CHAPTER

08

Your dashboard and earnings

Two pages tell you how your site is doing. **Manage → Dashboard** is the at-a-glance view: what is selling, who is finishing, what is coming up, and anything that needs your attention. **Manage → Earnings** is the money: what reached your bank, every payment, every receipt and credit note, and the place where refunds are given. By the end of this chapter you will know what every card and figure means, how to refund a course or a membership month, and where your GST invoices from RacingOwl are kept.

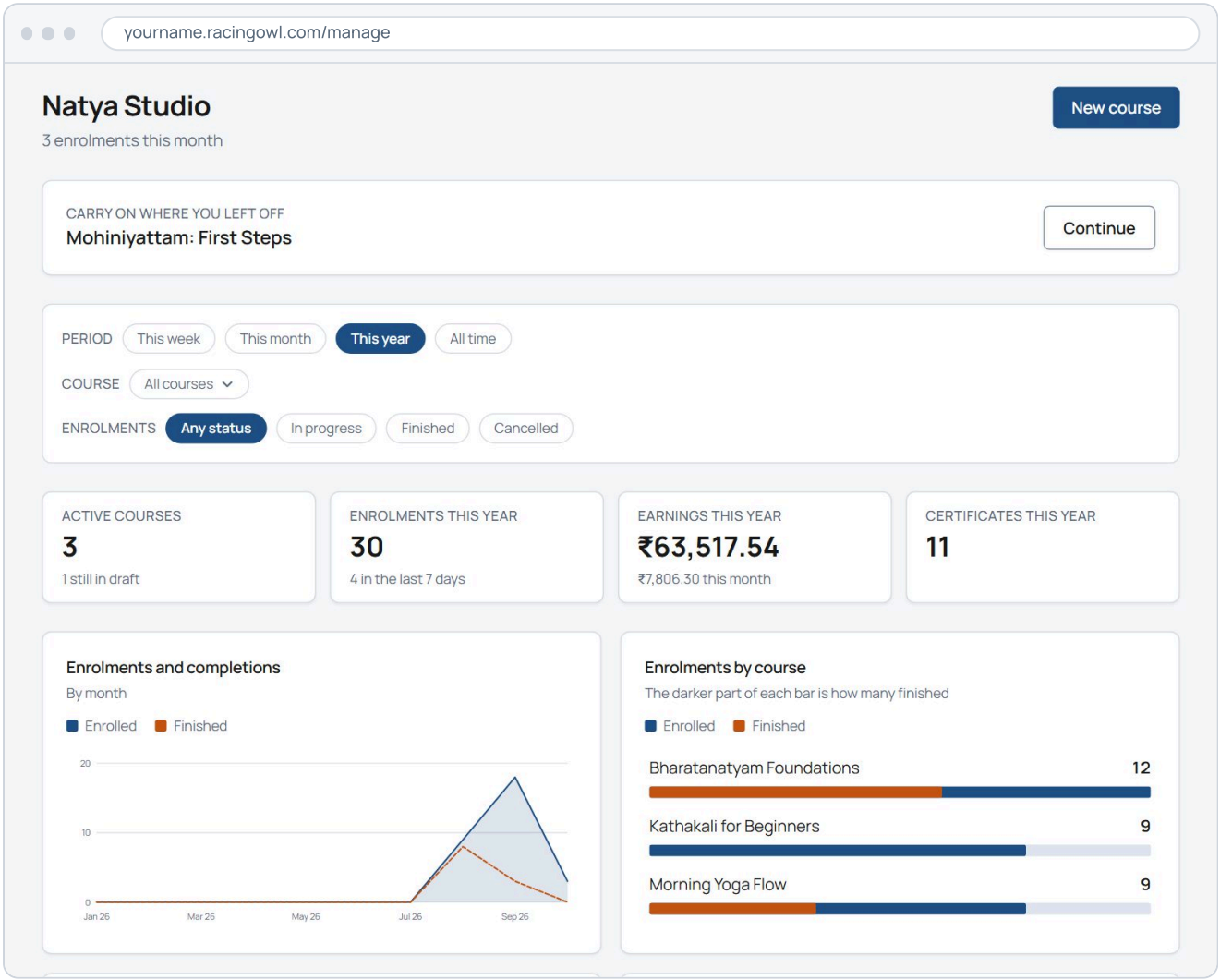
WHERE	TIME NEEDED	BEFORE YOU START	PLAN
Manage → Dashboard and **Manage → Earnings**	A few minutes a day; about 5 minutes for a refund	Nothing. Figures fill in as learners enrol and pay	Every plan. Refunds can be given by the site owner only

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The dashboard, top to bottom

The dashboard is the first page under **Manage**, listed as **Dashboard** ("Your figures at a glance") in the Manage menu. It is ordered by what you came to find out: anything wrong first, then what to do next, then the shape of things, then the totals. Cards that have nothing to say are not shown at all, so a quiet dashboard is a good sign.



