LTA TENNIS FOR BRITAIN

# HOW TO PROCESS REFUNDS

## GUIDE

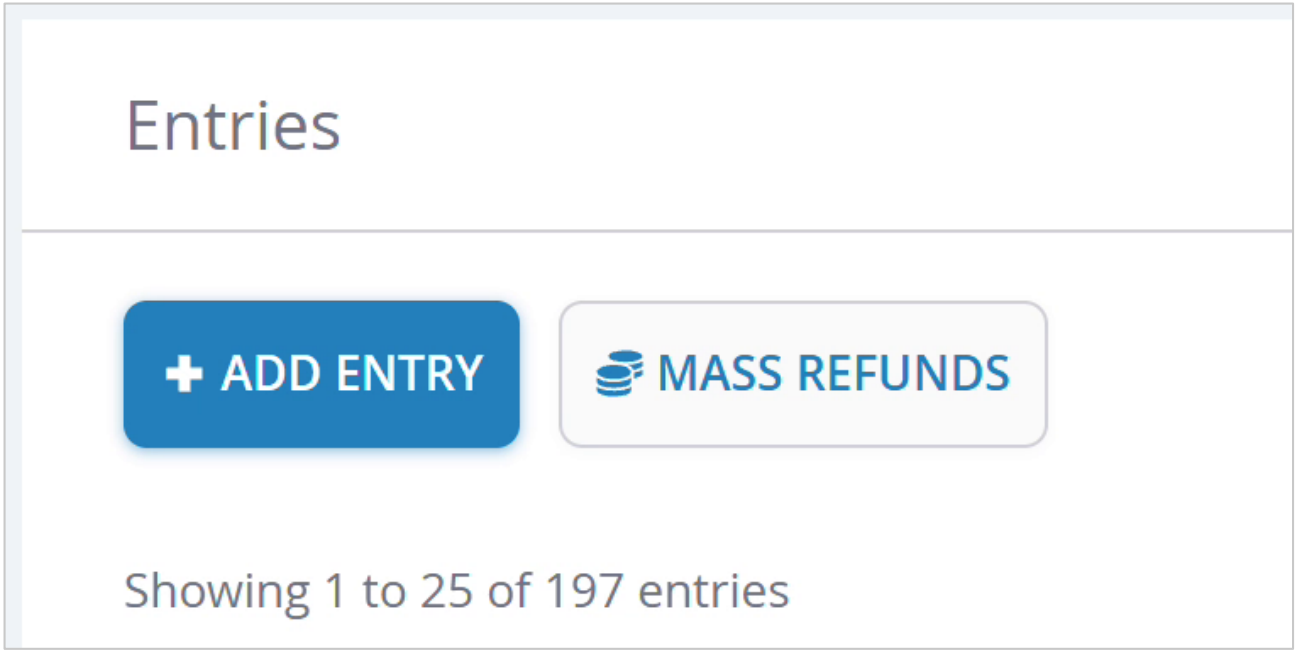


# KEY MOMENTS (TIMESTAMPS)

1. Refund a whole tournament that has been cancelled – 00:50
2. Refund an event that has been cancelled – 01:34
3. Refund reserve players – 02:14
4. Process a custom refund – 03:03
5. Refund a reserve player cancelling from the reserve list – 04.04

