

LTA COMPETITION MANAGEMENT SYSTEM MASS REFUNDS

The Competitions Team have introduced a new enhanced process for issuing refunds en masse. In order to refund multiple entries in one go the following options are now available:

- Refunding by event / age group
- Refunding by entry status

The Refund All option has now been renamed to **Mass Refunds** on the Entries tab. Select the button to proceed with a mass refund.

The screenshot shows the 'Entries' page for a tournament named 'Status Test'. The 'MASS REFUNDS' button is highlighted with a red box and a red arrow. Below the button, there is a table of entries with the following data:

Name	Club	Event	Status	Amount owed	Paid	Last changed
Daina All 103859471	Abbeysdale Tennis Club Ltd	Womens Singles	Maindraw	£10.00	£10.00	24/08/2021 11:38

If you wish to issue refund all participants (e.g. in case of a cancellation of a tournament) select the **All** option and confirm the refund. The total amount to be refunded will be indicated.

The 'Refund' dialog box shows the 'All (6 entries)' option selected in the dropdown menu. The total refund amount is £58.52. The 'REFUND' button is highlighted with a red arrow.

Select the **Per Event** option from the drop down menu if you wish to refund certain events.

The 'Refund' dialog box shows the 'Per event' option selected in the dropdown menu. The total refund amount is £58.52. The 'REFUND' button is highlighted with a red arrow.

LTA COMPETITION MANAGEMENT SYSTEM

MASS REFUNDS

All available events will be listed in the dropdown. Select the required event.

Refund ✕
Status Test

Refund
Per event

Event
Mens Singles

Status
Unassigned

You can select the status of entries within an event too. The **Unassigned** status will list all players who entered online but have no acceptance status allocated. You can proceed with refunding all players without an Acceptance Status using the Unassigned option. All relevant entries will be displayed.

If you wish to refund players on a specific list e.g. on the Reserve List / Exclude list select the relevant status from the dropdown menu. All relevant entries will be listed.

Refund ✕
Status Test

Refund
Per event

Event
Mens Singles

Status
Reserve List

Are you sure you want to refund 1 entry? If there are many entries to refund, this process may take some time.

Michael Seed	100554107	£10.00
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Refund	£10.00
<input type="checkbox"/> Minus administration fees	
Refund	£10.00

CANCEL REFUND



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MASS REFUNDS

There is an option to issue refunds with the administration fee deducted (for withdrawals & late withdrawals). Select the **Minus administration fees** tick box if you wish to issue this type of refund. The total amount will change accordingly.

Refund

Status Test

Refund Per event *

Event Mens Singles *

Status Reserve List *

Are you sure you want to refund 1 entry? If there are many entries to refund, this process may take some time.

Michael Seed	100554107	£10.00
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Refund **£10.00**

Minus administration fees -£0.74

Refund **£9.26**

CANCEL REFUND

Click on **Refund** to process the refund(s).

A confirmation screen will appear to confirm that the refund(s) are being processed. The relevant entries will have an orange triangle showing.

Entries

+ ADD ENTRY MASS REFUNDS

Showing 1 to 6 of 6 entries

Name	Club	Event	Status	Amount owed	Paid	Last changed
Daina Ali 103859471	Abbeyle Tennis Club Ltd	Womens Singles	Maindraw	£10.00	£10.00	24/08/2021 11:38
Marisa Ali 103932306	Abbeyle Tennis Club Ltd	Womens Singles	Reserve List	£10.00	£9.26	24/08/2021 11:41
Sangeeta Arora 104253832	Thistleworth LTC	Womens Singles	Exclude List	£10.00	£9.26	24/08/2021 11:42
Richard Baxter 100179963	Abbeyle Tennis Club Ltd	Mens Singles	Maindraw	£10.00	£10.00	24/08/2021 11:43
Michael Seed 100554107	Ponteland Lawn Tennis Club	Mens Singles	Reserve List	£10.00	£10.00	24/08/2021 11:44
Jon Watson 103988567	Abbeyle Tennis Club Ltd	Mens Singles	Exclude List	£10.00	£10.00	24/08/2021 11:44

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Refund is currently being processed by Stripe.

LTA COMPETITION MANAGEMENT SYSTEM

MASS REFUNDS

Once the refunds are issued refresh the page. The amount in the Paid column should reflect the successful refund.

Entries

[+ ADD ENTRY](#)

[MASS REFUNDS](#)

Showing 1 to 6 of 6 entries

Name	Club	Event	Status	Amount owed	Paid	Last changed
Daina Ali 103859471	Abbeydale Tennis Club Ltd	Womens Singles	Maindraw	£10.00	£10.00	24/08/2021 11:38 <input type="button" value="v"/>
Marisa Ali 103932306	Abbeydale Tennis Club Ltd	Womens Singles	Reserve List	£10.00	£9.26	24/08/2021 11:41 <input type="button" value="v"/>
Sangeeta Arora 104253832	Thistleworth LTC	Womens Singles	Exclude List	£10.00	£9.26	24/08/2021 11:42 <input type="button" value="v"/>
Richard Baxter 100179963	Abbeydale Tennis Club Ltd	Mens Singles	Maindraw	£10.00	£10.00	24/08/2021 11:43 <input type="button" value="v"/>
Michael Seed 100554107	Ponteland Lawn Tennis Club	Mens Singles	Reserve List	£10.00	£0.00	24/08/2021 11:44 <input type="button" value="v"/>
Jon Watson 103988567	Abbeydale Tennis Club Ltd	Mens Singles	Exclude List	£10.00	£10.00	24/08/2021 11:44 <input type="button" value="v"/>