

## Introduction:

Motorcycling Australia is pleased to deliver its new, bespoke Customer Relationship Management (CRM) System, in close partnership with CRM designer, 3rdMill. Following months of scoping, workshops, research and analysis, MA happily presents the all new RiderNet to Clubs, offering a more user-friendly, simplified experience.

Club administrators will only require ONE login to access their Club accounts. Using their own individual RiderNet ID, administrators will be assigned access to their desired Club. Requests for administrator access will be directed to your SCB with confirmation required from Club officials.

Outlined within this User Guides, Clubs will find all the key information and navigation tools to assist with the new system and hopefully answer any questions or queries those users may have.

Clubs will find the following information:

- How to Manage Club details
- How to Create Memberships (categories, years, types)
- How to Add Members (back end)
- How to Create an event (type, permitting, classes, sup regs, etc...)

This RiderNet Guide will take you through each of these functions, giving a comprehensive and clear understanding of what can be done using the website.

Clubs will find further guides and 'How To' information in video and PDF format that will be downloadable for use at any time here *[include details of how they can access these files]*.

***Ride. Race. Enjoy.***

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## Managing Club Details

Your Club details are set up when you initially affiliate, but you will be able to edit and update them as they change.

To access your Club Administration page, you will need to access the **Admin** page on your RiderNet profile and select Club > Manage Club

**Note:** Club Admin access is assigned by your SCB, they will need to verify who requires access and who has been given by current Admins of the Club.



Home ▾ Admin ▾ Licences ▾ Club ▾ Members ▾ Events ▾

Manage Club

### Admin Home

Once you have accessed your Club, you will find the navigation panel which is where administrators can access Details, Members, Memberships, Terms and Conditions, Disciplines and Products

Details

Members

Financial Period

Categories

Membership Q's

Terms & Policies

Disciplines

Products

Once you have selected **Details**, the page will open then select the **Edit** icon to unlock the data fields.

### Manage Club - Toowoomba Motocross Club

Details

Members

Financial Period

Categories

Membership Q's

Terms & Policies

Disciplines

Products

### Club Details

Club Name

Toowoomba Motocross Club

Edit 

You will then be able to update the required fields. Please ensure that once all your changes have been made that you **Save** the changes.

The details you will be able to update, and change include:

- Contact information
- Mailing addresses
- Club positions
- Additional Club Delegates
- Pending/Approved Club Memberships

**Note:** If you want to change banking information or affiliation status, these changes can only be updated by your SCB upon request



### How to Update Club Contacts

Your Club contacts, including your Club roles, can be updated by selecting the appropriate person for the drop-down list of Club members. You will be able to search for the member you want to allocate by typing their name. You can nominate your Club positions as well as up to 5 additional Club delegates.

### Club Details

X Close

Website

Phone Number

Email Address

Mailing Address

Mailing Suburb

Mailing State

Please select...

Mailing Postcode

Club President

none

Club Treasurer

none

Club Secretary

none

Authorised to accept Credit Card Payments

☐

Acceptance of Credit Cards is authorised once a Merchant Agreement has been completed and forwarded to your State.

EFT Available

☐

Allow Cheque/Cash Payments

☐

Acceptance of Credit Cards is authorised once a Merchant Agreement has been completed and forwarded to your State.

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## Creating a Club Product

Clubs will be able to create products from their Administration page. Initially, products will not be displayed and allow admins to filter which type of product they require.

Products are split into two types:

- Non-Event Only Products (e.g. club merchandise)
- Event Only Products (e.g. transponders, pit garage/site, tickets)

### Manage Club - Toowoomba Motocross Club

Details	Members	Financial Period	Categories	Membership Q's	Terms & Policies	Disciplines
<b>Products</b>						

#### Products

Category:  Types: 

Non-Event Only Product

**Non-Event Only Products**

Event Only Products

All

 Find:

After clicking 'Search', the option to 'Add Product' will appear. Follow the below steps to create the Product.

- **Create Product Name**
- **Product Owner (search in the dropdown list for your Club)**
- **Select Product Category**  
Merchandise is an example of a Product Category. Products such as T-Shirts, Hats, Jumpers, Beanies could be filed under this category.
- **Select Sort Order**
- **Create Description**

Product

×

Close

\*(Indicates required fields)

Product Name \*

Product Owner \*

Category \*

Sort Order \*

Description \*

Add Image

Event Only

Autofulfil

Ticketed

This product is refundable

Choose File

No file chosen

☐ Event Only products can only be added to an event

☒

☒

☒

SAVE & NEXT

Products can also be set to be:

- Auto fulfill: select this where the product does not need to be manually fulfilled
- Ticketed: select this if the product is a ticketed event
- Refundable: select this if the product is refundable

An image may also be added for the Members to see.

Click '**Save and Next**'

Next, you will be able to set the following:

- **Default Price:** the standard price your product will be set to
- **Default Inventory Count:** This will be a default count of the stock available for purchase
- **Re-Order Count:** This is the amount of product that is nominated to be ordered at the nominated re-order level
- **Re-Order Level:** This is the level at which the Inventory of items will be trigger/notified to be re-ordered.
- **Max Quantity:** This is the maximum number of products that can be purchased in one transaction

## Add Product

✕ Close

\* (Indicates required fields)

Product Name	Test
Default Price *	0
Default Inventory Count *	0
Re-order Quantity *	0
Re-order Level *	0
Max Quantity *	0

### Variants

Add Variant

### Questions

Add Question

PREVIOUS
SAVE & FINISH

Next is adding a Variant

**Note: Variants are REQUIRED for the Product to be valid and live in the system. These variants can be the same as the product if there are no variants available for the product.**

Adding a Variant will require you to fill the following information:

- **Variant Type:** Size or Colour
- **Variant name:** e.g. Small, Medium, Large – Black, Blue, Red

You can also add Override values for each Variants. These can be created if the variants have different prices or inventory requirements to the default item and will display instead of the default values.

### Add Product > Variant

X Close

\* (Indicates required fields)

Product Name

Test

Variant Type \*

--- select ---

Variant Name \*

#### OVERRIDE VALUES

Price \*

0

Inventory Count \*

0

Re-order Quantity \*

0

Re-order Level \*

0

Max Quantity \*

0

SAVE

There MUST be a number in the Inventory Count The inventory will indicate how many of a product is available for purchase.

Click '**Save and Finish**' finalize product

Created products can be available for purchase upon request or for an event depending on their settings.

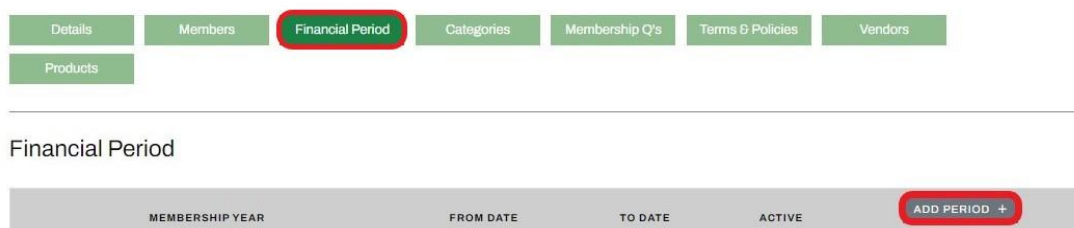


## Creating Club Memberships

Clubs can create and manage your Memberships via your Administration access. There are a few steps required to set your memberships up but once they are set, they will only need to be attached to each financial year unless there is a change to your membership type detail.

### Creating a Financial Period

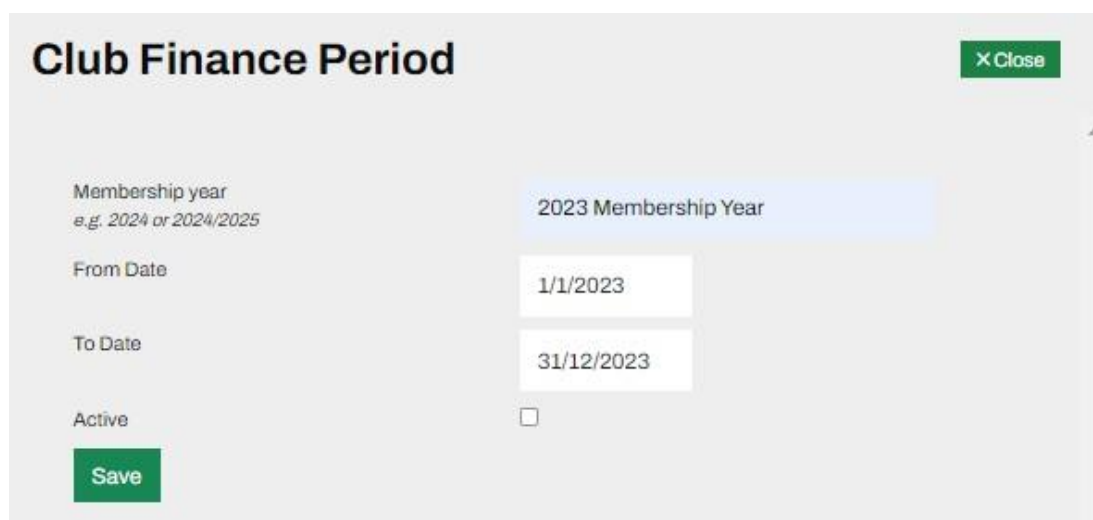
Clubs will first need to setup their Financial Period as this is required to allocate each Membership Categories to.