The dashboard of a site with a few courses and learners: the header, the filter bar, the four headline figures and the first two charts.

Cards that appear only when they matter

Card	When you see it, and what it does
Your site is live.	Once, on your first arrival after choosing a plan. It prints your site's full address with a **View my site** button, and reminds you that your courses stay invisible to learners until you publish them.
Learner limit line	From 80% of your plan's learner limit, a line saying how many learners you have out of how many your plan allows. When full, in red: "Your site is full", with the same two numbers, and "New learners are being turned away until there is room." Both end with a **See your plan** link. Nobody already with you is ever removed.

Card	When you see it, and what it does
Get your site's alerts on your phone	New chats, reports, sales and work to mark can buzz your phone. **Turn on phone alerts** takes you, signed in, to the one switch on racingowl.com that covers every site you run or learn on. **Not now** hides the card. See Notifications and keeping your site safe.
Get sales and payment alerts on WhatsApp	Shown while you have no confirmed WhatsApp number. **Add my WhatsApp number** takes you to your account page to confirm it. These alerts are free, and one number covers every site you run. **Not now** hides the card.
Refer a trainer and get a month free	A line for the site owner, linking to the referral card on **Manage → Your RacingOwl plan**. See Choosing your RacingOwl plan.
Emails that could not be delivered	A red card, only when emails from your site have failed. See "Emails that could not be delivered", below.
Invite your learners	Once a course is published and nobody has joined your site yet: "Your course is live. Paste the email addresses of the people you already teach, and each gets an invitation to join your site." **Invite learners** opens the invitation form. See Managing your learners.
Carry on where you left off	The draft course you edited most recently, with a **Continue** button. It shows drafts only, so it disappears once all your courses are published.

A brand-new site

Before you have any course, the dashboard shows your site's name, "Your site is ready.", and a **Create your first course** panel with a **New course** button, plus a link to the guide on recording your lessons. Under it, the period buttons and the four headline figures are shown at zero, with "These fill in as learners enrol and pay." The charts appear once there is a course.

The header

Your site's name, then a line counting this calendar month's enrolments in India time, for example "7 enrolments this month" (or "No enrolments yet this month"). The **New course** button sits on the right.

The filter bar

Above the figures is a panel of filters. Each choice is a link, so the address in your browser keeps it and you can bookmark a view.

Filter	Choices
Period	**This week**, **This month**, **This year** (the starting choice), **All time**
Course	**All courses**, or any one course, from a drop-down
Enrolments	**Any status**, **In progress**, **Finished**, **Cancelled**

The four headline figures

Figure	What it counts	The small line under it
Active courses	Your published courses	"2 still in draft", or "Nothing unpublished"

Figure	What it counts	The small line under it
Enrolments this year (follows the period)	Enrolments in the chosen period	How many in the last 7 days, whatever the period
Earnings this year (follows the period)	What reached you in the period, after refunds and Razorpay's fee	This calendar month's figure. The card links to Earnings.
Certificates this year (follows the period)	Certificates issued in the period	"3 finished without one", only when a learner finished a course that issued no certificate (usually because the course's certificate switch is off)

With **All time** chosen, the labels read "so far", for example **Enrolments so far**.

The four charts

Chart	What it shows, and how to read it
Enrolments and completions	Two lines, **Enrolled** and **Finished**, by day for a week or a month and by month otherwise. Completions are counted against the month the learner enrolled, so the two lines compare the same people. A quiet week shows as a flat line, not a gap.
Enrolments by course	A bar per course, up to eight, most enrolments first. "The darker part of each bar is how many finished." Click a bar to open that course.
Where learners drop off	The same people getting fewer: **Joined your site** (made an account), **Enrolled on something**, **Opened a lesson** (actually started), **Finished a course**, **Earned a certificate**. "Each percentage is of the step above it." If some learners enrolled without opening a lesson, a line says how many, with a **See who** link to your learners list sorted by progress.
Earnings	Stacked bars of **Course sales** and **Memberships**: "What reached you, after refunds and Razorpay's fee". An **All earnings** link opens the Earnings page.

With one course chosen in the filter, the funnel's first step becomes **Enrolled on this course**, and the Earnings chart leaves membership income out, because a membership is not a purchase of any single course.

