Questions & answers - Payment functions in ProCup

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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 z	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.							
			with this discount code				
Do not forget to enal	ble or disable the discount codes from time to	time.					
Active? Comment Discount code							
	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:



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 fie	eld and message		
ProCup tes	tteam:1, Class U12	2 Piger, #360		
Team name	::	ProCup testteam:1	Age group:	U12 Piger 🗾 🦺
Club name:		ProCup testteam	Shirt/jersey color:	Orange
Reference r	number:	360	team leader:	Dennis Pettersson
Email:		pitzi123@gmail.com	Telenhone nr:	0701443332
Mobile num	nber:		Note that when you SAV	E, a credit will automatically be
Post code:		25439	created and sent to the te	eam leader.
Country coo	de:	ENG	1	
Paid?			amount paid:	
Payment da	ite:		Waiting list?	
Priority wai	ting list: 🕕		Withdrawn or passive: 🕕	
Seedings co	ode: 🕦		Overnight?	
Own Comm	ients:			
Close wit	hout 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 accur: 1. Creditinoice will be created 2. The original invoice will be ruly paid 3. The credit invoice will be fully paid if you don't want to send the invoice to the team re-	esponsible, checkmark the 'Dont send' option.	dit		
Selected? Invoicenbr Type 2006-A1 Registration	Club Asarums IF FK	Invoice amount 950.00	Don't send	Status / Info
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.



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.

Connect payment features								
Stripe questions and answers:								
Connection to Stripe:								
A check against Stripe will happen automatically when you	u click Save.							
We are a customer of Stripe:	Enable live payme	nts for this tournament: 🗹						
Stripe Account ID:	acct_1LURq84fX7QREE	Fp						
Email for payout specifications:	ulf@procup.se							
For this service we charge a percentage on all payments r	nade. 1.00 %							
Which payment methods should be used?								
Tick the payment methods you want to use. Please note t You can also choose other payment methods for addition	Tick the payment methods you want to use. Please note that some payment methods are not selectable depending on your settings. You can also choose other payment methods for additional billing e.g. for guest card.							
Payment method	Team registration	Additional billing	Info					
Card			Stripe's current fees for card transactions: CLICK					
Klarna	2		Stripe's current fees for Klarna: CLICK					
MyTeam invoice (manual)			No costs. You handle payments, refunds and reminders yourself.					

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.

Invoicing module
Design of payment features
Currency rates
Import orders from MyTeam
Order management 1
Invoicing
Credit of invoice
Payment Journal,
Change invoice type for registered teams

Tick the team that should receive a regular invoice.

en an Be m	voice type for registered teams				
some cases	you have to forgo the payment functions in Stripe, and	send a manual invoice instead.			
amples of th nd if the amo	his are registered teams outside the EU that cannot pay l bunt for a guest card invoice is too high, you can choose	large amounts by card. for a manual invoice to be created instead.			
icked below	, a PDF invoice will be sent to the club in connection with	n invoicing. Please note, however, that you must	be responsible for ma	anual handling of payment and remi	inders.
rtorder: 00					
ortorder: OC					
Show	Return				
Show umber of c	Return Iubs:4	Manual invoice	Country	Contact person	Email
Show umber of c Refnb	Return Iubs:4 r Club Arsenal	Manual invoice	Country ENG	Contact person Brian Arsenal-son	Email
Show umber of c Refnb 34 32	Return Iubs:4 r Club Arsenal C Liiverpool C	Manual invoice	ENG ENG	Contact person Brian Arsenal-son Neil Armweak	Email
Show umber of c Refnb 34 32 31	Return Iubs:4 Club Arsenal O Liiverpool O Malmo FF O	Manual invoice	ENG ENG SWE	Contact person Brian Arsenal-son Neil Armweak Ulf Andersson	Email

