Ridernet – Event Refunds User Guide

The ability to:

- Refund riders individually before or after an event

- Refunding all riders where an event is cancelled

- Completing Events to receive payment for the event

From the 5th April 2018, new events added in Ridernet will have the ability to refund riders within an event. The event funds will be transferred to the Event Manager after the completion of an event once any applicable refunds are noted.

The refund process is applicable to all new events added to the Ridernet Event Manager module since the 5th April 2018. Events that allow refunds within the system will show a Refund Button on the View Participants page.

NOTE: All refunds are subject to processing and service fees.

Here is a Quick Step by Step Guide

1. Set up event
2. Get approved for event
3. Start taking entries
4. Process refunds at any time back onto rider's credit cards
5. Run event
6. Process anymore refunds after the event
7. Click "Event Completed" button
8. The payment for the event entries money will be made with the next transfer processed by Sports Marketing Australia through Ridernet. This usually happens on a Tuesday.

Refunding an Individual

To refund a rider before the event has been completed in Ridernet, navigate to:

Event Manager > Events > View Participants > Select Event > Search

All participants that fit within the search parameters will be shown.

To refund a rider, select 'Refund' on the right-hand side of the table. You will be shown a pop-up box with details of the member's transaction (all classes, One Event Licences and additional purchases where applicable).

The details of the member's purchase will be displayed. You can select a particular Class or item to refund by selecting the checkboxes OR you can enter an amount to be refunded.

Example: Where a person has entered a class that they will no longer be taking part in at the event, the refund can be processed on that class only, with the other fees remaining.

When selecting items, the amount will prefill appropriately in the box with the reduction of service and processing fees.

Once the refund amount is set, click 'Process Refund'.

For partial amount refunds, the pop-up box will display the amount paid, amount refunded and will only allow the remaining amount to be refunded to the participant.

Total Amount Paid : $97.14
Refunded So Far : $15.00
Refund Fee : $0.00
Amount to be Refunded : $0.00

Example of Classes being refunded and the total adjusting with removal of Credit Card fees:

Select the amount to be refunded and click **Process Refund** to refund the amount

Ridernet ID : 501526
Name : Kimberley

Select	Item		Amount
☑	Kimberley	- ACT Club May Event - Event Entry Fee	$0.00
☑	Kimberley	- ACT Club May Event - Enduro-S Players	$40.00

Total Amount Paid : $40.90
Refunded So Far : $0.00
Refund Fee : $0.90
Amount to be Refunded : $39.10

Close   Process Refund

Once a full refund has been processed, the refund note will be shown to the administrator in the pop-up box. No further refunds can be processed on the transaction.

Select the amount to be refunded and click **Process Refund** to refund the amount

Ridernet ID : 501526
Name : Kimberley

REFUND PROCESSED

Amount Refunded : $39.10
Date Refunded : 10 -Apr-2018
Time Refunded : 12:52 PM

Select	Item		Amount
☐	Kimberley	ACT Club May Event - Event Entry Fee	$0.00
☐	Kimberley	ACT Club May Event - Enduro-S Players	$40.00

Total Amount Paid : $40.90
Refunded So Far : ($39.10)
Refund Fee : $0.00
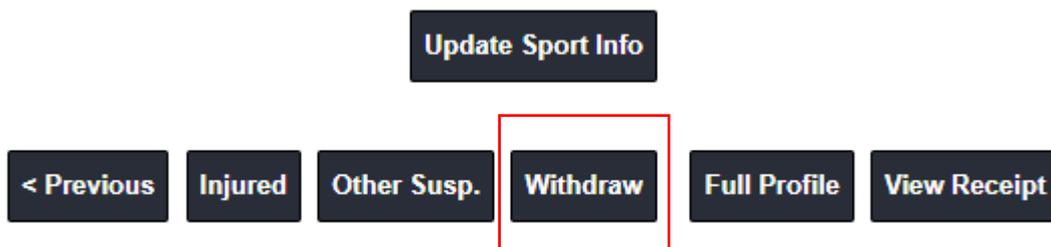Amount to be Refunded :

Close   Process Refund

If a refund is processed and a rider withdrawn, they will be able to re-enter the event if required and make payment through Ridernet. Refunds can be processed at any time before the event is marked as Completed by an Event Administrator.

If you are refunding the rider for all their classes, you will then need to go and "Withdraw" them from you event, so they don't show on any reports.

Event Manager > Events > View Participants > Select Event > Search > View

Scroll to the bottom > Click on Withdraw (it happens instantly)

Completing an Event

Once an event has run and any applicable individuals have been refunded, the Event needs to be completed to notify Ridernet that payment can be finalised to the Event Organiser for the event.

To complete an event, navigate to:

Event Manager > Events > My Events > Update Selected Event > Scroll to bottom of page
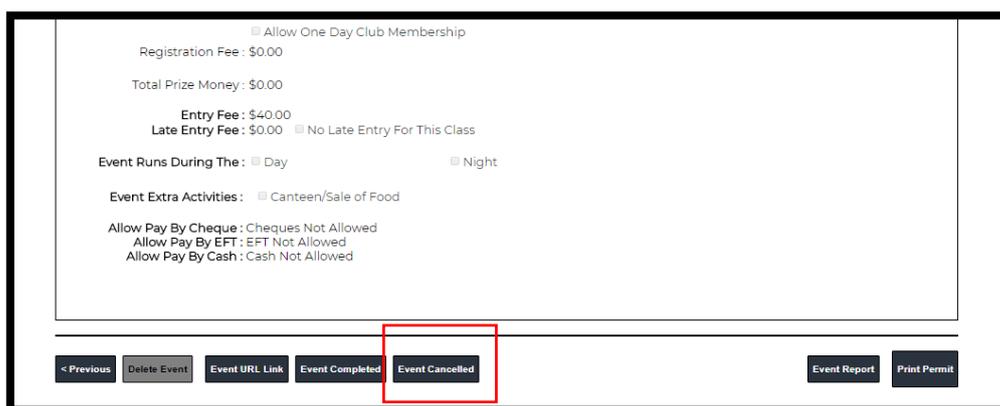

Once 'Event Completed' is clicked, the event information will be locked and no longer editable. The payment for the event will be made with the next transfer processed by Sports Marketing Australia through Ridernet. This usually happens on a Tuesday.

Change to current process – At the end of each event you MUST log back into the event and click the "Event Completed" button shown above. You must only do this once all of your refunds are completed. Even if you don't have any refunds you MUST log back in and click this button or Ridernet will not know to transfer your event money.

Refunding all participants of an event

If the event does not go ahead, the event organiser can refund all entered participants by Cancelling the event.

Event Administrators can 'Cancel' an event after the proposed event date.

When cancelling an event, the Event Manager password will need to be entered to Continue (the password for the User ID to access the system).

The event administrator will then need to read and accept the Event Cancellation Agreement and a further pop-up box confirming cancellation of the event.

All Riders within the event will be refunded their event entry in full and the Club/Event Organiser will be responsible for payment of the service and processing charges for each refund.