



Manual Refunds (over 15 days)

Revision 1.2 July 2019

SportLoMo Ltd.

Contents may not be reproduced without the express approval of

**SportLoMo Ltd.,
Barcastle Business Park,
Castlebar,
Co Mayo,
Ireland**

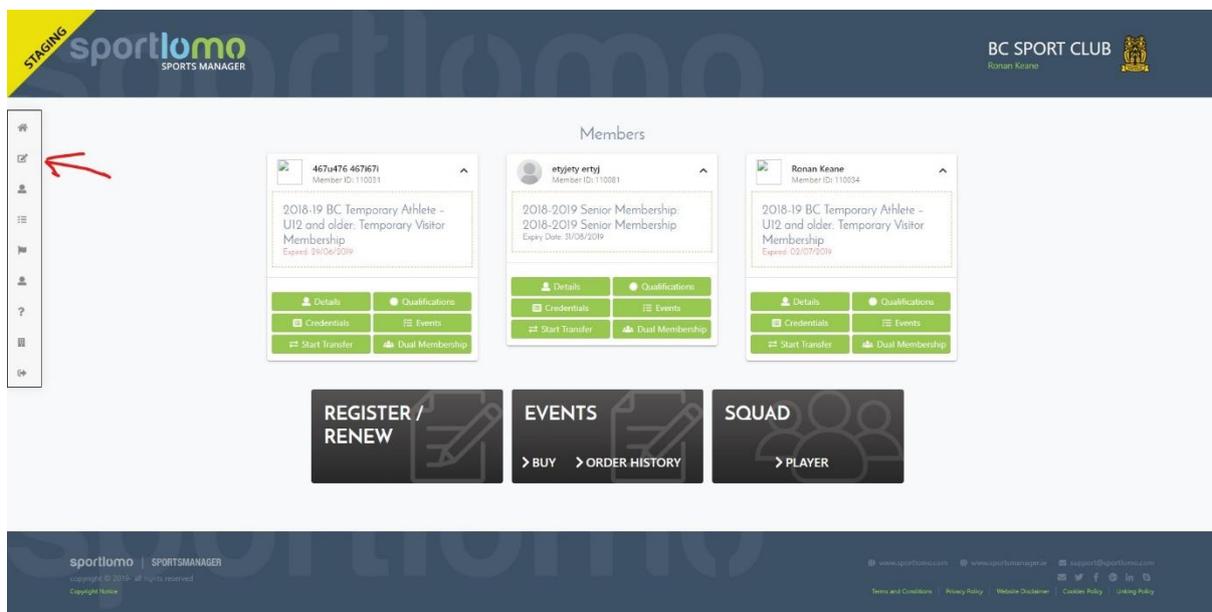
+353 94 9026663
www.sportlomo.com
info@sportlomo.com
support@sportlomo.com

If it has been more than 15 days since you have registered and you would like a refund, you can request a manual refund through your SportLoMo account.

