Questions & answers - Payment functions in ProCup

Content

Own teams participate free of charge. How do I do it?

In the design of the registration form, there is a special button to give a discount:

Create discount coupons and zero fee invoices
Here you can create different discount coupons that can be used by your teams (100% discount) as well as to other invited teams.
discount Coupons

Activate discounts and use 100% discount. Send this discount code to your team leaders so they are prepared.

Discounts and zero invoices

You can register different discounts on the registration fee associated with different **discount codes** .
By copying these discount codes, you can email the discount codes to teams that you wish to give a discount on the registration fee.

An important feature is zero invoices to own teams that report. Then use 100% off and share the team with this discount code

Do not forget to enable or disable the discount codes from time to time.

Active?	Comment	Discount code	Discount in %
☑	100% discount (own teams)	t2ew2zd6	100
☐	Team outside the country, 30%	75ja88jj	30
☐	Discount 10%	p6523732	20

When the team leader registers his team, he uses the discount code.

Registration

Club*	Search
Shirtcolor:	
Countrycode:	England ▼

Enter ev.discountcode:

Your IP-address is: 212.91.154.12

Our own teams shall participate for free but were billed. How do I do it?

First of all - in Design of registration form there is a special button to give discount:

Create discount coupons and zero fee invoices
Here you can create different discount coupons that can be used by your teams (100% discount) as well as to other invited teams.
discount Coupons

Activate it and distribute the discount code "100%" to your team. So that further registrations of your teams are registered as free.

If you are not running MyTeam:

Unlike MyTeam, features for creating credit orders are missing. But there is a solution. All steps must be performed:

1. Select the registration phase > 1. Show/register team.

2. Click on the team to be credited. Next, cross "Waiting List" or "Withdrawal/Passive".

team info	Additional entry field and message

ProCup testteam:1, Class U12 Piger, #360

Team name:	ProCup testteam:1	⚠	Age group:	U12 Piger	⚠
Club name:	ProCup testteam	⚠	Shirt/jersey color:	Orange	⚠
Reference number:	360 ⚠		team leader:	Dennis Pettersson ⚠	
Email:	pitzi123@gmail.com ⚠		Telephone nr:	0701443332	
Mobile number:					
Post code:	25439				
Country code:	ENG				
Paid?	☐		amount paid:	0	
Payment date:			Waiting list?	☑ ⚠	
Priority waiting list: ⓘ			Withdrawn or passive: ⓘ	☐ ⚠	
Seedings code: ⓘ			Overnight?	☐ ⚠	
Own Comments:					

Note that when you SAVE, a credit will automatically be created and sent to the team leader.

Close without saving		Remove team	Save

3. Click "Save". After a while, the message "Credit has been created" will appear.

4. Now click on the same team again. Uncheck "Waiting list" or "Extract/Passive" and save.

If you run MyTeam:

1. MyTeam > Credit invoice

2. Enter the debit invoice number of the invoice to be credited.

3. Click on "Credit".

Credit of invoices,

When you click on 'Credit', the following occur:
1. Creditinvoice will be created
2. The original invoice will be fully paid
3. The credit invoice will be fully paid
If you don't want to send the invoice to the team responsible, checkmark the 'Dont send' option. Credit

Selected?	Invoicenbr	Type	Club	Invoice amount	Don't send	Status / Info
☑	3006-A1	Registration	Asarums IF FK	950.00	☐	

Return

I would like to give early-bird discounts. How do I do it?

You do this under Design of registration form. In addition to "early-bird", you can also enter discounts in total or per age group with many different combinations.

We recommend that you click on the PDF icon and find out how the discount management works.

General discounts regardless of age class

Discounts can be entered in two different ways. Either **regardless of age class** or **for each age class**
The difference between the two different variants is presented below. Note that these variants cannot be combined.

Regardless of age class
- Fixed discount in USD deducted from the normal price of the class, e.g. USD 10 in discount for the other team.
- Extra discount on registration before a certain date (early-bird)
   See more information in the attached PDF.

