

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.

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](#).

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

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>

*As of 12 April 2021

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	<p>Club Name Amount Paid \$ Refund Type</p> <p>Association Name Amount Paid \$ Refund Type</p> <p>State Name Amount Paid \$ Refund Type</p> <p>National Name Amount Paid \$ Refund Type</p> <p>Rugby Xplorer Team Your Rugby Connection</p>
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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). Cash Refunds will incur a 2% transaction fee to the 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)

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<ul style="list-style-type: none"> Cash Refunds will incur a 2% transaction fee to the entity card. 	<ul style="list-style-type: none"> a. Rugby Xplorer Credit or Cash Refund <ol style="list-style-type: none"> 7. Enter 'Refund Amount'. Note, this cannot be more than the amount paid. 8. Enter 'Note' 9. Click "Update"
<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). Cash Refunds will incur a 2% transaction fee to the entity card. 	<ol style="list-style-type: none"> State admin <ul style="list-style-type: none"> → Administration → Registration Refund Requests 2. Search for player name, ID or status 3. Click into request 4. Review player details 5. Select 'Status' <ul style="list-style-type: none"> a. Approved b. Declined 6. Select 'Refund Type' (will default to the preference of the player) <ul style="list-style-type: none"> 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"
<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). 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. 	<ol style="list-style-type: none"> Association admin <ul style="list-style-type: none"> → Administration → Registration Refund Requests 2. Search for player name, ID or status 3. Click into request 4. Review player details 5. Select 'Status' <ul style="list-style-type: none"> a. Approved b. Declined 6. Select 'Refund Type' (will default to the preference of the player) <ul style="list-style-type: none"> 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"

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<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> <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. If any of the parties ‘approve’ the request, the player’s registration status will change from ‘active’ to ‘inactive’ once processed. 	<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> <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>

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<p>Registration Refund – Declined</p> <ul style="list-style-type: none"> 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’. 	<p>Registration Refund – Update</p> <p>Registration refund request has been declined by all administrators.</p> <p>Registration Id Entity Type Entity Name First Name Last Name Role Registration Type Duration Reason</p> <p>Club Name Status Decline Note</p> <p>Association Name Status Declined Note</p> <p>State Name Status Declined Note</p> <p>National Name Status Declined Note</p> <p>Rugby Xplorer Team Your Rugby Connection</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"> My Account → My Credits All Rugby Xplorer Credits will appear under their entity in your portal 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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