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

Order maina	ainance,							
Select type of inv	oice: 💿 Regis	stration fees	\bigcirc Guestcard	fees O Cash fee	s			
Select search alte Enter search pat	ernative: OAl	l ORef. nur on 'Search' or	mber OClubr	name OCountryo on:	code	h		
New order								
Enter reference n	umber to the r	ight and click	the 'New'-butto	on 234 Nev	w			
Enter reference n	umber to the r	ight and click	the 'New'-butto	on 234 Nev	N			
Enter reference n Refnbr To import of o	umber to the r	ight and click	the 'New'-butto	on 234 Nev	w		_	
Enter reference n Refnbr To import of o	umber to the r Type rders To	ight and click	the 'New'-butto	on 234 Nev	w			
Enter reference n Refnbr To import of o For your information: You re	umber to the r Type rders To	ight and click invoicing	the 'New'-butto Club Return	on 234 Nev	w			

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.

E	Enter EUR 103 as registration fee!								
	Select classes for the re	egistration form (classes not us	ed should be left blank)						
		Connected to class:	Classname:	Standby list?		Closed?	Registration fee:		
	Class:1 (i)	U12 Piger		Reserve list Automatic reserve list Maximum number of teams: 0			103		

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.

Click on discount from the other team and enter 30.

Send payment link to cashier for payment

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	Early-bird discount	0	
Discount on registration fee - from second team	Early-bird discount	0	
Discount on registration fee - from third team	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 emicar	



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 not 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".

team info Additional entr	y 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	Telenhone pr	0701443332			
Mobile number:		Note that when you SAVE, a credit will automatically be				
Post code:	25439	created and sent to the	e team leader.			
Country code:	ENG		\			
Paid?		amount paid:				
Payment date:		Waiting list?				
Priority waiting list: 🕦		Withdrawn or passive: 🕦				
Seedings code: 🕦		Overnight?				
Own Comments:						
Close without saving	Remove team Save					

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.

Option A: All teams on the club's reference number are affected

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:

Credit of invoices,						
When you click on 'Credit', 1. Creditinvoice will be cre 2. The original invoice will 3. The credit invoice will b If you don't want to send th	the following occur: eated i be fully paid ie fully paid he invoice to the team r	esponsible, checkmark the 'Dont send' option.	Credit]		
Selected? Invoicenbr 3005-A1	Type Registration	Club Asarums IF FK	9	Invoice amount	Don't send	Status / Info
Return						

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

Option B: Only part of the teams in the registration reference number is affected

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.

Invoicing module
Design of payment features
Currency rates
Import orders from MyTeam
Order management 1
Invoicing
Credit of invoice
Payment Journal,
Change invoice type for registered teams

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	Тур	Klubb	Belopp	Nollfaktura 主	Landskod	Skicka ej	Status / Info
	164	Anmälning	Ulf test 2 dansk-svensk	100.00		DEN		ulf@procup.se
V	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
V	172	Anmälning	UIF 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.



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:

pen 2022 made to TEST cupen 2022. card, bank transfer or by invoice. by the due date specified.	
Club ProCup testteam , ENG Leader Dennis Pettersson Reference number 360	
nt:	
Team Message quant	ity
Registration fee team 1 1	
Registration fee team 2 1	
Registration fee team 3 1	
t method below:	
nt solution in test model No transactions are made.	

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 .

Follow-	up, reports
Reserve	list, finances, follow-up of guest cards
Reports	player lists, schools, etc.
Logistics	accommodation and meals
Show reg	gistered teams
Change i	nformation on registered team
Email se	rvice