ACTIVATE

For each age class
- All functionality for the above options. AND:
- Possibility to specify division affiliation. E.g. higher price for elite teams, lower price for Div 2-3.
- Determined discount prices per age class
   See more information in the attached PDF.
   To specify different discounts per age class, click the ■ icon to the right of the amount of each class, below.Green icon = no discounts added. Red icon = discounts available.

Teams outside Europe cannot pay by card. How do we do??

Our payment solution includes payment by card and Klarna invoice. However, Klarna invoice does not work outside of Europe.

There are two possibilities. Firstly, you can activate "ordinary invoice" already in the registration phase. Or you can change the invoice type to "regular invoice" for a specific team. This option is shown in the next section.

Select Connect payment functions and check Myteam invoice.
The downside of this option is that **you offer standard invoices to all teams** that sign up for your tournament.

A team cannot register via our payment solution. How do we do??

Start by giving this team a zero coupons ie. a discount coupon for 100% of the registration fee. See previous section "Own teams must participate for free".

Once the team is imported, select Change invoice type for registered teams.

Tick the team that should receive a regular invoice.

Now the registration fee must be entered manually. Select Order handling.

When invoicing, this team receives a PDF invoice for payment. Other teams receive payment links.

[Can we charge an invoice fee to balance the fee for the payment solution?](#)

There is no support for invoice fees in ProCup. But on the other hand, it is possible to play a little trick with the discount management and thereby create a fictitious invoice fee.

Example: Normal price EUR 100 per registration. Invoice fee EUR 3.

Enter EUR 103 as registration fee!

Click on the discount for any age group.

General discounts regardless of age class

Discounts can be entered in two different ways. Either **regardless of age class** or **for each age class**
The difference between the two different variants is presented below. Note that these variants cannot be combined.

Regardless of age class
- Fixed discount in USD deducted from the normal price of the class, e.g. USD 10 in discount for the other team.
- Extra discount on registration before a certain date (early-bird)

See more information in the attached PDF.

ACTIVATE

Click on discount from the other team and enter 30.

Discounts - regardless of age class   ✖

Click for examples of discounts:

☐ Activate early bird discounts, latest
NOTE: Any early-bird discounts must be higher than for normal discounts!/font>

☐ Discount on registration fee - first team   0   Early-bird discount   0
☑ Discount on registration fee - from second team   30   Early-bird discount   0
☐ Discount on registration fee - from third team   0   Early-bird discount   0

Ok   Cancel

Below, the club has registered 3 teams in the registration.

The first team has a premium of 1030, the other two 1000

Boys 12:   1 team 1030, the other two 1000

Choose payment method below:

ℹ **NOTE! You run the payment solution in test mode! No transactions are made.**

● Card payment   VISA MasterCard

● Send payment link to cashier for payment   ✉

Why can't I credit the invoice??

Normally you can always credit an unpaid or paid invoice. However, situations may arise where the amount credited exceeds the amount on the invoice. This is stated in ProCup Admin as:

No matching debit invoice was found. The amount of 110.00 on debit invoice 319-A1 is too small to be credited.

Tip! If you need to credit two different invoices, you must first credit the first one. You then continue with the second invoice. You cannot therefore credit more than one invoice at a time.

A team has withdrawn. How do I do it?

Important! Always handle crediting invoices before setting the team as "Passive" or "Extension".

If you are <u>not</u> running MyTeam:

Unlike MyTeam, features for creating credit orders are missing. But there is a solution:

1. Select the registration phase > 1. show/register team.

2. Click on the team to be credited. Next, you must check "Waiting list" or "Withdrawal/Passive".

3. Click "Save". After a while, the message "Credit has been created" will appear.

If you run MyTeam:

Normally withdrawal is handled automatically by the team leader logging in via MyTeam and removing a team. A credit order is automatically created.

But if the team leader e.g. call or e-mail you and you will have to deal with the situation yourself. So there are two alternative ways of thinking about it.

