

How to issue a full or partial refund

1. Go to <https://fpusa.justgo.com> or scan the QR code below.



2. Enter your **email address** for the **Username**. Enter your **password** and click on Log In.
3. If you need to reset your password, click on "Forgot Password?"
4. Select **Menu** from the upper left corner.



5. Scroll down and select **Event Management**.



6. Find your **tournament** and click on the **Manage Booking** icon.

\$70	23	5	Regional Tournament	Accepting Bookings					
				Accepting					Manage Booking

7. Find the team requesting a refund and click on the **Refund icon**.

Address	Qty 	Booking Status	
ll@gmail.com	1	Booked	    
			Refund

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8. In the drop-down list **select Full or Partial Refund**.

Refund Type

Full Refund

CB REFERENCE : CB001018

Ticket Name : Select Doubles

Quantity : 1

Paid Amount : 73.31

Remaining Refund Amount :
73.31

9. In this scenario, the payment was \$70 plus a \$3.31 fee (4.1% + \$0.30). If you wish to issue a refund without covering the transaction fee out of pocket, you may issue a partial refund of 95.49% (\$70).

Refund Type

Partial Refund

Give a percentage value

95.49

10. Click **Done**.

Done

11. Once the transaction is completed, you will see the **Refund Status** icon.

Booked	
Booked	

Refund Status

12. Click on the **Refund Status** icon for **details**.

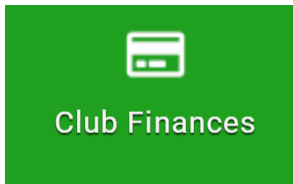
Refund Type	Request Amount %	Refund Amount	Status	Action User
Partial	94.94 %	30.00	Refunded	AlainGimenez (ME001957)

Note: If you issue a partial refund and later on issue a second partial refund, the percentage applies to the remaining refund amount.

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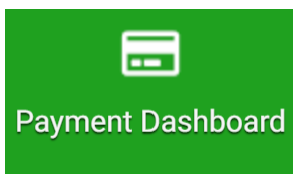
View financial transactions

Select the **Club Finances** tile on the main menu to view and manage all of your financial transactions.

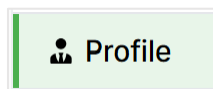


Payment schedule

1. Go to the **Payment Dashboard** tile.



2. Select **Profile**.



3. By default, your payout schedule is set to **Monthly – Start of the month**.

Payment Information	
Schedule	Monthly ▾ Start of the month ▾

4. If you prefer to receive your funds every week, simply switch the schedule to **Weekly** and select your preferred day of the week.

Payment Information	
Schedule	Weekly ▾ Sun ▾

For questions or further assistance, please contact us at: membership@usapetanque.org.

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