Rugby Xplorer – RX Credits & Refunds Process

RUGBY XPLORER

This self-help guide will assist RUGBY PARTICIPANTS and ADMINS request a Rugby Xplorer credit or Refund in the Rugby Portal and all admins can approve/ decline the request.

NOTE: Only SEASON REGISTERED PLAYERS who have not used Zip Pay, NSW Active Kids and/or Club Card discounts will be able to request a refund in their Rugby Xplorer Portal.

SEASON REGISTERED PLAYERS who have used one of the above payment methods wishing to request a refund will need to use the 'Application for a Refund of Participation Registration Fees' Form found on the Registration webpage.

Get into Rugby Participants and/or Modified Rugby Participants will also be required to complete the 'Application for a Refund of Participation Registration Fees' Form if seeking a refund.

Please refer to Section 11 of the Registration Regulations for eligibility criteria of refunds.

PLAYER'S RUGBY PORTAL – REQUEST RX CREDIT/REFUND

Player requesting Rugby Xplorer Credit/ Refund
 	
NOTE:
• Only season registered players, who have not used Zip Pay, NSW Active Kids and/ or Club card discounts will be able to request a refund.
• Refund option preference is only a preference. Club, Association, State and/ or National admin can choose to offer either Rugby Xplorer or Cash Refund.
	1. My Account
	  → My Profile
	2. Expand 'Registration History'
	3. Registrations that are eligible for a refund will have a 'Refund' button next to them
	4. Click "Refund"
	5. Select Refund option preference
	  a. Rugby Xplorer Credit
	  b. Cash Refund
	6. Enter 'Reason' for request
	7. Click "Request"

Registration Refund Request (Player) • Once the player has requested a credit/refund, a confirmation email will be sent.	Registration Refund Request A registration refund request has been submitted for review. Players will be notified when all administrators have updated the status of this refund request. Rugby Xplorer Team Your Rugby Connection
Registration Refund Request (Admins) • Once the player has requested a credit/refund, a confirmation email will be sent to club, association, state and national admins.	Registration Refund Request A registration refund request has been submitted for review. Registration Id Entity Type Entity Name First Name Last Name Role

As of 28 April 2021

For more information, visit https://australia.rugby/participate/rugby-administration/club-administration or contact Rugby AU Team – runningrugby@rugby.com.au.

	Registration Type Duration Reason Club Name Amount Paid $ Refund Type Association Name Amount Paid $ Refund Type State Name Amount Paid $ Refund Type National Name Amount Paid $ Refund Type Rugby Xplorer Team Your Rugby Connection

ADMIN PORTAL – APPROVE/DECLINE CREDIT/REFUND REQUEST	

Club Admin
 	
NOTE:
• All 4 levels of the registration (club, association, state and national) will be required to review and approve/decline the request.
• To issue a 'Cash Refund' an Entity Card must be setup under that entity (Payment Settings > Entity Card).
• Cash Refunds will incur a 2% transaction fee to the entity card.
	1. Club admin
	    → Administration
	    → Registration Refund Requests
	2. Search for player name, ID or status
	3. Click into request
	4. Review player details
	5. Select 'Status'
	    a. Approved or Declined
	6. Select 'Refund Type' (will default to the preference of the player)
	    a. Rugby Xplorer Credit or Cash Refund
	7. Enter 'Refund Amount'. Note, this cannot be more than the amount paid.
	8. Enter 'Note'
	9. Click "Update"

Association Admin
 	
NOTE:
• All 4 levels of the registration (club, association, state and national) will be required to review and approve/decline the request.
	1. Association admin
	    → Administration
	    → Registration Refund Requests
	2. Search for player name, ID or status
	3. Click into request
	4. Review player details
	5. Select 'Status'
	    a. Approved or Declined

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• To issue a 'Cash Refund' an Entity Card must be setup under that entity (Payment Settings > Entity Card). • Cash Refunds will incur a 2% transaction fee to the entity card.	6. Select 'Refund Type' (will default to the preference of the player) a. Rugby Xplorer Credit or Cash Refund 7. Enter 'Refund Amount'. Note, this cannot be more than the amount paid. 8. Enter 'Note' 9. Click "Update"

