Processing a refund

If a payment was processed via the revSPORT system, administrators can action a refund directly through the revSPORT system. Refunds can only be processed if there is money in your account therefore if online payments have been processed through revSPORT.

The following steps outline how to process a refund:

1. After logging in to your revSPORT portal click, **members** in the left-hand menu. If an event/course participant needs to be refunded skip to point 5.

   ![Members Menu]

2. Click on the name of the member to be refunded.

   ![Member Details]

3. Select **refund invoice** from the options on the right-hand side.

   ![Refund Invoice Options]

4. Click on **Refund invoice** to fully refund the payer. Alternatively enter a partial amount to be refunded in the box provided and then hit **Refund invoice**.

   ![Refund Invoice Form]

5. To refund an event/course participant click **events** in the left-hand menu.

   ![Events Menu]
6. Select the event which the participant to be refunded registered for.

7. Click on view next to the attendee’s transaction to be refunded.

8. Follow point 3 and 4 to process the refund.

For additional support using the revSPORT system, please contact onlineservices@sailing.org.au