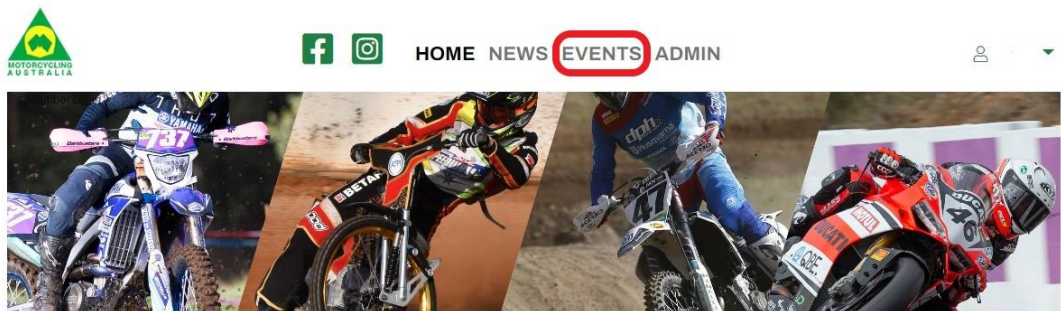


## Refunding Entries & Products

To be able to view and process refunds, Administrators will need to access their event via the 'Member Events' – this is the way members would register for events, NOT 'Manage Events'

From the Member home page, click 'Events'



### My Licences



	EXPIRY	STATUS	STATE	
Recreational Licence	06/07/2024	Incomplete	VIC	<a href="#">View</a>
Senior National Licence	23/08/2023	Paid - Approved	VIC	<a href="#">View</a>

[More...](#)

Find your event in the listing and click on 'View' – this will take you to the Events Details.

### Event Details

[Class Withdraws](#) [Cancelled Products](#) [Reports](#) [Cancel & Refund](#) [Close](#)

[Details](#) [Registration](#) [Clubs & Locations](#) [Officials & Endorsements](#) [Classes](#) [Supp Regs](#) [Products & Questions](#)

Status	Active
State	VIC
Event Name	
Permit Type	Competitive
Event Type	Open
Event Discipline	Road Race (RR)
Event Short Description	
Event Image	

*Ride. Race. Enjoy.*

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From here you can find the withdrawn members from classes and cancelled products as well as the event reports.

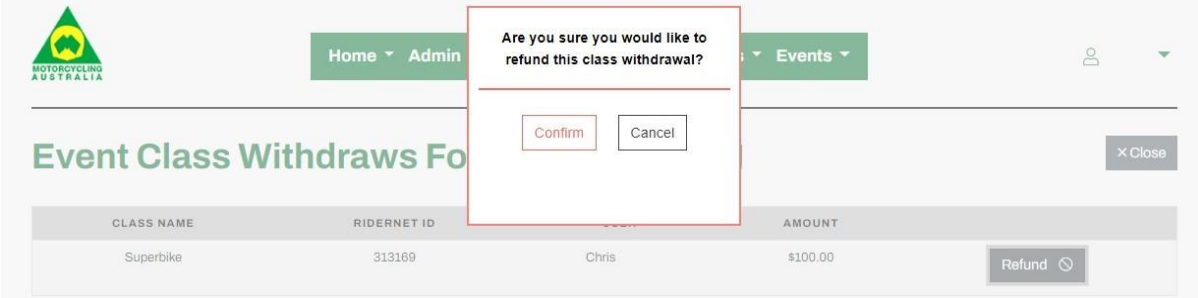
**Class Withdraws** will display those members who have withdrawn from their class including:

- Name
- RiderNet ID
- Name
- Amount

### Event Class Withdraws

CLASS NAME	RIDERNET ID	USER	AMOUNT	
Superbike	313169	Chris	\$100.00	Refund

To refund the member, simply click 'Refund' and this will prompt a confirmation.



The screenshot shows the 'Event Class Withdraws' page with a confirmation dialog box overlaid. The dialog box asks: "Are you sure you would like to refund this class withdrawal?" and has two buttons: "Confirm" and "Cancel". The table below the dialog shows the same data as the previous screenshot.

Once confirmed, the button will change to 'Refund Paid'.



The screenshot shows the 'Event Class Withdraws' page after the refund process is complete. The 'Refund' button has been replaced with 'Refund Paid'.

The same process can be completed for the **Cancelled Products and Event Fees**.

If a member cancels their event entry in entirety all 3 refund sections to confirm all funds are refunded appropriately.

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Once the product or classes have been refunded, they will change in the **RiderClass Report**.

**Note: They will still appear in the Participant Report as normal, but it is important to use the RiderClass report as the final report.**

When a member has withdrawn or cancelled a product, they will be greyed out but remain and their status will become 'Withdrawn'.

EVENT	Riders: 6																Download Riders/Class				
FIRST NAME	LAST NAME	RIDERNET	DOB	GENDER	PHONE	EMAIL	STATE	CLUB	GRADES	ACT	SUSP	SUSP TO	LICENCE TYPE	LICENCE EXPIRY	LICENCE ENDORSEMENT	PART	OFF	COACH	NAME	RELATIONSHIP	PHONE
Chris		313169	01/01/1980	Male	0123456789		WA			Yes			SNA	11/03/2023	Paid-Approved	Yes	No	No	t	Other	t

Similarly, when a member has cancelled their product, they will appear greyed out in the Event Products Report.

