

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 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 %
<input checked="" type="checkbox"/>	100% discount (own teams)	t2ew2zd6	100
<input type="checkbox"/>	Team outside the country, 30%	75ja88jj	30
<input type="checkbox"/>	Discount 10%	p6523732	20

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

Registration

Club*

Shirtcolor:

Countrycode:

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".

The screenshot shows a web form for team registration. The form is titled "ProCup testteam:1, Class U12 Piger, #360". It contains various input fields for team information, including team name, club name, reference number, email, mobile number, post code, country code, and payment details. There are also checkboxes for "Paid?", "Waiting list?", "Withdrawn or passive:", and "Overnight?". A callout box with a yellow border and a black arrow pointing to the "Waiting list?" checkbox contains the text: "Note that when you SAVE, a credit will automatically be created and sent to the team leader." At the bottom of the form, there are three buttons: "Close without saving", "Remove team", and "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 'Don't send' option. Credit

Selected?	Invoice nr	Type	Club	Invoice amount	Don't send	Status / Info
<input checked="" type="checkbox"/>	3006-A1	Registration	Asarums IF FK	950.00	<input type="checkbox"/>	

[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.

Connect payment features

Stripe questions and answers: ?

Connection to Stripe:
A check against Stripe will happen automatically when you click Save.

We are a customer of Stripe: Enable live payments for this tournament:

Stripe Account ID:

Email for payout specifications:

For this service we charge a percentage on all payments made. **1.00 %**

Which payment methods should be used?
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	<input type="checkbox"/>	<input type="checkbox"/>	Stripe's current fees for card transactions: CLICK
Klarna	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Stripe's current fees for Klarna: CLICK
MyTeam invoice (manual)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	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.

Change invoice type for registered teams

In some cases, you have to forgo the payment functions in Stripe, and send a manual invoice instead.

Examples of this are registered teams outside the EU that cannot pay large amounts by card. And if the amount for a guest card invoice is too high, you can choose for a manual invoice to be created instead.

If ticked below, a PDF invoice will be sent to the club in connection with invoicing. Please note, however, that you must be responsible for manual handling of payment and reminders.

Sortorder: Country Club Refnbr

Show Return

Number of clubs: 4

Refnbr	Club	Manual invoice	Country	Contact person	Email
234	Arsenal	<input checked="" type="checkbox"/>	ENG	Brian Arsenal-son	
232	Liverpool	<input checked="" type="checkbox"/>	ENG	Neil Armweak	
231	Malmö FF	<input type="checkbox"/>	SWE	Ulf Andersson	
233	Tottenham	<input type="checkbox"/>	ENG	Mr Tottenham	

Return Save

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

Order mainainance,

Select type of invoice: Registration fees Guestcard fees Cash fees

Select search alternative: All Ref. number Clubname Countrycode

Enter search pattern and click on 'Search' or hit ENTER button: Search

New order

Enter reference number to the right and click the 'New'-button:

Refnbr	Type	Club
--------	------	------

To import of orders To invoicing Return

For your information: You run Stripe as a payment solution, but this team is set up for PDF invoices, i.e. manual invoices.

Teamname	Class	Textrow 1	Textrow 2	Extra order	Quantity	A-Price	Credit
		Team registration fee x 2		<input type="checkbox"/>	2	100	<input type="checkbox"/>
				<input type="checkbox"/>			<input type="checkbox"/>

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!

Select classes for the registration form (classes not used should be left blank)

Connected to class: U12 Piger Classname: Standby list? Reserve list Automatic reserve list Closed? Registration fee:

Class:1 Maximum number of teams:


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 

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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!

<input type="checkbox"/> Discount on registration fee - first team	<input type="text" value="0"/>	Early-bird discount	<input type="text" value="0"/>
<input checked="" type="checkbox"/> Discount on registration fee - from second team	<input type="text" value="30"/>	Early-bird discount	<input type="text" value="0"/>
<input type="checkbox"/> Discount on registration fee - from third team	<input type="text" value="0"/>	Early-bird discount	<input type="text" value="0"/>


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:

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

Card payment 

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 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".

