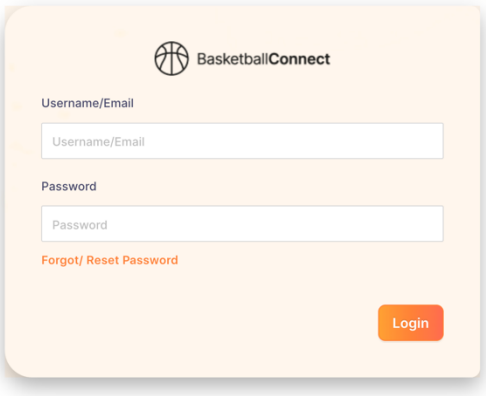
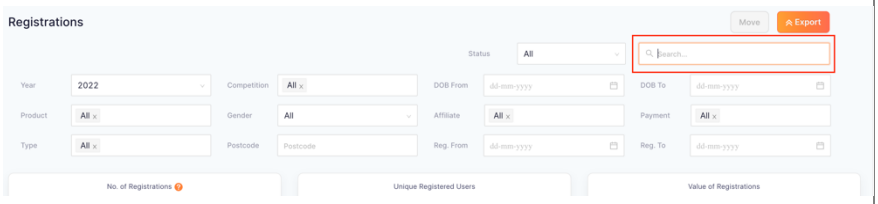
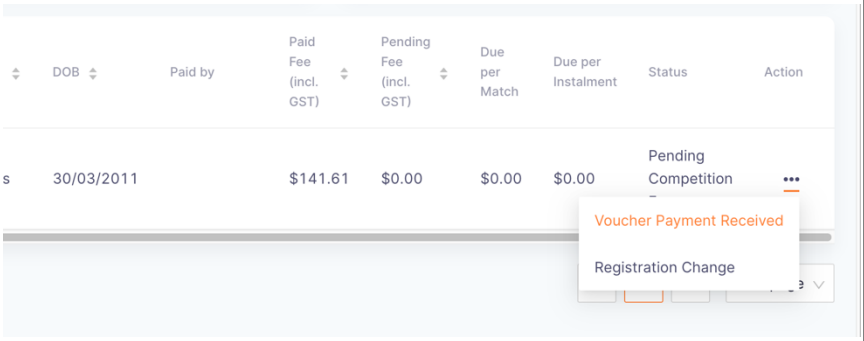
# Government Voucher Process

If a participant has registered using a Government Voucher, the process to redeem the voucher depends on if they have provided the voucher to the **club** or the **association**.

If the participant has provided the voucher details to the **club** directly:

| | | |
|---|---|---|
| 1 | The **club** needs to redeem the funds for the voucher through the **Government Portal** | |
| 2 | Once the club has received the funds from the Government, the club will need to log on to BasketballConnect |  |
| 3 | In the **Registrations** module, select **Registrations > Registrations** | |

| | | |
|---|---|---|
| 4 | Enter the participant's name in the **Search Bar** then tap **Enter** |  |
| 5 | Select the **3 dots** on the right hand side and select **Voucher Payment Received** |  |

The participant's registration status is updated from **pending** to **registered.**

Any funds that need to be paid up to either the association or BQ will be deducted from the **club's** account and paid forward.

If the **association** is redeeming the Government Voucher funds through the Government portal on the club's behalf, the association then needs to wait until the funds are received by the Government.

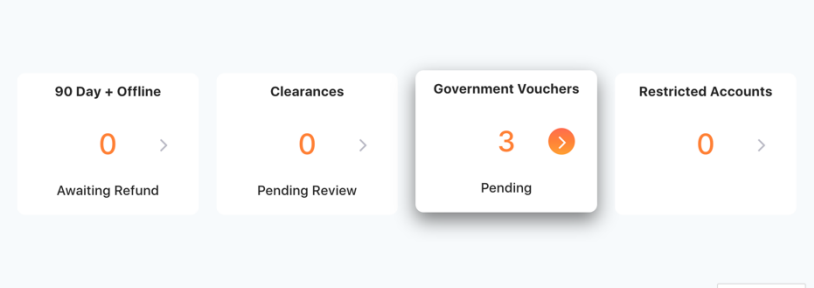
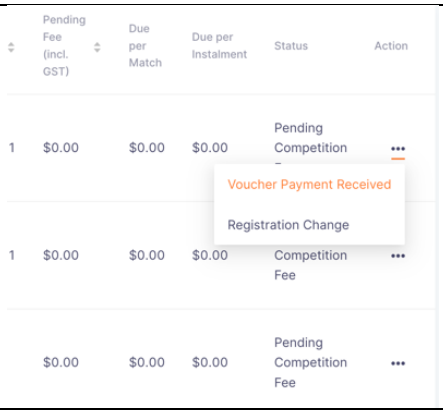
If the participant has registered to the club, the association needs to deposit all of the funds received by the Government into the club's bank account.

The club will then need to complete steps **2 to 5** above.

If the participant registers directly to the association, then the association needs to complete steps **1 to 5** above then any funds owing up to BQ will be taken from the association's account and paid forward to BQ.

If you are processing multiple government vouchers through BasketballConnect at once, please see more below:

If you are processing multiple government vouchers at a time:

| | | |
|---|---|---|
| 1 | In the **home** screen of BasketballConnect, you will see a box for **Government Vouchers** |  |
| 2 | Once you select the **arrow** in the box, it will take you to the registrations screen with a list of the participants who have registered with a voucher<br><br>N.B. Names have been removed for privacy reasons | |
| 3 | Select the **3 dots** on the right hand side then select **voucher payment received** for each participant |  |