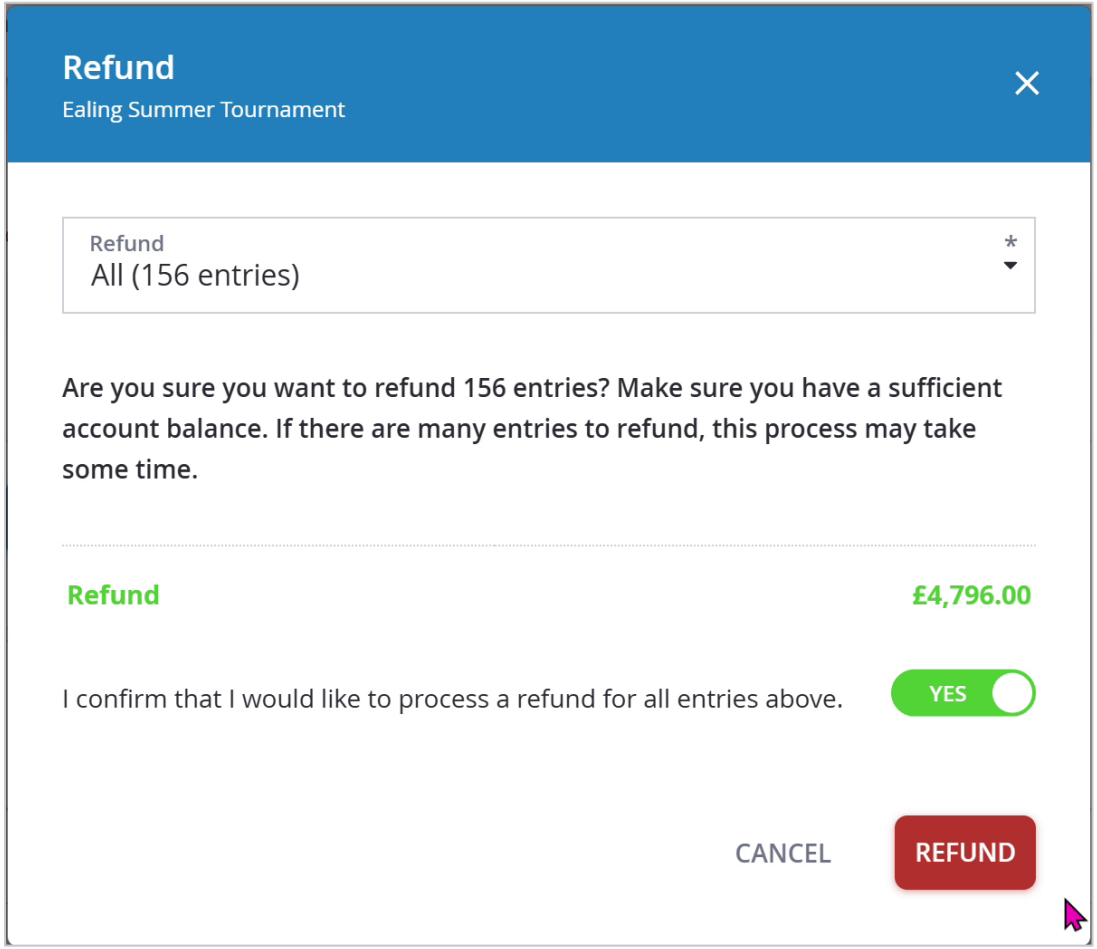
# GETTING STARTED – MASS REFUNDS

1. Log in to the LTA Competition Management System and open your tournament.
2. Click Entries in the left-hand menu.
3. Click Mass Refunds to refund a whole tournament, an event or a reserve list.
4. To refund one player, use the arrow at the end of their row instead (see section 4).