The screenshot shows a web form for team registration. The title is "ProCup testteam:1, Class U12 Piger, #360". The form is divided into two columns. The left column contains fields for: Team name (ProCup testteam:1), Club name (ProCup testteam), Reference number (360), Email (pitz1123@gmail.com), Mobile number, Post code (25439), Country code (ENG), Paid? (checkbox), Payment date, Priority waiting list, Seedings code, and Own Comments. The right column contains: Age group (U12 Piger), Shirt/jersey color (Orange), team leader (Dennis Pettersson), Telephone no., amount paid (0), Waiting list? (checked checkbox), Withdrawn or passive? (checkbox), and Overnight? (checkbox). A callout box with a black arrow points to the "Waiting list?" checkbox, containing the text: "Note that when you SAVE, a credit will automatically be created and sent to the team leader." At the bottom of the form are three buttons: "Close without saving", "Remove team", and "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', the following occur:

1. Credit invoice 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 'Don't send' option.

Selected?	Invoicenbr	Type	Club	Invoice amount	Don't send	Status / Info
<input checked="" type="checkbox"/>	3005-A1	Registration	Asaruns IF FK	950.00	<input type="checkbox"/>	

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.

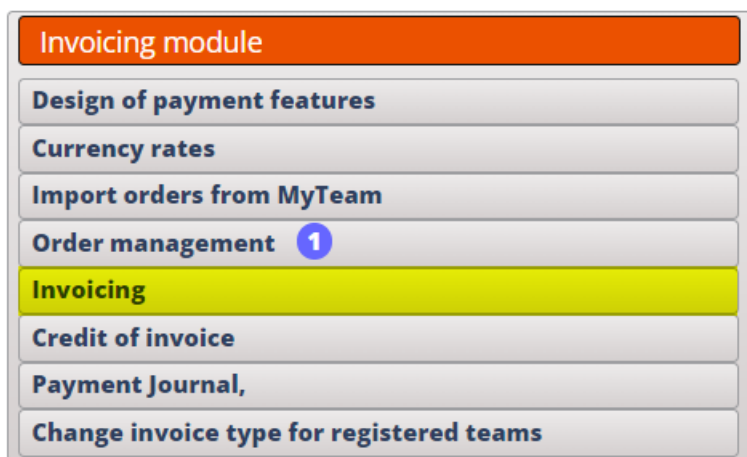
These orders accumulate until you decide that the team should pay. You can send a payment link to the team once a month or once a week if there are many orders. You decide when you think it's appropriate

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.



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	Landskod	Skicka ej	Status / Info
<input checked="" type="checkbox"/>	164	Anmälning	Ulf test 2 dansk-svensk	100.00	<input type="checkbox"/>	DEN	<input type="checkbox"/>	ulf@procup.se
<input checked="" type="checkbox"/>	165	Anmälning	Ulf test 3 dansk-dansk	-10.00	<input type="checkbox"/>	DEN	<input type="checkbox"/>	ulf@procup.se Faktura 165-A1 med beloppet 80.00 kommer att användas för kreditering. *dbg* Vald faktura: 165-A1
<input checked="" type="checkbox"/>	166	Anmälning	Ulf test 4 dansk-dansk-DKK	80.00	<input type="checkbox"/>	DEN	<input type="checkbox"/>	ulf@procup.se
<input checked="" type="checkbox"/>	171	Anmälning	Ulf Reserv	13.00	<input type="checkbox"/>	SWE	<input type="checkbox"/>	ulf@procup.se
<input checked="" type="checkbox"/>	172	Anmälning	Ulf F10	-1.00	<input type="checkbox"/>	SWE	<input type="checkbox"/>	ulf@procup.se Faktura 172-A1 med beloppet 10.00 kommer att användas för kreditering. *dbg* Vald faktura: 172-A1
<input checked="" type="checkbox"/>	176	Anmälning	Frillen	21.00	<input type="checkbox"/>	SWE	<input type="checkbox"/>	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>
till mig ▾

09:28 (för 1 timme sedan) ☆ ↶ ⋮

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

Hej!