The screenshot shows a navigation menu with tabs: Details, Members, Financial Period (highlighted), Categories, Membership Q's, Terms & Policies, and Vendors. Below the menu is a table titled 'Financial Period' with columns: MEMBERSHIP YEAR, FROM DATE, TO DATE, ACTIVE, and an ADD PERIOD + button.

To create the Financial Period, click Financial Period > Add period > Name Membership year, e.g. 2023 > create To and From dates > mark as Active (or leave unmarked to be Inactive)

**Note:** Clubs will be able to set the dates as they require, e.g. calendar year, financial year, constitutional year



The screenshot shows the 'Club Finance Period' form. It includes a close button (X Close). The form fields are: Membership year (with a dropdown showing '2023 Membership Year' and a hint 'e.g. 2024 or 2024/2025'), From Date (with a date picker showing '1/1/2023'), To Date (with a date picker showing '31/12/2023'), and Active (with an unchecked checkbox). A green 'Save' button is at the bottom left.



## Create a Club Membership Category

From the Club Administration page, **Select Categories > Add Category**

### Manage Club - Toowoomba Motocross Club

Details	Members	Financial Period	Categories	Membership Q's	Terms & Policies	Vendors
Products						

#### Categories

Category Name:

Search

MEMBERSHIP NAME	START DATE	END DATE	VISIBLE FROM	COST	ACTIVE	ADD CATEGORY +
-----------------	------------	----------	--------------	------	--------	----------------

Next,

- **Allocate the Membership Year:** e.g. 2022, and
- **Allocate the National Category:** e.g. Junior/Family/Senior, etc...
- **Complete the Club Category:** the name Members will see when choosing a membership
- **Add a Description:** e.g. the preferred Club name
- **Set Visible From and To Dates:** These are the dates when Members will be able to see and purchase the Memberships online and purchase
- **Period Type:** nominate if your members are set to a Fixed Period, (e.g. 12 months), Pro Rata or Rolling
- **Set Cost**
- **Mark as Active:** keep unmarked if wanting to keep in Inactive until a later date
- **Add a Questionnaire:** optional, only use if Club wants to set Questions linked to your Club membership
- **Save**

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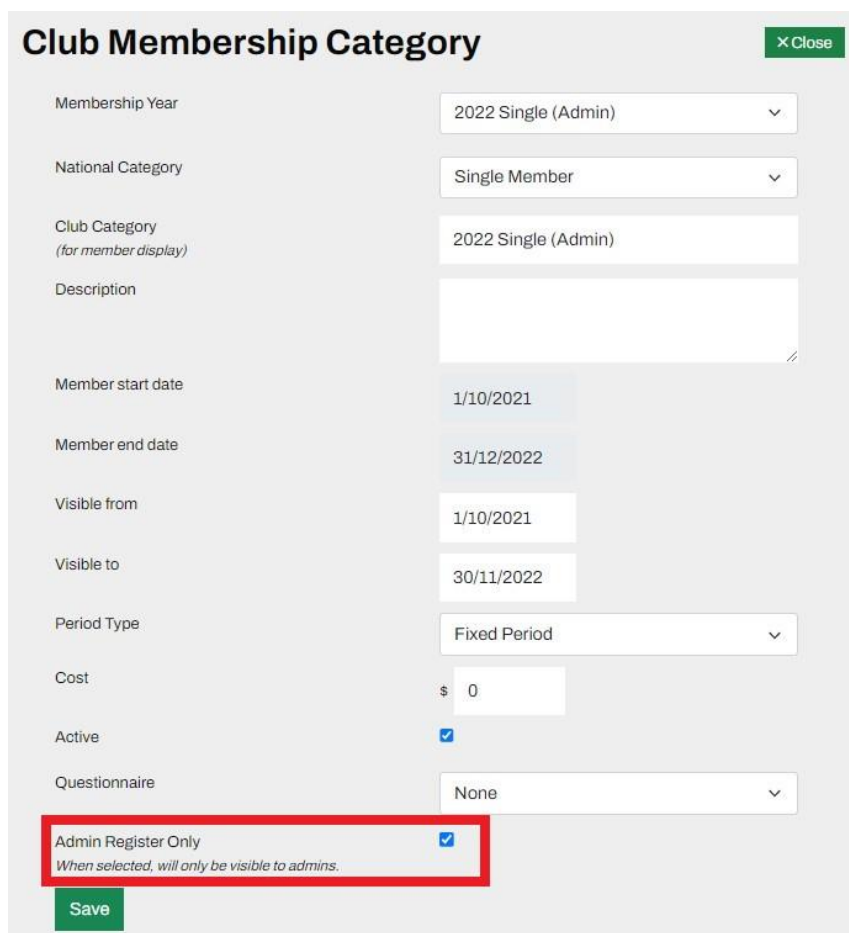
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**Note: Clubs will be able to create memberships visible to only Administrators, e.g. Life Memberships.**

**When creating a club category, there will be the option for 'Admin Register only'. This will allow only Club Admins to delegate these memberships to specific members.**

**Once you have created the membership category, tick the 'Admin Register only' box**



**Club Membership Category** X Close

Membership Year: 2022 Single (Admin) ▼

National Category: Single Member ▼

Club Category (for member display): 2022 Single (Admin)

Description:

Member start date: 1/10/2021

Member end date: 31/12/2022

Visible from: 1/10/2021

Visible to: 30/11/2022

Period Type: Fixed Period ▼

Cost: \$ 0

Active: ☒

Questionnaire: None ▼

**Admin Register Only** ☒  
When selected, will only be visible to admins.

**Save**

Complete the process for the remaining Club Membership Categories you want to create.

**You can Edit the Categories at any time until a membership has been sold, just click 'Edit' to update**

**NOTE:** Please ensure you only have the appropriate Categories ACTIVE to avoid confusion for Members and Administrators.

For future memberships, all that need to be updated is the visible To and From dates and possibly Costs if they change.

## Membership Questionnaire

Questionnaires can be created and set if a Club has any specific questions for their Members relating to their set Categories

### Select Membership Q's > Add Form

Details
Members
Financial Period
Categories
Membership Q's
Terms & Policies
Disciplines
Products

---

Membership Questions

ID	NAME	DISABLED	ADD FORM +
No forms			

Clubs will be able to Name each questionnaire and set as Active or Inactive as they need. Within each questionnaire Clubs have the option to add the following fields as question types:

- Single or Multi-choice
- Short/Long Text
- Number
- Date
- Yes/No
- File Upload

Details
Members
Financial Period
Categories
Membership Q's
Terms & Policies
Disciplines
Products

---

Membership Questions

< Finished
Preview

Form Properties

Name: Club Question Form Status: Active

Form Fields

Information

Select question type
Choice
Multi-choice
Short Text
Long Text
Number
Date
Yes/No
File Upload
Heading
Information

Questions will be available for specific sorting and ordering, as well as Preview prior to publishing.

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## Club Disciplines

Clubs will be able to select their Disciplines. This can be used for prospective Members to identify a Club that offers the discipline they currently ride or are interested in riding.

Details

Members

Financial Period

Categories

Membership Q's

Terms & Policies

Disciplines

Products

### Disciplines

Discipline	Select
<strong>Dirt</strong>	
Enduro	<input checked="" type="checkbox"/>
Minikhana	<input type="checkbox"/>
Motocross	<input type="checkbox"/>
Supercross	<input type="checkbox"/>
<strong>Trial</strong>	
Trial	<input type="checkbox"/>
<strong>Road</strong>	
Road Race	<input checked="" type="checkbox"/>
Supermoto	<input type="checkbox"/>
<strong>Track</strong>	
Dirt Track	<input type="checkbox"/>
Speedway	<input type="checkbox"/>
Track	<input type="checkbox"/>

Save

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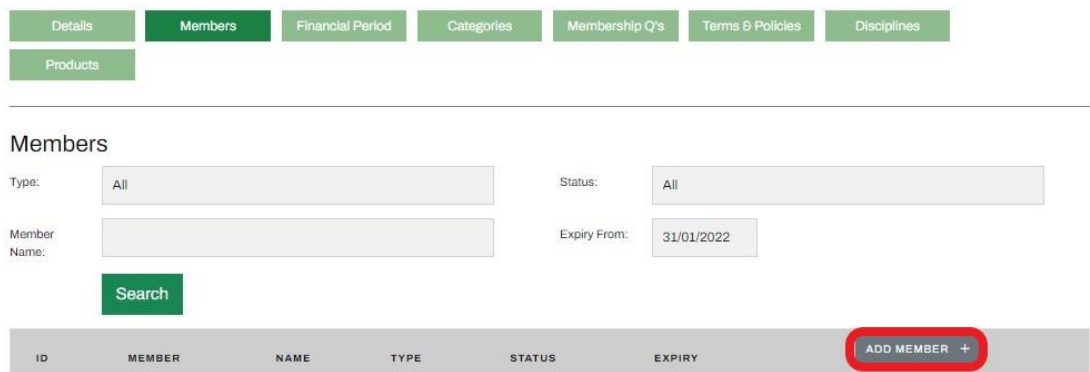


