



**Requesting an Automatic
Membership Refund
(Over 15 days of purchase)**

Revision 1.3 : May 2020

Rugby Canada Development Department



**Requesting a Manual Refund
(Over 15 Days from Date of Registration)**

Revision 1.3: May 2020

SportLoMo Ltd.

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If it has been more than 15 days since you have registered and you would like a refund, you can request a manual refund through your SportLoMo account.

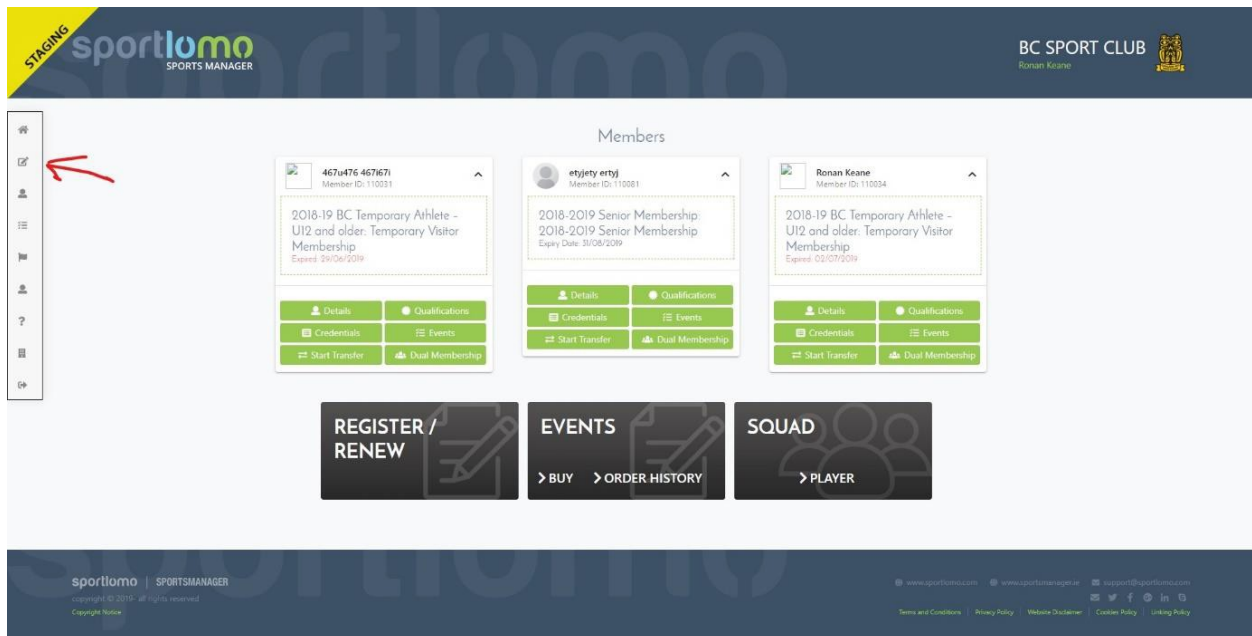
Once you have put your refund request through, it then needs to be approved by each party involved in the refund. If your club, province or Canada Rugby approve you, they are then obliged to manually send a cheque out by post or to manually refund online back to you credit card for the amount owed.

There is no exact time estimate of when your refund will be approved/declined. Sportlomo are not allowed to interfere and accept/decline refunds on behalf of a club, province or Rugby Canada.

To request a manual refund please 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 shows the 'Members' page in the Sportlomo Sports Manager. The left-hand menu is open, and the 'PAYMENTS' dropdown is selected, with 'Membership' highlighted. A blue arrow points from the 'Membership' option to the 'Members' page. The main content area displays three member profiles, each with a membership card and a grid of action buttons (Details, Qualifications, Credentials, Events, Start Transfer, Dual Membership). At the bottom, there are three large buttons: 'REGISTER / RENEW', 'EVENTS' (with sub-links 'BUY' and 'ORDER HISTORY'), and 'SQUAD' (with sub-link 'PLAYER').

Step 3:

Click the refund button to the right hand-side of the registration you wish to request a refund for. The button will flash with an explanation mark if only a manual refund is available to you (refund button shown by red arrow in image below).

The screenshot shows the 'Membership Registrations' page. The page title is 'Membership Registrations'. Below the title, there are several buttons: 'View Members', 'View Transfers', 'Register', and 'Refunds/Refund Request'. A table lists the registrations 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 row with registration date '18/06/2019 01:36'.

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

Step 4:

Enter your reason for requesting a refund in the 'reason for refund' box. Tick the box beside the sentence 'request refund for this membership'. Click 'save'.

STAGING sportlomo SPORTSMANAGER

BC SPORT CLUB
Ronan Keane

Refund Request

Request Refund ← Back

Options
All Refunds

Create Refund Request

Your refund request will be sent to each association funds were paid to and will be processed individually by each.