> **TIP.**
> In the drop-off chart, the step where the bars fall hardest is the one worth fixing first. A big fall between enrolled and opened a lesson usually means learners need a nudge to start: a welcome message, or a short first lesson. A big fall before finishing points at a module that is losing people; **Manage → Learners** shows where in each course they stop.

Coming up, and Recent enrolments

Coming up lists your next five live classes: the class, its course, the day and time in IST, and its length, with "no joining link yet" if you have not pasted one. It ignores the period filter, because what you teach on Thursday matters whatever figures you are looking at. With none scheduled, it says "No live classes are scheduled. You can add one from a course's Content tab."

Recent enrolments lists the eight newest: the learner, the course, a **Completed** badge if they have finished, and the date. **All learners** opens **Manage → Learners**. With none yet: "Nobody has enrolled yet. Share a course link to get started."

If the figures do not load

If the dashboard cannot reach your figures, it says "Your figures could not be loaded just now. Your courses are still here." with a **Go to my courses** button. If only the charts fail, you see "The charts could not be loaded just now. Here are your totals." and eight plain figures instead. Nothing is lost either way; refresh in a minute.

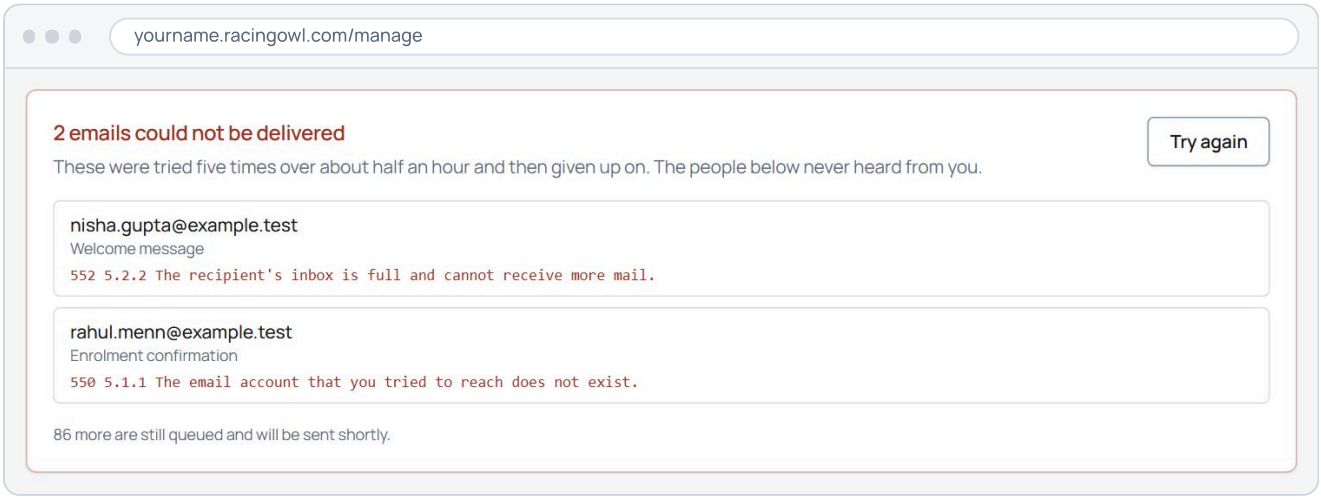
Emails that could not be delivered

Email fails silently by nature: the learner who never got their certificate does not complain, they just think less of the course. So when emails from your site fail, the dashboard says so in a red card near the top, headed with the count, for example "3 emails could not be delivered".

- "These were tried five times over about half an hour and then given up on. The people below never heard from you."
- Each failure shows the address it was for, what it was (for example **Welcome message**, **Enrolment confirmation**, **Course completed, with certificate**, **Password reset link**, **Email confirmation link**, or one of the notices sent to you), and the mail provider's own reason, word for word.
- If more are still waiting to go, a line says "2 more are still queued and will be sent shortly."

1. **Read the reasons.** A mistyped address ("mailbox does not exist") needs the learner to correct their email. A full mailbox may clear by itself.
2. **Send us anything that makes no sense.** The provider's reason, copied into **Ask RacingOwl**, is often the whole answer.
3. **Try again.** Once the cause is fixed, press **Try again**. Every failed email goes back in the queue at once, each with a fresh five tries, and is sent straight away.

When nothing has failed there is no card at all. An invitation that bounced is shown separately, on its own line under **Invited, not joined yet** on the Learners page; see Managing your learners.



The red card for emails that could not be delivered, with two failures, their reasons and the Try again button.