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## Adding Club Members (via back end)

To add Members via the back-end, Clubs can do this by going to their Club Members page and select '**Add Member**'

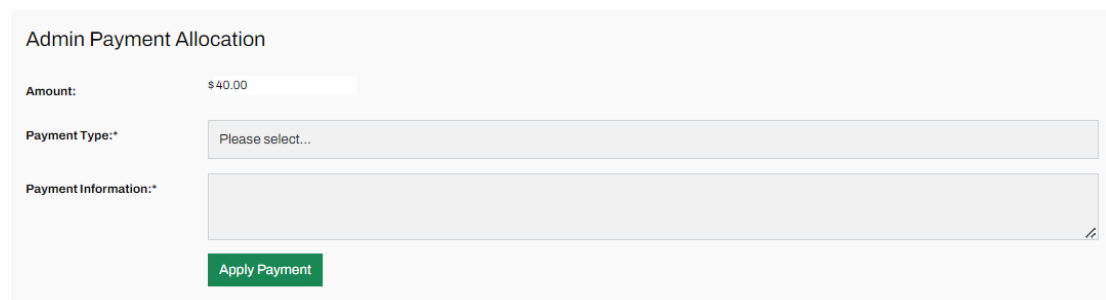


This will bring up a Global Search field. All the below fields are **MANDATORY** to find and add a member:

- RiderNet ID
- Surname
- DOB

After finding the Member, click '**Add**'. Next you will be able to select from the available Club Memberships and follow the prompts.

**NOTE:** When making payment, there will be an option to make payment via either, EFT, Cash or Cheque.



If the member had already paid with the Club outside of RiderNet, the Club could charge the membership as a \$0.00 fee using these additional payment types.

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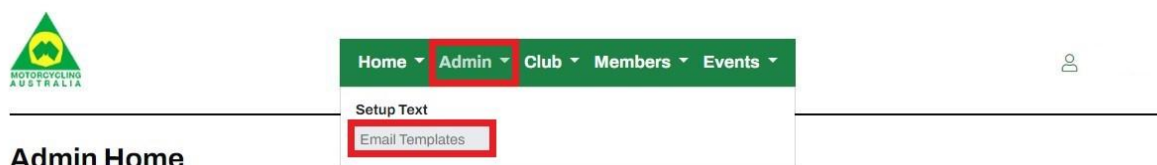
## How to Email Members

### Email Templates

Clubs will be able to communicate emails to their members from their home page. They can create templates for each email type as well as categorising the email type and setting the defined 'From' email address, e.g. the club's email.

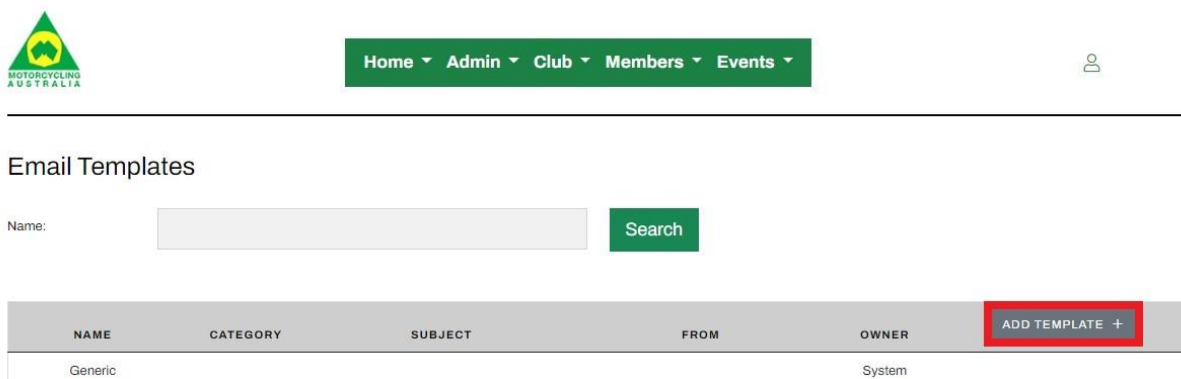
Emails can be sent ad hoc or by using a pre-set template. To create a template, follow the below instructions:

From the Admin Home, click Admin > Email Templates



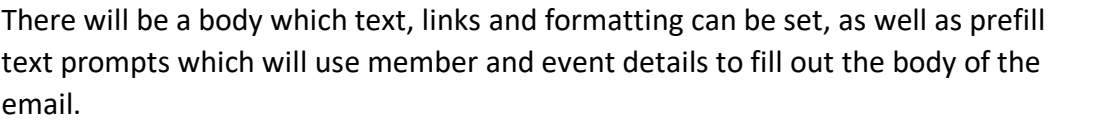
This will display where the email templates are stored and if they need to be edited or created, admins can do so from here.

To create a template, click Add Template



Here, you can set the Template Name, Default Subject, Default From Address, and select the Category, e.g. Event, Membership. The Owner will be prefilled to the Club, this won't have to change.





First Name	Last Name	Full Name
RiderNet ID	Mobile Number	Email Address
Event Name, Dates and Location		

Click 'Save' once the template has been completed.

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## Emailing Club Members

To email members from the Club Home, you will need to select Email Members from the Club dashboard.



Home ▾ Admin ▾ Club ▾ Members ▾ Events ▾



### Manage Club

Details	Members	Financial Period	Categories	Membership Q's	Terms & Policies	Disciplines
Products	Email Members					

Here, admins can choose who they want to send the email to, when, which template they would like to use, the subject, add any attachments and schedule when an email will be sent.

Below are the definitions of each field:

- **Type:** based on which type of membership a member has, you can choose which members receive the email, e.g. Senior, Junior, Single, Family, All
- **Status:** memberships that are paid, pending or both
- **Expiry:** whether a member's membership is Active or due to expire, e.g. 1, 2, 3, 4 months, or Expired
- **Template:** which specific template you would like to use
- **Subject:** purpose of the email
- **From:** who is sending the email, e.g. club email address
- **Other recipients:** those members that are not specifically linked to the club through their membership
- **Send Date:** the scheduled time when the email is to be sent  
NOTE: this time is displayed as 24-hour time
- **Duplicate Email Handling (Suppress/Include):** Select whether duplicated emails will receive the communication or not
- **Message:** the text body for the email
- **Attachments:** documents or files that will accompany the email

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Type:	All	Status:	All
Member Name:		Expiry:	Active
Template:	Blank Template		
Duplicate Email Handling:	<input checked="" type="radio"/> Suppress Duplicates <input type="radio"/> Include Duplicates		
Subject:	Enter Email Subject here		
From:			
Other Recipients:			Find







Message:







Source

Styles

Format

Font

Size

A-

A+

Text Color

Background Color

Help

Blank email template set up

body

Attachments:

Choose File	No file chosen
Choose File	No file chosen
Choose File	No file chosen
Choose File	No file chosen
Choose File	No file chosen

Send Date (leave blank for now):

Time:

Send Email

As well as emailing members from your Club, admins will be able to email members that have registered for their events (See Emailing Event Members)

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## How to Create an Event

In RiderNet 2.0, there is a new introduction of Minimum Requirements for Clubs and Organisers to obtain their Event Permit numbers.

The purpose of **the Minimum Requirements** is to allow events (e.g. Series or Championships), to obtain their permit numbers at the beginning of the season in preparation for the year. The Events will NOT be published for entry until ALL the required event information is completed and approved by your SCB.

Note that if you have all your event information ready to complete you can continue to progress through to your final event permit approval bypassing the minimum requirement approval steps.

## Minimum Requirements for Permitting

Below are the Minimum Requirements for Permitting:

- **Event Name**
- **Permit Type**
- **Event Discipline**
- **Event Short Description**
- **Event Start Date and Time**
- **Event End Date and Time**

### Event Details

[X Cancel](#)

Status	Draft
State	<div>Please select... ▾</div>
Event Name	<div></div>
Permit Type	<div>Competitive ▾</div>
Event Type	<div>Please select... ▾</div>
Event Discipline	<div>ATV (AT) ▾</div>
Event Short Description	<div></div>
Event Image	<div>Choose File   No file chosen</div> <div>Next &gt;&gt;</div>

Clubs and organisers will be able to complete this information and continue through the setup and submit their event for permitting.