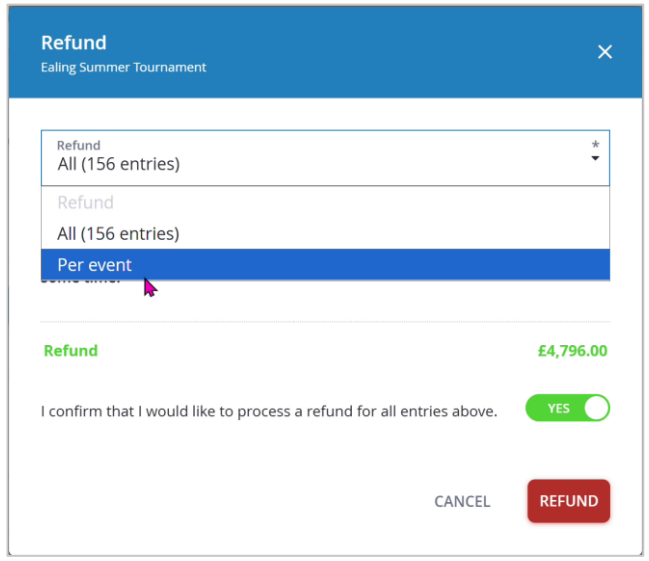
# 1. WHOLE TOURNAMENT CANCELLED – 00.50

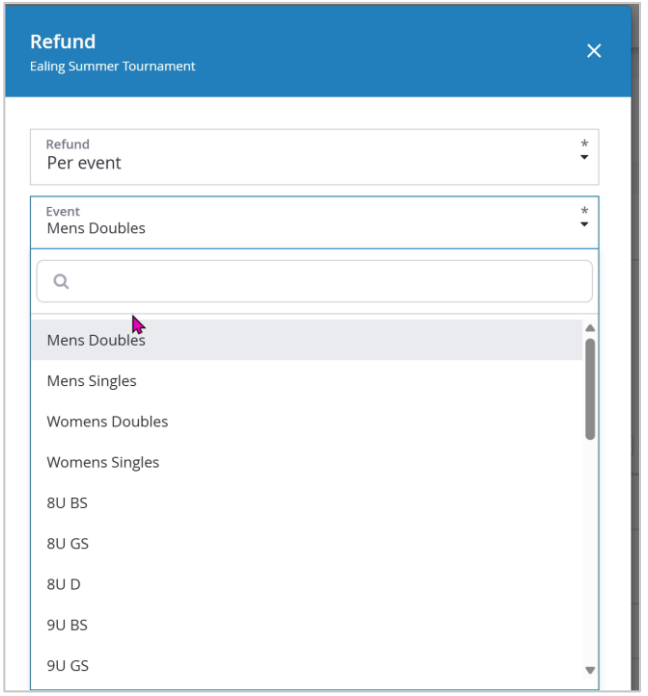
1. In the Refund box, select All. The number of entries is shown in brackets.
2. Check the total refund amount.
3. Make sure you have a sufficient account balance to cover the refunds.
4. Switch the confirmation toggle to YES.
5. Click Refund. Large refunds may take some time to process.



# 2. EVENT CANCELLED – 01.34

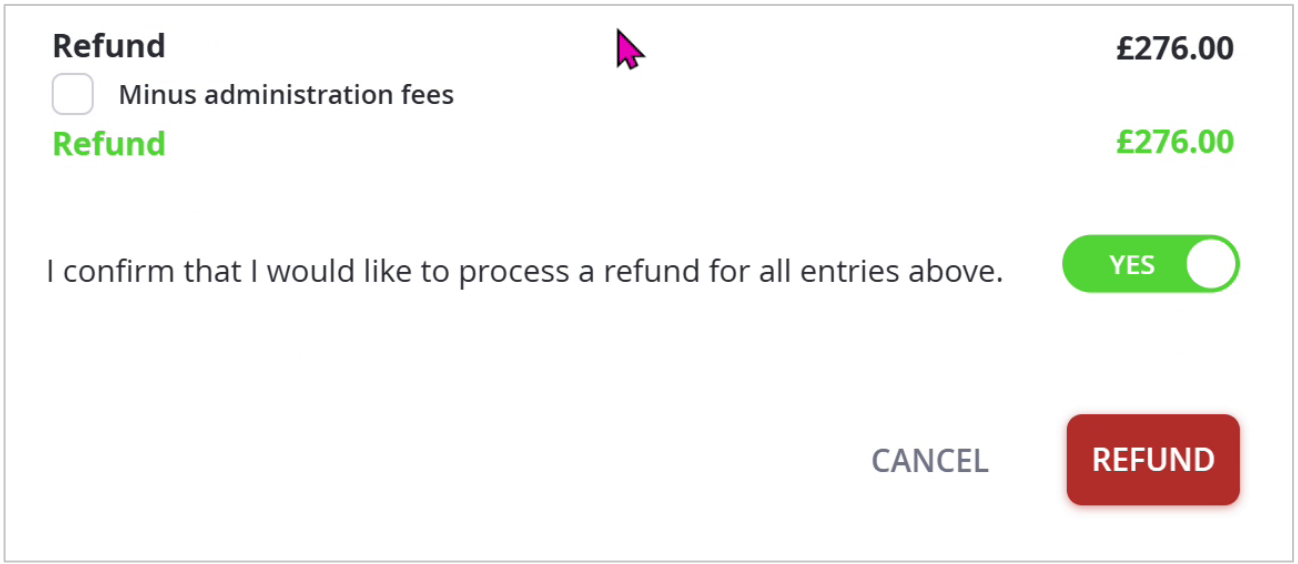
1. Click Mass Refunds.
2. In the Refund box, select Per event.
3. In the Event box, select the event that has been cancelled. You can scroll or search the list.