<u>Option A: All teams on the club's reference number are affected</u>

If all teams on the same reference number are deleted, select Crediting of invoice. Fill in the invoice number to be credited. Then the following image appears:

Afterwards, don't forget to mark the team or teams as "Extract". You do this under the menu item **Change information on registered teams**.

<u>Option B: Only part of the teams in the registration reference number is affected</u>

If, for example, the club has 4 teams registered, but there is one team that needs to be removed, then you cannot credit the entire invoice.

Select **Log in to MyTeam as teamleader** and click the link for the team.

Then delete the team inside the MyTeam portal and log out.

Now a credit order has been created on the removed team.

Continue with **Invoicing** so that the credit order is deducted from the debit invoice.

When are payments reported? Do we have to register it manually?

You do not need to register payments manually. Except for those teams where you changed the invoice type to "manual invoice".

Payments are automatically imported overnight. You can see this partly by the fact that the red icon has turned green, partly by the fact that the invoice has been paid. You can also pick up a payment journal if you want it on paper.

Why do I see many new orders? What should I do?

The basic logic is that everything is handled automatically via the payment solution via the official registration. However, new orders can be added once you have activated MyTeam for team leaders.

The team leader can e.g. have added a team via MyTeam. A debit order is then created. Or a credit order if the team leader has removed a registered team.

If you have also activated guestcard management, a lot of orders for e.g. accommodation and food, are created.

These orders accumulate until you decide that the team should pay. You can send a payment link to the team once a month or once a week if there are many orders. You decide when you think it's appropriate.

The payment link process is shown below.

How does the payment link process work on new orders?

When orders are received, you choose to send a payment link to the team.

Click on INVOICING.
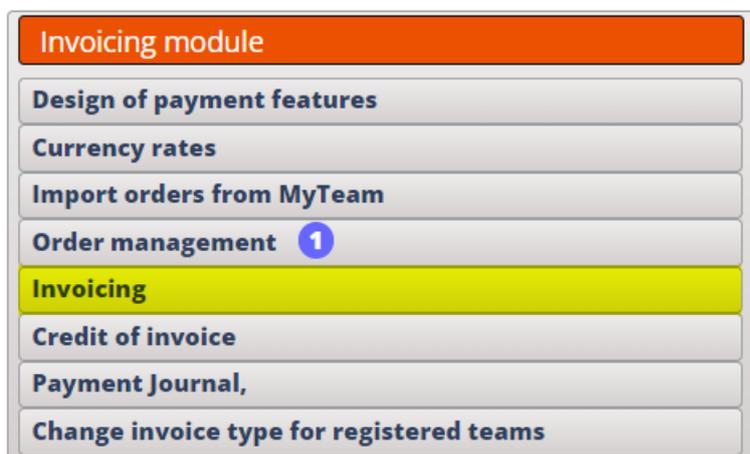
The image below shows orders grouped by reference number. If there are credit orders, the program has already checked if there is a matching debit invoice to credit against.

Vald?	Refnr	Typ	Klubb	Belopp	Nollfaktura (i)	Landskod	Skicka ej	Status / Info
☑	164	Anmälning	Ulf test 2 dansk-svensk	100.00	☐	DEN	☐	ulf@procup.se
☑	165	Anmälning	Ulf test 3 dansk-dansk	-10.00	☐	DEN	☐	ulf@procup.se Faktura **165-A1** med beloppet **80.00** kommer att användas för kreditering. *dbg* Vald faktura: **165-A1**
☑	166	Anmälning	Ulf test 4 dansk-dansk-DKK	80.00	☐	DEN	☐	ulf@procup.se
☑	171	Anmälning	Ulf Reserv	13.00	☐	SWE	☐	ulf@procup.se
☑	172	Anmälning	Ulf F10	-1.00	☐	SWE	☐	ulf@procup.se Faktura **172-A1** med beloppet **10.00** kommer att användas för kreditering. *dbg* Vald faktura: **172-A1**
☑	176	Anmälning	Frillen	21.00	☐	SWE	☐	ulf@procup.se

When you click on INVOICE, an email is sent to the team leader.

