



# The Suncorp NetSetGO Online Shop

## Information Guide for Centres 2020

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## Introduction

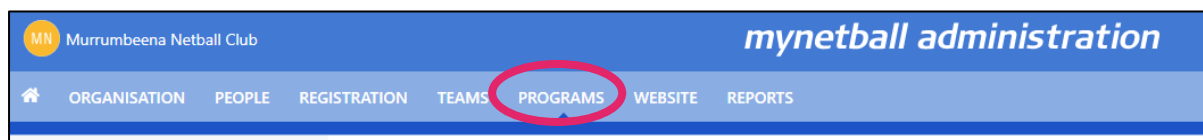
The Suncorp NetSetGO Shop is the single destination for NetSetGO program deliverers and Netball club/association administrators who need easier and faster access to netball equipment. The Suncorp NetSetGO Shop will also house other Suncorp NetSetGO apparel, including water bottles, lunch boxes, backpacks for the kids and keep cups and caps for the parents.



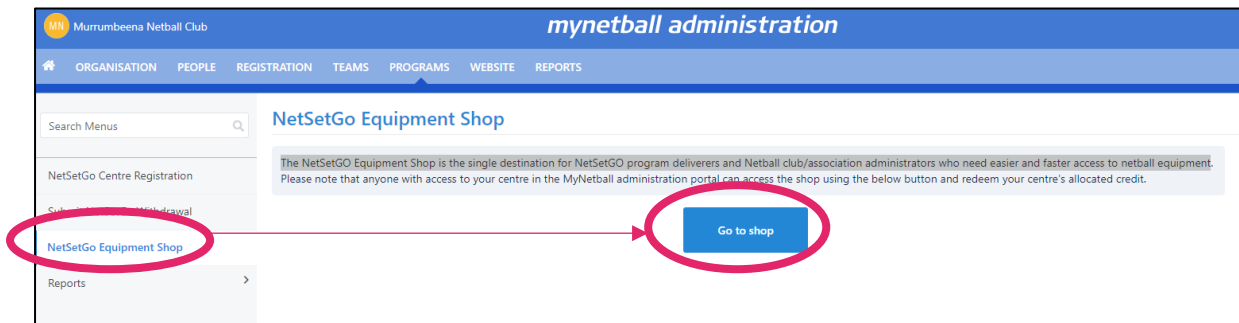
## Getting to the Shop

Endorsed Centre for 2020 will be able to access the shop through MyNetball.

Log onto your MyNetball Administration portal and head to the programs tab.



Once in the programs tab, see the left navigation bar to selection 'NetSetGO Equipment Shop'. Then select 'Go to Shop'.



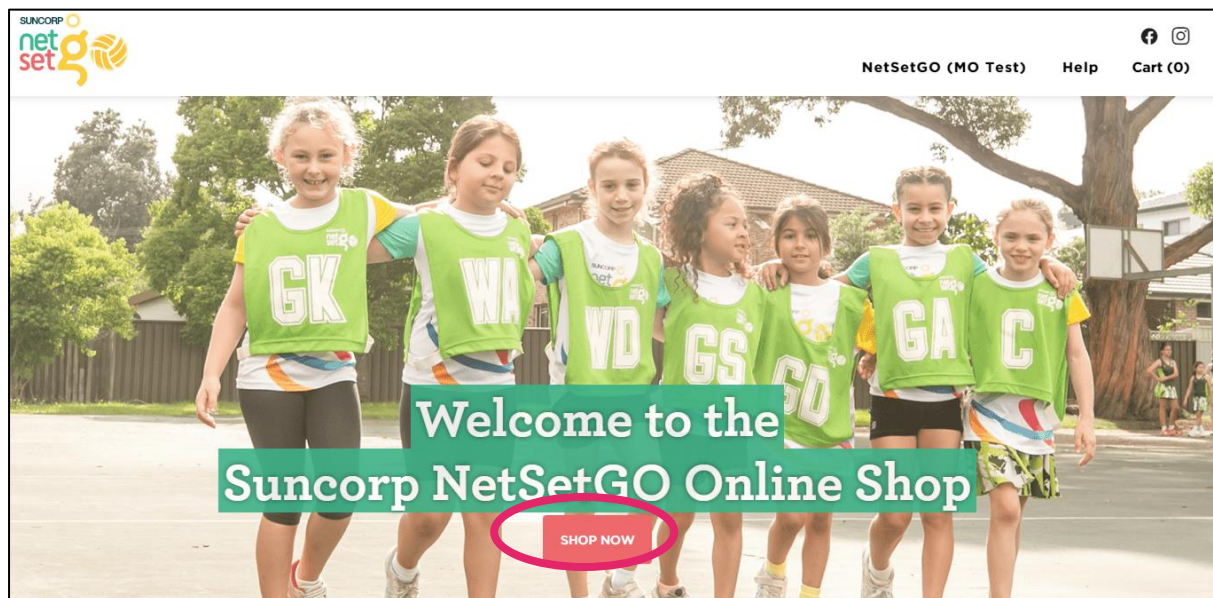
A new browser will open and you will see your centres name in the top right hand corner.

