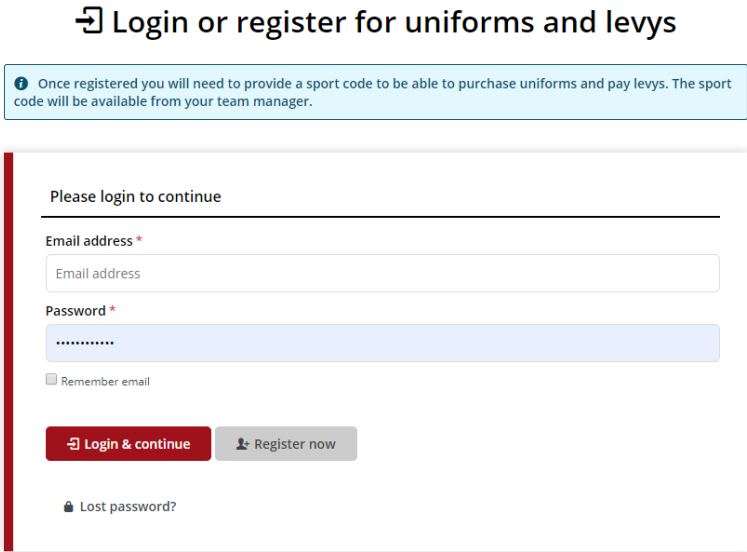



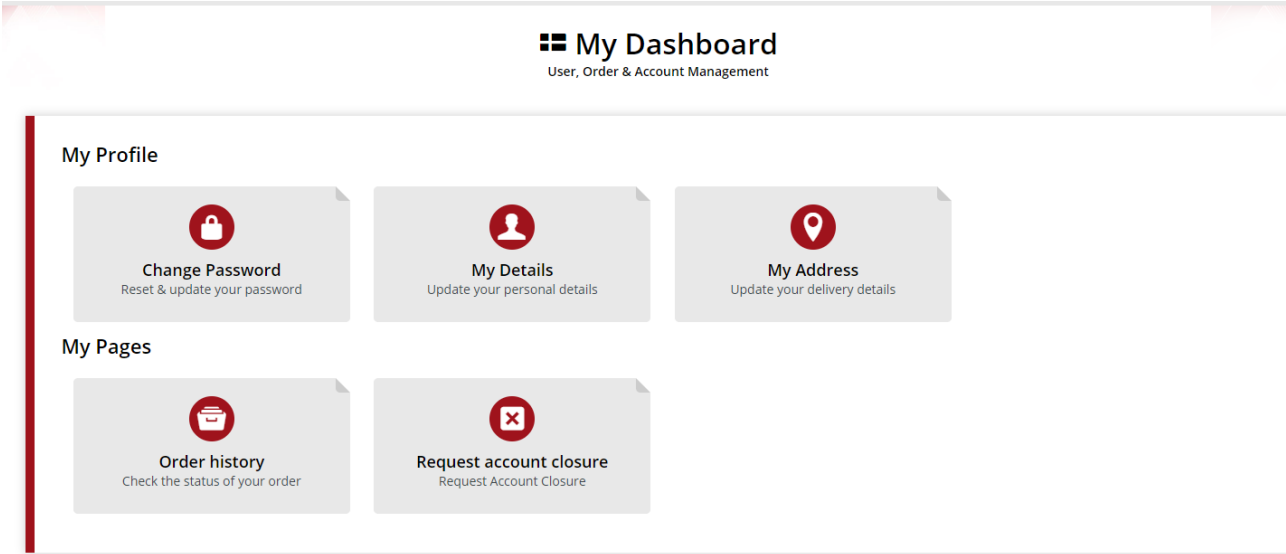
Quick Reference Guide

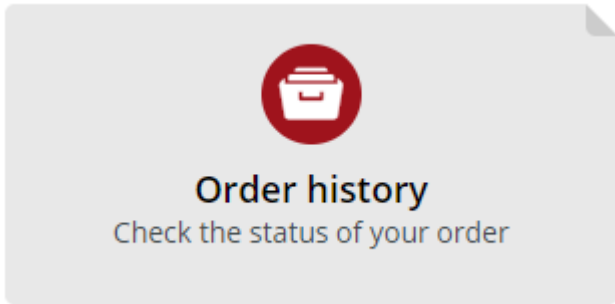
Refund in Online Shop

Parents/Carers can request a refund via the online shop, the Regional School Sport office will review the request and where appropriate approve the refund. If you have questions about your refund, please contact your Regional School Sport office.