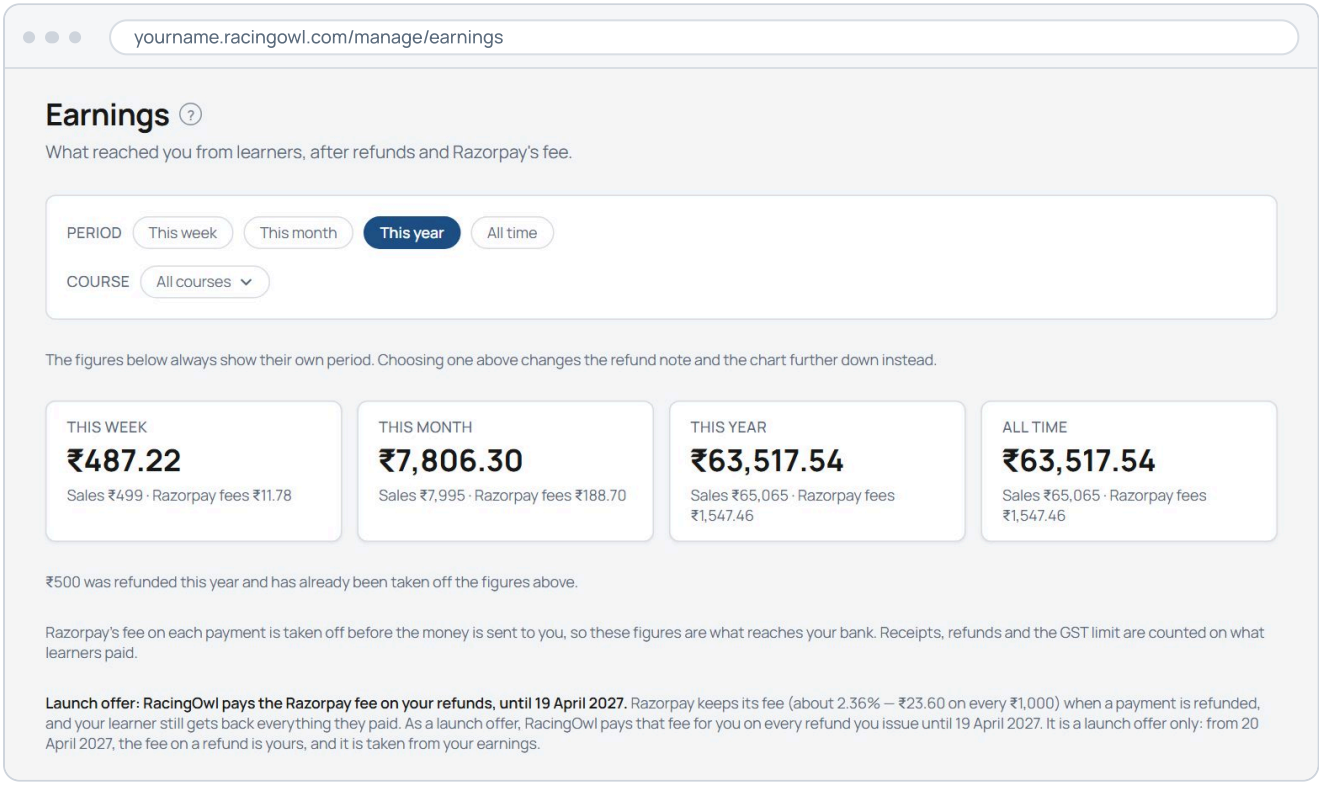
The Earnings page

Go to **Manage → Earnings**, or press the earnings figure on the dashboard. The page is headed **Earnings**: "What reached you from learners, after refunds and Razorpay's fee." The site owner and instructors can both open it; only the owner can refund.

The filter and the four totals

The filter has **Period** and **Course**, as on the dashboard. Under it, four fixed totals: **This week**, **This month**, **This year** and **All time**, counted in India time from the start of the calendar week, month and year. Each shows what reached you, with the sales and fees behind it on a small line, for example "Sales ₹48,000 · Razorpay fees ₹1,133".

These four always show their own period, whatever the filter says. The page says so: "The figures below always show their own period. Choosing one above changes the refund note and the chart further down instead."



The top of the Earnings page: the filter, the four totals with sales and fees under each, and the notes below them.

The notes under the totals

- When anything was refunded in the chosen period: "₹2,499 was refunded this year and has already been taken off the figures above."
- Always: "Razorpay's fee on each payment is taken off before the money is sent to you, so these figures are what reaches your bank. Receipts, refunds and the GST limit are counted on what learners paid."
- The refund-fee launch offer, with its end date (see "The refund-fee launch offer", below).