**NOTE:** The submission will only be a DRAFT and not ready for publication.



Once the minimum detail has been completed click 'Submit' for permit number allocation. A prompt will appear confirming that the event cannot be edited until approved

**Your event has No Locations  
No Officials  
No Classes  
No Entry Start Date  
No Entry End Date  
and will require re-approval when that  
information is provided. Are you sure you want  
to submit this event for approval?**

Confirm

Cancel

The event then goes into Review status for the RCB to review and approve the permit

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2022 Championship

Competitive  
National

Motocross

26-Aug-22

Pending

Review

View

The RCB then reviews and approves the permit application and assigns the relevant fees for the event

## Event Review

X Close

Details Registration Clubs & Locations Officials & Endorsements Classes Supp Rags Products & Questions

Status Pending  
State National  
Event Name 2022 Championship  
Permit Type Competitive  
Event Type National  
Event Discipline Motocross (MX)  
Event Short Description 2022 Championship Event  
Event Image

Approve

Decline



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The event permit is then approved noting any mandatory info that is missing. The Event manager can then edit the detail

2022 Championship	Competitive National	Motocross	26-Aug-22	Approved MX/22/N/00024 Permit Fee: \$250.00	No Clubs No Locations No Contacts No Officials No Classes No Entry Start Date No Entry End Date	Edit	View
-------------------	-------------------------	-----------	-----------	---	---	------	------

The Event manager will have to select “**Unlock for Editing**” on any pages that had previously completed info

**NOTE: If you unlock the event for editing, you will have to resubmit for approval**

## Event Details

Details Registration Clubs & Locations Officials & Endorsements Classes Supp Rets Products & Questions

Status	Approved
State	National
Event Name	2022 Championship
Permit Type	Competitive
Event Type	National
Event Discipline	Motocross (MX)
Event Short Description	2022 Championship Event
Event Image	<input type="button" value="Choose File"/> No file chosen
<input type="button" value="Next &gt;&gt;"/> <input type="button" value="Save"/>	

When all detail has been completed the event status changes to Submit for Final Approval. This will go back into a Pending status and will be available for the RCB to review

**NOTE:** Changes that are made during the event creation will be recorded and can be viewed under the ‘Updates’ icon

Once the final review is approved, the event is available for Publishing for entries

2022 Championship	Toowoomba Motocross Club	Competitive National	Motocross	26-Aug-22	Test Location 632560 GDDR QLD	Approved MX/22/N/00024 Permit Fee: \$250.00	<input type="button" value="Publish"/>	Edit	View
-------------------	-----------------------------	-------------------------	-----------	-----------	-------------------------------------	---	--	------	------

## Creating an Event (all requirements)

Go to Admin Home > Events > Manage Events > Add

### Event Details:

This is where, Event Managers will be required to complete the basic event information required for their event.

- **State**
- **Event Name**
- **Permit Type** (permit types and Event Types include the following:
  - Competitive – Club, Interclub, Open
  - Non-Competitive – Non-Competition Practice, RPA, Come & Try, Non-Riding, Trail Pass
  - Coaching
- **Event Type**
- **Event Discipline**
- **Event Short Description**
- **Event Image**

**Note:** The State drop-down will only show the appropriate State which the organizer is linked to, e.g. NSW organizer can only create an event in NSW

### Event Details

X Cancel

Draft

Status	
State	Please select... ▾
Event Name	
Permit Type	Competitive ▾
Event Type	Please select... ▾
Event Discipline	ATV (AT) ▾
Event Short Description	
Event Image	<div>Choose File No file chosen</div>

Next >>





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Next, Event Managers will be required to complete the following details:

- **Event Start/End:** the date and time the event runs from and to
- **Entry Start/End:** the time frame that event entries are open
- **Late Entries:** the final date / time that late entries will be accepted where relevant
- **Check In Open:** if the event has the ability for registrants to check in prior to competition starting, outline the time here. If left blank this will default to 12.01am of the first day of the event
- **Include in Calendar:** if the event is to be listed in the Ridernet calendar visible to all members
- **One Event Licencing options (Crew or Riding):** if the event will accept One Event Licences. Note that One Event Crew licences can now be purchased via Ridernet in addition to One Event Riding licences
- **Entry and Late Fees:** A minimum entry fee must be set, note this can be set to \$0. If late fees are applicable these should be listed
- **Refundable Events:** confirm whether the event is to be refundable
- **Electronic Timing:** selecting this will ask which specific timing transponders will be used for the event

## Event Details

X Cancel

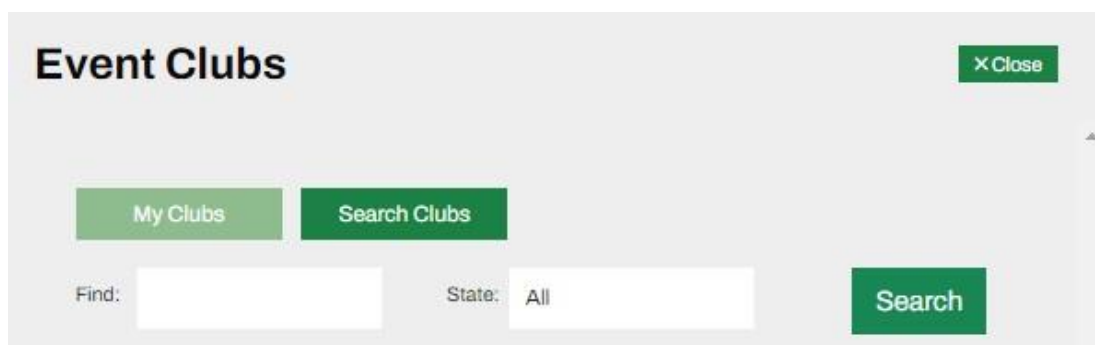
	Date	Time
Event Start	<input type="text"/>	<input type="text"/>
Event End	<input type="text"/>	<input type="text"/>
Entry Start	<input type="text"/>	<input type="text"/>
Entry End	<input type="text"/>	<input type="text"/>
Late Entries Close	<input type="text"/>	<input type="text"/>
Check In Open	<input type="text"/>	<input type="text"/>
Include in calendar?	<input type="checkbox"/>	
One event license accepted?	<input type="checkbox"/> Riding <input type="checkbox"/> Crew	
Check this box if you DO NOT intend to use to use Ridernet for registration	<input type="checkbox"/>	
Entry fee	<input type="text"/> <input type="button" value="ADD FEE"/>	
Late Entry Fee	<input type="text"/>	
This event is refundable	<input type="checkbox"/>	
Restrict registrations?	<input type="checkbox"/>	
Will electronic timing be used for this event?	<input type="checkbox"/>	
Use Competition Riding number ranges?	<input type="checkbox"/>	
<input type="button" value=" &lt;&lt; Prev"/> <input type="button" value=" Next &gt;&gt;"/>		

**Note:** If the event is taking registrations outside of RiderNet, an option to provide a weblink to the desired event registration page will become available. Where the weblink is listed the event can still be visible in the Ridernet calendar but members will be directed to the nominated registration website.

## Event Club, Location and Contact Details

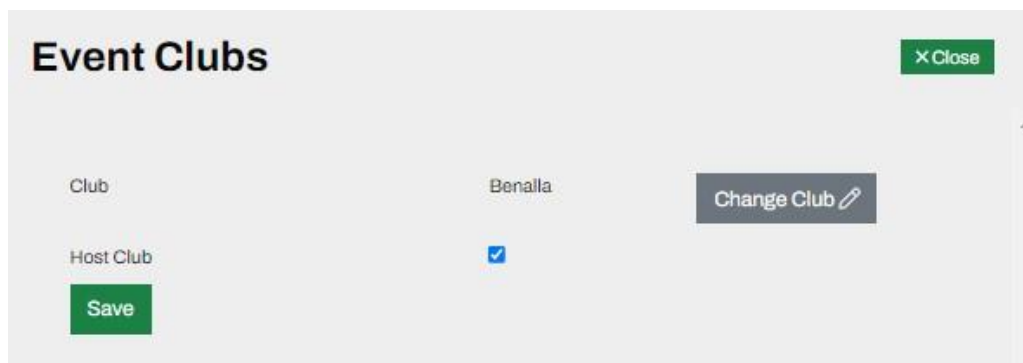
After completing the basic event information, Event Managers will confirm the Event Club and Location details:

- **Club:** The Club will be prefilled to that you are an administrator of, otherwise, if the event is to be held elsewhere you will be able to manually search for the desired Club



The screenshot shows the 'Event Clubs' modal window. It has a title bar with 'Event Clubs' and a close button. Below the title bar are two tabs: 'My Clubs' and 'Search Clubs'. Under the 'Search Clubs' tab, there is a search form with a 'Find:' label and an input field, a 'State:' label with a dropdown menu set to 'All', and a 'Search' button. A 'Save' button is also visible at the bottom left of the modal.

Once selected, there will be the option to nominated whether the Club chosen is the Host Club or not. Multiple clubs can be added in the case of InterClub events or Series.



The screenshot shows the 'Event Clubs' modal window in a configuration state. It displays the selected club 'Benalla' and a 'Change Club' button with a pencil icon. Below this, there is a 'Host Club' section with a checked checkbox and a 'Save' button. The modal also includes a title bar with 'Event Clubs' and a close button.

