

SPORTLOMO

Registration Support for Refunds, Transfers and Upgrades

Table of Contents

Refunds p. 3

Transfer Process p. 8

Upgrades p. 13

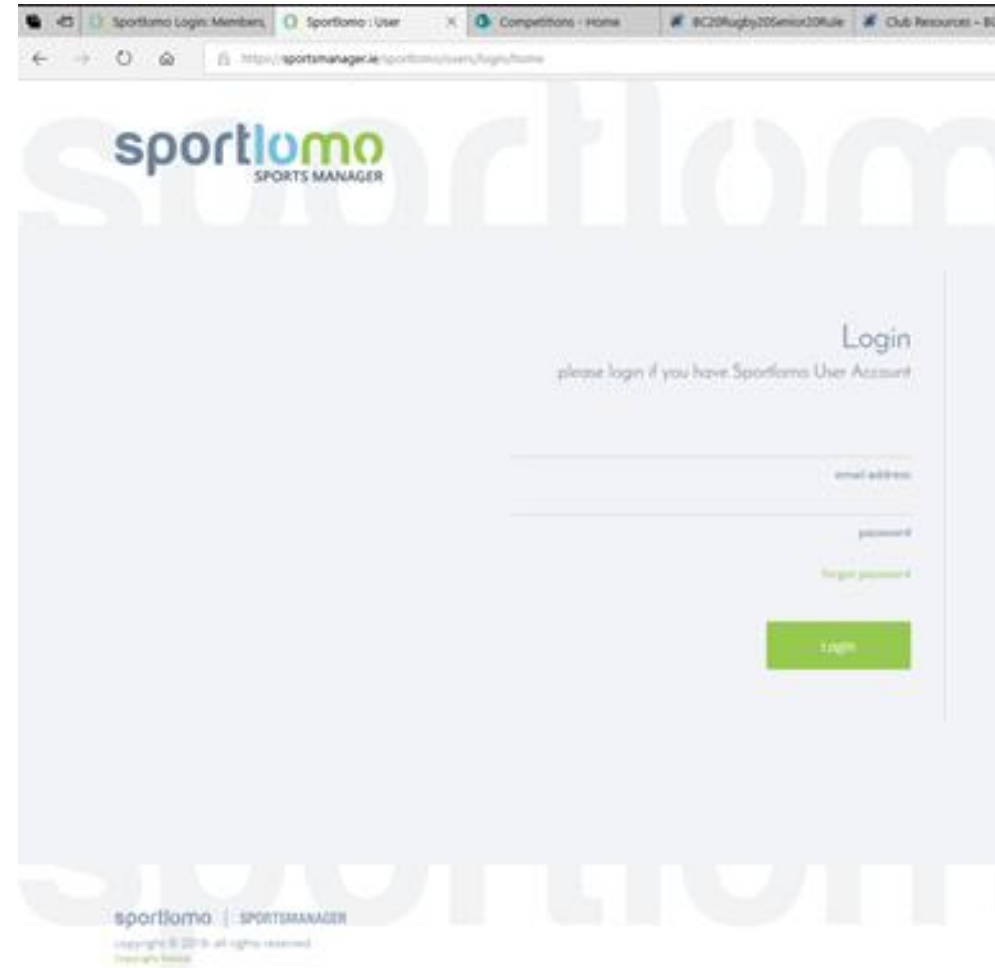
REFUNDS

There are two types of refunds:

1. Automatic Refund- Refund requested within 2 weeks of registration date
2. Manual Refund- Refund requested after 2 week registration has passed

