there are three main action buttons: REGISTER / RENEW, EVENTS (with sub-links BUY and ORDER HISTORY), and SQUAD (with sub-link PLAYER).

The footer contains copyright information for sportlomo | SPORTSMANAGER, copyright © 2019, all rights reserved. It also includes social media links and a URL: <https://usjbycanada.staging.sportsmanager.ie/sportlomo/users/memberships>.

Step 3:

Click the refund button to the right hand-side of the registration you wish to request a refund for (refund button shown by red arrow in image below).

The screenshot displays the 'Membership Registrations' page in the Sportlomo Sports Manager. The page header includes the Sportlomo logo and 'SPORTSMANAGER' on the left, and 'BC SPORT CLUB' with the club crest and 'Rohan Keane' on the right. The main content area features a 'View Registrations' header with a 'Back' button. Below this are navigation buttons for 'View Members', 'View Transfers', 'Register', and 'Refunds/Refund Request'. A table lists registration details with columns for Registration Date, Payment Status, Type, Total Charge, and Actions. A red arrow points to the 'Refund' button in the Actions column of the second row.

Registration Date	Payment Status	Type	Total Charge	Actions
04/07/2019 07:43	Payment Received	New Registration	69.11	[i] [d] [r] [x]
02/07/2019 03:08	Payment Received	New Registration	334.98	[i] [d] [r] [x]
01/07/2019 07:19	Payment Received	New Registration	334.98	[i] [d] [r] [x]
26/06/2019 07:57	Payment Received	New Registration	82.58	[i] [d] [r] [x]
18/06/2019 01:36	Payment Received	New Registration	69.11	[i] [d] [r] [x]
29/05/2019 03:30	Payment Failed	New Registration	65.00	[i] [d] [r] [x]
22/05/2019 04:45	Payment Received	Upgrade	75.35	[i] [d] [r] [x]
20/05/2019 06:52	Payment Received	New Registration	60.85	[i] [d] [r] [x]
16/05/2019 04:58	Payment Received	New Registration	69.11	[i] [d] [r] [x]

Total 9 | page 1 of 1

rows per page: 15

Step 4:

Enter why you are requesting a refund in the Reason for Refund box and click Save.

STAGING sportlomo SPORTS MANAGER

BC SPORT CLUB
Ronan Keane

Refunds

Request Refund ← Back

Create Refund

Email Address: ronan.keane@sportlomo.com

Registration Date: 02/07/2019 03:08

Registration	322.50
Fees	12.48
Refund Total	334.98

Reason for Refund: Too physical

Save

Member Details

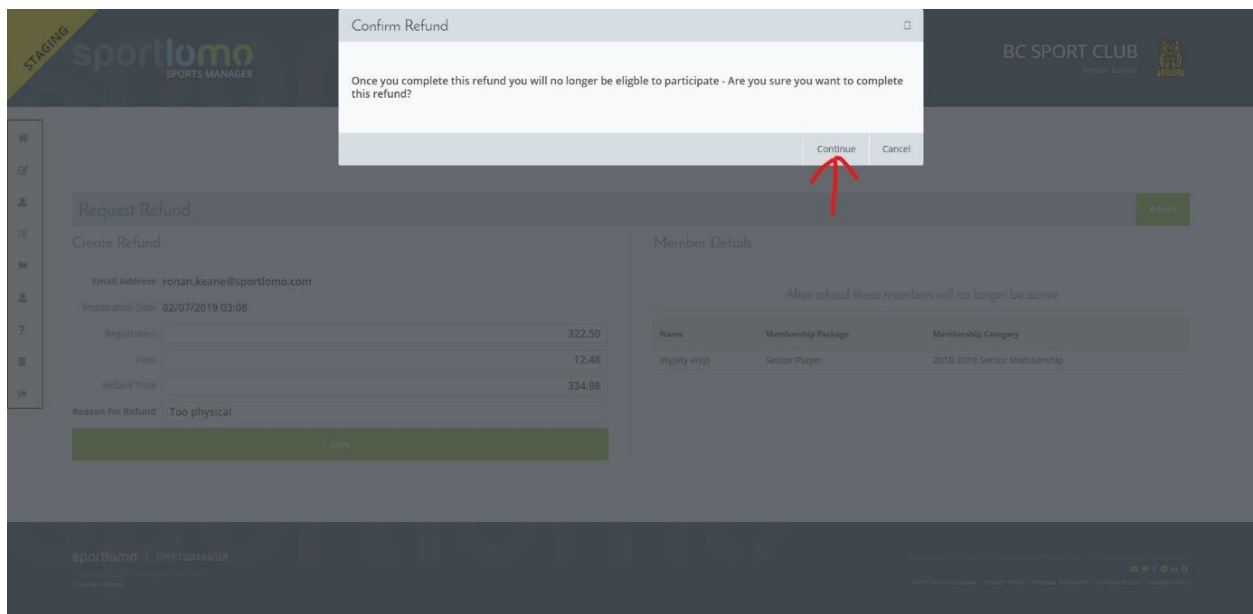
After refund these members will no longer be active

Name	Membership Package	Membership Category
etyjety ertyj	Senior Player	2018-2019 Senior Membership

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Step 5:
Click 'continue'.



You have now been automatically refunded and the amount owed to you will be returned to the account you used to pay with within 2 – 5 business days.

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