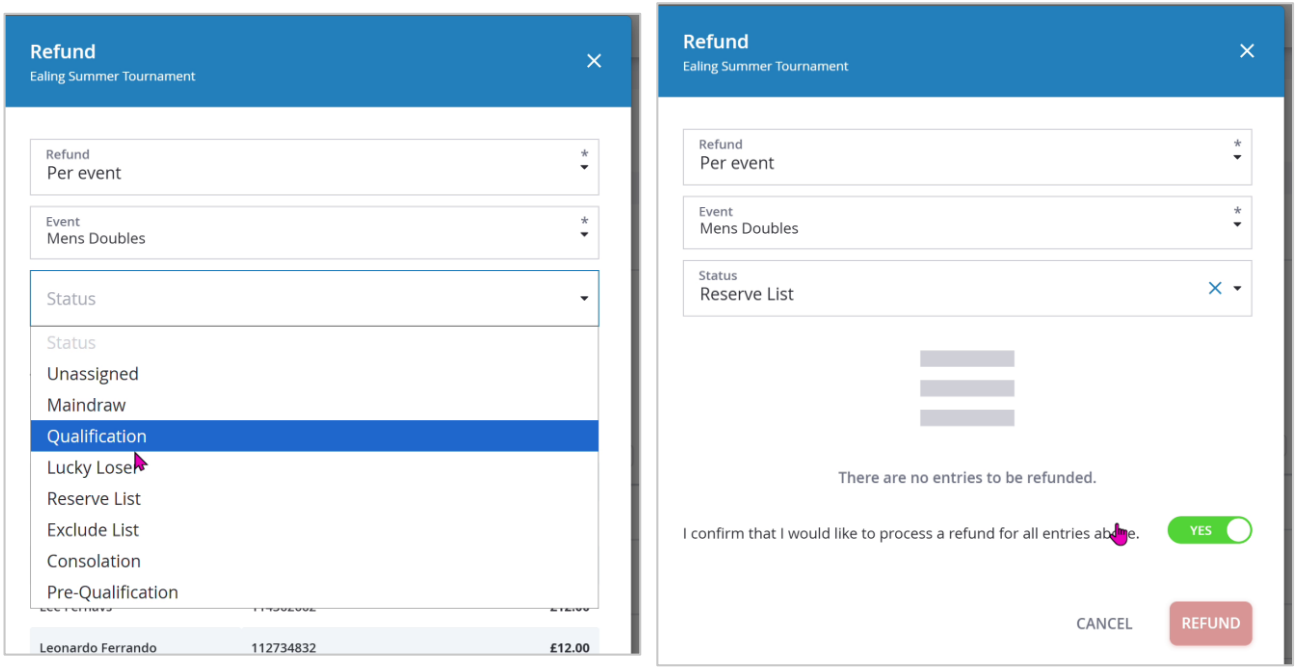
# 2. EVENT CANCELLED – 01.34

1. Check the list of players and the amount each will be refunded.
2. Check the total refund at the bottom.
3. A full refund should be given in this circumstance so leave Minus administration fees unchecked.
4. Switch the confirmation toggle to YES and click Refund.