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- **Location:** Event locations can be specifically searched via Name or via State search menu dropdown. Click 'Select' to add chosen Club



The screenshot shows a web interface titled "Event Club Location" with a close button (X Close). Below the title is a "Search Locations" section with a "Find:" input field, a "State:" dropdown menu currently set to "All", and a "Search" button. To the right of the search fields is a "New Location +" button. Below the search section is a table with three columns: NAME, ADDRESS, and STATE. The table contains one entry: "Clearview" in the NAME column, "217 Rydal Road Wallerawang NSW 2846" in the ADDRESS column, and "NSW" in the STATE column. To the right of the table entry is a "Select" button with a magnifying glass icon.

Alternatively, you can add a New Location. Note, if you add a new location or are using a temporary location this will require a new venue permit to be allocated.

- **Location Name**
- **Address**
- **Suburb**
- **State**
- **Postcode**
- **Country**
- **Track Number**

Finally, nominate the selected venue which is the Primary Location and confirm that relevant that the Club has the Landholder Permission for the venue where applicable. Note that this acknowledgment replaces the previous Landholder Permission document.

## ○ **Contact**

To add a Contact, click 'Add Contact' and complete the following details:

- **Club Name**
- **Contact Name**
- **Contact Email**
- **Contact Phone Number**

Note that you can nominate a contact who is not a Club member where relevant. They do not need to be an active Ridernet member.

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## Event Officials


Officials can be searched via **RiderNet ID** or **Name**, as well as the option to choose the specific **State**, **Discipline**, **Accreditation** and **Level**

### Event Officials


× Close


Search for a specific person


Name  


Ridernet ID  

Find an official

State  

Discipline  

Accreditation  

Level  

Search

**Note:** If the Event Type is Coaching, a Coach will be required and can be chosen using the same search functions as Officials.

If the Event Type is Non-Competition, a Responsible Person is required and the Event Manager will need to provide the Name, Email address and Phone number of the nominated person.

### Event Responsible

× Close

Name

Email Address

Phone Number

Save

## Event Classes

After Event Officials, Classes can be added.

Note that Classes have been set in Ridernet as per the MOMs competition classes. Event managers can name their classes as they need, but if an alternate class is required, please contact your RCB.

Class details that need to be input are as follows -

- **Class:** The MOMs Class name, ages applicable and required endorsements will autofill to provide further information for the class
- **Gender**
- **Grade**
- **Description:** this can be the name the Club usually refers to the Class as or the name members are familiar with
- **Minimum/Maximum participants**
- **First Class fee/ Second class fee**
- **Restrict to Club**

### Event Class

✕ Close

Discipline Enduro (EN) ▾

Class E1 (Age:16-99) ▾

Class Name	Discipline	Ages	Age Group	Gender
E1	Enduro	16-99	Senior (16-99)	Any
Endorsements	None			

Gender Any ▾

Grade ▾

Class Description

Allow team class ☐

Add crew members ☐

Sidecar class ☐

Restrict to state members only ☐

Restrict to Club members only ☐

Restrict entries to back end only ☐

Has multiple bikes ☐

Minimum participants

- **Sidecar classes**
- **Team classes**



## Supplementary Regulations

There will be two options for how to complete your Supplementary Regulations, Template (see below) or HTML. Depending on which Event Type, either the HTML or Template Supp Regs will be optional and then the Club can choose which type of Supp Regs can be used.

Details that need to be completed for **Template** Supp Regs are below:

- **Event passes (if applicable)**
- **Medical Services**
- **Competition Starts and Competition Formats**
- **Event Open**
- **Event Scrut Time (From/To)**
- **Event Brief Time (From/To)**
- **Competition Start**
- **Awards and Prize Money**
- **Restrictions**
- **Event Long Description**
- **Presentation**
- **Grid Positions**
- **Tyres**
- **Spectator Information and Fees**
- **Special Notes & Warning**

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### Event Details

Details	Registration	Clubs & Locations	Officials & Endorsements	Classes	Dates & Times	Products & Questions
Event Passes	<div>n/a</div>					
Medical Services	<div></div>					
Race Starts	<div>Flag</div>					
Race Format	<div></div>					
Event Open Time	<div></div>					
Event Scrut Time From	<div></div>					
Event Scrut Time To	<div></div>					
Event Brief Time From	<div></div>					
Event Brief Time To	<div></div>					
Race Start	<div></div>					
Awards and Price Money	<div></div>					
Restrictions	<div></div>					
Event Long Description	<div></div>					



If the Club is using **HTML** Supp Regs, they will be able to upload the information by using the available text box

## Event Details

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

Use HTML Supp Regs

☒ Yes ☐ No

[illegible]

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## Event Products & Questions

Finally, Event Questions and Products can be added

If products are not already created, they can be done so by clicking '**Add New Product**'.

Follow the below steps to Add New Product:

- **Create Product Name**
- **Select Product Category**
- **Select Sort Order**
- **Create Description**

### Add Product

× Cancel

\* (Indicates required fields)

Product Name *	<input type="text"/>
Category *	<input type="text" value="--- select ---"/>
Sort Order *	<input type="text" value="0"/>
Description *	<div style="border: 1px solid #ccc; height: 60px;"></div>
Add Image	<div> <input type="button" value="Choose File"/> <input type="button" value="No file chosen"/> </div>
Event Only	<input type="checkbox"/>
Autofulfil	<input type="checkbox"/>
Ticketed	<input type="checkbox"/>
This product is refundable	<input type="checkbox"/>

After Adding Product, you will need to Edit Product. This involves completing the following:

- **Product Name**
- **Default Price:** the standard price your product will be set to
- **Default Inventory Count:** This will be a default count of the stock available for purchase
- **Re-Order Count:** This is the amount of product that is nominated to be ordered at the nominated re-order level
- **Re-Order Level:-** This is the level at which the Inventory of items will be trigger/notified to be re-ordered.
- **Max Quantity:** This is the maximum amount of products that can be purchased in one transaction



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## Edit Product

\* (Indicates required fields)

Product Name	<input type="text" value="Test"/>
Default Price *	<input type="text" value="0"/>
Default Inventory Count *	<input type="text" value="0"/>
Re-order Quantity *	<input type="text" value="0"/>
Re-order Level *	<input type="text" value="0"/>
Max Quantity *	<input type="text" value="0"/>

Variables (Ensure you save the above values before you add a new variant)

[Add Variant](#)

Questions

[Add Question](#)

[PREVIOUS](#)

[SAVE & FINISH](#)

[X Cancel](#)

Next is adding a Variant

**Note: Variants are REQUIRED for the Product to be valid and live in the system. These variants can be the same as the product if there are no variants available for the product.**

Adding a Variant will require you to fill the following information:

- **Variant Type:** Size or Colour
- **Variant name:** e.g. Small, Medium, Large – Black, Blue, Red

You can also add Override Variants. These can be created if the variants are different prices to the original item.

## Add Variant

\* (Indicates required fields)

Product Name	<input type="text" value="Test"/>
Variant Type *	<input type="text" value="--- select ---"/>
Variant Name *	<input type="text"/>

### OVERRIDE VALUES

Price *	<input type="text" value="0"/>
Inventory Count *	<input type="text" value="0"/>
Re-order Quantity *	<input type="text" value="0"/>
Re-order Level *	<input type="text" value="0"/>
Max Quantity *	<input type="text" value="0"/>

[BACK](#)

[SAVE](#)

[X Cancel](#)

There MUST be a number in the Inventory Count The inventory will indicate how many of a product is available for purchase.

Click '**Save**' to finalise product. You can then Add Product and Select from the

## Event Details

✕ Cancel

Details Registration Clubs & Locations Officials & Endorsements Classes Dates & Times **Products & Questions**

### Products

Select Product Add New Product

### Questions

Add Question

<< Prev Save

created Products and Save to the event.

After you have completed adding Products, you can also add Questions.

To Add Questions, click Add Questions.

You can add free text questions and mark them as required or not, dependent on the event or organizer requirements.



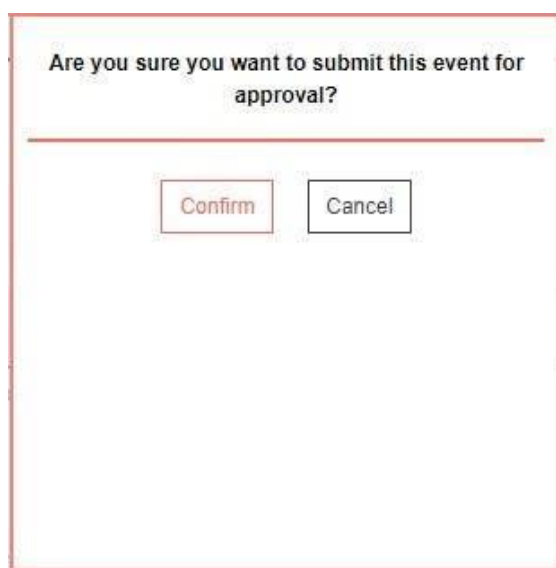
**Event Question** ✕ Close

Question

Required? ☐

**Save**

Once completed, you can Save and Submit the Event for permit review and approval.