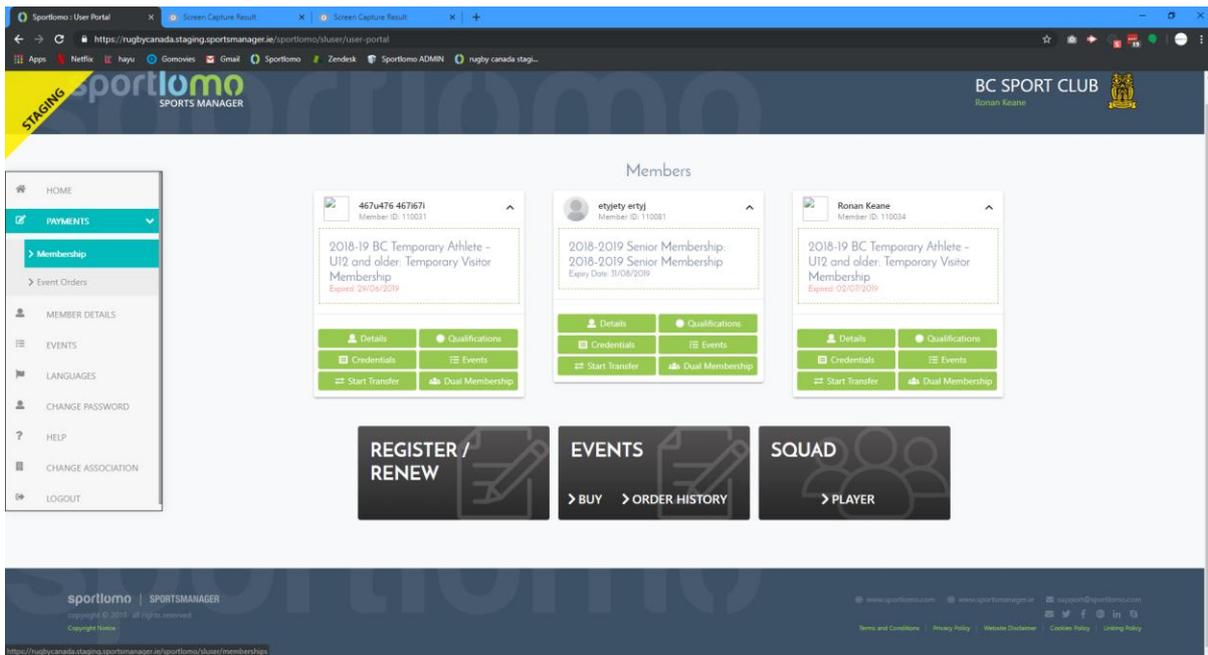
Once you have put your refund request through, it then needs to be approved by each party involved in the refund. If your club, province or Canada Rugby approve you, they are then obliged to manually send a cheque out by post to you for the amount owed.

There is no exact time estimate of when your refund will be approved/declined. Sportlomo are not allowed to interfere and accept/decline refunds on behalf of a club, province or Canada Rugby.

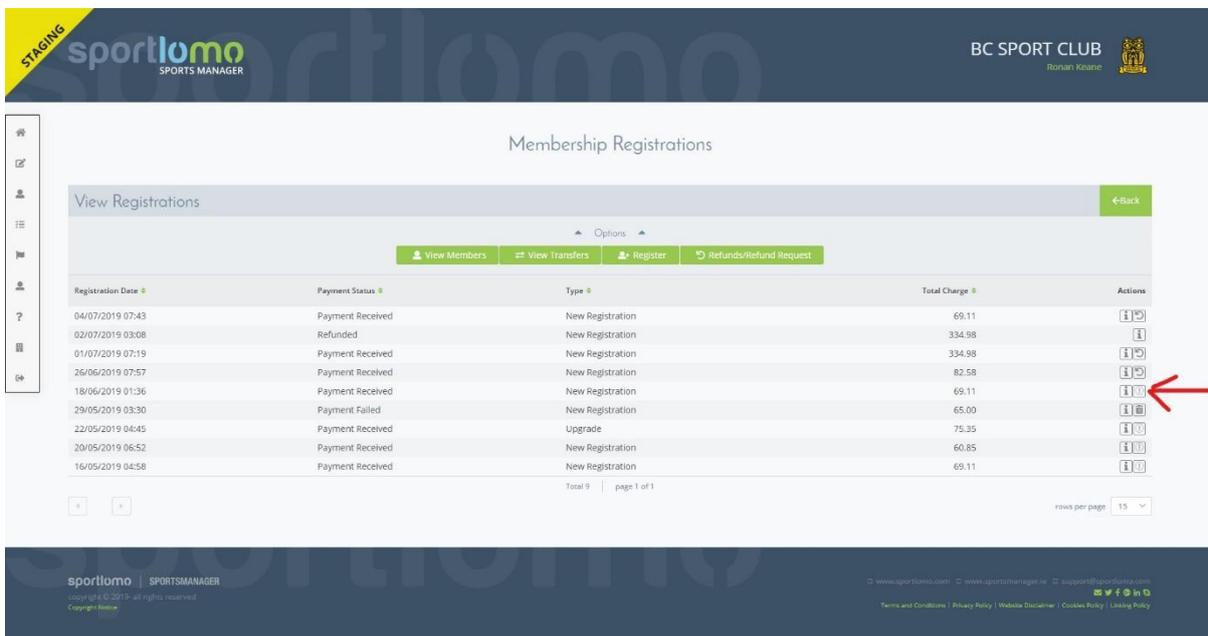
To request a manual refund - Follow the steps below:



1. Log into your SportLoMo account and move your cursor over to the left-hand side of your screen. Here, you will see a vertical menu bar.