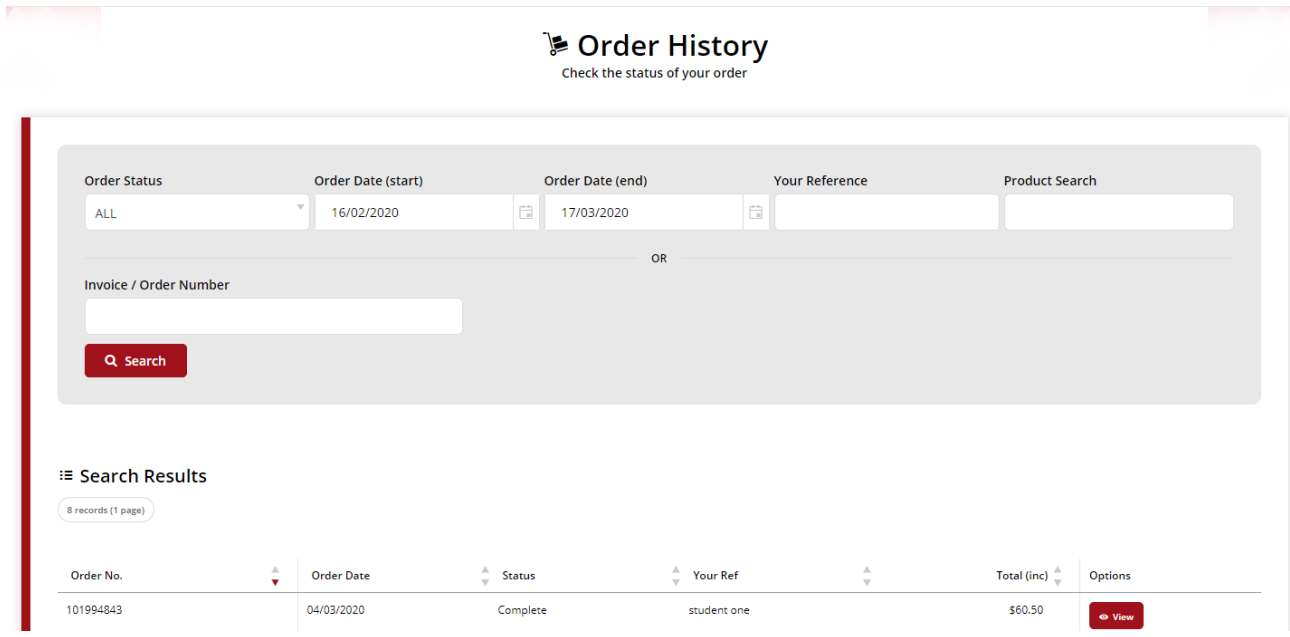
Step	Details
<p>1. Log into the online shop</p>	
<p>2. Click on the dashboard icon to display options.</p>	


The following screen will appear:



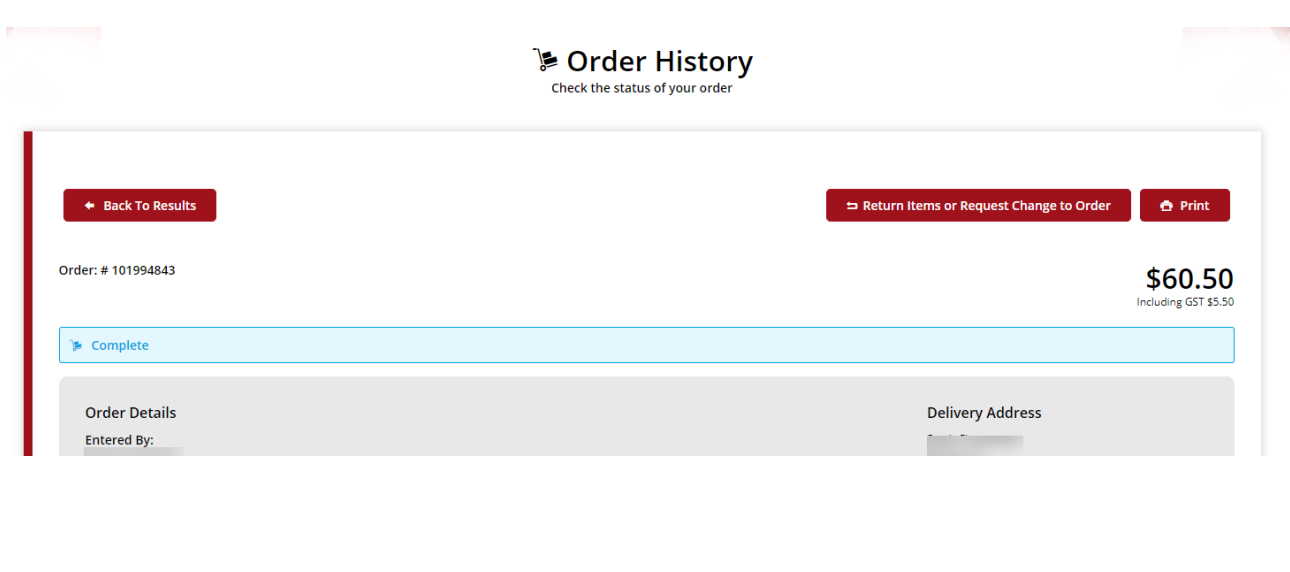

<p>3. Click on Order History icon.</p>	
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The following screen will appear:



<p>4. Find the order you want to return. Click on View button for that order.</p>	
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The order details will appear on screen:




<p>5. The only item that should show is the State Championship Levy. Click return item.</p>	<div style="text-align: center; background-color: #800000; color: white; padding: 5px; margin-bottom: 10px;"> ➔ Return Items or Request Change to Order </div> <div style="display: flex; align-items: center;">  <p>If the return items or request change to order button is greyed out, please refer to your RSS office quoting your order number.</p> </div> <div style="text-align: center; margin-top: 10px;"> <div style="background-color: #ccc; padding: 5px; display: inline-block;"> ➔ Return Items or Request Change to Order </div> ⊘ </div>
--	--

The screen will update the order line items to be able to be returned:

➔ Return Selected Items
➔ Return All Items


Line	Product	Qty	Unit	Item Price	Per (inc)	Discount	Total (inc)	Returns	
1	 Aquathlon 11-12 yrs Boys & Girls <small>Code: DDRRT001 (Each)</small>	5	EACH	5	\$12.10	Each	0.00%	\$60.50	0

- 1 student one
 Highlands Christian College (10-12 years)
 Return
- 2 Student two
 Toowoomba Anglican School (13-19 years)
 Return
- 3 student three
 Brisbane School of Distance Education (Lockyer District)
 Return
- 4 student four
 Lockyer District State High School (10-12 years)
 Return
- 5 student five
 Texas State School (13-19 years)
 Return

<p>6. Either select the check box for the relevant item to be returned or click return all items.</p>	<div style="text-align: center; margin-bottom: 10px;"> <input type="checkbox"/> Return </div> <p style="text-align: center; font-weight: bold; margin: 0;">OR</p> <div style="text-align: center; background-color: #800000; color: white; padding: 5px; margin: 0 auto; width: 150px;"> ➔ Return All Items </div>
---	---

<p>7. Submit return screen appears. Ensure all details are correct in the contact/billing address section.</p>	<div style="border: 1px solid #ccc; padding: 5px;"> <p style="margin: 0;">Submit Return</p> <hr/> <p style="margin: 0;">1 Contact / Billing Address</p> <p style="margin: 0;">Name *</p> <p style="margin: 0; border-bottom: 1px solid #ccc;">Sarah Christiansen</p> </div>
--	--



<p>8. In Return Entry section, please select a reason code. e.g. Item not required</p>	<p>Return Entry</p> <hr/> <p>Return Information</p> <hr/> <p>Reason Code *</p> <input type="text" value="Please Select..."/>
<p>9. Click submit return button</p>	

The screen will refresh and a **Return confirmation** screen will be displayed. The parent/carer will also receive an email confirmation that the return request has been received.

Return Confirmation


[Start New Return](#)

✓ Return sent for review i Your return is now in the process of being reviewed. The details of your return are displayed below.

i You will receive a confirmation for this request via email.

Requester Information	Return Information
Customer Reference: student one	Reason Code: Item not required
Name: <input type="text"/>	Number of Parcels to pick up: 0
Address: <input type="text"/>	

Return Items

Product	Qty	Price (inc GST)	Total (inc GST)
 <p>Aquathlon 11-12 yrs Boys & Girls Code: <input type="text"/> Student Names student one student two student three student four student five</p>	-5	\$12.10	-\$60.50
Subtotal (inc GST)			-\$60.50
Total (inc GST)			-\$60.50
Including GST			-\$5.50

Help with the online shop

If you need help using the online shop, please contact the **Metropolitan East School Sport office** via phone **07 32597720** or email **met.east@qed.qld.gov.au**