**Are you sure you want to submit this event for approval?**

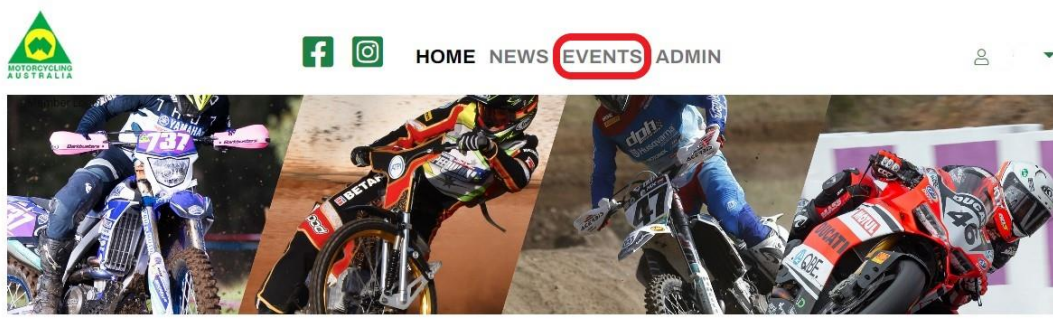
**Confirm** **Cancel**

The event will be reviewed by the RCB and either approved or declined, based on the information provided and note any changes that need be made before reapproval.

## How to enter members to an Event (backend)



For Admins, they will be able to backend members into their events following the below process:

First, go to the Events calendar on the Member Home page



### 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...](#)

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In the calendar, find the event your member is looking to register for and click on 'Register'

## Events

[Profile](#) > [Events](#)

Member #:

State:	<input type="button" value="National"/>	Club:	<input type="button" value="All"/>	Discipline:	<input type="button" value="All"/>	Find:	<input type="text"/>	<input type="button" value="Search"/>
Name	State	Club	Discipline	Start Date	End Date			
2022 ASBK - Rd 7 - THE BEND	National	Motorcycling Australia	Road Race	25/11/2022	27/11/2022	<a href="#">Register</a> 	<a href="#">View</a> 	



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This will take you to the Event Registration page with the event details.  
Click 'Register' again.

## Event

Profile > Event

Member #:

2022 ASBK - Rd 7 - THE BEND

Share Link

REGISTER

Event Description

Event Details

Organiser: Motorcycling Australia  
Event: 2022 ASBK - Rd 7 - THE BEND  
Discipline: Road Race

When, Where and How Much

(All registration times are in AEDT/AEST)

Location: 543 Dukes Highway  
Begins on: 25-Nov-22 at 06:00  
Ends on: 27-Nov-22 at 18:00  
Registration Open: 02-Sep-22 at 07:00  
Registration Close: 13-Nov-22 at 17:00  
Late Registration Till: 15-Nov-22 at 17:00  
Late Registration Fee: \$175.00

From here you will be able to change the rider from yourself to a member for backend entry.

Click 'Change' on the top right-hand corner

## Event Registration

Event: 2022 ASBK - Rd 7 - THE BEND

RIDER:

CHANGE

Next, you can search for 'System Members' to enter the event. You will need to use their RiderNet ID to search. Once you have found them, click 'Use this profile'.

## System Member - Existing Member

Profile > System Add Member

Member #:

BACK

Please enter all search criteria to locate member to add.

Member No.

313379

Search

MEMBER ID	NAME	EMAIL
313379	Smith, Jonny	

Use this profile

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The name on the top right-hand corner will change and identify as the member you are trying to enter.

## Event Registration

Event: 2022 ASBK - Rd 7 - THE BEND

RIDER: Jonny Smith [CHANGE &&](#)

### Classes

<b>Superbike</b> Alpinestars Superbike Championship	You cannot register for this class
<b>Supersport (15 years and over)</b> Michelin Supersport Championship	You cannot register for this class
<b>Supersport 300</b> Dunlop Supersport 300 Championship	<a href="#">Add</a> <a href="#">Remove</a>
<b>Formula One Sidecar</b> Australian F1 Sidecar Championship	You cannot register for this class
<b>Formula Two Sidecar</b> Australian F2 Sidecar Championship	You cannot register for this class
<b>R3 Cup</b> Yamaha Financial Service R3 Cup	<a href="#">Add</a> <a href="#">Remove</a>

Follow the registrations prompts as the member, going through the event classes, declarations, products, and questions (if required).

Admin Pay Allocation will appear beneath the Event Payment at the final registration page.

Here Admins can allocate the costs of entry to **Cheque, Cash, EFT or BPAY** and charge the amount (this will be the free entry).

You can also make any notes or provide information in the available text box.

Click **'Apply Payment'**. This will trigger a payment receipt to the member which will display the free entry and who they were entered by.

Admin Payment Allocation

Amount: \$ 460.00

Payment Type:\*

Please select...

Please select...
Cheque
EFT
Cash
Bpay

Payment Information:\*

Apply Payment

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## Event Reporting and Financial Transactions

To view the Reporting, Financial records and Download Documents, club administrators can access this from their Manage Events.

By clicking Manage Events, you will have the option to View, click View to review the event setup and reporting.

Test	Toowoomba Motocross Club	Competitive Club	Motocross	27-Aug-22	Echo Valley QLD	Active MX/22/C/00035 Permit Fee: \$0.00	<div>Deactivate </div> <div>Completed </div> <div> 1 registration</div>	<div>View </div>
------	-----------------------------	---------------------	-----------	-----------	--------------------	---	---	------------------

The following page will take you to the Event Details. From here you will be able to review the setup including the Details, Registration, Clubs & Locations, Officials & Endorsements, Classes, Supp Regs and Products & Questions.

If any information requires changing or updating, you can click 'Cancel' which will revert the event into Inactive, which you will be able to edit before resubmitting for approval.

View Participants, Reports and Download Documents will also be available.

### Event Details

[View Participants](#)[Reports](#)[Download Documents](#)[Cancel](#)[Copy](#)[Close](#)[Details](#) [Registration](#) [Clubs & Locations](#) [Officials & Endorsements](#) [Classes](#) [Supp Regs](#) [Products & Questions](#)

Status	Active
State	QLD
Event Name	Test
Permit Type	Competitive
Event Type	Club
Event Discipline	Motocross (MX)
Event Short Description	Test
Event Image	

[Updates](#)

Clicking 'View Participants' will display all attendees of the event, including Riders, Officials and Coaches and includes their Name, RiderNet ID, Licence Status, Address, Emergency Contact and Ambulance Fund information.

The information can be downloaded and exported in a CSV format.

### Event Participants

Attendee Types: ☒ Participant ☐ Official ☐ Coach

Filter:

Everyone

Find:

Search

[Close](#)

Event			782495				Test											<a href="#">Download Participants</a>				
Emergency Contact										Ambulance Policy Fund												
Name	Ridernet	Act.	Susp.	Endorsement	Licence	Address	Part.	Off.	Coach	Name	Relationship	Phone	Name	Number	Expiry	Checkin Date	Notes	Paid	Can Checkin			
																		N/A		<a href="#">View</a>		
Lisa Smith	313287	Yes		Inactive		1 Loonar Ave Testville QLD 4222	Yes	No	No	Chris Bailey	Brother									<a href="#">View</a>		





**NOTE: riders that are highlighted red do NOT have a valid or current MA licence. They will need to be contacted to renew their licence or purchase a licence for the event.**

By clicking on 'View', this will open a window on the screen which will allow you to view the member in greater detail, including:

- Details – personal details, address, emergency contacts and insurance information
- Classes – classes entered for the event
- Licences – current licences held by the rider
- Endorsements- list of the valid endorsements for the rider
- Suspensions – any current suspensions applied to the rider, including the type and when they were suspended

Member Details

X Close

Details

Classes

Licences

Endorsements

Suspensions

MEMBER DETAILS

First Name :  
Middle Name :  
Last Name :  
Gender : \*  
Date of Birth :  
Mobile :  
Profile Picture :  
Are you of Aboriginal / Torres Strait Islander descent? \*

RESIDENTIAL ADDRESS

Address :  
Address :  
Suburb :  
Postcode :  
State : \*  
Country : \*  
Is your postal address different to your street address?

Postal Address  
Address :  
Suburb :  
Postcode :  
State :  
Country :

EMERGENCY CONTACT DETAILS

Emergency Contact Person :  
Emergency Contact Phone No :  
Relationship : \*

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## REPORTS:

Clicking 'Reports' will display the reports available to Event and Club Administrators.  
The following reports are available:

- Participants
- Riders/Class
- Rider/Products
- Questions
- Medical
- Supp Regs
- Event Payments

## Event Reports

Participants

Riders/Class

Riders/Products

Questions

Medical

Supp Regs

Event Payments Report

The '**Participants**' report will redirect to the Event Participants page and display the same information.

**Riders/Class report** will show the riders entered and information regarding their entries including, Class, Race Plate, Sponsors, Class Fees, Bike details, as well as personal information, licencing, and paid status.

