



AMERICAN YOUTH SOCCER ORGANIZATION  
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## AYSO Spring Reallocation Transactions FAQs

### 1. How will the refunds for National Player Fee (NPF) work? Check, or CC credit, or credit for next season?

For NPF paid in the Spring for an MY19 program, the NPF should follow the registration fees\*.

- If the family is going to be given a coupon to credit the spring fees for use in MY2020, then we will apply NPF to MY2020 as well.
- If the family is getting a refund, either by CC or check, we include the NPF and then the Office will refund the Region

*\*If you have already refunded NPF's to your family, please request reimbursement indicating the AYSO ID's and amounts refunded and you will be reimbursed.*

### 2. Where does the money for the credit card or Check Writing Service refunds come from?

For both Credit Card and Check Writing Service refunds, the money will be withdrawn from the Region's operating account as a single withdrawal. If the amount of the refunds includes any NPF's the Office will refund the Region.

### 3. How will the "individual coupons" work for registration fees?

If the entire Region or specific families on the approved file are noted as receiving fee credit coupons, Sports Connect will assign a single-use coupon code to the FAMILY, which they can use when they register in the future.

We will email the coupon codes directly to the families. Additionally, we will provide a portal specific file with the Region coupon codes that will allow you to assist your families as needed when they begin registering\*. The coupon will expire on June 30, 2021.

*\*The AYSO Office will have the information on file for reference as well.*

### 4. What if I request credit card refunds for my families and they used a prepaid credit or gift card, or the card has expired or is no longer valid?

After the credit card refunds are processed, any transaction that fails will be documented and shared with the Region. You will have the option to either write a manual check or include the transaction details in the Check Writing Service file for processing.

## **5. What if a player signed up after March 31, 2020 for a Spring program.**

The transaction data for Spring Programs included all transactions from November 1, 2019 through March 31, 2020. If a player signed-up for a spring program after March 31, 2020, please work with the family directly to make alternative arrangements. If you need help creating a single coupon or applying a refund you can contact the AYSO Member Relations Department or Sports Connect directly.

## **6. When will the coupons and credit card refunds be processed? What about the Check Writing Service?**

Files submitted by Monday, May 11, will be completely processed by Monday, May 18, if not sooner for Credit Cards and Coupons. We will hold the Check Writing Service processing files until all credit cards have processed successfully, in the event we need to add additional transactions.

## **7. What if we want to make a decision after the May 11 deadline?**

The May 11 deadline\* is for the Office to process all bulk refunds in a timely manner for Regions who have made a decision regarding their spring program or may have hardships. If a Region chooses to wait, they will work directly with a Sports Connect refund specialist or they will have the ability to process Fee Credits within their portal on an individual transaction basis in mid to late June. If a Region chooses this path, please reply NO PROCESSING at this time so we know not to follow up beyond the initial phone call.

*\*The deadline is only for Office supported Bulk processing.*

## **8. Can I use my Fee Credit coupon for another player?**

Yes. The coupon belongs to the family and will apply to the total transaction at check-out, for any player, any age, any division. Please note, the coupons are specific to the Region portal, so the coupons will not be valid if a family moves and is registering in another Region.

## **9. Can I use my Fee Credit coupon for Fall '21 (MY2021)?**

If registration for Fall MY2021 is open prior to the June 30, 2021 coupon expiration date, the Fee Credit coupon can be used for registration fees for Fall. Regardless of program dates, as long as the players are registered prior to June 30, 2021, the coupon can be applied to the transaction.

**10. Why are there so few players listed on the National Player Fee (NPF) tab of the excel spreadsheet?**

Only players who paid the NPF for a Spring program were included on the National Player Fee tab. NPF's paid for Fall MY2019 were not included.

**11. What if Player X was a Spring only player who dropped before the virus and received a manual check refund for fees but not a NPF refund because it was a discretionary drop (i.e. not hardship). Do they receive the an NPF refund?**

No, they do not. Please indicate in the file the Approved Amount is zero (-0-) and put an X in the No Action/Remove column for Player X (on both sheets) and we will not process this transaction.

**12. We have not refunded anyone yet but what if we have a pending hardship refund request?**

If you refund this family's request prior to remitting your file, you can indicate in the file the Approved Amount is zero (-0-) and put an X in the No Action/Remove column. This transaction will not be processed.

**13. We noticed there are National Player Fees = \$0, but the transaction amount is \$20.**

Order ID	Payment Date	Program Name	Division	Player First Name	Player Last Name	Detail	National Player Fees	Transaction Amount	Approved Amount
121500124	2020 Jan 31	2020 Spring Season	14U-COED (AGES 12 & 13)	McKenzie	Petersen	AYSO Membership Fee	\$0.00	\$20.00	\$20.00

It is likely this transaction was cancelled and should be reviewed before submitting for processing.

**14. What are the processing times for the three options?**

1. For Fee Credit coupons, the families should receive the email containing the coupon the week of May 18.
2. For credit card refunds, processing will 5-7 days after the completion of the Docusign agreement with Sports Connect authorizing the bank withdrawal.
3. For checks, once the account is set up, the checks can be mailed 48 hours after submission of the check file.

**15. Will the AYSO Office be able to provide financial assistance to Regions beyond the National Player Fee refund?**

The AYSO Office assistance to Regions will be limited to the refund of the Spring NPF; and will not include advanced funds for any regional player fees. The AYSO Office will provide guidance to Regions on how to communicate to parents that they are only able to provide a partial refund due to

expenditures on fields, uniforms, and other expenses and recommend the Regions consider Fee Credits in lieu of refunds in these circumstances. Grant opportunities may be available for Regions in need of financial assistance in the future, but fundraising for these programs has not yet begun.

**16. Can I open Fall registration using Waitlists?**

We would encourage you to open your Fall registration as soon as you feel comfortable. The current waitlist functionality requires one registered player to create the waitlist. This requirement will be removed the first week of June and waitlists can be created with zero registered players.

**17. Is the Volunteer Membership Fee eligible for refund?**

Because the background check is often run immediately after the Volunteer application is completed, we are unable to refund VMP fees for MY19.

**18. If a parent is not requesting their money back and would like to shift the player fee to a donation, how does that work?**

The Region should contact the Finance team for the donation form letter they have on hand.

**19. How do Regions ‘bridge’ the two MY player registration and insurance to make this one season?**

There is no “bridge”, as we are carrying forward there NPF fee to MY20. The Region can choose to do the same with the registration fees with the coupon code option. The new insurance policy goes into effect on 7/1 and is good for one year, so there no need to extend the date.

**20. How should Regions handle Volunteer Background checks for their Summer or Fall seasons if they do not have the funds to cover upfront? If the seasons are cancelled, what can they do?**

Currently, there is no waitlist feature for Volunteer Background checks. We advise that the Region confirms they have enough money to cover background checks before opening up volunteer registration or that they ask the volunteer to pay upfront and will reimburse them once they have enough funds to cover the costs.