State Admin
 	
NOTE:
• All 4 levels of the registration (club, association, state and national) will be required to review and approve/decline the request.
• To issue a 'Cash Refund' an Entity Card must be setup under that entity (Payment Settings > Entity Card).
• Cash Refunds will incur a 2% transaction fee to the entity card.
	1. State admin
	    → Administration
	    → Registration Refund Requests
	2. Search for player name, ID or status
	3. Click into request
	4. Review player details
	5. Select 'Status'
	    a. Approved
	    b. Declined
	6. Select 'Refund Type' (will default to the preference of the player)
	    a. Rugby Xplorer Credit
	    b. Cash Refund
	7. Enter 'Refund Amount'. Note, this cannot be more than the amount paid.
	8. Enter 'Note'
	9. Click "Update"

National Admin
 	
NOTE:
• All 4 levels of the registration (club, association, state and national) will be required to review and approve/decline the request.
• To issue a 'Cash Refund' an Entity Card must be setup under that entity (Payment Settings > Entity Card).
• Cash Refunds will incur a 2% transaction fee to the entity card.
• Once all 4 entities have approved/declined the refund, the national admin will "Process Refund". This triggers the Rugby Xplorer Credit and/ or Cash Refund being process.
	1. Super admin
	    → Administration
	    → Registration Refund Requests
	2. Search for player name, ID or status
	3. Click into request
	4. Review player details
	5. Select 'Status'
	    a. Approved
	    b. Declined
	6. Select 'Refund Type' (will default to the preference of the player)
	    a. Rugby Xplorer Credit
	    b. Cash Refund
	7. Enter 'Refund Amount'. Note, this cannot be more than the amount paid.
	8. Enter 'Note'
	9. Click "Update"

Registration Refund – Update	Registration Refund – Update
• Once all admins have reviewed the refund request, a confirmation email will be sent to club, association, state and national admins.	Registration refund request has been approved and is ready to be processed. Registration Id Entity Type Entity Name First Name Last Name Role Registration Type Duration Reason Club Name Status Refund Type: Refund Amount $ Note Association Name Status Refund Type: Refund Amount $ Note State Name Status Refund Type: Refund Amount $ Note National Name Status Refund Type: Refund Amount $ Note Rugby Xplorer Team Your Rugby Connection

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RUGBY PORTAL – PLAYER RECEIVES RUGBY XPLORER CREDIT/ CASH REFUND	
Registration Refund – Update • Once all admins have reviewed the refund request, a confirmation email will be sent to the player. • If any of the parties 'approve' the request, the player's registration status will change from 'active' to 'inactive' once processed.	Registration Refund – Update Your registration refund request has been processed. Registration Id Entity Type Entity Name First Name Last Name Role Registration Type Duration Reason Club Name Status Refund Type: Refund Amount $ Note Association Name Status Refund Type: Refund Amount $ Note State Name Status Refund Type: Refund Amount $ Note National Name Status Refund Type: Refund Amount $ Note Yours in Rugby, Rugby Xplorer Team

Rugby Xplorer – RX Credits & Refunds Process

Registration Refund – Declined	Registration Refund – Update
- Once all admins have reviewed the refund request, a confirmation email will be sent to the player. - When all parties 'decline' the request, the player's registration status will remain 'active'.	Registration refund request has been declined by all administrators. Registration Id Entity Type Entity Name First Name Last Name Role Registration Type Duration Reason Club Name Status Decline Note Association Name Status Declined Note State Name Status Declined Note National Name Status Declined Note Rugby Xplorer Team Your Rugby Connection
Rugby Xplorer Credit/ Cash Refund NOTE: - Rugby Xplorer Credits will appear on an individual's account within 24 hours of being processed. - Cash Refund will go back onto the player's credit card, within 5-8 business days of the refund being processed.	1. My Account → My Credits 2. All Rugby Xplorer Credits will appear under their entity in your portal 3. Note: If Rugby Xplorer Credits available, they will automatically be deducted from the player's next registration fees as a discount.

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ADMIN PORTAL – CREDIT & REFUND REPORT	

Credits & Refunds Report
 	
NOTE:
• This report will allow admins to check the status of Refund Requests in bulk and reconcile their components.
	1. Club/Association admin
	    → Administration
	    → Credits & Refunds Report
	2. Select 'Season'
	3. Enter 'From Date' and 'To Date' (optional)
	4. Click "Email Report"
	5. The system will generate your report and email you a download link.
	6. Click "Download Report" in the email you receive from Rugby Xplorer.