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:

Payment TEST cupen 2022
Below are the orders you made to TEST cupen 2022.
You can choose to pay by card, bank transfer or by invoice.
The amount shall be paid by the due date specified.

Club information

Club	ProCup testteam, ENG
Leader	Dennis Pettersson
Reference number	360


Transactions for payment:

Class	Team	Message	quantity	A-price	Sum
		Registration fee team 1	1	100.00	100.00
		Registration fee team 2	1	80.00	80.00
		Registration fee team 3	1	60.00	60.00

Total to pay: EUR 240.00

Choose payment method below:

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

Card payment 

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.

[Are 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 .



Refnbr	Class	Teamname	Registration time	Reserve?	Accommodation	# people	Dep?	Comments
353-1		Helsingborgs IF	10/08/2022 08:46:51	<input checked="" type="checkbox"/>	--- not chosen ---	0	<input type="checkbox"/>	<input type="text"/> Save
353-2		Helsingborgs IF	10/08/2022 08:46:51	<input checked="" type="checkbox"/>	--- not chosen ---	0	<input type="checkbox"/>	<input type="text"/> Save
354-13		Skjern fodbold	21/09/2022 14:38:38	<input type="checkbox"/>	--- not chosen ---	0	<input type="checkbox"/>	<input type="text"/> Save
354-14		Skjern fodbold	21/09/2022 14:38:38	<input type="checkbox"/>	--- not chosen ---	0	<input type="checkbox"/>	<input type="text"/> Save
360-16		ProCup testteam:1	27/09/2022 11:43:08	<input type="checkbox"/>	--- not chosen ---	0	<input type="checkbox"/>	<input type="text"/> 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'Adminstrating the registration for 

Invoice / Receipt Information:

VAT in percentage::

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:

<input type="radio"/>	Cardpayment	
<input type="radio"/>	Invoice by Klarna	

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

Complete your purchase

<input type="radio"/>	Betala direkt. Snabbt och säkert				
<input type="radio"/>	Betala inom 30 dagar				
<input checked="" type="radio"/>	Dela upp. Betala lite varje månad				
<table border="1"><tr><td>16,67 kr/mån i 6 månader</td></tr><tr><td>8,33 kr/mån i 12 månader</td></tr><tr><td>4,61 kr/mån i 24 månader</td></tr></table>			16,67 kr/mån i 6 månader	8,33 kr/mån i 12 månader	4,61 kr/mån i 24 månader
16,67 kr/mån i 6 månader					
8,33 kr/mån i 12 månader					
4,61 kr/mån i 24 månader					

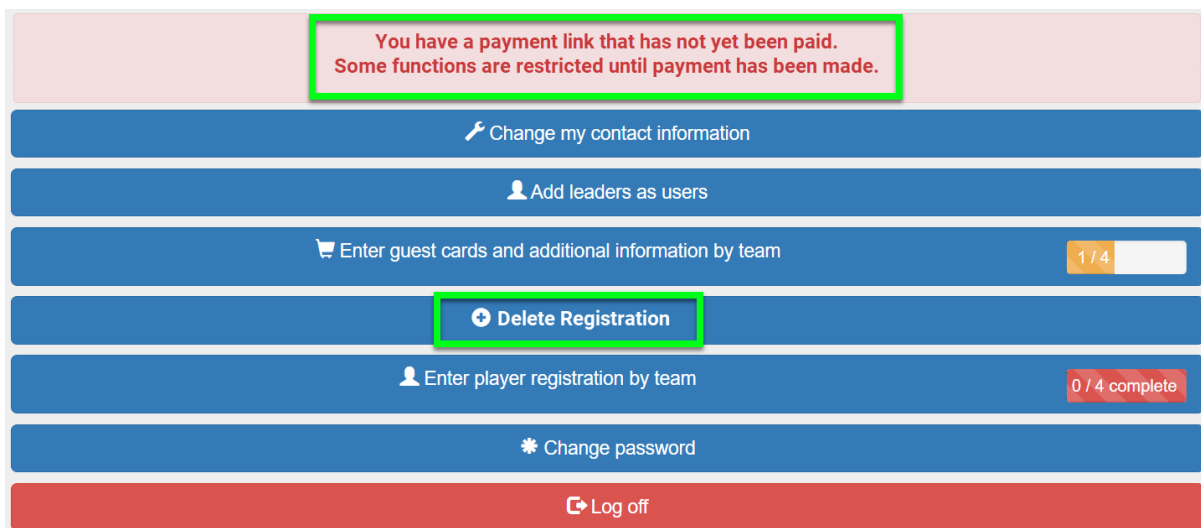
Payment link sent, but the team manager cancels the registration?

