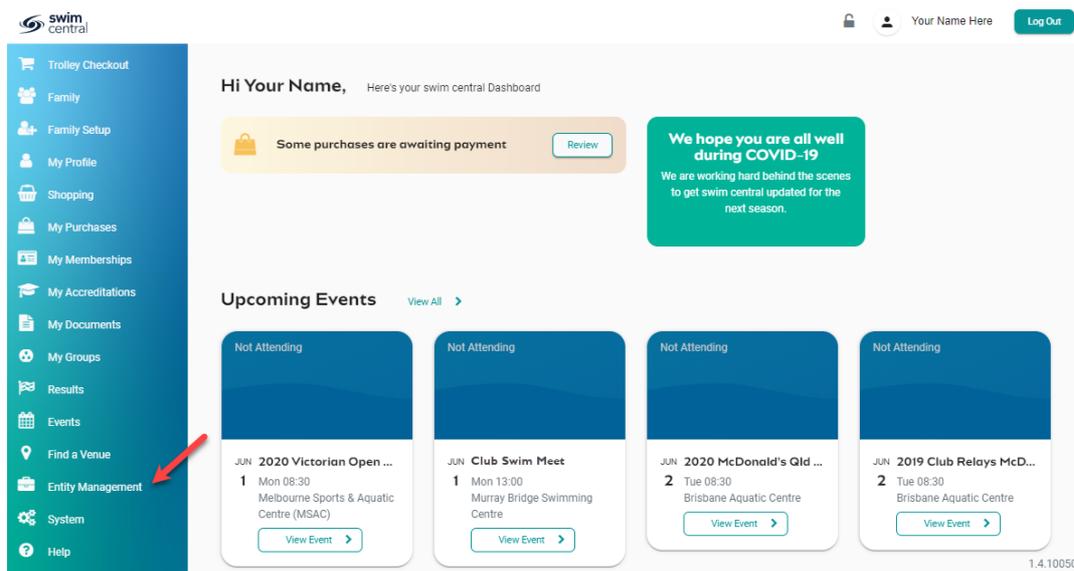


HOW DO I SEE AND APPROVE REFUND REQUESTS?

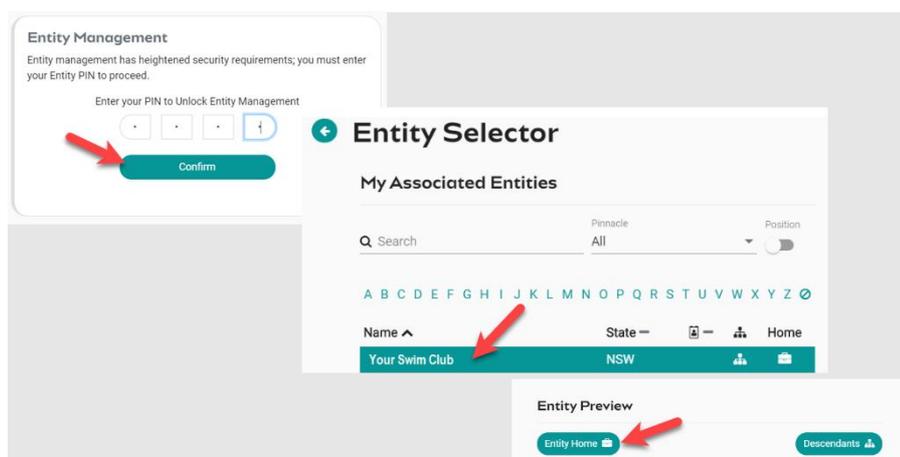
When members request refunds on purchases made from your entity, the request will need to be approved or declined. **Please note, you are not obligated to always provide a refund.**

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

From your home screen, select **Entity Management**



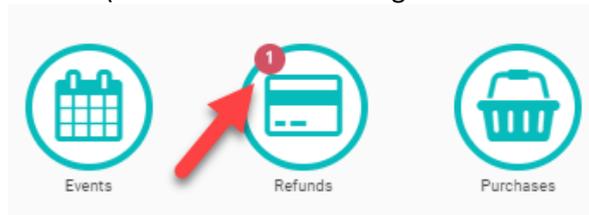
Enter your entity PIN and select **Confirm**, highlight/select your Club, and then select **Entity Home** from near the top right-hand side of the screen.



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 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.

Refund Approvals

Purchase Order

Q Search

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	Purchase Date
John Smith	20-05-2020

Items per page: 10 | 1 - 1 of 1

Product Refund Requests

Impersonation Links

Home | Purchase Order

Product	Qty	Value	Actions
Sr. Swimmer (16+ yrs) Firbank Aquastars Child 1 Profile	1	\$225.00 \$21.46*	👍 🚫

* suggested refund amount

1 Records

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.)