EVENT	Download Riders/Products										
NAME	RIDERNET	DOB	PRODUCT	DESCRIPTION	QUESTIONS	ANSWERS	VARIANT	STATUS	QTY	UNIT PRICE	PROD PRICE
Melanie								Cancelled	1	1.0000	1.0000

Each of these reports can be downloaded as a CSV file format.

*Ride. Race. Enjoy.*

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## Refund and Cancel Event

If an event needs to be cancelled altogether and refunded, this can be done so via the Events Details page and by clicking 'Cancel & Refund'

**Event Details** Class Withdraws Cancelled Products Reports Cancel & Refund Close

**Details** | Registration | Clubs & Locations | Officials & Endorsements | Classes | Supp Regs | Products & Questions

Status: Active  
 State: VIC  
 Event Name:  
 Permit Type: Competitive  
 Event Type: Open  
 Event Discipline: Road Race (RR)  
 Event Short Description:  
 Event Image:

This prompt will cancel the event and refund all the associated transactions of the event.

Are you sure you want to cancel and refund this event?

Cancelled Products | Reports | **Cancel & Refund** | Close

Following the confirmation, there will be a complete table of all the transactions to be refunded, with the members Name, ID, Amount Pending, CC & Transaction Fees, reference numbers and Status.

Click '**Process Refunds**' to finalise the refund process.

### Event Cancellation and Refund

**\$ Process Refunds**

NAME	USER	AMOUNT PENDING	CC FEES	TRANSACTION FEES	TRANSACTION REF	TRANSACTION ID	STATUS
		\$34.00	\$1.45	\$1.75	1103252	884621	
		\$28.00	\$0.29	\$1.75	1103262	885626	
		\$144.00	\$1.56	\$1.75	1103253	884680	
		\$154.00	\$1.67	\$1.75	1103249	884509	
		\$28.00	\$0.29	\$1.75	1103263	885632	
		\$189.00	\$2.05	\$1.75	1103244	884475	
		\$28.00	\$0.29	\$1.75	1103261	885611	
		\$174.00	\$1.89	\$1.75	1103255	884695	
		\$88.00	\$0.73	\$1.75	1103250	884513	

Ride. Race. Enjoy.

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The event will now show as 'Cancelled' on the Club's Manage Events page, Events Calendar, and members My Events.

### Manage Events

2022	Preston MCC	Competitive <i>Open</i>	Road Race	19-Nov-22	Phillip Island GP Circuit VIC	Cancelled RR/22/O/00662 Permit Fee: \$0.00	🏍️ 6 registrations	<a href="#">View</a>
------	-------------	----------------------------	-----------	-----------	----------------------------------	--	-----------------------	----------------------

### Events Calendar

#### Events

Profile > Events Member #:

State:  Club:  Discipline:  Find:  [Search](#)

Name	State	Club	Discipline	Start Date	End Date	
	VIC	Preston MCC	Road Race	19/11/2022	20/11/2022	Cancelled <a href="#">View</a>

### My Events (Members)

#### My Events

Profile > Events Member #:

State:  Club:  Discipline:  Find:  [Search](#)

Name	State	Club	Discipline	Start Date	End Date	
	VIC	Preston MCC	Road Race	19/11/2022	20/11/2022	Cancelled <a href="#">View</a>

To view the processed refunds and their status, click 'View' next to the event on the Events Calendar, then 'View Refunds'

#### Event Details

[Class Withdraws](#)
[Cancelled Products](#)
[Reports](#)
[View Refunds](#)
[Close](#)

[Details](#)
[Registration](#)
[Clubs & Locations](#)
[Officials & Endorsements](#)
[Classes](#)
[Supp Regs](#)
[Products & Questions](#)

Status	Cancelled
State	VIC
Event Name	
Permit Type	Competitive
Event Type	Open

This will return to the table of refunds to be processed with status updated to 'Pending/Refunded/Failed'

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## Event Cancellation and Refund

× Close

NAME	USER	AMOUNT PENDING	CC FEES	TRANSACTION FEES	TRANSACTION REF	TRANSACTION ID	STATUS
		\$34.00	\$1.45	\$1.75	1103252	884621	failed
		\$0.00	\$0.00	\$0.00	1103262	885626	refunded
		\$0.00	\$0.00	\$0.00	1103253	884680	refunded
		\$0.00	\$0.00	\$0.00	1103249	884509	refunded
		\$0.00	\$0.00	\$0.00	1103263	885632	refunded
		\$0.00	\$0.00	\$0.00	1103244	884475	refunded
		\$0.00	\$0.00	\$0.00	1103261	885611	refunded
		\$0.00	\$0.00	\$0.00	1103255	884695	refunded
		\$0.00	\$0.00	\$0.00	1103250	884513	refunded

Check with the financial records and reports to verify the correct amounts have been paid and issued to members.

**Ride. Race. Enjoy.**

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