



To: All MetSEA Clubs  
From: MetSEA Executive Committee  
Date: 16/Feb/10

**Subject: Process for Refunding Member Registrations Paid**

It has come to our attention that the consequences of managing member registrations via Clubsonline may not be completely understood within our member clubs. An area of particular concern for the Executive is what happens when a club refunds registration fees to a member for whatever reason. **Please read the following and ensure your club is not financially disadvantaged.**

Enclosed below is an extract from the FAQ document published by Swimming New South Wales (SNSW) and available on the Clubsonline website, the intention of which is to explain and bring clarity to the process. Our concern is that it may not be front-and-centre in the minds of our clubs' Registrars and Treasurers. The intention of this notice is to raise the profile of what needs to be done and ensure the correct treatment of the funds refunded to members.

As you are no doubt aware, when registration payment is made via Clubsonline, the monies paid are made up of various components including: a club fee amount; a 6% transaction fee; a SNSW amount and Swimming Australia (SAL) amount. The issue is, when a refund is processed and money returned to one of your members, this 'allocation from' each of the components DOES NOT happen i.e. 100% of the refund is taken out of your club's contribution. In effect, your club is funding not only the SNSW and SAL components but also the IMG 6% transaction fee for each refund made.

Here is an example:

2009/10 Club Membership Fees:	
Club	\$52.00
6% Transaction	\$3.12
MetSEA	\$1.00
SNSW+SAL	\$42.00
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Total Fee	\$98.12
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If a refund is made, \$98.12 goes back to the member. By rights, the club should contribute just the \$52 to the refund, being the amount it originally received in the registration transaction. However, in reality the club's contribution is deemed to be the total amount leaving the club \$46.12 short in the transaction. In order to get refunded this amount, the onus is on the club to make a claim to SNSW via email as per the procedure suggested in the FAQ document enclosed below.

**The MetSEA Executive hereby advises all member clubs to check their Clubsonline transactions and ensure the refund process has been followed correctly in order to avoid missing out on monies due.**

For more information please email us at [info@metsea.org.au](mailto:info@metsea.org.au).

Encl: Extract from FAQ Document:



### **“RECLAIMING REFUNDED MEMBERSHIP TRANSACTIONS FROM SNSW**

When a transaction is refunded to a member, IMG currently deduct the total subscription amount from the club’s EFT transfer, rather than just the club’s component.

We are not sure why refunds are treated this way & IMG are reviewing this at present. Obviously this is not the correct outcome, so SNSW needs to reimburse the State & National components back to the club so that they are not out of pocket.

**The only way to do this** is to send an e-mail to the Finance Manager, Michelle Boon, letting her know that there have been refunds deducted from your club funds when they appear on the Settlements screen in the console, as we do not receive a separate notice or advice about this directly from IMG – we will not be aware of refunds being deducted unless you tell us.

Once we are notified, we can calculate the amount of registration fees to be reimbursed based on the original subscription used to pay the membership transaction that has been deducted. We will then deposit the funds back into the club’s account by EFT & send a spreadsheet with supporting information to allow you to reconcile & keep for your club records.

When sending your e-mail, please include the dates & amounts when refunds have been deducted & that you wish to be reimbursed for. This information is found on the Settlements screen in the console (Subscriptions menu).

Michelle’s e-mail address is [finance@nsw.swimming.org.au](mailto:finance@nsw.swimming.org.au) “