The chart

Titled with the period you chose, it shows stacked bars of **Course sales** and **Memberships**, by day for a week or a month and by month otherwise. With a course chosen, only that course's sales are shown, and the caption explains that membership income is left out.

What counts, and what does not

Counted	Not counted
Paid course purchases, less anything refunded, less Razorpay's fee	A checkout opened but never paid, or a payment that failed
Paid membership months, less anything refunded, less Razorpay's fee	Courses and months a discount made free (they carry ₹0)
	Money you recorded as taken yourself (listed separately under **Recorded by you**)
	What you pay RacingOwl for your plan

Payments

Every payment, course sales and membership months together, newest first, 25 to a page. Each row shows:

Part of the row	What it tells you
Name	The learner's name, or their email if they gave no name
Item	The course title as it was when sold, or **Membership**, followed by "code DIWALI50" if a discount code was used
Refund	The refund control, for the owner, while any money is still held
Badge	**Refunded** when all of it went back, or "₹500 refunded" for part
Large amount	What reached you: paid, less any refund, less Razorpay's fee
Small line	What was paid and the fee, for example "₹2,499 paid · ₹59 Razorpay fee". "Razorpay fee not recorded" marks a payment from before fees were shown here. "on its way to you" means your share is still being sent to your bank.
Date	The day it was paid

Use **Older →** and **← Newer** at the foot of the list to page through; your filters are kept. With no payments yet: "No payments yet. Once a learner buys a course or a membership, it appears here."

The Razorpay fee shown on each payment includes the GST on it, 2% plus GST, 2.36% in all, so what reached you is already after both.

Recorded by you

If you have recorded payments you took yourself, in cash or by transfer (see Managing your learners), they are listed under **Recorded by you**, with a count and a total: "Money you wrote down as taken yourself, in cash or by transfer. Not in the figures above and not on any receipt: RacingOwl never handled it, so it cannot be refunded from here either." It sits below the payments and above the receipts, kept apart from every figure, because the figures above are what your bank statement will match.

Receipts and credit notes

Every paid course or membership month gets a receipt, raised in your name from your site's own numbered series for each financial year, and emailed to the learner with a PDF. Every refund raises a credit note in the same series. You never raise anything by hand. The **Receipts and credit notes** section lists every one your site has issued, newest first, 25 to a page, with its own **Older →** and **← Newer**:

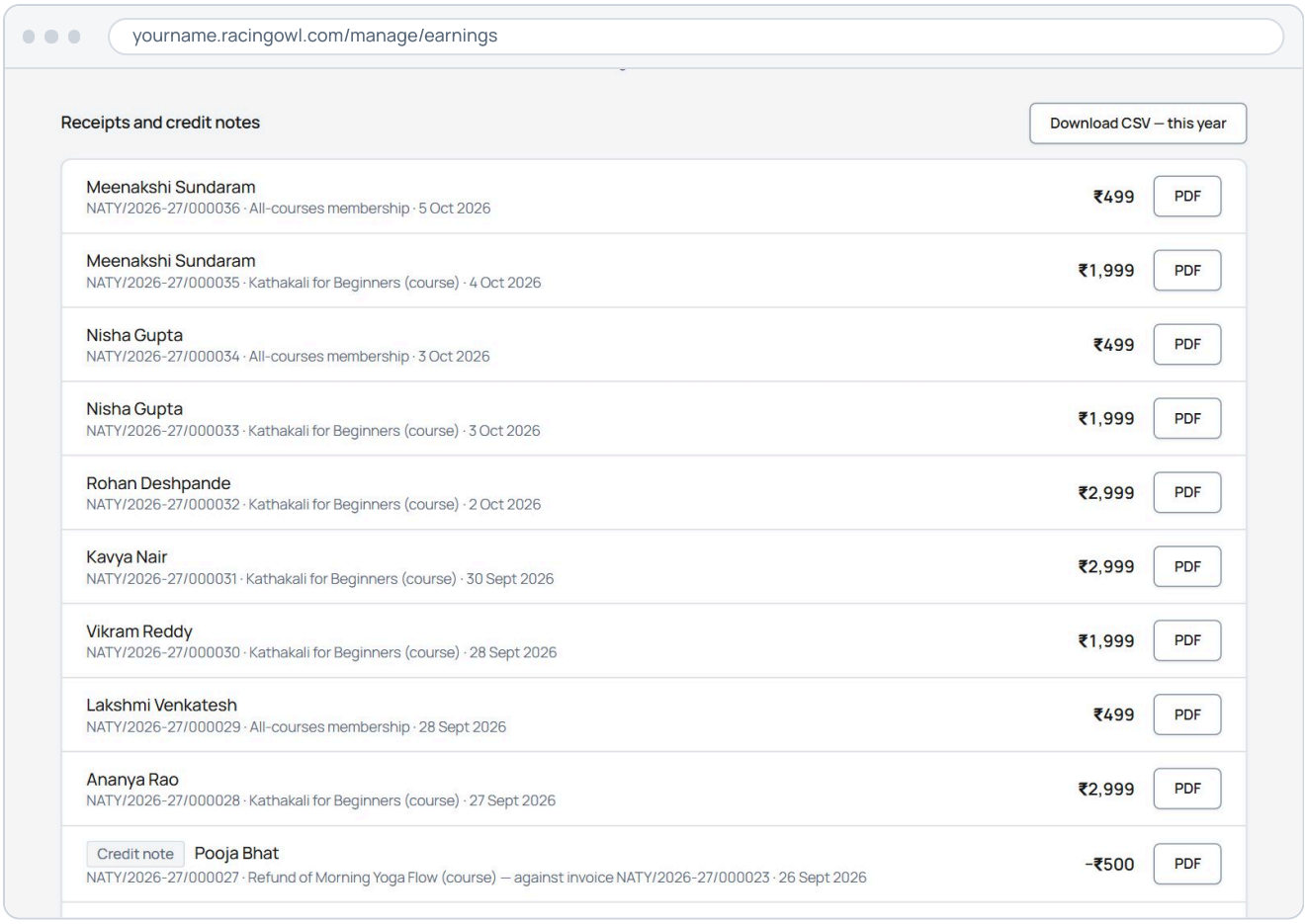
- The learner's name, with a **Credit note** badge on a credit note.
- The number, what it was for, and the date.
- The amount (a credit note shows as a minus).
- A **PDF** button to download the document.