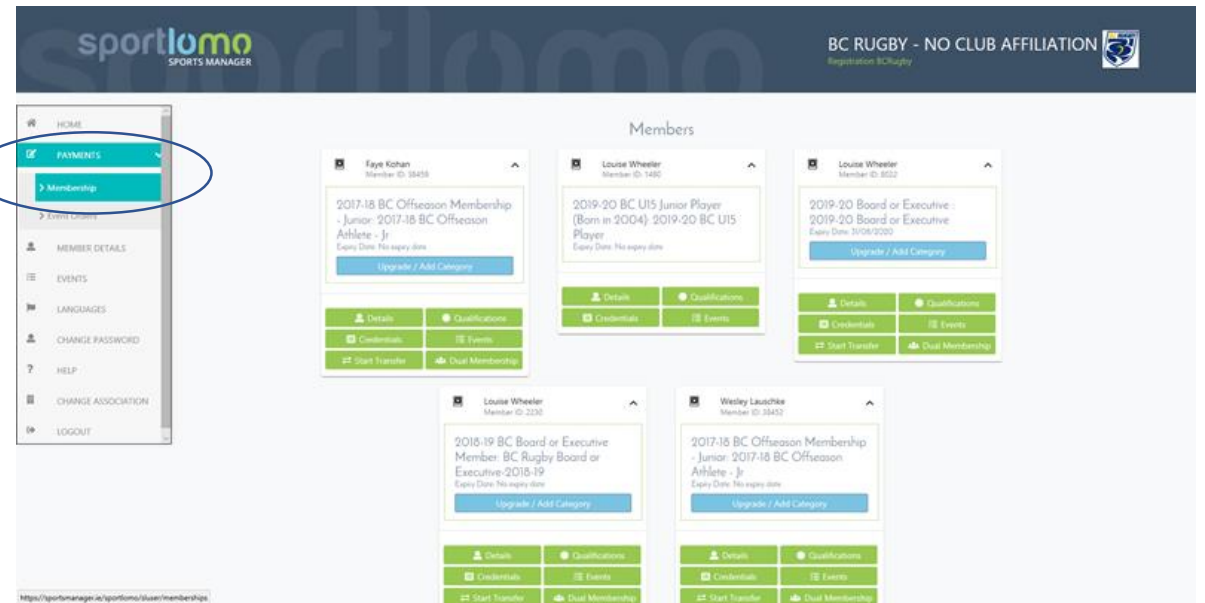
STEP 1

Sign into SportLomo account.
Upon signing in, select the Club
that the registration was
completed with



STEP 2

Using the vertical menu bar on the left-hand side, click Payments (paper and pencil icon) and click on Memberships



STEP 3

Find the registration you wish to refund (listed by date) and click on the icon with a circular arrow on it. This will direct the user to another form with a few questions regarding the request

Registration Date	Payment Status	Type	Total Charge	Actions
11/09/2019 11:48	Payment Received	New Registration	0.00	
15/05/2019 16:04	Cancelled By User	New Registration	1,167.18	
02/11/2018 12:28	Payment Received	New Registration	0.00	
02/11/2018 12:26	Payment Received	New Registration	0.00	
29/08/2018 15:03	Payment Received	New Registration	0.00	
07/08/2018 10:24	Cancelled By User	New Registration	171.33	
18/07/2018 14:29	Cancelled By User	New Registration	115.24	
30/06/2018 12:02	Payment Received	New Registration	68.27	
30/06/2018 11:09	Payment Received	New Registration	68.27	
20/06/2018 11:18	Cancelled By User	New Registration	150.68	
11/06/2018 09:18	Cancelled By User	New Registration	68.27	
29/03/2018 10:22	Payment Received	Upgrade	0.00	
21/03/2018 15:31	Payment Received	New Registration	0.00	
21/03/2018 15:17	Payment Received	New Registration	0.00	
19/03/2018 10:46	Payment Received	Upgrade	0.00	

STEP 4

Complete and submit the form. At this point, the membership becomes inactive

For automatic refunds: The payment will be refunded to the credit card that was used to complete the original payment

For manual refunds: Please allow time for the refund request to be processed. If the request is approved, Rugby Canada, BC Rugby and the Club will refund the member separately according to the dues paid to each entity

TRANSFER PROCESS

The transfer process has **2 key steps**:

1. Request the transfer
2. Complete registration with new club

STEP 1- REQUEST TRANSFER

1. Sign into Sportlomo account. Upon signing in, select the Club that the registration was completed with
2. Click Start Transfer. Select the Club you wish to transfer to. The request is then emailed to the appropriate organizations for approval. Once **APPROVED**, please complete Step 2.