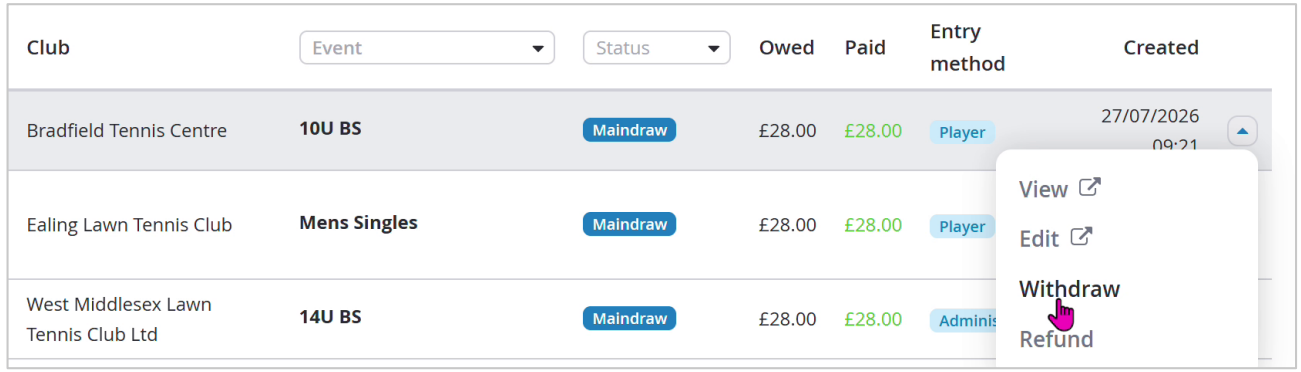
# 3. REFUND RESERVE PLAYERS – 02.14

1. Click Mass Refunds and select Per event.
2. Select the event.
3. In the Status box, select Reserve List.
4. Check the players listed. If no one is on the reserve list, you will see 'There are no entries to be refunded'.
5. Switch the toggle to YES and click Refund.