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.

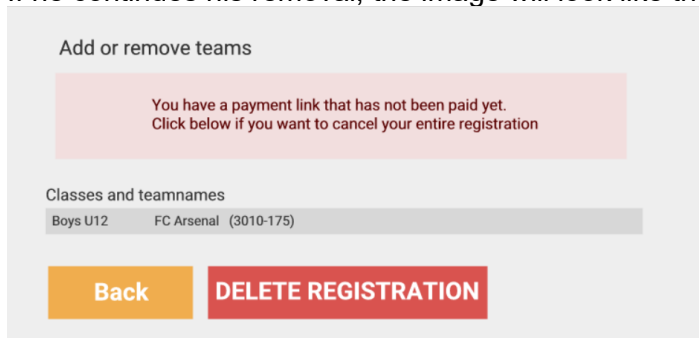
The status then becomes as follows:

- 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.

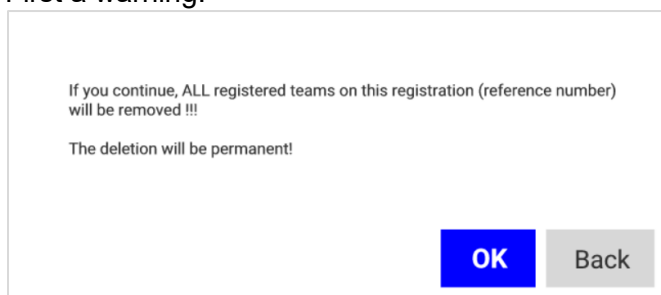
After a few days, the team leader cancels his notification by logging into MyTeam. If then the payment link is still not processed, the following information is displayed for the team leader in MyTeam:



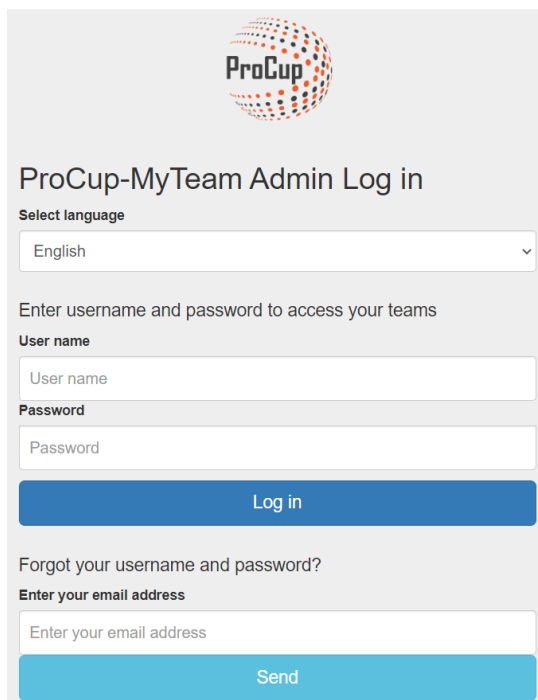
If he continues his removal, the image will look like the figure below:



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:

