

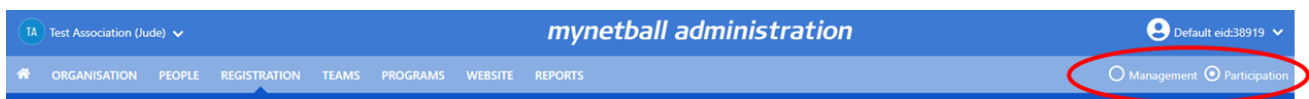
Quick Reference Guide: Tracking NetSetGO packs

2019 NetSetGO packs can only be tracked by NetSetGO Centres MyNetball administrators. Packs do not have a tracking number therefore; an estimated arrival time can only be provided.

You must have the participants MyNetball ID or full name and DOB, otherwise you will not be able to track the pack.

This process is that same whether you are an Association, League or Club. You would just be in different Modes.

Associations & Leagues can manage their products under **Management** or **Participation**.



Clubs will not have the option to choose between management or participation, they will just be in participation.



Tracking participant 2019 NetSetGO Packs

People >> Person Search



Person Search

This search locates all person records (regardless of role, including contacts) of the **current organisation and child organisations**. Click a record to display role information at the bottom of the screen. Max 200 records returned in search.

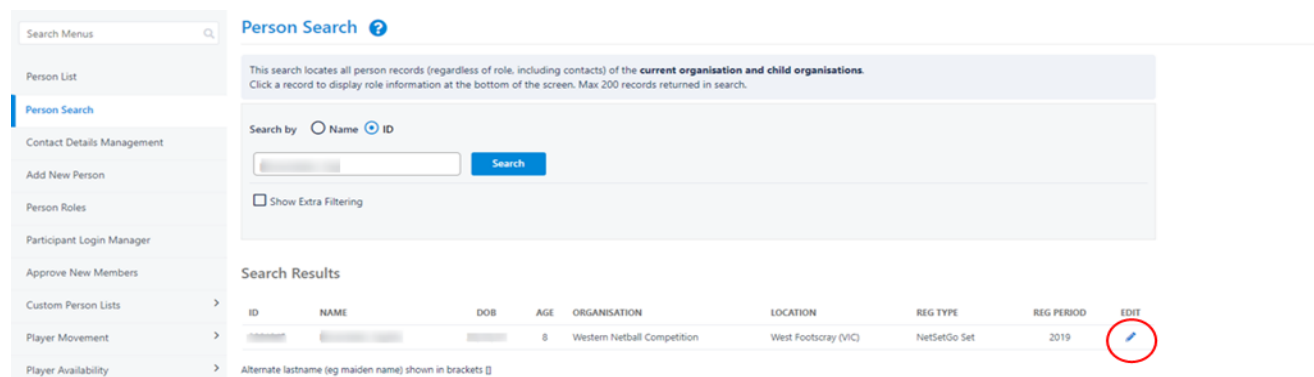
Search by Name ID

First Name: Middle Name: Last Name:

Show Extra Filtering

ID	NAME	DOB	AGE	ORGANISATION	LOCATION	REG TYPE	REG PERIOD	EDIT

Search participants MyNetball ID or full name, and then select edit.



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Search by Name ID

Show Extra Filtering

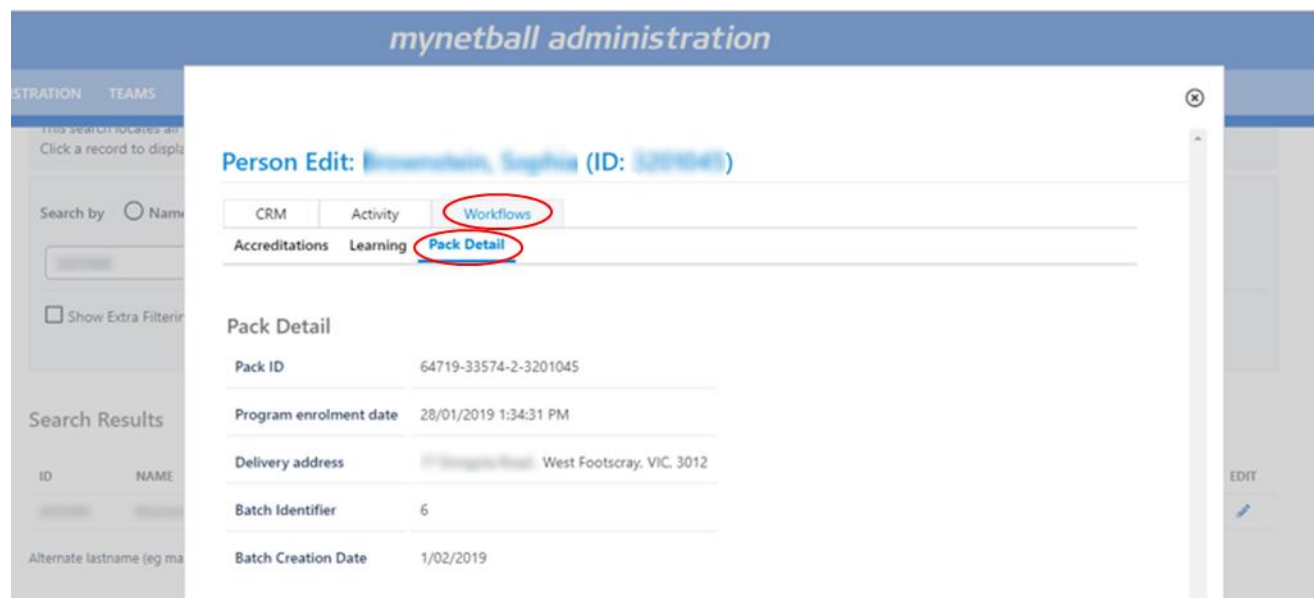
Search Results

ID	NAME	DOB	AGE	ORGANISATION	LOCATION	REG TYPE	REG PERIOD	EDIT
12345678	John Doe	1990-01-01	8	Western Netball Competition	West Footscray (VIC)	NetSetGo Set	2019	<input checked="" type="button" value="EDIT"/>

Alternate lastname (eg maiden name) shown in brackets []

Workflows >> Pack Detail

Participants Pack Detail information will not appear immediately after the participant registers. Please allow at least 1 week before contacting Netball Victoria.



mynetball administration

Person Edit: **John Doe, Sophie (ID: 12345678)**

CRM | Activity | **Workflows**

Accreditations | Learning | **Pack Detail**

Pack Detail

Pack ID: 64719-33574-2-3201045

Program enrolment date: 28/01/2019 1:34:31 PM

Delivery address: West Footscray, VIC, 3012

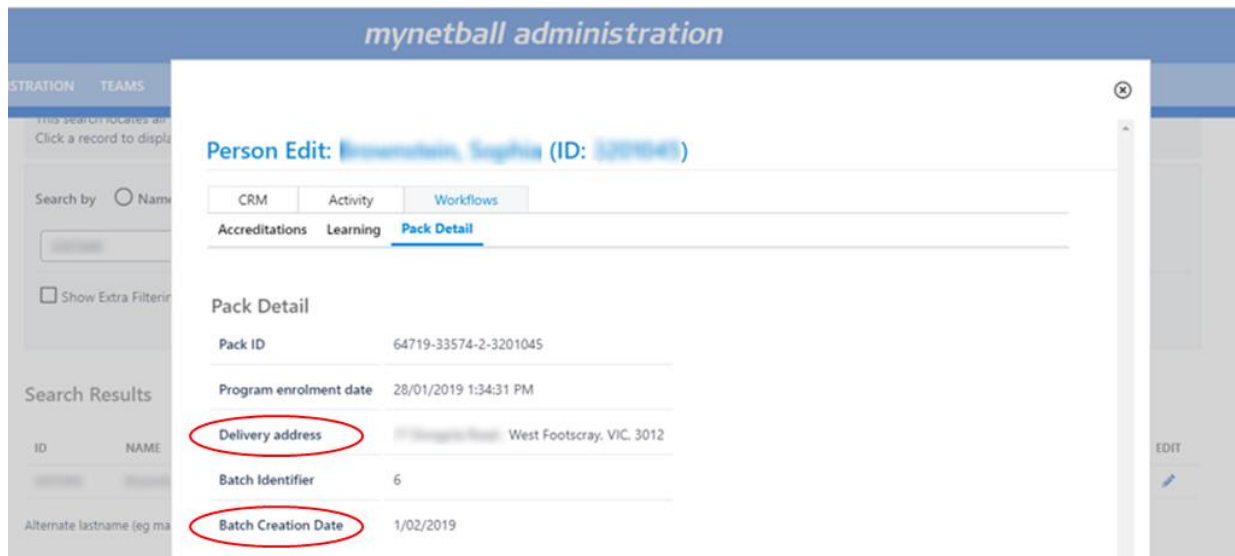
Batch Identifier: 6

Batch Creation Date: 1/02/2019

EDIT

Checking NetSetGO Packs ETA:

1. Delivery Address
If the delivery address is not correct or a PO Box is listed, then the NetSetGO pack will not arrive.
2. Batch Creation Date
The NetSetGO pack is in the processing stage for 1 – 3 days after the initial batch creation date. After the processing stage is complete (always estimate 3 days) the pack should arrive within 2 – 3 weeks.



The screenshot shows the 'Person Edit' interface for 'Brennan, Sophie (ID: 1201045)'. The 'Pack Detail' section contains the following information:

Field	Value
Pack ID	64719-33574-2-3201045
Program enrolment date	28/01/2019 1:34:31 PM
Delivery address	170 Stanger Road, West Footscray, VIC, 3012
Batch Identifier	6
Batch Creation Date	1/02/2019

When to contact Netball Victoria:

1. If the delivery address is wrong or a POX box has been listed.
2. The pack has taken longer then 4 weeks to arrive.
3. There is no information listed in Pack Detail, and it has been longer than a week since the participants initial registration.

Contact:

Email: netsetgo@netballvic.com.au

Phone: 9321 2246