Email: ronan.keane@sportlomo.com
Address: [Empty]
Registration: 18/06/2019 01:36
Date: [Empty]
Registration: 69.11
Service: [Empty]
Fees: 4.11

RONAN KEANE
Full Name: Ronan Keane
Id: 110034
Available To Refund: 65.00
Refund Request Amount: 65.00

Request Refund for this membership
Reason for Refund: Too physical

Save

Member Details

After refund these members may no longer be active

Name	Membership Package	Membership Category
Ronan Keane	Temporary Visitor Membership	2018-19 BC Temporary Athlete - U12 and older

Payment Details

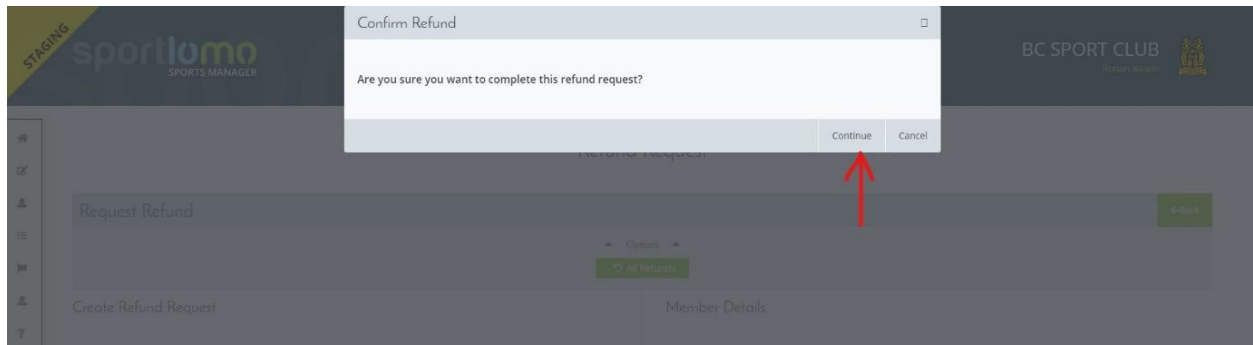
A refund will be requested from each of the below associations individually

Name	Amount Paid
Rugby NGB	50.00
BC Sport	15.00
Bc sport club	0.00

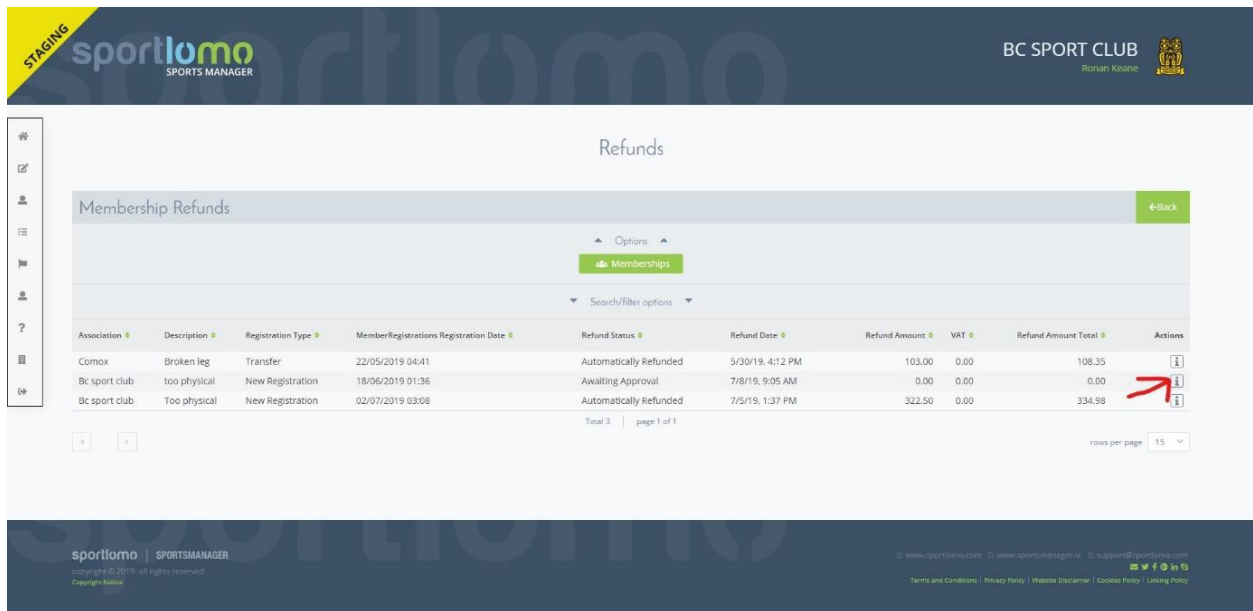
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Step 5:
Click 'continue'.



Step 6:
After clicking continue, you will be brought to your refund page. This page will show a list of refund you have requested. On this page, to see the status of your manual refund, click the 'i' icon to the right of the registration you requested your manual refund for.



Step 7:

Under the heading 'Refunded payments', you will see the status of your refund for each club/organisation involved.

The screenshot displays the 'Refunds' page in the Sportlomo Sports Manager. The page header includes 'STAGING sportlomo SPORTSMANAGER' and 'BC SPORT CLUB Ronan Keane'. The main content area is titled 'Refunds' and contains two tables. The first table, 'Refund Details', shows a single entry with the reason 'too physical', status 'Awaiting Approval', refunded by 'Public', and on '7/8/19, 9:05 AM'. The second table, 'Refunded Payments', is highlighted with a red box and contains three entries, all with a status of 'Awaiting Approval'.

Reason	Status	Refunded By	Refunded On	Transaction Code	Refunded Amount
too physical	Awaiting Approval	Public	7/8/19, 9:05 AM		0.00

Association	Status	Requested Amount	Amount
Rugby NGB	Awaiting Approval	50.00	0.00
BC Sport	Awaiting Approval	15.00	0.00
Bc sport club	Awaiting Approval	0.00	0.00

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