Please note that the payment link is active for 7 days. If the team leader has not paid within these days, the orders will be returned as "uninvoiced orders". This means that a new payment link must be sent out.

The email contains a payment link.

ProCup <mailer@procup.se>   09:28 (för 1 timme sedan) ☆ ↩ ⋮
till mig ▾

Please notice this email is computermade and no human will read any reponse to this email. If you want to contact the tournament responsible, please us the following email address:dennis@procup.se

Hello!

You can choose to pay by invoice or card payment.
When you click the link below, you'll get a specification of all transactions before choosing payment options.

CLICK HERE

With kindest regards
TEST cupen 2022

Below you can see what the payment link looks like for the team leader:

When the team manager has made his choice, an invoice is automatically created in ProCup. And the orders have been marked as processed.

What happens if the payment link is not handled by the club?

The club has seven days to make the payment. If not processed within these days, orders will be returned to a re-sendable payment link.

If the club has not paid despite repeated mailings, one may suspect that their email address is incorrect or going to the wrong person. In such a situation, you must manually contact the club.

Is new orders added to active payment link?

The answer is YES. As long as the payment link has not been processed by the club, new orders will automatically be added to the payment link.

A team on the reserve list gets a place in the tournament. How to handle this?

Select Menu selection Reserve list, finances, follow-up guest card,

Reserve list tab.

Remove the check mark and click Save .

1. Notify the team that they are in the tournament.

2. When the team leader logs into MyTeam, he will automatically see that his team is not still on the waiting list.

3. Run **import orders from MyTeam**.
As the team has been released from the waiting list, orders are now being made for the registration fee and any guest cards.

4. Run **Invoicing.**
An email with a payment link is sent to the team leader. See also the previous section How the payment link process works on new orders?

The team has chosen invoice via Klarna. But they don't pay?

If the team paid by card, there are no direct problems. The fee is deducted directly from the card.

If, on the other hand, the team chose Klarna and invoices via Klarna, then Klarna has taken over the responsibility for collecting the claim against the registered team. Klarna automatically sends reminder emails to the team in case of delays.

If the team - despite all reminders - has not paid their invoice after 20 days after the due date, then the situation is slightly different. Then you have been paid by Klarna for a "service" that is not performed. Klarna then has a claim for this paid amount against you as the tournament organizer. After this, **recourse** occurs, which means that Klarna will set off its claim against other paid amounts before payment is made to your account.

It is important that you mark the team as "Withdrawal" or "Passive" and possibly contact the team.

A team has paid directly to our account. How do I do it?

As the payment has not gone through our payment solution, you must first of all credit the invoice.

Crediting is important - otherwise there is a risk that reminders will be sent to the team!

To get a "green ball", you must manually register that the team has paid. Select **Payment Journal**, then click the **Payments** button. Enter the reference number and make sure the payment is paid in full.

Does the payment solution work for our youth soccer school or camp?

The answer is yes. Only one tick is required in the **Design Registration form**.

Create/Design registration form		
You have chosen to use Stripe for handling various payment functions. Fill in additional information below.		
Registration of person::	☐ e.g. 'Club', 'School', 'Name'Administrating the registration for ⓘ	
Invoice / Receipt Information:		
VAT in percentage::	0.00	
Rounded amount on invoice total::	☑ Yes	

For individuals, there is also the option of partial payment on the invoice - if you have chosen Klarna as the payment option.

Select payment method below:

Cardpayment   VISA

Invoice by Klarna   Klarna.
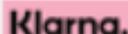
For the invoice options, customers must enter their social security number and payment options if partial payment is selected.

Complete your purchase

Betala direkt.   Klarna
Snabbt och säkert

Betala inom 30 dagar   Klarna

Dela upp.   Klarna
Betala lite varje månad

16,67 kr/mån i 6 månader

8,33 kr/mån i 12 månader

4,61 kr/mån i 24 månader

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Payment link sent, but the team manager cancels the registration?

