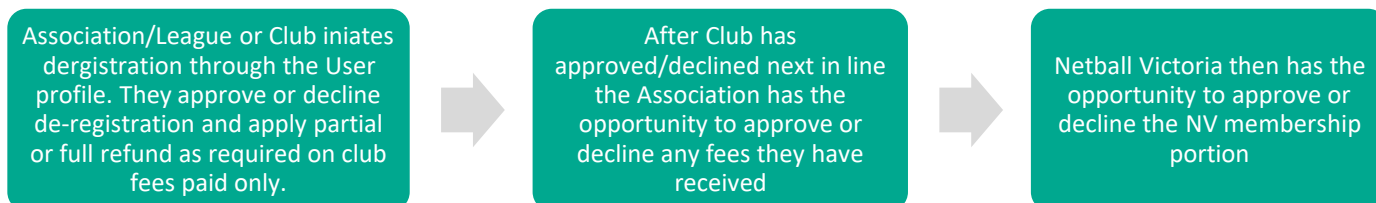


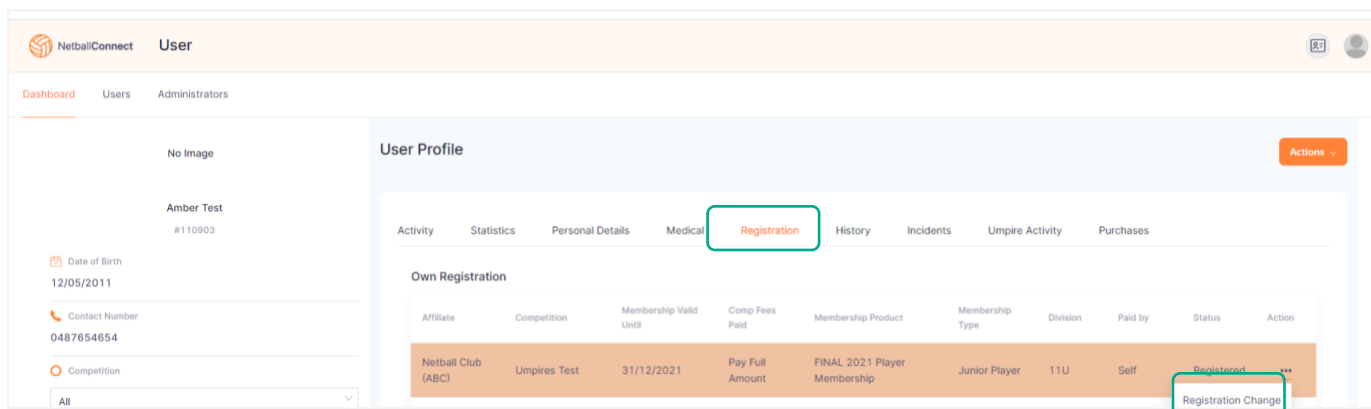
The De-registration process in Netball Connect effectively removes a player from a competition. The process allows for each level of affiliate to refund a partial of full amount of any monies collected. A de-registration will be initiated by either the club or association in the first instance and will progress through all levels of hierarchy. Ie



In the instance that a player wishes to de-register from your competition, both the association/league and any affiliated clubs to that association/league will need to review the de-registration request.

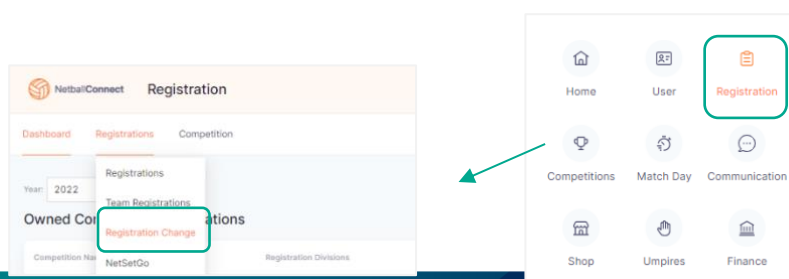
Request can be made for a de-registration if circumstances have meant that the participant can/would like not to engage in this competition any further. For details on who qualifies for a refund on their Netball Victoria Membership, [click here](#).

A de-registration can be initiated through the player user profile. Navigate to the User Module, search for the player and select the ‘...’ under Action. Select Registration > Against the registration you wish to de-register select the ‘...’ under Action > Registration Change > Enter details of the de-registration. Please include as much information in the comments box as possible so at each level of the process all the information is there for the process of refunds etc.

