

Rugby Xplorer – RX Credits & Refunds Process

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.
 Please refer to Section 11 of the [Registration Regulations](#) for eligibility criteria.

PLAYER’S RUGBY PORTAL – REQUEST RX CREDIT/REFUND

<p>Player requesting Rugby Xplorer Credit/ Refund</p> <p>NOTE:</p> <ul style="list-style-type: none"> 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. 	<ol style="list-style-type: none"> My Account → My Profile Expand ‘Registration History’ Registrations that are eligible for a refund will have a ‘Refund’ button next to them Click “Refund” Select Refund option preference <ol style="list-style-type: none"> Rugby Xplorer Credit Cash Refund Enter ‘Reason’ for request Click “Request”
<p>Registration Refund Request (Player)</p> <ul style="list-style-type: none"> Once the player has requested a credit/refund, a confirmation email will be sent. 	<p>Registration Refund Request</p> <p>A registration refund request has been submitted for review.</p> <p>Players will be notified when all administrators have updated the status of this refund request.</p> <p>Rugby Xplorer Team Your Rugby Connection</p>
<p>Registration Refund Request (Admins)</p> <ul style="list-style-type: none"> Once the player has requested a credit/refund, a confirmation email will be sent to club, association, state and national admins. 	<p>Registration Refund Request</p> <p>A registration refund request has been submitted for review.</p> <p>Registration Id Entity Type Entity Name First Name Last Name Role Registration Type Duration Reason</p> <p>Club Name Amount Paid \$ Refund Type</p>

*As of 9 November 2020

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

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	Association Name Amount Paid \$ Refund Type State Name Amount Paid \$ Refund Type National Name Amount Paid \$ Refund Type Rugby Xplorer Team Your Rugby Connection
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ADMIN PORTAL – APPROVE/DECLINE CREDIT/REFUND REQUEST	
<p>Club Admin</p> <p>NOTE:</p> <ul style="list-style-type: none"> 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). 	<ol style="list-style-type: none"> Club admin <ul style="list-style-type: none"> → Administration → Registration Refund Requests Search for player name, ID or status Click into request Review player details Select 'Status' <ul style="list-style-type: none"> a. Approved or Declined Select 'Refund Type' (will default to the preference of the player) <ul style="list-style-type: none"> a. Rugby Xplorer Credit or Cash Refund Enter 'Refund Amount'. Note, this cannot be more than the amount paid. Enter 'Note' Click "Update"
<p>Association Admin</p> <p>NOTE:</p> <ul style="list-style-type: none"> 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). 	<ol style="list-style-type: none"> Association admin <ul style="list-style-type: none"> → Administration → Registration Refund Requests Search for player name, ID or status Click into request Review player details Select 'Status' <ul style="list-style-type: none"> a. Approved or Declined Select 'Refund Type' (will default to the preference of the player) <ul style="list-style-type: none"> a. Rugby Xplorer Credit or Cash Refund Enter 'Refund Amount'. Note, this cannot be more than the amount paid. Enter 'Note' Click "Update"

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<p>State Admin</p> <p>NOTE:</p> <ul style="list-style-type: none"> 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). 	<ol style="list-style-type: none"> State admin <ul style="list-style-type: none"> → Administration → Registration Refund Requests Search for player name, ID or status Click into request Review player details Select 'Status' <ol style="list-style-type: none"> Approved Declined Select 'Refund Type' (will default to the preference of the player) <ol style="list-style-type: none"> Rugby Xplorer Credit Cash Refund Enter 'Refund Amount'. Note, this cannot be more than the amount paid. Enter 'Note' Click "Update"
<p>National Admin</p> <p>NOTE:</p> <ul style="list-style-type: none"> 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). 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. 	<ol style="list-style-type: none"> Association admin <ul style="list-style-type: none"> → Administration → Registration Refund Requests Search for player name, ID or status Click into request Review player details Select 'Status' <ol style="list-style-type: none"> Approved Declined Select 'Refund Type' (will default to the preference of the player) <ol style="list-style-type: none"> Rugby Xplorer Credit Cash Refund Enter 'Refund Amount'. Note, this cannot be more than the amount paid. Enter 'Note' Click "Update"
<p>Registration Refund – Update</p> <ul style="list-style-type: none"> Once all admins have reviewed the refund request, a confirmation email will be sent to club, association, state and national admins. 	<p>Registration Refund – Update</p> <p>Registration refund request has been approved and is ready to be processed.</p> <p>Registration Id Entity Type Entity Name First Name Last Name Role Registration Type Duration Reason</p>

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	<p>Club Name Status Refund Type: Refund Amount \$ Note</p> <p>Association Name Status Refund Type: Refund Amount \$ Note</p> <p>State Name Status Refund Type: Refund Amount \$ Note</p> <p>National Name Status Refund Type: Refund Amount \$ Note</p> <p>Rugby Xplorer Team Your Rugby Connection</p>
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RUGBY PORTAL – PLAYER RECEIVES RUGBY XPLORER CREDIT/ CASH REFUND	
<p>Registration Refund – Update</p> <ul style="list-style-type: none"> Once all admins have reviewed the refund request, a confirmation email will be sent to the player. 	<p>Registration Refund – Update</p> <p>Your registration refund request has been processed.</p> <p>Registration Id Entity Type Entity Name First Name Last Name Role Registration Type Duration Reason</p> <p>Club Name Status Refund Type: Refund Amount \$ Note</p>

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	<p>Association Name Status Refund Type: Refund Amount \$ Note</p> <p>State Name Status Refund Type: Refund Amount \$ Note</p> <p>National Name Status Refund Type: Refund Amount \$ Note</p> <p>Yours in Rugby, Rugby Xplorer Team</p>
<p>Rugby Xplorer Credit/ Cash Refund</p> <p>NOTE:</p> <ul style="list-style-type: none"> • 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. 	<ol style="list-style-type: none"> 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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