Transferring participants between event and courses

Administrators can manually transfer participants from a course/event to another in the revSPORT system. Troubleshoot instructions can be found at the bottom of the article in case the participant transfer process has not been followed.

The following steps outline how to transfer participants between event and courses:

1. After logging in to your revSPORT portal, click **events** in the left-hand menu.

2. In the **Events overview**, click on the name of the course/event which participants have already registered for (origin event).

3. At the bottom of the page click on **view** next to the participant who needs to be transferred to a new event/course.

4. In the **Payment details** section copy the **Payment method**, **Payment date** and **Receipt number**. These details will be pasted in the course/event where the participant needs to be transferred to (destination event).
5. Return to your event list by clicking on **events** in the left-hand menu.

[Image]

6. In the **Events overview**, click on the name of the course/event in which the participant needs to be transferred to (destination event).

[Table]

7. Click on **add registration** to manually register the participant.

[Image]

8. Type the participant AS number in the related box. Click the **Add registration** button to add the participant.

[Form]
9. At the bottom of the page click on **reconcile** next to the participant who has been just added.

10. Paste the payment details copied at point 4 and untick the **Issue receipt** checkbox not to send a second payment confirmation email to the participant. Click the **Reconcile** button to mark the participant as paid.

    Note: if payment details don’t match exactly the ones in the origin event the whole transfer process won’t work.

11. Delete the participant registration for the first course/event by clicking on delete next to the attendee name.

12. It is recommended to release funds only after courses/events have finished. Click **HERE** for further information on how to release funds. If funds were released before the participant transfer process please read the troubleshooting instructions below.
Troubleshooting instructions

A. Funds have not been released for origin nor destination event (transition made online)
   a. Transfer the participant following the above instructions.
   b. Transfer funds origin event: all funds will be released except for the fees paid by the transferred participant.
   c. Transfer funds destination event: all funds will be released including the fees paid by the transferred participant.
   d. In the financial report the transferred participant transaction will be linked to the destination event.

B. Funds have already been released for the origin event (transition made online)
   a. Transfer the participant following the above instructions.
   b. Because funds have already been released for the origin event, all funds including the fees paid by the transferred participants will be released.
   c. Transfer funds for the destination event, all funds except the fees paid by the transferred members will be released.
   d. In the financial report the transferred participant transaction will be linked to the origin event.

C. Funds have already been released for the destination event, but have not yet been released for the origin event (transition made online)
   a. Transfer the participant following the above instructions.
   b. Transfer funds origin event: all funds will be released except for the fees paid by the transferred participant.
   c. Transfer funds for the destination event, all funds including the fees paid by the transferred members will be released.
   d. In the financial report the transferred participant transaction will be linked to the destination event.

D. Transferred participant didn’t pay online and was manually reconciled in revSPORT
   a. Transfer the participant following the above instructions.
   b. Fees paid by the transferred participant won’t be released via the release funds button given that they weren’t processed online. Australian Sailing will separately invoice the enrolment fee (e.g. $20 for Tackers) of the transferred participant to the club/centre.
   c. In the financial report the transferred participant transaction will be linked to the destination event.

E. Transferred participant has not paid for the origin course
   a. Delete the registration for the origin event
   b. Manually register or make the participant register for the destination event
   c. In the financial report the transferred participant transaction will be linked to the destination event.

NOTE: Participants should not be transferred between events which have different fee structures (e.g. if the club/centre fee and/or the Australian Sailing enrolment fee differ).

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