A course or membership month that a discount made completely free still gets a numbered ₹0 receipt naming the code (or the sale's name). Without a GSTIN on your Payments page, your receipts carry no GST; with one, GST is shown as included in the price the learner paid. See Setting up payments for your billing details.

Download CSV for your accountant

The button at the top of the section is labelled with your chosen period, for example **Download CSV — this year**. Choose the period in the filter at the top of the page first. The file holds every receipt and credit note issued in that period, one per row, with credit notes as negative amounts. Its columns:

Column	Contents
Date	When it was issued
Number	Its number in your series
Type	Receipt or Credit note
Learner, Email	Who it was issued to
Item	What it was for
Before GST, GST, Total	The amount and its GST split
Razorpay fee, Received	Razorpay's fee on the payment, and what reached you
Currency	INR
Payment reference	Razorpay's reference, for matching against your bank statement



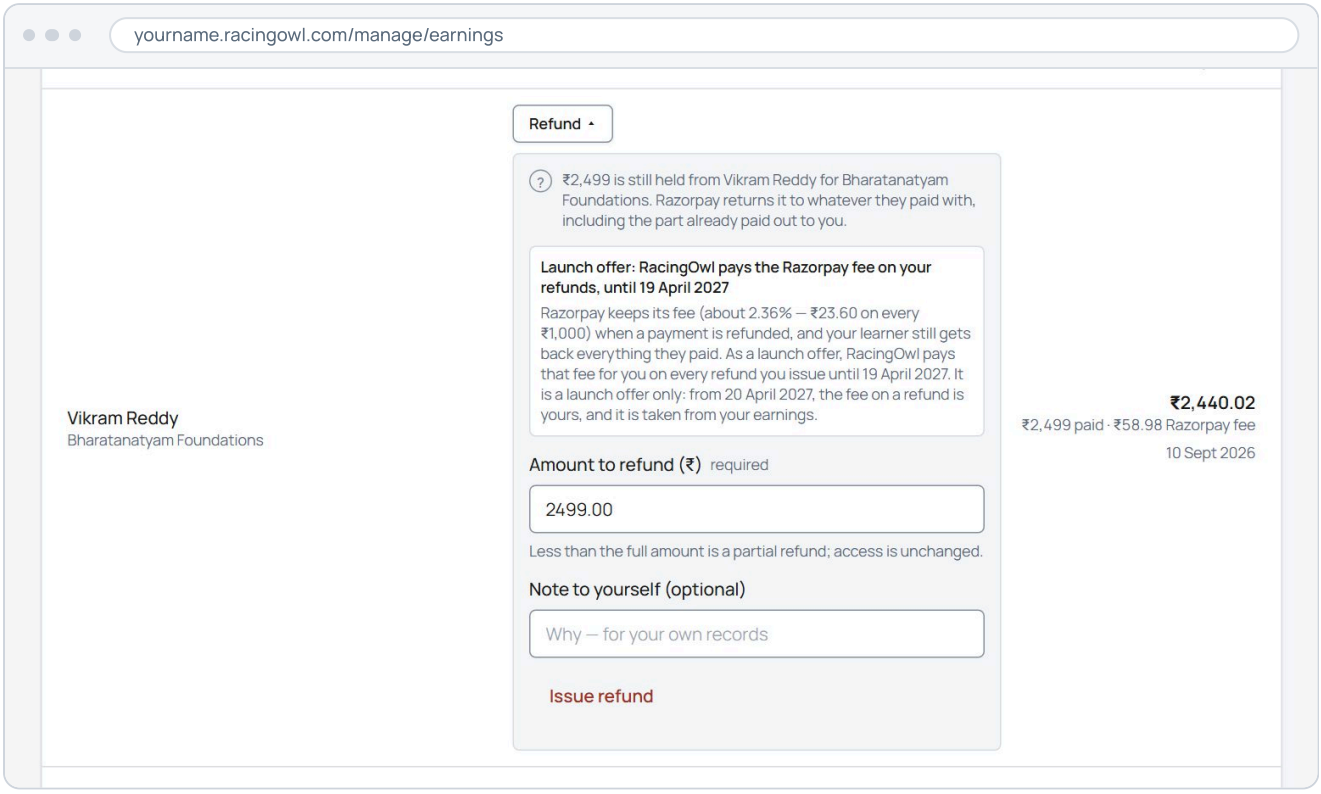
The Receipts and credit notes section: a receipt, a credit note with its badge, the PDF buttons and the Download CSV button.