In this scenario, the team manager has registered one or more teams via the official registration on the website. He has then chosen to forward the payment link to the club office or the cashier.

The status then becomes as follows:
- The registered teams will be imported to the tournament
- The team leader receives a welcome email and login codes to MyTeam
- **HOWEVER**: No payment has been made yet.

After a few days, the team leader cancels his notification by logging into MyTeam. If then the payment link is still not processed, the following information is displayed for the team leader in MyTeam:
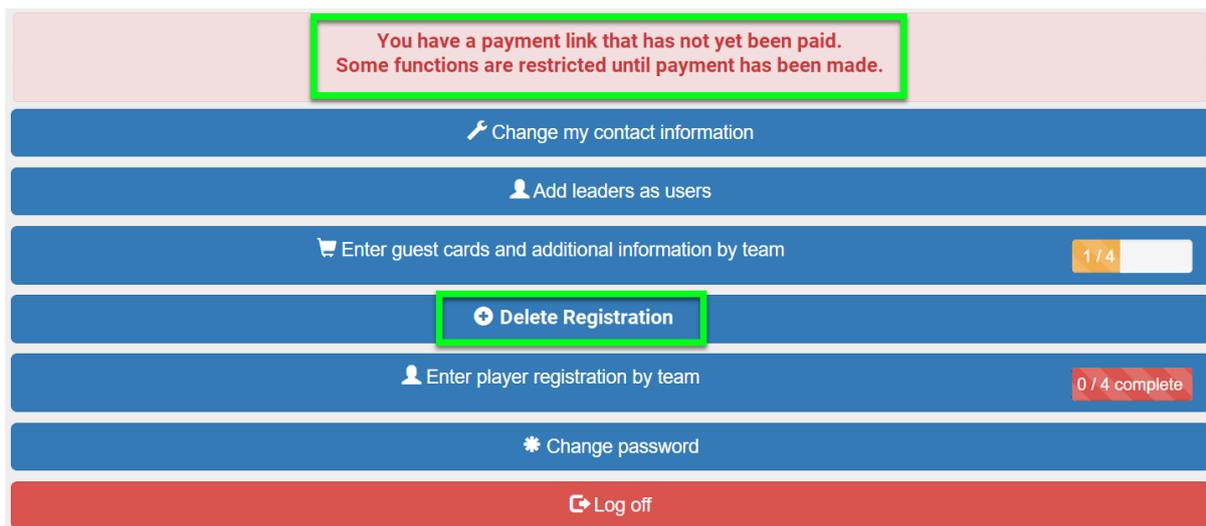
If he continues his removal, the image will look like the figure below:
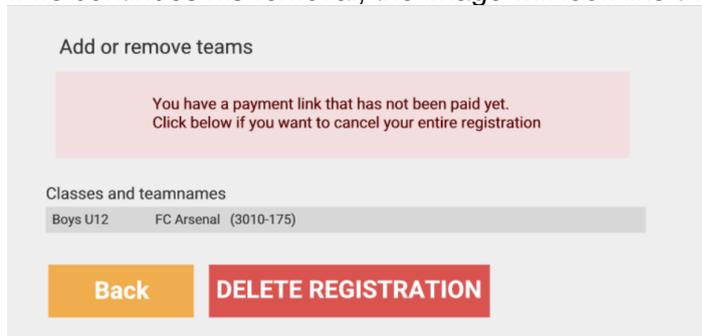
First a warning:
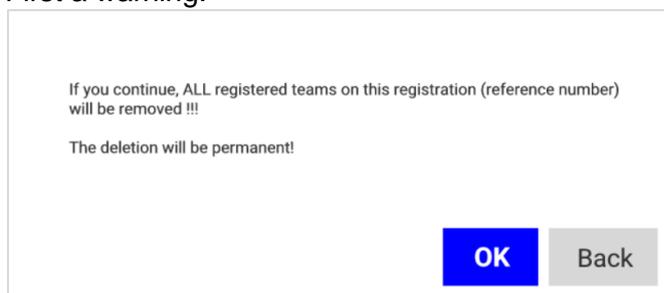
The removal is then carried out and the team leader is permanently logged out of MyTeam:
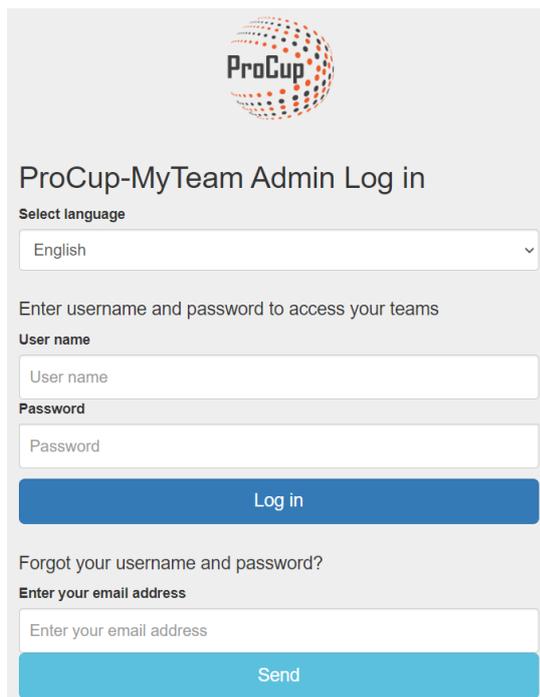
Whoever is responsible for the tournament will receive a confirmation via email:
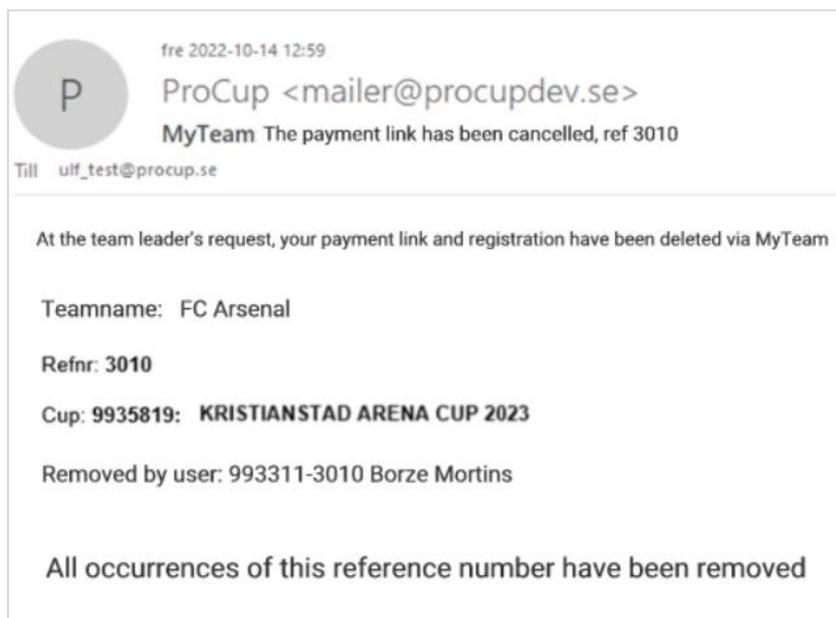
Payment link sent, not paid - but the team manager wants to reduce by one team

When the team manager logs in to MyTeam and wants to remove a team, he is met with the information below:

If the team leader wants to remove a team before paying, it will **not** work in this mode.
The payment link must be used or cancelled.

The cup organizer can solve the problem the following way:

MyTeam > Billing/invoicing.
Click on the lock and convert the payment link into a regular invoice.

Now the team manager can log in via MyTeam again and remove the desired team.

MyTeam > Import orders
The canceled order is processed before invoicing

MyTeam > Invoice
Now the order lines can be invoiced. The payment is not handled via Stripe, but must be ticked off manually.