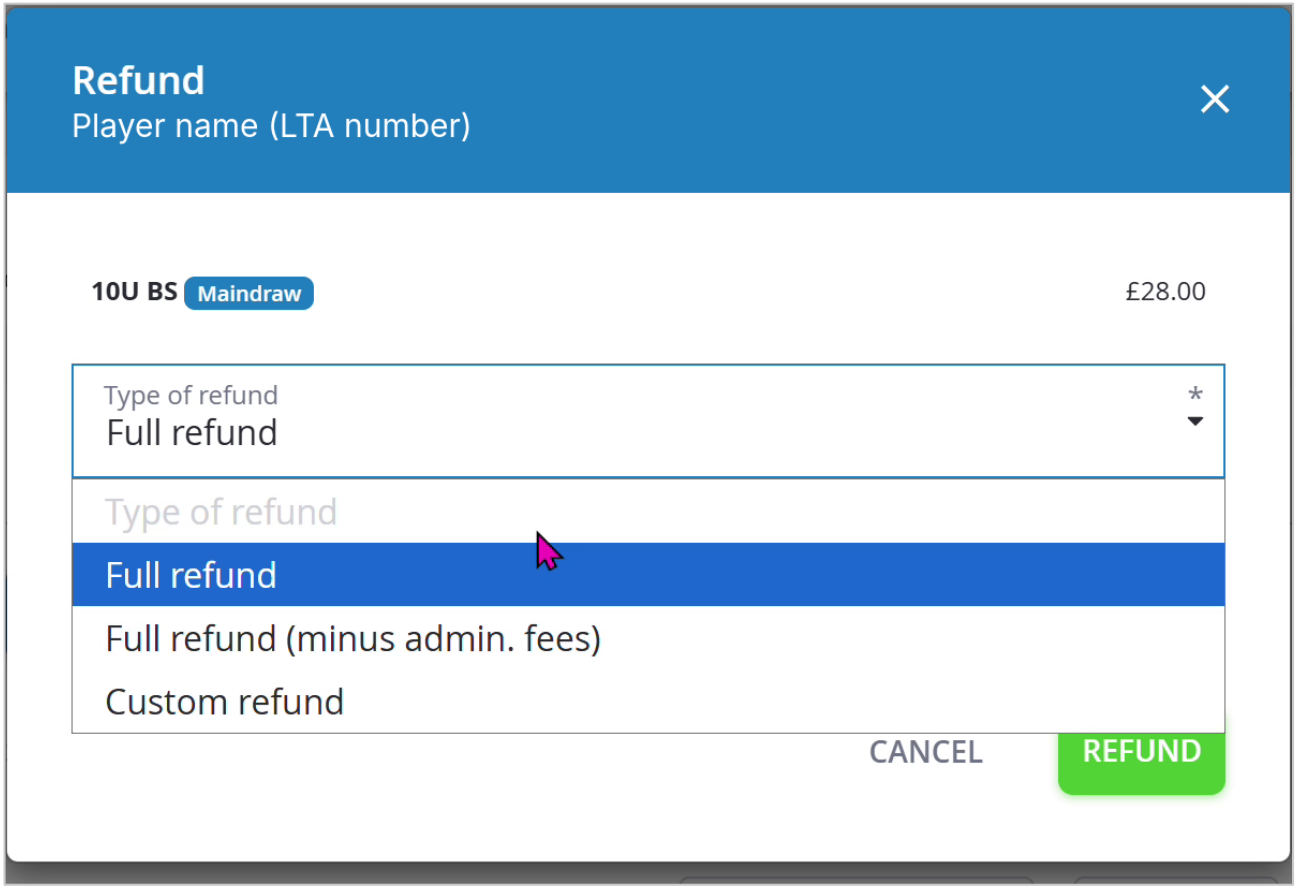
# 4. PROCESS A CUSTOM REFUND – 03.03

1. On the Entries page, find the player. Use the Search box or the Event and Status filters.
2. Click the arrow at the end of the player's row.
3. Select Refund.