Louise Wheeler
Member ID: 8022

2018-19 BC Board or Executive Member: BC Rugby Board or Executive-2018-19
Expiry Date: No expiry date

Upgrade / Add Category

Details Qualifications
Credentials Events
Start Transfer Dual Membership

STEP 2- COMPLETE REGISTRATION WITH NEW CLUB

IMPORTANT NOTE: Once the transfer has been approved by the appropriate organizations, the member **must** login into their SportLomo account and complete their registration with the new club to complete the transfer.

STEP 2

1. Sign into Sportlomo account. Upon signing in, select the Club that the original registration was completed with
2. Using the vertical menu bar on the left-hand side, click Member Details
3. Click View Transfers

Membership Registrations

View Registrations Back

[View Members](#) [View Transfers](#) [Register](#) [Refunds/Refund Request](#)

Registration Date	Payment Status	Type	Total Charge	Actions
11/09/2019 11:48	Payment Received	New Registration	0.00	i o
15/05/2019 16:04	Cancelled By User	New Registration	1,167.18	i
02/11/2018 12:28	Payment Received	New Registration	0.00	i o
02/11/2018 12:26	Payment Received	New Registration	0.00	i o
29/08/2018 15:03	Payment Received	New Registration	0.00	i
07/08/2018 10:24	Cancelled By User	New Registration	171.33	i
18/07/2018 14:29	Cancelled By User	New Registration	115.24	i
30/06/2018 12:02	Payment Received	New Registration	68.27	i
30/06/2018 11:09	Payment Received	New Registration	68.27	i
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21/03/2018 15:31	Payment Received	New Registration	0.00	i
21/03/2018 15:17	Payment Received	New Registration	0.00	i
19/03/2018 10:46	Payment Received	Upgrade	0.00	i

Total 30 | page 1 of 2

rows per page 15

STEP 2 Cont'd

4. Status should say **Approved**.
Click on the icon with the arrow pointing right

5. Choose the registration option you wish to participate in with the new Club

6. Complete the registration form. Pay any Club dues, if applicable. Rugby Canada and BC Rugby dues will be credited from original registration

7. Upon completion, member will receive e-mail confirmation of registration with new club

The screenshot shows the 'Transfers/Dual Memberships' page in the Sportlomo Sports Manager. The page header includes the Sportlomo logo and 'BC RUGBY - NO CLUB AFFILIATION'. The main content area features a table with columns: Member, From, To, Type, Package, Started, Automatically Approved, Status, and Actions. The first row of data is highlighted, and the 'Actions' column for this row contains a circled icon with a right-pointing arrow. Below the table, there are navigation controls including 'Total 4 | page 1 of 1' and 'Rows per page 15'.

