

Refunding Merchandise Sold In Event Forms

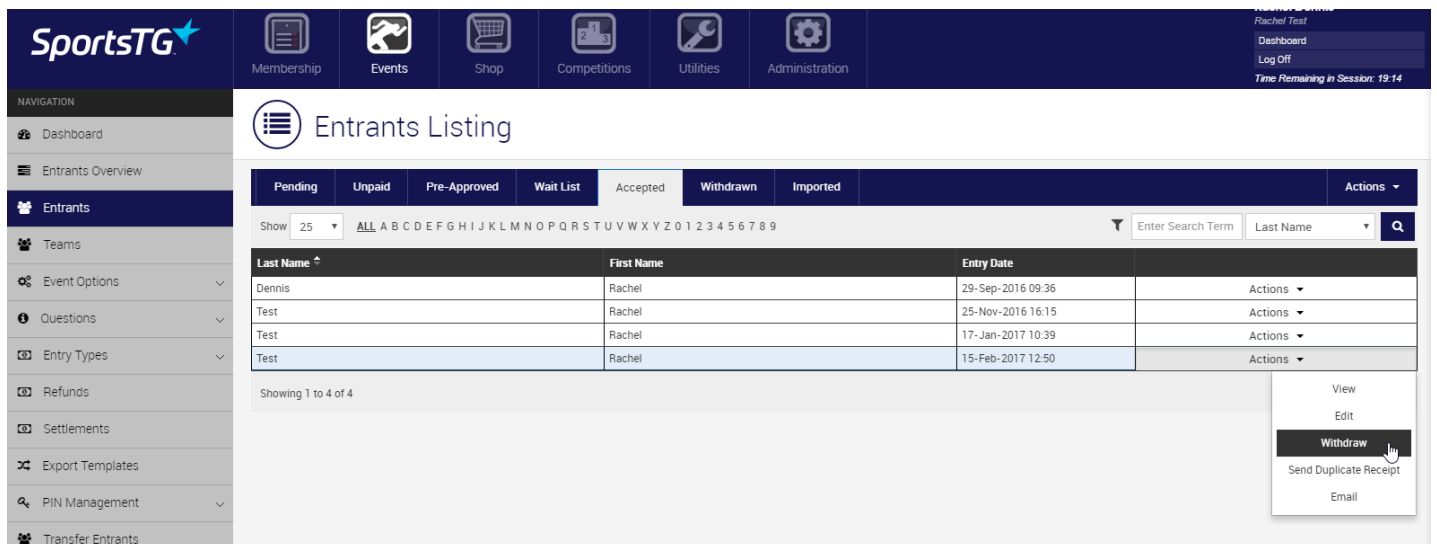
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The new Event system now integrates with Shop system to offer a more manageable avenue to cross-sell merchandise into your event forms.

Should an entrant withdraw from your event and also have a merchandise fee attached to them, it is extremely important you ensure you refund the event entry and merchandise order correctly.

Please ensure you following these steps so avoid any potential repercussions on your settlement reports. If you have any questions or wish to speak to us before completing the below actions, please reach out to us via support@sportstg.com with your enquiry.

Step 1: Withdraw the entrant from the event by locating the entrant record and clicking on ACTIONS > WITHDRAWN as shown below.



The screenshot displays the SportsTG web application interface. The top navigation bar includes icons for Membership, Events, Shop, Competitions, Utilities, and Administration. The left sidebar contains a 'NAVIGATION' menu with options like Dashboard, Entrants Overview, Entrants, Teams, Event Options, Questions, Entry Types, Refunds, Settlements, Export Templates, PIN Management, and Transfer Entrants. The main content area is titled 'Entrants Listing' and features a tabbed interface with categories: Pending, Unpaid, Pre-Approved, Wait List, Accepted, Withdrawn, and Imported. The 'Withdrawn' tab is active. Below the tabs is a search bar with a dropdown for 'Show' (set to 25) and a search input field. A table lists entrants with columns for Last Name, First Name, and Entry Date. The first row shows 'Dennis' and 'Rachel' with an entry date of '29-Sep-2016 09:36'. The last row is highlighted, showing 'Test' and 'Rachel' with an entry date of '15-Feb-2017 12:50'. An 'Actions' dropdown menu is open for the highlighted row, showing options: View, Edit, Withdraw (highlighted with a mouse cursor), Send Duplicate Receipt, and Email.