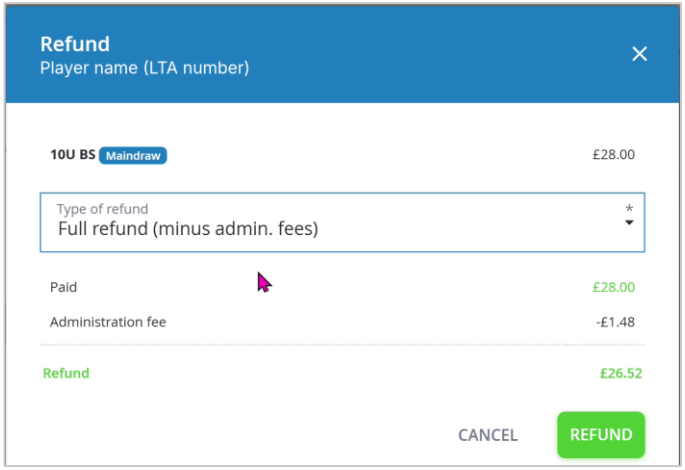
# 4. PROCESS A CUSTOM REFUND – 03.03

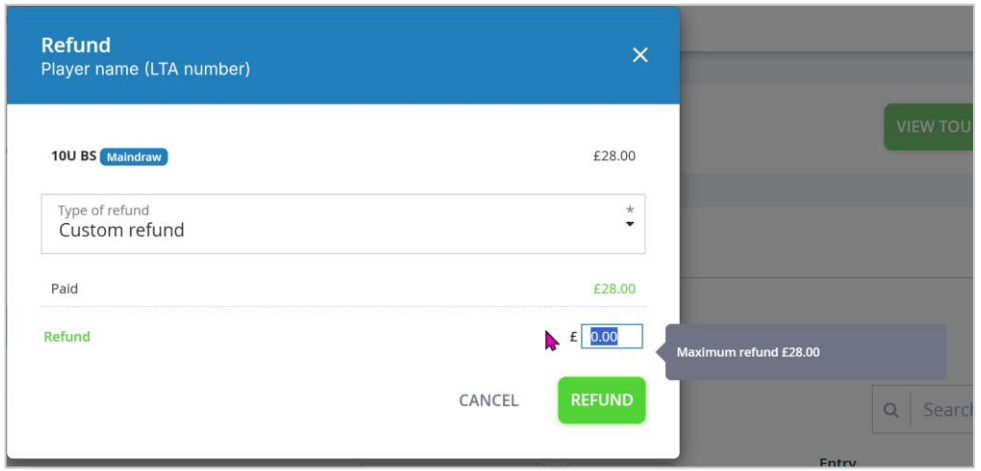
1. Check the event and the amount paid.
2. Open the Type of refund box. Choose from:
3. Full refund – the whole amount paid.
4. Full refund (minus admin. fees) – the admin fee is deducted.
5. Custom refund – you enter the amount.



# 4. PROCESS A CUSTOM REFUND – 03.03

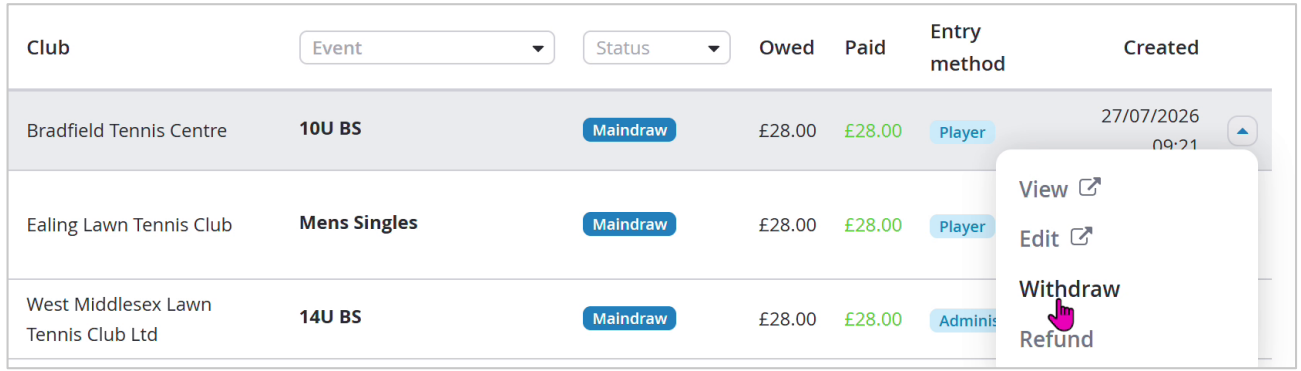
1. With Full refund (minus admin. fees), the administration fee and the final refund are shown for you to check.
2. With Custom refund, type the amount in the Refund box.
3. The maximum refund (the amount paid) is shown. You cannot refund more than this.
4. Click Refund.



# 5. RESERVE CANCELLING – 04.04

1. On the Entries page, set the Status filter to Reserve List, or search for the player.
2. Click the arrow at the end of the player's row.
3. Select Withdraw to remove the player from the reserve list.
4. Open the menu again, select Refund and choose the type of refund.
5. Click Refund.



LTA TENNIS FOR BRITAIN