

HOW DO I SEE AND APPROVE REFUND REQUESTS?

When members request refunds on purchases made from your entity, the request will come into your Club for approval or rejection. *Please note, you are not obligated to always provide a refund.*

This help guide is for **Club Administrators** to action refund requests initiated by Swim Central members who have completed transactions on purchases from the Club.

From your home screen, select Entity Management

9	swim central			£	Your Name Here Log Out
18 18	Trolley Checkout Family	Hi Your Name, Here's your	swim central Dashboard		
-	Family Setup My Profile	Some purchases are awa	iting payment Review	We hope you are all well during COVID-19 We are working hard behind the scenes	
	Shopping My Purchases My Memberships			to get swim central updated for the next season.	
*	My Accreditations My Documents		w All		
⊗ ≋	My Groups Results	Not Attending	Not Attending	Not Attending	Not Attending
*	Events Find a Venue	JUN 2020 Victorian Open 1 Mon 08:30	JUN Club Swim Meet 1 Mon 13:00	JUN 2020 McDonald's Qld 2 Tue 08:30	JUN 2019 Club Relays McD 2 Tue 08:30
•• •\$	Entity Management	Melbourne Sports & Aquatic Centre (MSAC)	View Event	Brisbane Aquatic Centre	Brisbane Aquatic Centre

Enter your entity PIN and select **Confirm**, highlight/select your Club, and then select **Entity Home** from near the top right-hand side of the screen.

Entity Management Entity management has heightened security requirements your Entity PIN to proceed.	; you must enter				
Enter your PIN to Unlock Entity Managemen					
	O Entity Selection	tor			
Confirm	My Associated Ent	ities			
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		Entity Preview			
		Entity Home 🚔	Descendants 4	3	Page 1 of 2
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HANCOCK				arena	
PROSPECTI	NG	AUD			
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To evaluate refund requests, select the **Approvals** icon from the top of your *Entity Home*.



Select the **Refunds** icon (the number on the badge indicates the number of requests you have to approve).



The requested refunds will show in the list on the left-hand side. Click on a member name to bring up the details of the refund.

Purchase Order		Product Refund Requests				
Q Search		Impersonation Links				
-		Home 🖷			Purchase Order 🖶	
A B C D E F G H I J K L M N O P Q R S T U V W X Y Z 🤣						
Purchaser A	Purchase Date —	Product	Qty	Value	Actions	
John Smith	20-05-2020	Sr. Swimmer (16+ yrs) 〒 Firbank Aquastars ▲ Child 1 Profile	1	\$225.00 \$21.46*	00	

Selecting 🕑 will approve the refund request. Selecting 🕤 will decline the refund request.

To approve the refund, click the 🕑 button and choose the amount you are refunding.

- a. For events, you can either refund the full event entry amount plus the transaction fee (we suggest this in the case of a system glitch) or just the event entry fee (we suggest this in the case of a member changing their mind).
- b. For memberships, you can choose to refund the whole membership amount or a partial amount. The partial amount is calculated based on how many months of the membership have already been used (eg. If 6 months of the membership has been used, the system will suggest a 50% refund. If 9 months of the membership has been used, the system will suggest a 25% refund.)

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PRINCIPAL PARTNER

MAJOR PARTNERS