2. Click 'payments' in the menu bar and then click 'membership'



3. Click the refund button to the right hand-side of the registration you wish to request a refund for. The button will flash with an explanation mark if only a manual refund is available to you (refund button shown by red arrow in image above).

STAGING sportlomo SPORTS MANAGER **BC SPORT CLUB**
Ronan Keane

Refund Request

← Back

Options
↻ All refunds

Create Refund Request

Your refund request will be sent to each association funds were paid to and will be processed individually by each

Email: **ronan.keane@sportlomo.com**
Address: _____
Registration Date: **18/06/2019 01:36**
Registration: _____ **69.11**
Service: _____ **4.11**
Fees: _____

RONAN KEANE
Full Name: **Ronan Keane**
Id: **110034**
Available To Refund: **65.00**
Refund Request Amount: **65.00**

Reason for Refund: **Too physical**
 Request Refund for this membership

Save

Member Details

After refund these members may no longer be active

Name	Membership Package	Membership Category
Ronan Keane	Temporary Visitor Membership	2018-19 BC Temporary Athlete – U12 and older

Payment Details

A refund will be requested from each of the below associations individually

Name	Amount Paid
Rugby NGB	50.00
BC Sport	15.00
Bc sport club	0.00

sportlomo | SPORTSMANAGER
copyright © 2019 all rights reserved
Ronan Keane www.sportlomo.com | www.sportlomanager.ie | support@sportlomanager.com
Terms and Conditions | Privacy Policy | Website Disclaimer | Cookies Policy | Linking Policy

4. Enter your reason for requesting a refund in the 'reason for refund' box. Tick the box beside the sentence 'request refund for this membership'. Click 'save'.

Confirm Refund

Are you sure you want to complete this refund request?

Continue
Cancel

5. Click 'continue'.

STAGING sportlomo SPORTS MANAGER BC SPORT CLUB Ronan Keane

Refunds

Membership Refunds

Options: Memberships

Search/filter options

Association	Description	Registration Type	Member Registrations Registration Date	Refund Status	Refund Date	Refund Amount	VAT	Refund Amount Total	Actions
Comox	Broken leg	Transfer	22/05/2019 04:41	Automatically Refunded	5/30/19, 4:12 PM	103.00	0.00	108.35	
Bc sport club	too physical	New Registration	18/06/2019 01:36	Awaiting Approval	7/8/19, 9:05 AM	0.00	0.00	0.00	
Bc sport club	Too physical	New Registration	02/07/2019 03:08	Automatically Refunded	7/5/19, 1:37 PM	322.50	0.00	334.98	

Total 3 | page 1 of 1

rows per page 15

sportlomo | SPORTSMANAGER
Copyright © 2019. All rights reserved.
Copyright Notice

www.sportlomo.com | www.sportsmanager.ie | support@sportlomo.com
Terms and Conditions | Privacy Policy | Website Disclaimer | Cookies Policy | Linking Policy

After clicking continue, you will be brought to your refund page. This page will show a list of refund you have requested. On this page, to see the status of your manual refund, click the ‘i’ icon to the right of the registration you requested your manual refund for.

STAGING sportlomo SPORTS MANAGER BC SPORT CLUB Ronan Keane

Refunds

Refund Details

Options: Registrations

Reason	Status	Refunded By	Refunded On	Transaction Code	Refunded Amount
too physical	Awaiting Approval	Public	7/8/19, 9:05 AM		0.00

Refunded Payments

Association	Status	Requested Amount	Amount
Rugby NGB	Awaiting Approval	50.00	0.00
BC Sport	Awaiting Approval	15.00	0.00
Bc sport club	Awaiting Approval	0.00	0.00

sportlomo | SPORTSMANAGER
Copyright © 2019. All rights reserved.
Copyright Notice

www.sportlomo.com | www.sportsmanager.ie | support@sportlomo.com
Terms and Conditions | Privacy Policy | Website Disclaimer | Cookies Policy | Linking Policy

Under the heading ‘Refunded payments’, you will see the status of your refund for each club/organisation involved.

If you are unsure about anything in the above manual or would like some technical support, please contact us on support@sportlomo.com.