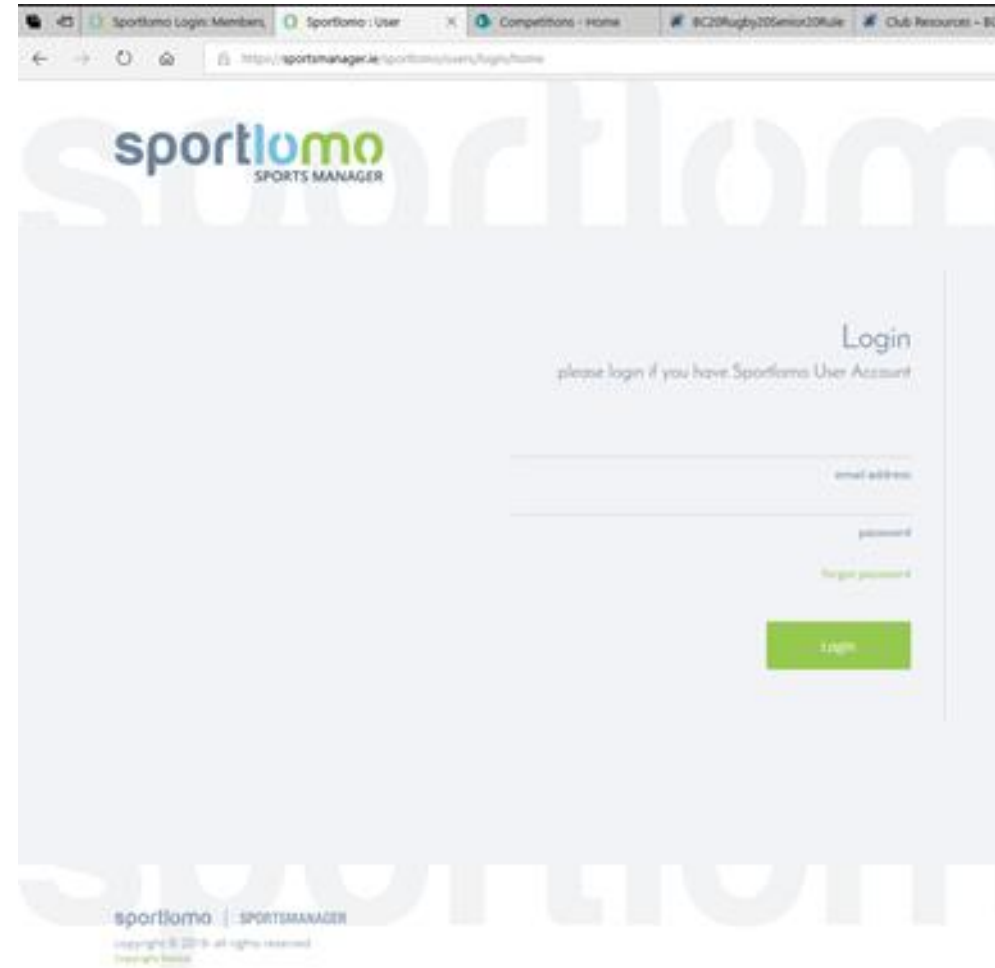
Member	From	To	Type	Package	Started	Automatically Approved	Status	Actions
Louise Wheeler	BC Rugby - No Club Affiliation	Bayside	Transfer		01/08/2019 10:52	06/08/2019 10:52	Approved	
Louise Test Again	Westshore	BC Rugby - No Club Affiliation	Transfer		16/04/2019 15:38	21/04/2019 15:38	Approved	
dsifds Wheeler	BC Rugby - No Club Affiliation	Calgary Rams	Transfer		20/08/2018 19:43	25/08/2018 19:43	Approved	
Louise Wheeler	Abbotsford	BC Rugby - No Club Affiliation	Transfer		05/02/2018 10:36	10/02/2018 10:36	Payment Started	

UPGRADES

The Upgrade process allows members to add another role to a membership within the current season. This process should credit dues already paid in the current season

