



How to reject (cancel) and refund if applicable

- 1) Click on the registration event in the left side folder tree – green icon (i.e. Recreational)
- 2) Click on the REGISTRANTS tab on the right side window pane
- 3) Click on FIND PLAYERS in the right bottom box ‘management tools’
- 4) Search players name and then click on the \$ icon to the right of the players name
- 5) A pop-up window should appear that outlines the player/family registration receipts
- 6) Click the REJECT button underneath the player name that should be refunded, then click UPDATE STATUS button
- 7) The balance should then reflect a ‘-’ to indicate money is owed to the family.
- 8) Choose the directions below based off the payment method of the family – you must refund in the same method that they paid you. I.e. you can’t refund a check payment via a credit card refund.
 - a. CHECK/CASH – click on the ‘Cash or Check’ button and then select the second radio button ‘refund to registrant’. Enter the amount of the refund check and a check number of the refund if applicable. Put 000 if you don’t have a check number. Click SUBMIT. The refund should reflect and the balance should go back to \$0
 - b. CREDIT – click on the ‘Credit card’ button and then select second radio button ‘Refund an existing transaction:’, then select the transaction number and full amount paid in that transaction from the drop down menu. Enter the amount of the refund. Scroll down and click SUBMIT. This refund will go back to the credit card used at the time of registration and may take a 3-5 business days to appear on their statement (most are within a day, however, some will take a few more days). The refund should reflect and the balance should go back to \$0