Last Name	First Name	Entry Date	Actions
Dennis	Rachel	29-Sep-2016 09:36	Actions
Test	Rachel	25-Nov-2016 16:15	Actions
Test	Rachel	17-Jan-2017 10:39	Actions
Test	Rachel	15-Feb-2017 12:50	Actions

Step 2: Navigate to the 'Withdrawn' entrants listing and locate the entrant who requires a refund. Once you have open the entrant record, click on PAYMENT INFORMATION > REFUND as shown below.

The screenshot shows the SportsTG interface. A modal window titled "Refund Entrant" is open, displaying the following information:

- Entrant: Rachel Test
- Receipt Number: b5pdqygr
- Authorisation Code: 6FVXYT
- Entry Fee: \$10.00
- Merchandise: \$25.00
- Total: \$35.00

The form includes input fields for "Refund Amount" (set to 10), "Refund Comments", and a "Reallocate Merchandise" dropdown (set to No). Buttons for "Process Refund" and "Return to Entrants Listing" are at the bottom.

In the background, a table is visible with a red box highlighting a cell. The table has columns "Total" and "Refund". The row below shows "\$35.00" under "Total" and "Refund" under "Refund". A red circle with the number "1" is drawn around the "Refund" cell.

Step 3: Any refund completed in Event should be for event registration fees only. You should not refund any merchandise order fees through this process as the action needs to be completed through the inventory management source (ie Shop).

After clicking REFUND please change the Refund Amount to the entry fee only. For example, I purchased an event entry and merchandise item which totalled \$35. I only want to refund this person their entry fee which is \$10 though, so I change the 'Refund Amount'.

Refund Entrant

Entrant: Rachel Test

Receipt Number: b5pdeyqr

Authorisation Code: 6FVX7Y

Entry Fee: \$10.00

Merchandise: \$25.00

Total: \$35.00

Refund Amount

Refund Comments

Reallocate Merchandise



Process Refund



Return to Entrants Listing

Refund Entrant

Entrant: Rachel Test
 Receipt Number: b5pdeyqr
 Authorisation Code: 6FVX7Y

Entry Fee: \$10.00
 Merchandise: \$25.00
 Total: \$35.00

Refund Amount:

Refund Comments:

Reallocate Merchandise:

[Process Refund](#) [Return to Entrants Listing](#)

Step 4: Once the refund is processed, the entry fee will be credited back onto the entrant's credit card which they used to originally pay with. This will display on their withdrawn entrant record like this:

SportsTG | Membership | Events | Shop | Competitions | Utilities | Administration | Dashboard | Log Off | Time Remaining in Session: 19:56

NAVIGATION: Dashboard, Entrants Overview, **Entrants**, Teams, Event Options, Questions, Entry Types, Refunds, Settlements, Export Templates, PIN Management, Transfer Entrants

View Entrant

Personal Data | **Entry Form** | Payment Information | Merchandise | Actions

Date	Receipt Number	Authorisation Code	Total	Refund
15-Feb-2017 : 12:50 PM	b5pdeyqr	6FVX7Y	\$35.00	Refund

Date	Receipt Number	Refunded By	Total
15-Feb-2017 : 02:39 PM	7ac9tk9	Rachel Dennis	\$10.00

Withdrawn: Yes

Withdrawn Date:

Withdrawn By: Rachel Dennis

Step 5: Now you need to refund the entrant's merchandise order through Shop, therefore please

copy their individual Order ID from their withdrawn entrant record as shown below.

The screenshot shows the 'View Entrant' page in the SportsTG system. The navigation menu on the left includes options like Dashboard, Entrants Overview, Entrants, Teams, Event Options, Questions, Entry Types, Refunds, Settlements, Export Templates, PIN Management, Transfer Entrants, and Return To Event Listing. The main content area has tabs for Personal Data, Entry Form, Payment Information, and Merchandise. The 'Personal Data' tab is selected, and the 'OrderID' field is highlighted with a red box, displaying the value 740638. Other fields include Order Status (Outstanding) and Items (Event Finisher Shirt). A 'Listing' button is visible at the bottom left of the main content area.

