

How to Down Grade a category in Revo?

1. Change the payment status of the individual
2. Pay the individual the difference in charge between the two payment classes

Changing the payment status of the individual can be completed by using the 'upgrade' feature, which will 'downgrade' them.

To complete this upgrade/downgrade, you will need to:

1. View the member's profile.
2. Select 'upgrade' on the right side of their profile and select the new payment class which will 'downgrade' them.
3. Please note, the difference in cost should be \$0.

This change will reflect the individual within the new payment class at all levels.

After you have completed this, you can then complete a partial refund for the individual:

1. View the member's profile.
2. Select **Invoice Member**
3. Choose '**view invoice**' on the 'old' invoice (Junior Compete) and select **refund invoice**
4. You will then see a refund options page (similar to [THIS](#))
5. On this page, you will be able to select '*partial refund*' from the dropdown and choose what amount Squash Australia and Squash WA should be returning to the individual

Please let us know if you have further questions our team can address here.