## Navigating the Shop

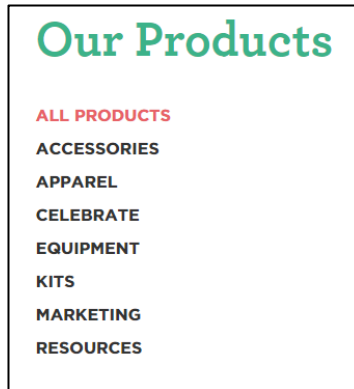
As centres who have access through MyNetball you get the full suite of equipment, marketing material and other product in the shop.

### Finding and purchasing products (Centres)

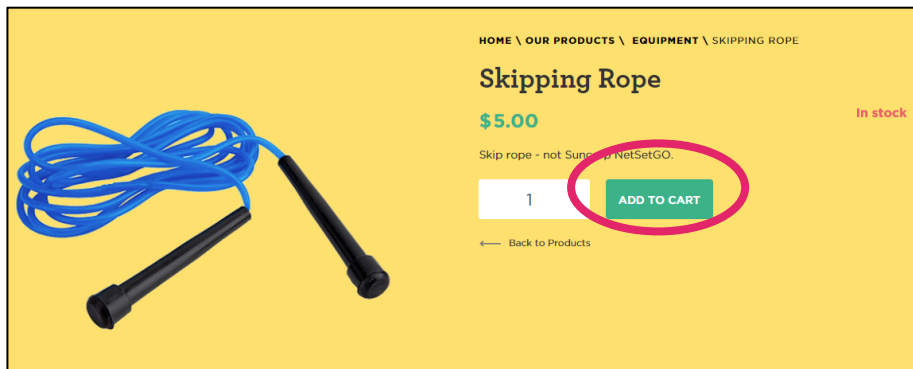
Selecting the 'shop now' button on the home screen will take you to the product range



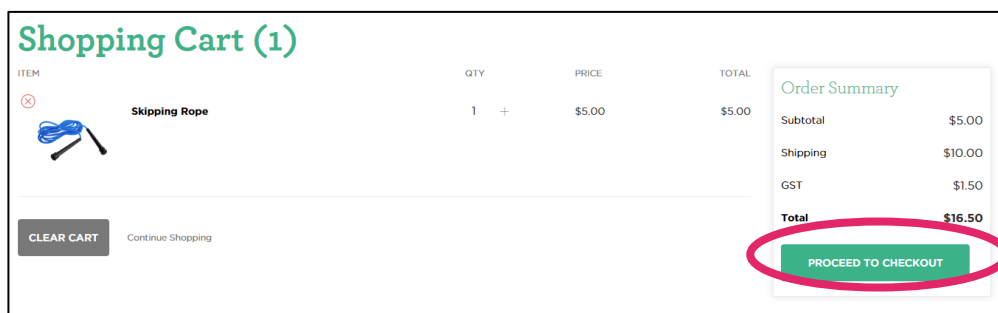
You can navigate through the product categories to find products you want to purchase.



Once in the product you can add to your cart by selecting 'add to cart'.



Once you are ready to check out, select 'proceed to checkout' on your shopping cart screen.



Fill in your details (auto filled if you had provided in the account details section).  
Select 'proceed' to payment'.

### Discovering credits

A full outline of the credit allocation can be found under 'help'.