Guestcard	Other alt.	Accommodation	Reserve list	Economy Devia	ation						
Follow-up, Export to Excel, #											
Sortorder:	Sortorder:										
Filter:	Filter:										
Show also	teams NOT o	n waitlist:									
Refnbr	Class	Teamnar	no		Pogistration time	Become?					
					Registration time	Reserve:	Accommodation	# people	Dep?	Comments	
353-1		Helsingbo	rgs IF 🚺		10/08/2022 08:46:51		Accommodation	# people	Dep?	Comments	Save
353-1 353-2		Helsingbo Helsingbo	rgs IF 1		10/08/2022 08:46:51 10/08/2022 08:46:51		Accommodation	i) i) i) i) i) i) i) i) i) i) i) i) i) i	Dep?	Comments	Save Save
353-1 353-2 354-13		Helsingbo Helsingbo Skjern fod	rgs IF ① rgs IF ① Ibold ①		10/08/2022 08:46:51 10/08/2022 08:46:51 21/09/2022 14:38:38		Accommodation	(1) (2) (2) (2) (2) (2) (2) (2) (2) (2) (2	Dep?	Comments	Save Save Save
353-1 353-2 354-13 354-14		Helsingbo Helsingbo Skjern fod Skjern fod	rgs IF 1 rgs IF 1 Ibold 1 Ibold 1		10/08/2022 08:46:51 10/08/2022 08:46:51 21/09/2022 14:38:38 21/09/2022 14:38:38		Accommodation	# people	Dep?	Comments	Save Save Save 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::							
Invoice / Receipt Information:							
VAT in percentage::	0.00						
Rounded amount on invoice total::	Ves						

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:



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

Complete your purchase

		TESTORIVE
0	Betala direkt. Snabbt och säkert	Hana
0	Betala inom 30 dagar	Klama
0	Dela upp. Betala lite varje månad	Marro
	16,67 kr/mån i 6 månader	
	8,33 kr/mån i 12 månader	
	4,61 kr/mån i 24 månader	

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:



If you continue, ALL registered teams on this registration (reference number) will be removed !!! The deletion will be permanent! OK Back

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 <u>**not**</u> 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.

OFFICIAL	TEAM REGISTRATION - Sent pay	yment link	is that are active:
Below are It is recom	e sent payment links that have not mmended that you contact the tea	yet been ms if, desj	WARNING 🔀
You can re	esend the payment link by clicking	g the <i>Rese</i>	A Are you sure you want to convert this payment link to a regular invoice?
Refnbr	Club	Amour	
679	Floda BO F 🔒	2000.00	Your choice cannot be undone
692	Kungsladugårds BK 🗐	1340.00	OK Cancel
695	Annebergs IF	500.00	Magnus Kron 0730420856 - Magnus 2024-05-17 22:41.10

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

ProCup MyTeam » Add / Delete registered teams

Add or remove team
Class and teamname
pojkar-x2 : Kungsbacka IF:1 <i>(663-1)</i> ズ
pojkar-x2 : Kungsbacka IF:2 <i>(663-2) 🗙</i>
pojkar-x2 : Kungsbacka IF:3 <i>(663-</i> 3) 🗙
Select class V
Back

MyTeam > Import orders

The canceled order is processed before invoicing

Import from MyTeam									
1 registrered teams as orders. Cancel without saving									
Status	Refnbr	Invoice num	Class	Agent	Club	Teamname	Leader		
Deleted	663-3		Pojkar 12 år, födda 2012		Kungsbacka IF	Kungsbacka IF:3	Tobias Johansson		

MyTeam > Invoice

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

Invoicing,								
An email with a link will be sent to the team manager. From this link, the team manager can choose from different payment options, such as invoice, card or Please note that already dispatched orders that are EARLIER than 5 DAYS, AND NOT ARE TREATED BY YOUR TEAM, will be sent out again!								
If it is a CREDIT invoice, crediting will occur immediately and confirmation will be sent to the recipient. You will also find information below about the matchin								
Registrat	Registration fee:							
Checkmark one or several of the orders below. Then click on the 'Invoice'-button to the righ . Invoice registration fees								
Mark								
Selected	Refnbr	Туре	Club	Amount	Zero Invoice 👔	Country	Don't send	
Selected	Refnbr 663	Type Registration	Club Kungsbacka IF	Amount -800.00	Zero Invoice 👔	Country SWE	Don't send	
Selecter	Refnbr 663 670	Type Registration Registration	Club Kungsbacka IF Partille IF	Amount -800.00 -600.00	Zero Invoice 主	Country SWE SWE	Don't send S	