### Event Riders/Class

Filter:

Everyone

Group By:

Class

Search

EVENT

782495

Test

Download Riders/Class

													EMERGENCY CONTACT			AMBULANCE POLICY FUND										
NAME	RIDERNET	DOB	EMAIL	STATE	ACT.	SUSP.	SUSP.TO.	LICENCE	ENDORSEMENT	PART.	OFF.	COACH	NAME	RELATIONSHIP	PHONE	NAME	NUMBER	EXPIRY	CHECKIN DATE	NOTES	PAID	CAN CHECKIN	ROLE	CLASS NAME	CLASS DESCRIPTION	RACE PLATE
Lisa Smith	313287	15/12/2010	test@test.com	QLD	Yes			Inactive		Yes	No	No	Chris Bailey	Brother							Yes	Yes	Rider	MX2		45345435

The report can be downloaded and exported in a CSV format.



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The **Riders/Products** report will show the riders name, RiderNet ID, DOB, Product, Quantity, Price of each Unit and Total price.  
The report can be downloaded and exported in a CSV format.

Event Riders/Products

Close

Filter: Everyone

Search

EVENT									Download Riders/Products
NAME	RIDERNET	DOB	PRODUCT	DESCRIPTION	VARIANT	QTY	UNIT PRICE	PROD PRICE	
Luke			Transponder Hire	Transponder Hire	Transponder	1	15.0000	15.0000	View
David			Transponder Hire	Transponder Hire	Transponder	1	15.0000	15.0000	View
Cody			Transponder Hire	Transponder Hire	Transponder	1	15.0000	15.0000	View
Jack			Transponder Hire	Transponder Hire	Transponder	1	15.0000	15.0000	View
Ben			Transponder Hire	Transponder Hire	Transponder	1	15.0000	15.0000	View
Scott			Transponder Hire	Transponder Hire	Transponder	1	15.0000	15.0000	View
Cooper			Transponder Hire	Transponder Hire	Transponder	1	15.0000	15.0000	View
Levi			Transponder Hire	Transponder Hire	Transponder	1	15.0000	15.0000	View
Kadel			Transponder Hire	Transponder Hire	Transponder	1	15.0000	15.0000	View

The **Questions** report will show the any questions that had been setup during the registration process, the answers, rider name, DOB and RiderNet ID.  
The report can be downloaded and exported in a CSV format.

Event Riders/Products

Close

Filter: Everyone

Search

EVENT					Download Riders/Questions
NAME	RIDERNET	DOB	QUESTION	ANSWER	
Michael			If you are a sidecar, please advise if you are F1 or F2:	F2	View
Michael			If you are in SBK Masters, please advise what capacity and period of class you are competing in:	n/a	View
Michael			Please advise who you would like to share a garage / carport with? All effort will be made, however it cannot be guaranteed	Clancy sidecar 26	View
Michael			Would you like to be considered for a full garage / carport? Note: if you are allocated additional space, payment is required PRIOR to any ontrack activity.	yes	View



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**The Medical Report** will display the basic member information including their full name, DOB, address, emergency contact and ambulance fund information. This report is also available for download on the top right-hand corner of the report.

## Event Participants

Attendee Types: ☒ Participant ☒ Official ☒ Coach

Filter:

Everyone

Find:

Search

X Close

EVENT		1103231													Download Medical		
										EMERGENCY CONTACT			AMBULANCE POLICY FUND				
FIRST NAME	LAST NAME	RIDERNET	DOB	ADDRESS	MEDICAL ISSUES	CLASSES	PART.	OFF.	COACH	NAME	RELATIONSHIP	PHONE	NAME	NUMBER	EXPIRY		
																View	
																View	
																View	
																View	
																View	
																View	

**The Supp Regs Report** will display in a new window the regulations for the event. This is the same information that is displayed for members as they process their event registrations – Terms and Conditions.

**The Event Payment Report** will show all the transactions involved with the event, e.g. entries and products

Initially, the report will display as blank and will require you to define the Payment Type (All) and Exclude Batch Paid (Yes/No). After you have selected the appropriate options, click 'Generate Report'

**NOTE: You will need to have Pop-Ups enabled for RiderNet as this report will automatically download and open once generated**

## Event Payments Report

Payment Type:

All

Exclude Batch Paid:

☒ Yes ☐ No

X Close

Generate Report

Export Complete

If the file did not download, please check you are not blocking popups from this site.



## DOWNLOAD DOCUMENTS:

The documents available in the **Download Documents** page are as follows:

- Meeting Approval – confirmation that the event has been approved including organiser/promoter, address, permit number, meeting name, venue, and date
- Permit – proof that the event has been approved and permitted by the RCB
- Rider Participation – used for calculating rider levies
- Sign-on Sheet – downloadable sheet used for event sign-on as well as the contract to participate at the event



[Home](#) ▾ [Admin](#) ▾ [Licences](#) ▾ [Club](#) ▾ [Members](#) ▾ [Events](#) ▾



× Close

[Download Meeting Approval](#)

[Download Permit](#)

[Download Rider Participation](#)

[Download Sign-On Sheet](#)

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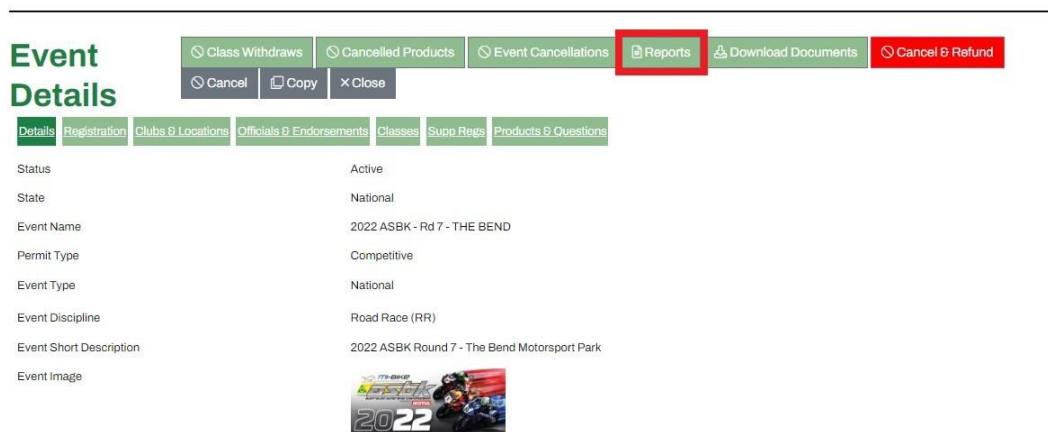
Supported by



## Emailing Event Members

From the Event Details page, event administrators will be able to send communications and emails to list participants.

You will need to View Events and go to the Events Details dashboard and select the Reports tab.



**Event Details**

Class Withdraws Canceled Products Event Cancellations **Reports** Download Documents Cancel & Refund

Cancel Copy X Close

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

Status Active

State National


Event Name 2022 ASBK - Rd 7 - THE BEND

Permit Type Competitive

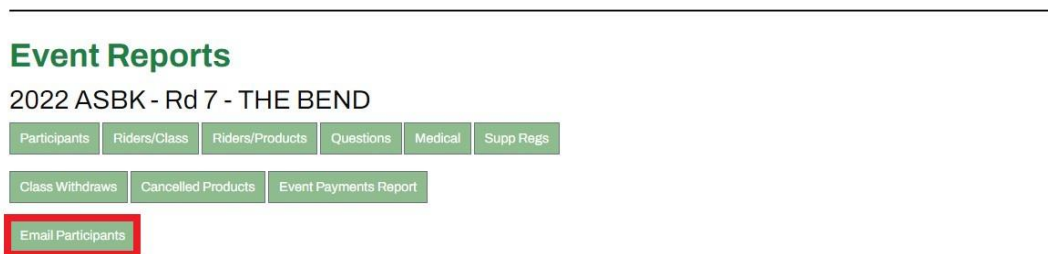
Event Type National

Event Discipline Road Race (RR)

Event Short Description 2022 ASBK Round 7 - The Bend Motorsport Park

Event Image 

Next, click Email Participants. This will generate an email dashboard where administrators can send through communications to those who have registered for the specific event.