Centres can find the number of credits they have been allocated either by looking under their centre name in the top right corner or at the check out when they want to redeem their credits.



### Brand new Centre? Redeem your kit!

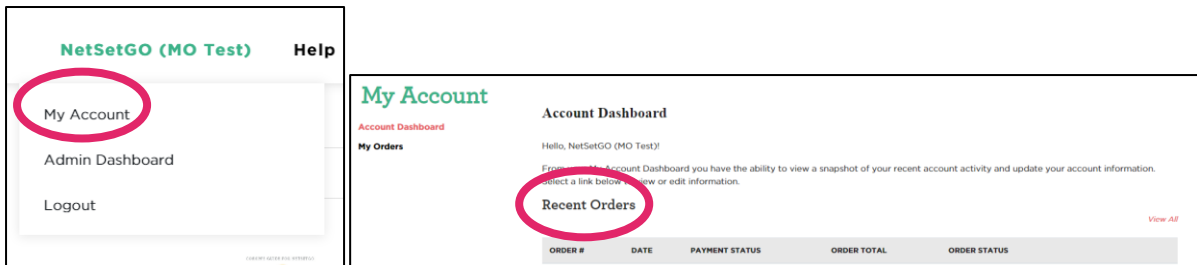
Click on the name of your centre in the top right corner and an option to 'Redeem my starter kit' will appear. Select this and you will go to the product page. Add the starter kit to your shopping cart and checkout - there will be no costs associated.



### Tracking past orders

You will be sent on dispatch a dispatch notification via email which will outline an eta for your order.

You can as well track past orders under 'my account' and under 'recent orders'.



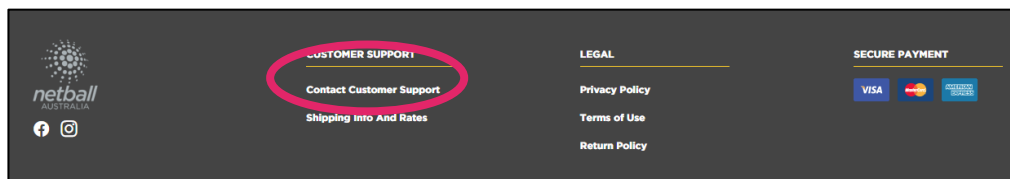
## Finding Help

You can find help with your questions by clicking on the 'help' button.



If you cannot find an answer to your questions here, you can contact Helpful Harry through the online contact form.

Head to the bottom of the webpage, and select 'contact customer support'.



Fill in your details and be as specific as possible about your enquiry.

A screenshot of the 'Contact Customer Support' form. It includes fields for First Name, Last Name, Email, Order Number, Select a State, and Select a Category. There is a Message field and a checkbox for 'I'm not a robot'. A green 'SUBMIT' button is at the bottom. To the right, there is a 'Customer Support' section with contact information for Netball Australia.

## Credits are in!

We've made it easier for you to deliver your best Suncorp NetSetGO program.

With our new shop come a few new changes which would like to share with you.

Vouchers are out and credits are in. You can use your fancy new credits for equipment, hats or balls, the choice is yours.

### How are credits calculated?

1. Eligibility – Let's keep it fair.

To make sure your centre is eligible to begin accruing credits, you will first need a minimum of 10 NetSetGO'ers registered to a program at your centre.

2. Loyalty - We love having you here, we want to celebrate your milestones.

First year? Redeem your complimentary NetSetGO starter kit from the shop

Each year, returning centre's will be rewarded with \$35.00 worth of credit. Centres reaching a ten-year milestone (10, 20, 30 years etc) will instead receive \$75.00 worth of credit.

3. Number of Participants - We want to see you grow.

More NetSetGo'ers means more credits for your centre. For each NetSetGO'er you will receive \$1.00 worth of credit. So, for 15 registered NetSetGO'ers you will receive \$15.00 worth of credit. Centres reaching a ten-year milestone (10, 20, 30 years etc) will receive double this - that is \$2.00 worth of credit for each registered NetSetGO'er.

4. Program delivery - Good things come in threes.

If your centre offers a NET, a SET and a GO program in the same registration season, you will receive a bonus \$15.00 worth of credit. Centres reaching a ten-year milestone (10, 20, 30 years etc) will instead receive \$25.00 worth of credit.