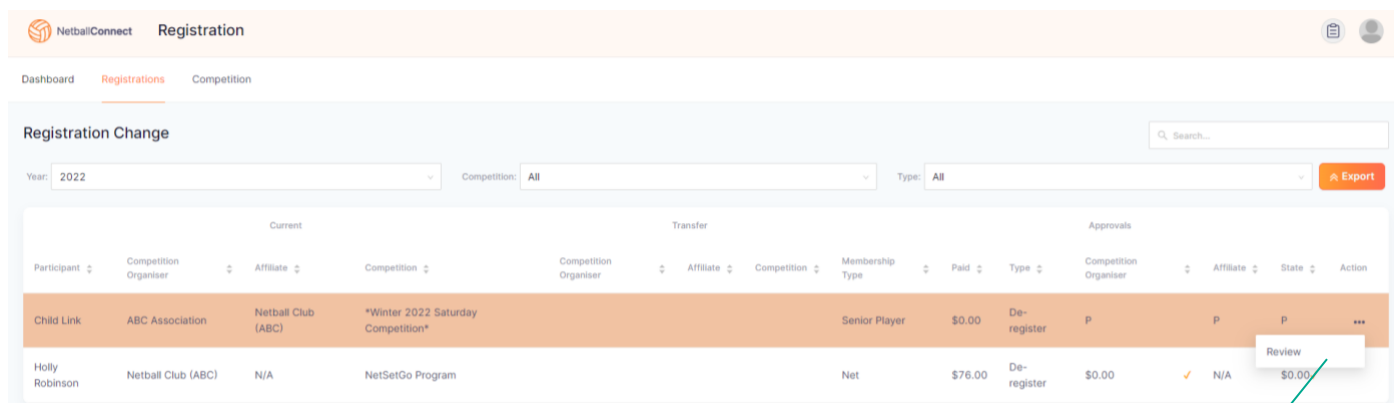


To review a de-registration-

- Select the *Registration* module from the module selector found in the top right-hand corner of the screen.
- Hover your mouse over the *Registration* drop down and select *Registration Change*.

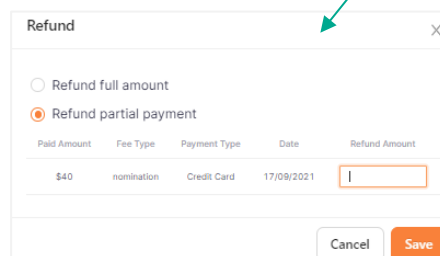


- Scroll to the right-hand side of the screen, where you will see the ... (*action button*) for each player who has requested a de-registration, hovering over the action button, select 'Review'. From the information provided in the comments section of the de-registration, determine whether you will approve or decline the de-registration.



The screenshot shows the NetballConnect Registration page. At the top, there are navigation tabs for Dashboard, Registrations, and Competition. Below this is a 'Registration Change' section with filters for Year (2022), Competition (All), and Type (All). An 'Export' button is visible. The main table has columns for Current, Transfer, and Approvals. The Approvals section includes Competition Organiser, Affiliate, and State. Two rows are visible: one for 'Child Link' (ABC Association, Netball Club (ABC), *Winter 2022 Saturday Competition*) and one for 'Holly Robinson' (Netball Club (ABC), N/A, NetSetGo Program). The Holly Robinson row has a 'De-register' button with a green checkmark and a 'Review' button. A green arrow points to the 'Review' button.

If you have charged fees when selecting 'approve', you will be prompted to choose whether you would like to provide a full or partial refund on that payment. Selecting 'refund partial amount' will allow you to enter what portion of the payment you would like to refund, whereas selecting 'refund full amount' will refund the full payment.



The 'Refund' dialog box is open, showing two radio button options: 'Refund full amount' and 'Refund partial payment'. The 'Refund partial payment' option is selected. Below the options is a table with columns: Paid Amount, Fee Type, Payment Type, Date, and Refund Amount. The table contains one row with values: \$40, nomination, Credit Card, 17/09/2021, and an empty input field. At the bottom right, there are 'Cancel' and 'Save' buttons. A green arrow points to the 'Review' button in the previous screenshot.

When the de-registration is approved by a level of the hierarchy, a tick will appear. In the scenario above, the orange sits with the competition organiser and State. Should an affiliated club approve the de-registration, a tick would appear under the 'affiliate' header.

Notes:

- Under the Approvals section the 'Competition Organiser' generally refers to the Association or League running the competition. (Clubs can also create competitions/programs, i.e, NetSetGO). If the 'Competition Organiser' has affiliated clubs, and this registration has been made to a club, then the 'Competition Organiser' will need to wait for the club to review the de-registration before they will have the chance.
- Affiliate refers to the Club
- State refers to Netball Victoria
- 'P' indicates de-registration is pending
- Orange tick indicates a partial refund
- Green tick indicates a full refund
- N/A indicates no registration and no process required at that level
- X (red cross) means declined.