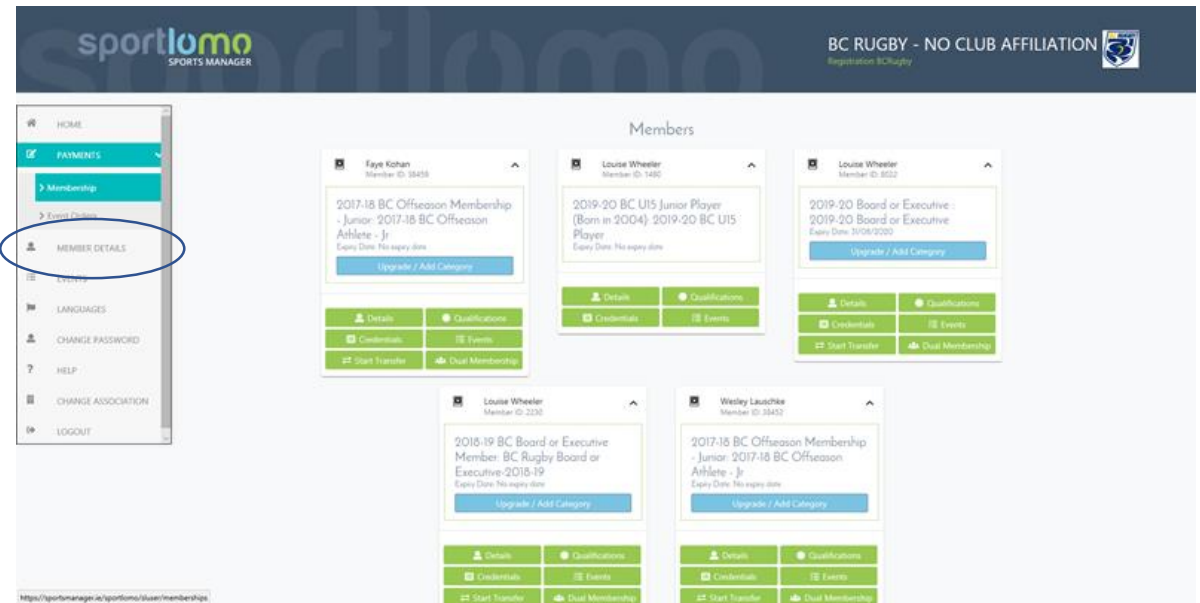
STEP 1

Sign into SportLomo account.
Upon signing in, select the Club
that the registration was
completed with



STEP 2



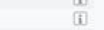
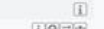
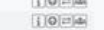


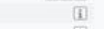
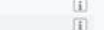





Using the vertical menu bar on the left-hand side, click Member Details



STEP 3

Find the active registration you wish to upgrade and click on the icon with the arrow pointing **UP**

The screenshot shows the 'My Members' page in the sportlomo Sports Manager. The page has a dark blue header with the 'sportlomo SPORTS MANAGER' logo on the left and 'BC RUGBY - NO CLUB AFFILIATION' with a logo on the right. A left-hand navigation menu includes options like HOME, PAYMENTS, MEMBER DETAILS (highlighted), EVENTS, LANGUAGES, CHANGE PASSWORD, HELP, CHANGE ASSOCIATION, and LOGOUT. The main content area is titled 'My Members' and contains a 'View Members' section with buttons for 'View Registrations' and 'View Transfers'. Below this is a table with columns for Member ID, First Name, Last Name, Season, Status, Start Date, Expiry Date, and Actions. The table lists several members, with the first row (Member ID 1480, Louise Wheeler, 2017-2018, Transfer Started) having an 'up' arrow icon circled in red in the Actions column.

Member ID	First Name	Last Name	Season	Status	Start Date	Expiry Date	Actions
1480	Louise	Wheeler	2017-2018	Transfer Started		31/08/2018 16:59	
1480	Louise	Wheeler	2018-2019	Expired	31/08/2018 21:00	31/08/2019 16:59	
1480	Louise	Wheeler	2019-2020	Cancelled By User	15/05/2019 00:00	31/08/2020 16:59	
1485	Louise	Wheeler	2017-2018	Cancelled By User	16/03/2018 00:00	31/08/2018 16:59	
2205	sdfds	dfdf	2017-2018	Cancelled By User		31/08/2018 16:59	
2222	sdfd	sdfd	2017-2018	Cancelled By User		31/08/2018 16:59	
2230	Louise	Wheeler	2017-2018	Expired		31/08/2018 16:59	
2230	Louise	Wheeler	2018-2019	Expired	31/08/2018 21:00	31/08/2019 16:59	
2530	sfsd	sfsd	2017-2018	Cancelled By User		31/08/2018 16:59	
2532	dfgdfg	dfgdfg	2017-2018	inactive		31/08/2018 16:59	
6753	sfsdf	sfsdfsd	2017-2018	inactive		31/08/2018 16:59	
7184	dfdsfs	sdsdfsd	2017-2018	Cancelled By User		31/08/2018 16:59	
7194	dsfsdf	dfsf	2017-2018	Cancelled By User		31/08/2018 16:59	
7777	dfsd	sdfdsf	2017-2018	Cancelled By User		31/08/2018 16:59	

STEP 4

Upon clicking the icon, you will be redirected to this page. Select the category you wish to upgrade to and click continue

Upgrade Membership

Select the package you wish to upgrade to [← Back](#)

Email
registration@bcrugby.com

Select and Confirm currency: CAD

Choose category you wish to upgrade to:	Price	Upgrade Discount	Total
<input type="text"/>	0	0	0.00
Total Cost (Ex Fees)			0.00

[Continue](#)