



MANUAL REFUND - ONLINE

DATE APPROVED: JUNE 12, 2020

HEAD OFFICE

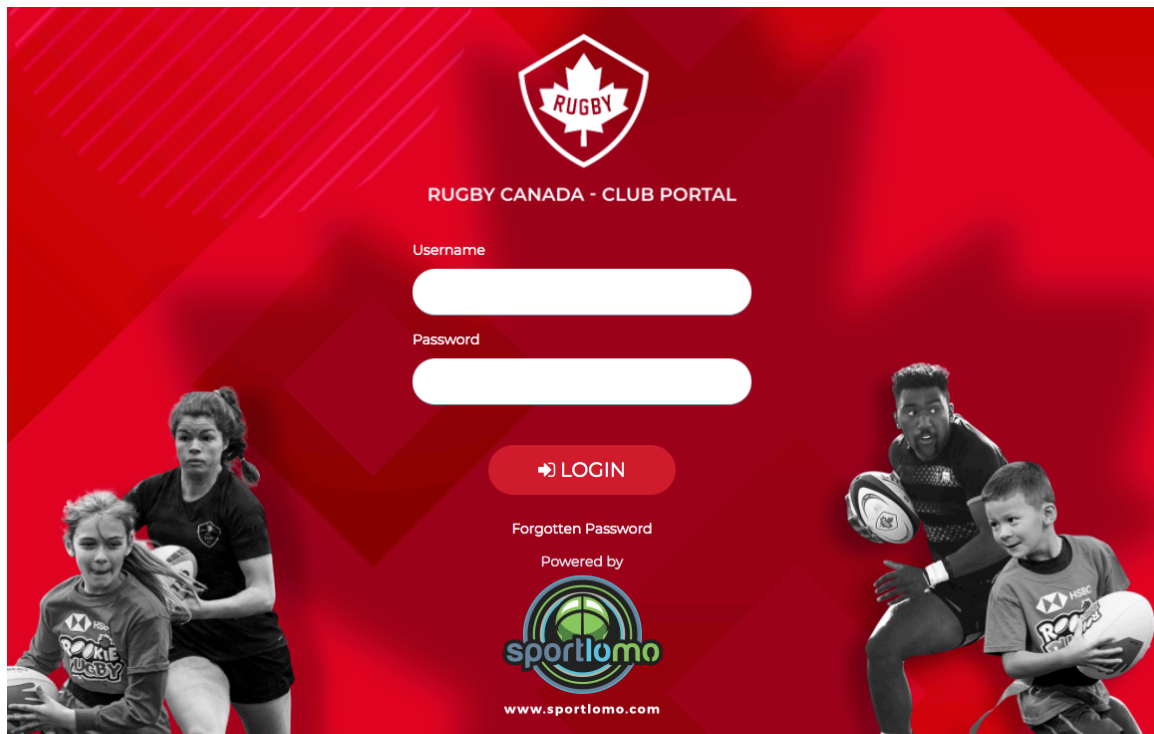
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3024 Rue Glen Lake Road
Langford, BC CANADA V9B 4B4
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Suite 450 - 375 Water Street
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rugby.ca
info@rugby.ca



1. Log into Sportlomo (<https://rugbycanada.sportsmanager.ie/maint.php>)



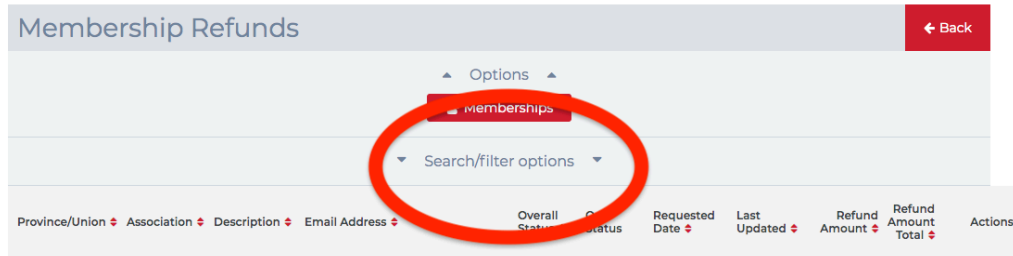
2. Under the Membership header click 'Refunds'



