



Refunds & Reimbursements

2021 Club FAQ's

FREQUENTLY ASKED QUESTIONS FOR CLUBS

Application for Refund of Governing Body Fees

This policy is in relation to the process where a Club, on behalf of an Amateur Player not wishing to continue playing football during a Season, applies to Football Queensland for a determination on the eligibility of a refund of Governing Body Fees.

Whilst Clubs are free to make refunds associated with services or products they provide to Amateur Players not wishing to continue playing football during a Season, Clubs or any party are not permitted to refund any fees (registration or otherwise) associated with Governing Body to Amateur Players without first following the Procedure for Recovery of a Refund and before receiving a determination of eligibility for a refund of Governing Body Fees.

Payment of a refund of Governing Body Fees by a Club to an Amateur Player before completing this process is no guarantee of an approved refund back to the Club or any party of the Governing Body Fees when refunded to the Amateur Player.

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 PlayFootball 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? Does 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 – does 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 PlayFootball 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 also allows you as the leaving Club to deduct any applicable fees for the time they have been at that club. Once you see 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 – please see below “Leaving Football”

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.

Leaving Football – Refunds and Reimbursements (please refer to policy for more information)

1. The player requests a refund and they *paid online* – does Football Queensland refund the credit card?

Firstly, check their eligibility for a refund – they must:

- be ACTIVE in PlayFootball and
- the Amateur Player has **not participated** in any form of training session (pre-season or in-season), team trials (formal or informal), player grading or selection processes, pre-season matches, practice matches, official fixtures, match or otherwise appeared on a match record for his or her club;

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

Secondly, if they fulfil the above criteria then as the Club representative:

- you can log in to PlayFootball and select De-register.
- this must be accepted and approved by the player and the Zone.
- you will then need to complete the Online Request Form
- please allow 30 business days.
- advise the player/parent that no refund is approved until a determination has been provided by Football Queensland.
- we will email you, the Zone and the player to confirm the outcome.
- once this has been approved you can initiate the refund.
- you have already received all fees excluding the governing body fees, directly to your account – Football Queensland will direct you to refund the player in full (including the

Governing body fees) 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 requests a refund and they *paid us direct/did not pay online*

Firstly check their eligibility for a refund – they must:

- be ACTIVE in PlayFootball
- have not participated in any form of training session (pre-season or in-season), team trials(formal or informal), player grading or selection processes, pre-season matches, practicematches, official fixtures, or otherwise appeared on a match record for his or her club;

Secondly, if they fulfil the above criteria then as the Club representative:

- you can log in to PlayFootball and select De-register.
- this must be accepted and approved by the player and the Zone.
- you will then need to complete the [Online Request Form](#).
- please allow 30 business days.
- advise the player/parent that no refund is approved until a determination has been provided by Football Queensland.
- we will email you, the Zone and the player to confirm the outcome
- once this has been approved you can initiate the refund.

3. The player requests a refund – they **paid the club online** but I have not made them ACTIVE in PlayFootball

You (the Club) will need to DECLINE/REJECT the registration in PlayFootball and refund the player in line with the refund policy guidelines. You do not need to complete an online request form. You will be reimbursed directly by Football Queensland for the Governing Body fees at Census time.

Because they have not been made ACTIVE the Zone will not have invoiced you for any fees. 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 requests a refund – they **paid the club directly** but they are not ACTIVE in PlayFootball

You (the Club) will need to DECLINE/REJECT the registration in PlayFootball and refund the player in line with the refund policy guidelines. You do not need to complete an online request form. Because they have not been made ACTIVE the Zone will not have invoiced you for the any fees. 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.

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 complete this form [Online Payment Form](#). Before you send this ensure that you have added the bank details on the Bank Account fields in PlayFootball. 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 PLAYFOOTBALL. 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 (Football Australia) 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 (FOOTBALL AUSTRALIA) and State (FQ) fees PLUS 1.8%; otherwise it will be your total PACKAGE price MINUS the National (FOOTBALL AUSTRALIA) 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 2021

1. FQ-Junior MFR	\$ 38.00	
2. FOOTBALL AUSTRALIA Junior Fee 2021		\$ 14.00
3. Zone Competition Fee – Junior	\$29.50	
4. Club Fee	\$118.50	

TOTAL PACKAGE PRICE **\$200**

1.1% credit card fee = \$200 x 1.1% = \$2.20
Fees in GREY go to Football Queensland (1 + 2)

So if Sid's Soccer Club is **absorbing** the fee and the player pays online.

The 1.1% is DEDUCTED from the amount the club receives in Yellow (3+4) MINUS \$2.20
Club would receive \$145.80

If Sid's Soccer Club **passed on the fee** to the player and the player pays online the Club **would receive \$148**

(- 29.50 plus \$118.50)

4. How can I see these amounts and see which players have paid so I can reconcile my accounts?

If you want to view a breakdown of the money that has been deposited into your bank account, you can do this through the report function in the IP gateway: <https://www.ippayments.com.au/crm/>

- Click on 'View', then 'Reports'
- Click on the report titled 'Club Transaction Detail'

Using this report, you can enter the dates you would like to report on. Click 'Download Report' and open it with Excel. We have found that if the report is saved before it is opened, the formatting will be slightly better. When in the report, you will see that payments have been categorised by the dates payments were made.

See Number 1 in Green below – this is the player name and the FOOTBALL AUSTRALIA number

Number 2 in Green is the amount deposited to your account

1140	Football Club	From 01-Jan-2016	To 19-Jan-2016	2		
Settlement Date 13-Jan-2016						
Name	Transaction Ref	Reference	Disbursement ID	Amount	CC Number	Card Holder Name
C Simpson - FFA: 661	3214602	Invoice: 3214602	3214602_1	\$216.51	353*****431	Mr Simpson
			Settlement Total	\$216.51		
Settlement Date 14-Jan-2016						
Name	Transaction Ref	Reference	Disbursement ID	Amount	CC Number	Card Holder Name
Sarah - FFA: 7820	3219160	Invoice: 3219160	3219160_1	\$216.51	5140*****451	mrs hall
Sarah FFA: 7820	3219160	Invoice: 3219160	3219160_1	\$216.51	4564*****572	hall
			Settlement Total	\$433.02		
			Report Total	\$649.53		

5. What if the player is leaving football altogether and they paid online?

If the player is LEAVING FOOTBALL – see FAQ above.

Once the refund has been approved by FQ you can initiate the refund. As you have already received the player fees directly to the club bank account – you will need to refund the player in full. We will reimburse you at Census time directly for the Governing Body fees ((National FOOTBALL AUSTRALIA) and State (FQ) fees) and the Zone will adjust their accounts to reflect their chargeable fees.

It is impossible for Football Australia 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 PlayFootball then changes to AWAITING APPROVAL.

6. What if the player is changing clubs and they paid online?

If the player is CHANGING CLUBS – see FAQ above.

The player status will be either ACTIVE or AWAITING APPROVAL.

7. Can the Online Payment System refund a player directly to their credit card?

No – because the money has already been dispersed two ways and FOOTBALL AUSTRALIA do not hold any of the money.