Refunding a course payment

Refunds are the site owner's to give, from the Earnings page. An instructor sees the payments but no **Refund** control. Learners cannot refund themselves; they ask you, and you decide.

1. **Find the payment.** On **Manage → Earnings**, find the learner's row under **Payments**.
2. **Open Refund.** Press **Refund** on the row. A small panel opens under it, saying how much is still held from that learner for that course, and that "Razorpay returns it to whatever they paid with, including the part already paid out to you." The refund-fee offer is repeated in a box.
3. **Check the amount.** **Amount to refund (₹)** is already filled with everything still held. Leave it as it is for a full refund, or type a smaller figure for a partial one: "Less than the full amount is a partial refund; access is unchanged." You cannot refund more than is held ("At most ₹2,499.00 is still held on this payment.").
4. **Add a note if you like.** **Note to yourself (optional)**, up to 500 characters, "Why — for your own records". The learner never sees it.
5. **Issue it.** Press **Issue refund**. A confirmation asks "Refund Priya Sharma?" and explains that the money cannot be recalled, that a full refund ends access to the course and a partial one does not, and that a credit note is emailed either way. Press **Issue refund** again to go ahead (it says **Refunding…**), or **Keep the payment** to back out.

6 **Read the result.** The panel says "Refunded. Priya Sharma has been emailed, and the money goes back through Razorpay within a few working days." and who pays Razorpay's fee on it. The row's badge and every total update at once.



The Refund panel open under a course payment: the amount already filled in, the note box, and the refund-fee launch offer.

What happens	Full refund	Partial refund
The money	All of it goes back to what the learner paid with	The amount you typed goes back
Access to the course	Ends, unless they had already finished it: a finished course stays finished, certificate and all	Unchanged
A private course's list	The learner comes off it until you name them again	Unchanged
A discount they used	The use is given back, to them and to the total	The use stands
Paperwork	A credit note against the original receipt, emailed to the learner	The same
Row on Earnings	Refunded	"₹500 refunded"; you can refund more later, and the box then holds what is left

IMPORTANT.

Razorpay returns the money to whatever the learner paid with, including the part already paid out to you, and it cannot be recalled once sent. RacingOwl does not track when it lands; Razorpay usually takes a few working days. If Razorpay refuses a refund, its message is shown and nothing is recorded.

> **WHAT YOUR LEARNER SEES.**
> An email, "Refund of ₹2,499 from" your site, saying the money goes back to what they paid with, whether their access has ended or is unchanged, and with the credit note attached as a PDF. The credit note also appears beside the original receipt in their Billing & History on your site. After a full refund the course leaves their active courses, unless they had finished it.

A course that a discount made free has nothing to refund, so no Refund control appears on it. No email goes to you about a refund you issued, and nothing is sent on WhatsApp.