**Event Reports**

2022 ASBK - Rd 7 - THE BEND

Participants Riders/Class Riders/Products Questions Medical Supp Regs

Class Withdraws Canceled Products Event Payments Report

**Email Participants**

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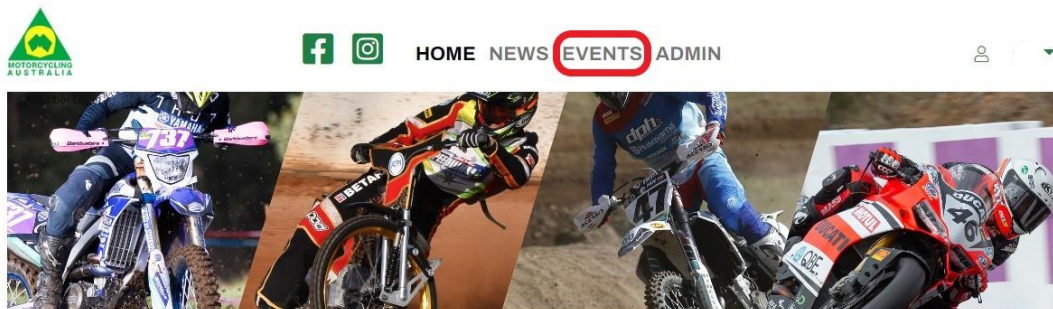




## Refunding Entries & Products


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> 
<a href="#">More...</a>				

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

### Event Details

[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	

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

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

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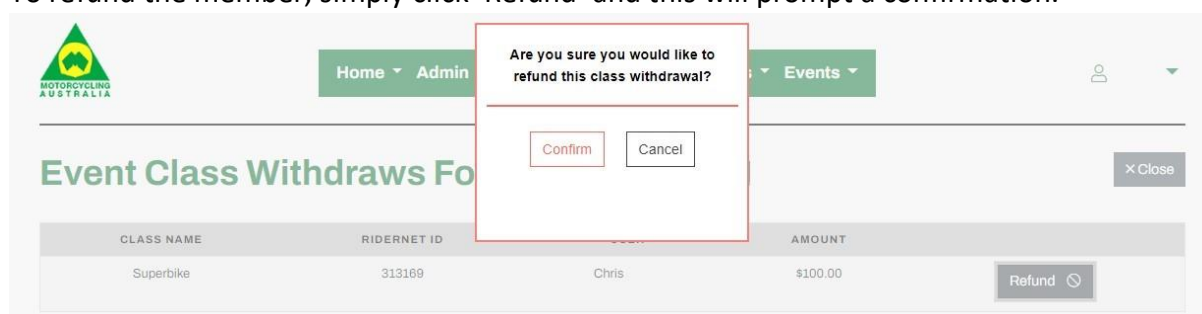
**Class Withdraws** will display those members who have withdrawn from their class including:

- 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 table containing one row: Superbike, RIDERNET ID 313169, User Chris, Amount \$100.00. A 'Refund' button is next to the row. A confirmation dialog box is open, asking 'Are you sure you would like to refund this class withdrawal?' with 'Confirm' and 'Cancel' buttons.

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



The screenshot shows the 'Event Class Withdraws' page after the refund is confirmed. The table now shows 'Refund Paid' instead of the 'Refund' button.


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



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'.



Home


Admin


Licences

Club

Members

Events





Event Riders/Class

X Close

Filer:

Everyone

Class:

All

Group By:

Class

Search

EVENT

1103231

Riders: 6

Download Riders/Class

EMERGENCY CONTACT																							
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	Bailey	313189	01/01/1980	Male	0123456789	chris@rdmill.com.au	WA	Preston MDC		Yes			SNA	11/03/2023	Paid - Approved		Yes	No	No		1	Other	1

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



The screenshot shows the 'Event Riders/Products' report for event 1107807. It includes a 'Download Riders/Products' button and a table with product details. A 'View' button is also present.

EVENT 1107807										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.

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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.

Home

Admin

Events

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

Confirm

Cancel

### Event Details

Details

Registration

Clubs & Locations

Officials & Endorsements

Classes

Status

Active

State

VIC

Event Name

Permit Type

Competitive

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

Close

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	
		\$68.00	\$0.73	\$1.75	1103250	884513	



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 Open	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:	<input type="text" value="All"/>	Club:	<input type="text" value="All"/>	Discipline:	<input type="text" value="All"/>	Find:	<input type="text"/>	<a href="#">Search</a>
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:	<input type="text" value="All"/>	Club:	<input type="text" value="All"/>	Discipline:	<input type="text" value="All"/>	Find:	<input type="text"/>	<a href="#">Search</a>
Name	State	Club	Discipline	Start Date	End Date			
	VIC	Preston MCC	Road Race	19/11/2022	20/11/2022	Cancelled		<a href="#">View</a>

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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 Rags](#) [Products & Questions](#)

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



Supported by



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

## Event Cancellation and Refund

X 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.

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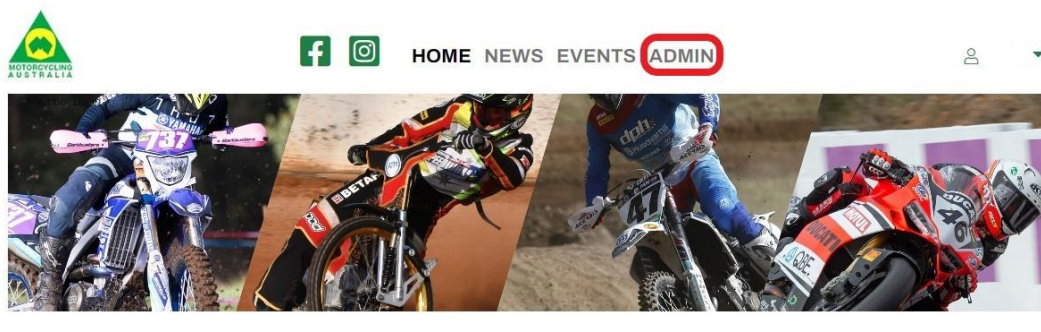


## Completing an Event

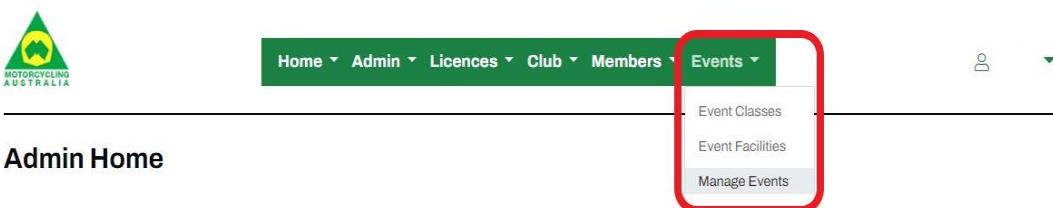
After your event has finished, you will be able to 'Complete' the event. Completing an event will trigger the payments to be received by the club or event promoter.

To complete an event, follow the steps below:

From your member Home Page, go to Admin



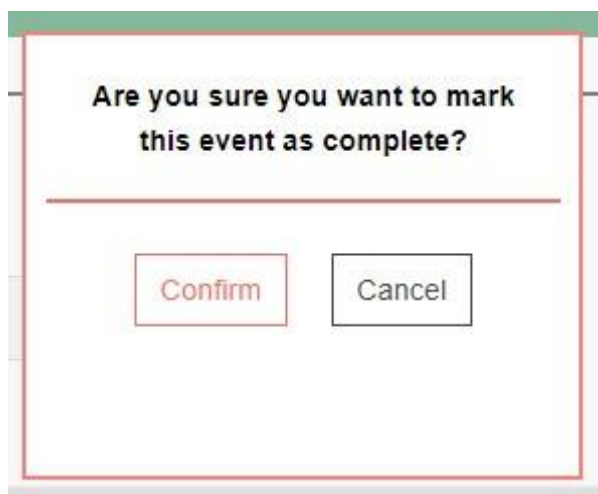
### Events > Manage Events



Filter through the listing of events until you find your relevant event/s

Click 'Completed'. This will trigger a confirmation prompt before completing the event.

HVMCC RPA/Presentation Day	Hastings Valley MCC	Non Competitive RPA	Motocross	29-Oct-22	Hastings Valley Raceway-A NSW	Active MX/22/R/00332 Permit Fee: \$0.00	Deactivate	View
							Completed	
							👤 31 registrations	



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Once confirmed, the event status will change to 'Completed'. You can find the event in the 'Manage Events' under the 'Completed' status.

### Events

Status: **Completed** State: **NSW** Register: **Any** Find: **Presentation**

**Search**

EVENT	CLUB	TYPE	DISCIPLINE	START DATE	LOCATION	STATUS	ADD +
HVMCC RPA/Presentation Day	Hastings Valley MCC	Non Competitive RPA	Motocross	29-Oct-22	Hastings Valley Raceway-A NSW	Completed MX/22/R/00332 Permit Fee: \$0.00	View 31 registrations

**Note: All events that are completed BEFORE Sunday 11:59am will be processed the following week. If an event is 'Completed' on Monday, it be processed the week after.**

**If you have any classes or products that have been withdrawn, process those refunds BEFORE you 'Complete' the event. This will avoid having to process manual refunds after the funds have been received by the Club. (See Refunding Classes and Products for more information).**

**The event finances will be directed to the Club that is nominated as 'Event Manager' in the event setup. This can be view in the 'Event Details'.**

*Ride. Race. Enjoy.*

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The national body of  
motorcycle sport in  
Australia affiliated to the  
Federation Internationale de  
Motocyclisme [F.I.M]



### Event Details

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<b>Club Name</b>	<b>Event Manager</b>
Hastings Valley MCC	Yes

Club Name	Location Name	Location Address	Track Lic. Number	Permission Obtained	Primary Location
Hastings Valley MCC	Hastings Valley Raceway-A				
Hastings Valley MCC	Hastings Valley Raceway-B				

Club Name	Contact Name	Contact Email	Contact Phone
Hastings Valley MCC			