

# Refunds and Reimbursements 2017

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## Frequently Asked Questions for Clubs

### **Changing Clubs - Refunds and Reimbursements.** (Please refer to flowchart and policy for more information)

1. If a player is ACTIVE and wants to leave my club what do I have to do?

As a Club you need to log in to MyFootballClub as administrator and Accept the De-registration if the player initiated the request. Then the Player is free to register at the New Club. If you do not process the application it will automatically be approved by the Zone after 7 days. You may also be requested to initiate this request. This must be accepted by the player and approved by the Zone.

2. If the player is AWAITING APPROVAL and paid ONLINE – what do I need to do? Do Football Queensland refund the money?

No – you have already received the player fees ( see explanation below : Club Information About Online Payments). You can DECLINE the registration then you will need to refund the player in full as per the policy – we will reimburse you at Census time directly for the Governing Body fees and the Zone will adjust their accounts to reflect this. The form of the refund is at your discretion but we ask that you use your best endeavours to provide the refund in the form requested by the player.

3. If the player is ACTIVE and paid online – do Football Queensland refund their credit card?

No – you have already received the player fees ( see explanation below : Club Information About Online Payments) so you will need to refund the player in full as per the policy – we will reimburse you at Census time directly for the Governing Body fees and the Zone will adjust their accounts to reflect this. The form of the refund is at the discretion of the club but we ask that you use your best endeavours to provide the refund in the form requested by the player. As a Club you need to log in to MyFootballClub as administrator and Accept the De-registration if the player initiated the request. Then the Player is free to register at the New Club. If you do not process the application it will automatically be approved by the Zone after 7 days. You may also be requested to initiate this request. This must be accepted by the player and approved by the Zone.

4. Why does the player have to pay the new club in full before I reimburse the player?

This is to ensure that they have paid the Governing Body and Insurance fees once for each season and for each form of the game. It is also to allow you as the leaving Club to deduct any applicable fees for the time they have been at that club. Once you seen evidence that they have paid the NEW club then you are free to provide a refund.

NOTE – if they are applying for a refund as if they are LEAVING the game altogether - it is a different process and the main requirement is that :

- they have **not** participated in a match
- it is within 6 weeks of the competition commencement and
- it is submitted before 30 June.

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5. If the player paid us (the club) direct – how do I give the refund?

You will need to refund the player the monies paid as per the policy above. The form of the refund is at your discretion but we ask that you use your best endeavours to provide the refund in the form requested.

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## **Leaving Football - Refunds and Reimbursements.** (Please refer to flowchart and policy for more information)

1. The player has changed their mind and want a refund and they *paid online* - do Football Queensland refund the credit card?

Firstly check their eligibility for a refund – they must:

- be ACTIVE in MyFootballClub
- have NOT participated in a match or show on a match sheet
- have applied within 6 weeks of competition commencement ( your Zone can confirm this information)
- and they must apply before 30 June

If **any of the above criteria is NOT met** then they will be eligible for a refund.

If they fulfil the above criteria then as a Club you can log in to MyFootballClub and select De-register. There are various options to choose. This must be accepted and approved by the player and the Zone. You will then need to complete the [Online Request Form](#). Most responses will take 2 business days but you must wait until you gain approval of the Refund by Football Queensland. We will email you, the Zone and the player to confirm this. Once this has been approved you can initiate the refund. As you have already received the player fees directly to your account - you will need to refund the player in full as per the policy – we will reimburse you at Census time directly for the Governing Body fees and the Zone will adjust their accounts to reflect this.

2. The player has changed their mind and want a refund and they paid us direct.

Firstly check their eligibility for a refund – they must:

- be ACTIVE in MyFootballClub
- have NOT participated in a match or show on a match sheet
- have applied within 6 weeks of competition commencement ( your Zone can confirm this information)
- and they must apply before 30 June

If **any of the above criteria is NOT met** then they will be refused a refund.

