

HOW DO I SEE AND APPROVE REFUND REQUESTS?

When members request refunds on purchases made from your entity, the request will need to be approved or declined. Please note, you are not obligated to always provide a refund.

This help guide is for Club Administrators to action refund requests initiated through Swim Central.

9	swim central			<u></u>	Your Name Here Log Out
18 18	Trolley Checkout Family	Hi Your Name, Here's your	swim central Dashboard		
2+ -	Family Setup My Profile	Some purchases are away	aiting payment Review	We hope you are all well during COVID-19 We are working hard behind the scenes	
- 	Shopping My Purchases			to get swim central updated for the next season.	
20 10	My Memberships My Accreditations	Upcoming Events vie	w All 🔉		
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•	Find a Venue Entity Management	JUN 2020 Victorian Open 1 Mon 08:30 Melbourne Sports & Aquatic	JUN Club Swim Meet Mon 13:00 Murray Bridge Swimming	JUN 2020 McDonald's Qld 2 Tue 08:30 Brisbane Aquatic Centre	JUN 2019 Club Relays McD 2 Tue 08:30 Brisbane Aquatic Centre
03 (7)	System Help	Centre (MSAC)	Centre View Event	View Event	View Event >

From your home screen, select Entity Management

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; you n your Entity PIN to proceed.	nust enter		
Enter your PIN to Unlock Entity Management			
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	Your Swim Club	NOW	

To evaluate refund requests, select the **Approvals** icon from the top of your *Entity Home*.

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MAJOR PARTNERS





Select the **Refunds** icon (the number on the badge indicates the number of requests pending).



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.

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A B C D E F G H I J K I	L M N O P Q R S T U V W X Y Z 🥥 Purchase Date -	Product	Qty	Value	Actions
A B C D E F G H I J K I Purchaser A John Smith	L M N O P Q R S T U V W X Y Z Ø Purchase Date — 20-05-2020	Product Sr. Swimmer (16+ yrs)	Qty	Value \$225.00	Actions

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.)

