

## HOW DO I SEE AND APPROVE REFUND REQUESTS?

When members request refunds on purchases made from your entity, the request will come to 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.

Login to Swim Central, select 'Administration' Enter your Administrator PIN and select 'Confirm'

Swim central	
🙊 Messages 😫	Administrator PIN
	Please provide your PIN to access administration features
Accreditations	
Groups	
Administration	
System	
Help	

Club Admin Dashboard select 'Notification' Refund requiring assessment Or to view all Refund Requests

Select 'About', select 'Approvals' select 'Refunds'

S swim central					
Back to Profile	110	1	\$0	1 notification	
Admin Home	ACTIVE MEMBERS	LIVE EVENTS	ACCOUNT BALANC	g Today	
Products	Oviek Lieke			assessment	*
AE Members	Quick Links		Members H	report	
Events					
Reporting					-
Coaching					
EI About (Legacy Home)		(🕑)	(🔼)		
🕜 нер	Members	Approvals	Messages	Events Refunds	Purchases

Select 'Member Name' to bring up the details of the refund request.

Select 🖸 to approve the refund request or 😱 to decline the refund request.

To approve the refund, select the <a>and choose the amount you are refunding.</a>

							Approve Refund	
Refund Approvals					Entity 🛋 📎		Are you sure you want to approve this refund	d request?
Purchase Order		Product Refund Requests				2020/21 Swimmer 980		
Q Search		Impersonation Links			Purchase Order 🚘		Tanya Matic	
ABCDEFGHIJKL	M N O P Q R S T U V W X Y Z Ø						STARplex will be required to return up to \$45	5.00.
Purchaser	Purchase Date -	Product	Qty	Value	Actions			
Daniel Lawlor	24.9.2020	2020/21 Swimmer 9&O TAPplex & Daniel Lawfor	1	\$153.00 \$67.36*	00		× Cancel \$19.81 1	\$45.00
items per page	<10 ▼ 1-1of1  < < > >		* suggested	refund amount				



- a. **For events**, you can either refund the full event entry ount 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.)