Refunding a membership month

A membership is refunded **one month's payment at a time**, from the same **Refund** control on that month's row in the Payments list. Each month a member paid is its own row, so you choose exactly which month you are giving back. The panel says the money is held "for this month's membership", and adds: "This is one paid month, not the membership as a whole. Refunding it in full ends their access now, and if it is the month running, any auto-renew they turned on stops too, so they are not charged for it again. A partial refund keeps both."

You refund…	What happens
The month still running, in full	That month ends now. The courses the membership opened close as for any lapsed membership, unless the learner has already paid for a later month. Any auto-renew they turned on stops, so they are not charged for it again.
An older, finished month, in full	Only that month is refunded. It keeps the date it ended on, the current month is untouched, and auto-renew carries on.
Any month, in part	Only the money moves. The membership and auto-renew stay as they are.

Every membership refund raises a credit note naming the month, and the learner gets the same refund email, naming "your all-courses membership". A month you recorded as paid outside RacingOwl cannot be refunded here, because that money never came through RacingOwl; return it the way you were given it. A month a discount made free has nothing to refund.

The refund-fee launch offer

Launch offer: RacingOwl pays the Razorpay fee on your refunds, until 19 April 2027. Razorpay keeps its fee (about 2.36%, ₹23.60 on every ₹1,000) when a payment is refunded, and your learner still gets back everything they paid. As a launch offer, RacingOwl pays that fee for you on every refund you issue until 19 April 2027. It is a launch offer only: from 20 April 2027, the fee on a refund is yours, and it is taken from your earnings.

The offer is stated on the Earnings page, in the refund panel, in the confirmation and in the message after a refund, so you always know which applies to the refund in front of you.

Your GST invoices from RacingOwl

Money flows two ways, and the paperwork does too. Your learners' receipts are covered above. For what *you* pay RacingOwl, every payment for your plan and add-ons gets a **GST invoice** from RacingOwl, emailed to you with the "plan renewed" or "plan upgraded" email.

- They are kept under **Manage → Your RacingOwl plan**, in the **Billing & History** section: "Every GST invoice RacingOwl has raised to you, newest first." The six most recent are listed with PDF links; when there are more, a **See all** link (for example "See all 9 invoices") opens the **All invoices** page.
- Plan and add-on prices are shown without GST; 18% is added at checkout. The invoice splits it as CGST and SGST, or IGST, according to the state in your billing details.
- A free trial, and free time added to your plan (a referral month, or a founding trainer's months), raise no invoice because nothing was paid. Free time is listed under **Free time added to your plan** in the same section.

Plans and billing are covered in Choosing your RacingOwl plan.

Common questions

Q Why is my earnings figure less than what learners paid?

Because it is what reached your bank: what learners paid, less refunds, less Razorpay's fee on each payment (2.36% including GST). The small line under each total shows the sales and fees behind it.

Q I picked "This month" but the four totals did not change.

That is expected. The four totals always show their own named period. The filter changes the refund note and the chart below them.

Q A payment says "on its way to you". Is something wrong?

No. Your share of that payment is still being sent to your bank by Razorpay. It changes by itself once sent.

Q Can my instructor give refunds?

No. Only the site owner sees the Refund control. Instructors can read the Earnings page.

Q Can I undo a refund?

No. Once Razorpay sends the money back it cannot be recalled. That is why the box is filled in for you and a confirmation comes first.

Q A learner asked for a refund but finished the course. Do they lose their certificate?

No. A finished course stays finished after any refund, and its certificate stands.

Q Where are the receipts I paid RacingOwl?

Under **Manage → Your RacingOwl plan → Billing & History**, and in your email. The Earnings page holds only the receipts your site issued to learners.

Q The cash I recorded is not in my earnings.

On purpose. It is listed under **Recorded by you**, kept out of every figure, because RacingOwl never handled it and your bank statement will not show it through Razorpay.

Q The dashboard says emails could not be delivered. What should I do?

Read the reason under each one. Fix what you can (usually a mistyped learner address), send us anything that makes no sense through **Ask RacingOwl**, then press **Try again**.

Q A learner paid but the payment is not listed.

Give it half an hour: RacingOwl hears about a payment from Razorpay itself and checks again a little later. If it still is not there, ask the learner for the time they paid and write to us through **Ask RacingOwl**. See If something isn't working.

Related: Setting up payments, Pricing your courses, Discounts and coupons, Managing your learners, Choosing your RacingOwl plan.

THE REST OF THE GUIDE

This is chapter 8 of 17 of the RacingOwl Trainer's Guide. The full guide, every other chapter as its own PDF, and the online version are at racingowl.com/trainer-guide. Stuck? Press **Ask RacingOwl** at the bottom right of any Manage page.