### How can I earn more credits?

Aside from the loyalty credits, there are two ways you can earn more credits in a registration season. The first way is to offer all three NetSetGO program tiers at your centre.

The second way is to grow the number of registered NetSetGO'ers at your centre. This may require you to think differently about how you deliver the NetSetGO program.

If you're running Net or Set sessions:

- You might be able to run each session using an activity stations format to fit more NetSetGO'ers on court
- You could grab an extra coach or get some help from the parents
- You might think about using a different venue

If you are running a GO competition:

- You might increase your subbing rotations so you can have more NetSetGO'ers in your teams
- You could introduce timeouts to increase rotations
- You might shorten the timing of gameplay and rotate the NetSetGO'ers through different positions



# About participant packs

Every child enrolled in Suncorp NetSetGO will be sent a participant pack with:

- A size 4 netball
- An official Suncorp NetSetGO t-shirt

This year there are some exciting new changes to the ball and t-shirt.

## The netball

At registration, participants are asked what their favourite [Suncorp Super Netball](#) team is. Based on their selection, a custom team integrated Suncorp NetSetGO ball will be included in their packs. If they don't follow a team, that's okay, we will send them a new Suncorp NetSetGO and Suncorp Super Netball design ball.

## The t-shirt

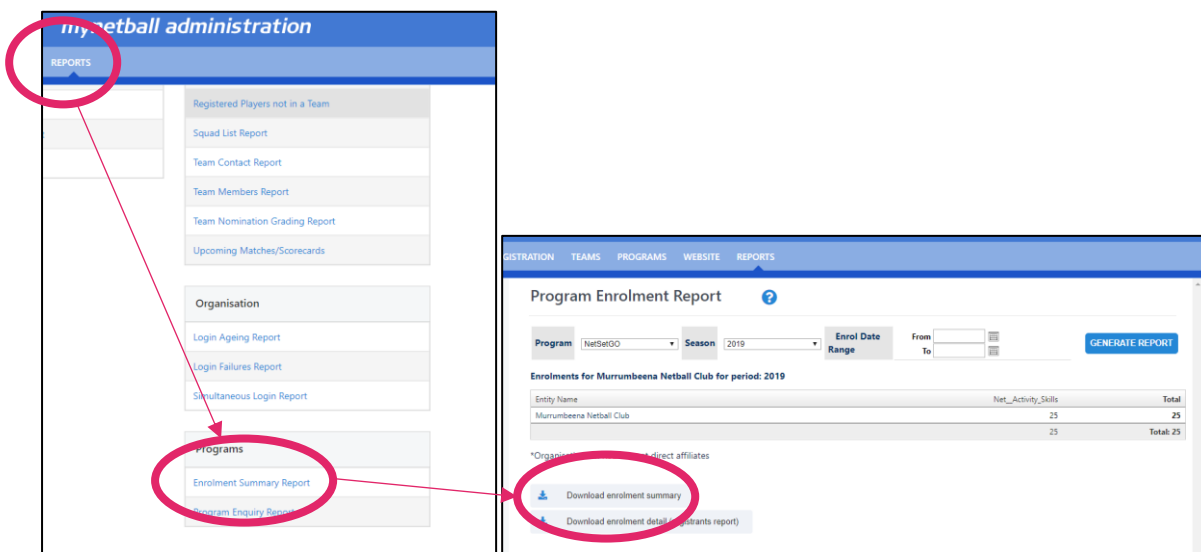
The 2020 Suncorp NetSetGO t-shirt has red sleeves. When choosing their preferred t-shirt size at registration, participants will have the option to personalize the back of the t-shirt for an additional \$5 which will be adding onto the cost of the registration.

## What does personalization mean for my centre?

Centres using the Primary (or MPS) gateway for receiving payments do not need to worry about the \$5 fee as it will automatically split out from the payment to cover the cost of the personalization.

Centres using the Secondary gateway for receiving payment will need to consider the additional \$5 as this will be invoiced to you by your State body.

To find the participants who have had their t-shirt personalized you can download a report by heading back to MyNetball, selecting the tab 'reports' and then selecting 'enrolment summary report'.





# CONTACT

## Member Organisations

Netball Victoria  
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Web: <https://tas.netball.com.au/play-netball/netsetgo/>

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