

How to Process a Full Refund

Step 1: The club administrator views the payment status of the member who is requesting a refund by clicking the hyperlinked payment class to the right-hand side of their name.

Step 2: Under paid invoice, click **Refund** on the right-hand side of the payment class description.

Please note that this will show the addition of all hierarchical levies under 'Received'.

The screenshot shows the 'Members overview' page. At the top, there are statistics: 2 MEMBERS IN TOTAL, a male/female ratio chart, and a pie chart showing Paid vs Unpaid. Below this is a search bar and a table header with columns: Last name, First name, DOB, Payment status, and Actions. Two rows are shown: one for 'Lenegan' (UNPAID) and one for 'Test' (PAID). A green arrow points to the 'PAID' link for 'Test'. To the right of the table, there are links for 'view' and 'edit'.

Paid invoices				
Description	Reference	Received	Actions	
HV - Adult Outdoor Playing Registration (19 & over) - 2020	MR683	\$57.00 (+ \$43.00)	view print unreconcile refund	
Total paid:				\$57.00

Step 3: Please input a note as to why this member is requesting a refund. Click **Refund Invoice**. This will send a refund request to your state. These can either be approved or declined by your state body.

The screenshot shows the 'Refund invoice' page. It has a 'Lodge refund' section with a note field containing 'Extraordinary change of circumstances'. Below this is a large button labeled 'Refund Invoice'.

Step 4: Following this, the club will see this on their refund page. This is a view of the requested refund.

The screenshot shows the 'Pin Payments refunds' page. On the left is a sidebar with navigation links: projects, dashboard, members, teams, competitions, clearances, classes, rostering, finance (with sub-links: reconcile invoices, expenses, payment classes, discount codes, payment plans, refunds, search, statistics, reporting). The main area shows a table with columns: Member, Amount, Notes, Requested by, and Actions. Two rows are listed: one for 'Bobbi Beanie' (\$35.00, testing, by 'reSPORT Demo: Club (Georgie Skinner)', WED 01 NOV 2019 15:04) and another for '-2 -2' (\$122.45, by 'reSPORT Demo: Club (Mikaela Vaccher)', WED 20 NOV 2019 00:15). A notification bar at the top right says 'You have unread notifications.'

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Step 5: The state body will receive a notification that there is a new refund request. The refund can be directly viewed via a link in this notification or alternatively under **Finance > Refunds** these refund requests will show up. The options to Approve, Deny or View will appear.

Member	Amount	Notes	Requested by	Actions
Bobbi Beanie	\$35.00	testing	re:SPORT Demo Club (George Skinner) Fri 01 NOV 2019 15:04	<input checked="" type="button"/> approve <input type="button"/> deny
-2 -2	\$122.45	-	re:SPORT Demo Club (Mikaela Vaccher) WED 20 NOV 2019 00:15	<input checked="" type="button"/> approve <input type="button"/> deny <input type="button"/> view

Step 6: If approving the refund, the following will appear. Please ensure that each levy that requires a refund is selected to **refund invoice** in the drop-down menu to the righthand side of the levy. You can optionally notify the member that the invoice has been refunded under options.

Click **refund invoice**.

Organisation	Amount	Refund?
Hockey Australia	\$31.50	Refund invoice
Hockey Victoria	\$21.00	Refund invoice
Brunswick Hockey Club	\$177.14	Refund invoice

Step 7: If the refund was successful you will be taken back to the Pin payment refund page. Clubs will be sent a notification that the refund has been processed.

Pin Payments refunds

Success!

Refund successful.

Please note: Refunds will only be possible when there are enough funds within your Pin Payment pool. Thus, it is recommended that refunds be processed towards the end of the day or during peak registration times.