If they fulfil the above criteria then as a Club you can log in to MyFootballClub and select De-register. There are various options to choose. This must be accepted and approved by the player and the Zone. You will then need to complete the [Online Request Form](#). Most responses will take 2 business days but you must wait until you gain approval of the Refund by Football Queensland. We will email you, the Zone and the player to confirm this. Once this has been approved you can initiate the refund.

3. The player has changed their mind and want a refund – they ***paid the club online*** but I have not made them ACTIVE in MyFootballClub

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You (the Club) will need to DECLINE/REJECT the registration and refund the player according to the refund policy guidelines. You will be reimbursed directly by Football Queensland for the Governing Body fees. Because they have never been made ACTIVE the Zone will not have invoiced you for the Zone fees so no refund will be applicable from them. The form of the refund is at your discretion but we ask that you use your best endeavours to provide the refund in the form requested.

4. The player has changed their mind and want a refund – they ***paid the club directly*** but they are not ACTIVE in MyFootballClub

You (the Club) will need to DECLINE/REJECT the registration and then you can refund the funds they paid to the club according to the Club refund policy guidelines.

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## Club Information About Online Payments

1. What is the system called?

IP Payments - Online Customer Relationship Manager (IPSI)

2. How do I get access to this system?

If you already have Online Payments set up at the Club you do not need to reapply for the Online Payment Gateway but if you have a new Contact Person for the Online Payment gateway or someone has left and needs to be removed please email [myfootballclub@footballaustralia.com.au](mailto:myfootballclub@footballaustralia.com.au) and CC [cathw@footballqueensland.com.au](mailto:cathw@footballqueensland.com.au) with the details. The new person must be registered to your club as a volunteer and added to the Contact Details as an Office Bearer/Treasurer.

3. What happens to the money when my players pay online?

Here is some information surrounding online payments within IPSI and MFC. When a player pays online, the money goes through the IP Payment gateway into a holding account. Within 24 hours, the money is then dispersed to your club account in bulk. In Queensland we introduced an automatic 2 way payment split for online payments to assist you :

- National ( FFA ) and State ( FQ ) fees will automatically go to a Football Queensland's account
- Zone, Competition Administrator and Club fees will go into your Club Account

This aims at decreasing the financial burden on clubs to manage large fee liabilities until census is taken usually in March and June. The amount that you receive for each player will also depend on whether you chose to pass on the credit card transaction fee. If you chose to pass on the transaction fee to players the amount will be your total PACKAGE price MINUS the National ( FFA ) and State ( FQ ) fees PLUS 1.8%; otherwise it will be your total PACKAGE price MINUS the National ( FFA ) and State ( FQ ) fees MINUS the 1.8% transaction fee.

NOTE – the transaction fee is applied to the WHOLE PACKAGE PRICE

### Example 1 Sid's Soccer Club

Package : Junior Fee 2016

1. FQ-Junior MFR	\$ 30.90
2. FFA Junior NRF 2015	\$ 12.60
3. Zone Competition Fee – Junior	\$29.50
4. Club Fee	\$127

**TOTAL PACKAGE PRICE** **\$200**

1.8% credit card fee = \$200 x 1.8% = \$3.60



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directly for the Governing Body fees ( National ( FFA ) and State ( FQ ) fees ) and the Zone will adjust their accounts to reflect their chargeable fees.

It is impossible for FFA to back money out of your club account once this has been dispersed which occurs within 24 hours of the player hitting SUBMIT and being given a confirmation- the status in MyFootballClub then changes to AWAITING APPROVAL.

Each club has their own processes regarding refunds, and you should ensure you are aware of these rules. Some clubs for example will not give a full refund if they have ordered kit for a player.

## 6. What if the Player is Changing Clubs and they paid online?

If the Player is CHANGING CLUBS-see FAQ 1 – Changing Clubs above.

The player status will be either ACTIVE or AWAITING APPROVAL. See FAQ 2 and 3.

## 7. Can the Online Payment System refund a player directly to their Credit Card?

No – because the money has already been dispersed 2 ways and FFA do not hold any of the money.