3. Click on 'Search/Filter Options'



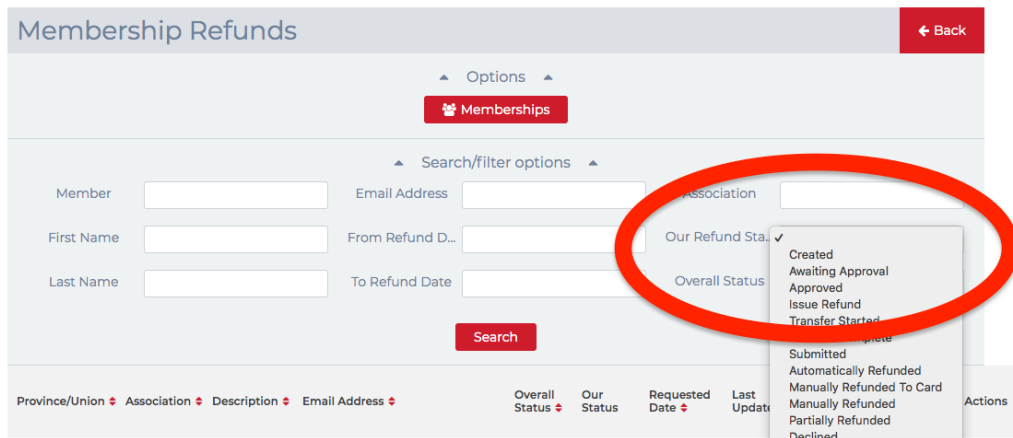
Refunds



4. Click on Our Refund Status and a dropdown will appear



Refunds



5. Select 'Awaiting Approval' in the dropdown option

PHUNTER@RUGBY.CA (CANADA RUGBY)

HOME ? HELP MY ACCOUNT SWITCH TO FRANÇAIS (FRENCH) LOGOUT

Refunds

Membership Refunds

Options

Memberships

Search/filter options

Member: [] Email Address: [] Association: []

First Name: [] From Refund D...: [] Our Refund Sta...: []

Last Name: [] To Refund Date: [] Overall Status: []

Search

Province/Union Association Description Email Address Overall Status Our Status Requested Date Last Update Actions

Created
Awaiting Approval
Approved
Issue Refund
Transfer Started
Transfer Complete
Automatically Refunded
Manually Refunded To Card
Manually Refunded
Partially Refunded
Declined

6. Select 'Requested Date' to sort the refunds by oldest first

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HOME ? HELP MY ACCOUNT SWITCH TO FRANÇAIS (FRENCH) LOGOUT

Refunds

Membership Refunds

Options

Memberships

Search/filter options

Member: [] Email Address: [] Association: []

First Name: [] From Refund D...: [] Our Refund Sta...: []

Last Name: [] To Refund Date: [] Overall Status: []

Search

Province/Union Association Description Email Address Overall Status Our Status Requested Date Last Update Refund Amount Refund Amount Total Actions

7. Under the action's column click the arrow icon

Membership Refunds ← Back

Options

Memberships

Search/filter options

Member Email Address Association

First Name From Refund D... Our Refund Sta...

Last Name To Refund Date Overall Status

Search

Province/Union Association Description Email Address Overall Status Our Status Requested Date Last Updated Refund Amount Refund Amount Total Actions

8. Select refund status and a drop down will appear

Options

[View Registration](#) [Print Receipt](#) [All Members](#) [All Refunds](#) [Delete](#)

Members

CONOR MOLONEY

[Teamsheets](#) [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
<input type="text"/>				

9. Choose from of the following options:

- Approved – You are approving an **online** refund
- Manually Refunded – You are approving an **offline** refund
- Rejected – You are rejecting a refund

Options

View Registration

Print Receipt

All Members

All Refunds

Delete

Members

CONOR MOLONEY

Teamsheets

Update Status

Member ID

Requested Refund

Comment

Refund Amount

Refund Status

Approved
Issue Refund
Manually Refunded
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

10. Select 'Refund Through'

Approve Refund Request

Back

Options

View Registration

Print Receipt

All Members

All Refunds

Delete

Members

QUINN FOWLSTONE

Teamsheets

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

11. From the drop-down menu select **'Sportlomo (PaySafe)'**

Approve Refund Request

Back

Options

View Registration

Print Receipt

All Members

All Refunds

Delete

Members

QUINN FOWLSTONE

Teamsheets

Update Status

Member

Requested Refund

Comment

Refund Amount

Refund Status

Refund Through

SportLomo (PAYSAFE)

Offline Payment

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
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12. Click on **'Save'**

Approve Refund Request

Back

Options

View Registration

Print Receipt

All Members

All Refunds

Delete

Members

QUINN FOWLSTONE

Teamsheets

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
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