Step 6: Go into your Shop module and navigate to ORDER MANAGEMENT > ORDERS > ALL ORDERS. Paste in your Order ID into the search field and click the filter icon. This should return the merchandise order you now need to refund.

The screenshot shows the 'Order Listing' page in the SportsTG system. The navigation menu on the left includes options like Analytics, Order Management, Orders, Gift Vouchers, Refunds, Settlements, Create Order, Inventory Management, Promotions, and Shop Settings. The main content area has a search bar with the Order ID 740638 entered. Below the search bar is a table of orders. The table has columns for OrderID, Order Date, Shipped Date, First Name, Last Name, Postage/Collect Location, Total, Status, and Actions. The table shows one order with OrderID 740638, Order Date 15-Feb-2017 12:50, First Name Rachel, Last Name Test, Total \$25.00, and Status Order Status. The page also shows 'Showing 1 to 1 of 1' orders.

Step 7: You need to change the 'Order Status' to CANCELLED by clicking on ORDER STATUS > CANCEL ORDER as shown below.

The screenshot shows the SportsTG Order Listing interface. At the top, there's a navigation bar with icons for Membership, Events, Shop, Competitions, Utilities, and Administration. The user is Rachel Dennis, logged in as Rachel Test. The main content area is titled 'Order Listing' and shows a table of orders. The first order is 740638, dated 15-Feb-2017 12:50, with a total of \$25.00. The status is 'Order Status'. A dropdown menu is open over the 'Actions' column, showing options: 'Mark As Shipped', 'Part Packed', 'Ready For Dispatch', and 'Cancel Order' (which is highlighted).

OrderID	Order Date	Shipped Date	First Name	Last Name	Postage/Collect Location	Total	Status	Actions
740638	15-Feb-2017 12:50		Rachel	Test		\$25.00	Order Status	<ul style="list-style-type: none"> Mark As Shipped Part Packed Ready For Dispatch Cancel Order

Step 8: A note box will then appear where you can add cancellation notes for reference purposes and also select if you wish to return the stock sold into your inventory pool (which you normally want). Then click CANCEL ORDER.

The screenshot shows the 'Cancel Order' modal form. It has a title bar 'Cancel Order'. Below the title bar, there are two main sections: 'Cancellation Notes' and 'Return Stock Units'. The 'Cancellation Notes' field contains the text 'Cancelled due to Withdrawal from Event'. The 'Return Stock Units' checkbox is checked. At the bottom of the form, there are two buttons: 'Cancel Order' (highlighted) and 'Cancel'.

Step 9: After cancelling the order please navigate to CANCELLED and begin refunding the amount required by clicking on ACTIONS > ISSUE REFUND as shown below. Ensure you still have the Order ID

The screenshot shows the SportsTG Order Listing interface. The order 740638 is now listed with a status of 'Cancelled'. The 'Actions' dropdown menu is open, showing options: 'Issue Refund' (highlighted) and 'Export'.



OrderID	Order Date	Shipped Date	First Name	Last Name	Postage/Collect Location	Total	Status	Actions
740638	15-Feb-2017 12:50		Rachel	Test		\$25.00	Cancelled	<ul style="list-style-type: none"> Issue Refund Export

Step 10: A refund information box will then appear where you can alter the total amount you wish to refund the entrant depending on your refund policy. Simply click on COMPLETE REFUND to process the merchandise order refund and complete the process.

Issue Refund

Please enter the OrderID of the order you wish to refund.

OrderID	740638
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 **Next**  **Cancel**

ped Date First Name Last Name Postage/Colle

Issue Refund

Order Date 15/02/2017 12:50PM

Name Rachel Test

Email rdennis@sportstg.com

Payment Reference b5pdeyqr

Authorization Code 6FVX7Y

Shipping Amount \$0.00


Total Payment Amount \$25.00

Refund Amount

Internal Comments

External Comments

 Complete Refund

 Cancel

The above steps will ensure you refund the event entry fee and the merchandise order fee correctly. Please **DO NOT** refund merchandise through Event at any time as it will impact your Shop settlement process.

Related Articles

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