



## SportCard Payment Manager FAQ's

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### **What is Payment Manager?**

Payment Manager is your clubs own online shop. You can track and manage member registrations and purchases of any item you add to the site: including clothing, equipment, raffle tickets and anything else you need your members to buy, all through one simple interface.

It gives all your members the option to pay using Credit Cards or PayPal through the SportCard payment gateway. Giving you instant results and reports on every purchase made. Imagine starting the season knowing that every member has paid and purchased everything they need and better still all the money is in your account.



Whether you use our payment gateway or not, Payment Manager is a great way to keep all your members up to date on what you need them to purchase and gives Club managers an online platform to manage every item.

### **How do I access Payment Manager?**

You first be a registered club of SportCard. Once you have setup your account then simply log in and click on Payment Manager in the top menu. It is that simple.

### **What are the fees?**

There are no fees to setup an account, add product, add members, communicate to members or track purchases made outside of our system.

Should a member wish to pay using the online store with a credit card or PayPal there is a 5.0% charge applied to the total value of the purchase. If the Club Manager chooses to use the SportCard gateway to take credit card payments from members there is also a 5.0% charge applied to the total value of the purchase.

### **How does the shop process work?**

When you add a product to your club shop you can send a notice to every member advising them that the item/s is/are available for purchase. On the email they receive is a link which allows them to open **their own version** of the shop page showing all the items they have not yet purchased.

They can select one or many items and choose to pay online or advise you that they do not require this item. If they decide to pay by cash they can simply close the page and you can record their payment manually.

### **How do I add products to the database?**

From the Payment Manager page simply click on Manage/Add Product. This will open a new window where you can add new products, or change the details of products already in the system.

You may also delete items from the list, but be aware that doing so will remove any outstanding links to members and all members shop pages will be updated immediately.

At this time items deleted from the list will also remove certain details from the reporting data. This is a known error and we are working to resolve it.

### **How do I advise members about new products?**

Once you have completed updating the products in your club shop simply select all the new items and press "Send email to all".

You can choose to use the standard email content that is provided or add details for your own needs. It is not possible to edit all the lines in the email as they are linked to the product database and will corrupt the email transmission.



### **How many products can I add?**

At this time we have no limit to the number of products in your database so you may add as many products as you wish.

### **When I open the page it shows every product for every player how do I change it?**

At the top of the page are the filters that can be applied to the page view. Click on the drop down box and select the filter you wish to apply.

Selecting multiple filters will further narrow your results.

To remove a filter choose "Select" at the top of the box.

### **How do I add players to the database?**

Players may be added in two (2) ways, by pressing the "Add a new player" button or the "Upload Players" button.

#### **Add a New Player**

Allows you to add one player at a time, this is mainly used after you setup your database and need to put in one or two players at a time.

#### **Upload Players**

This allows you to upload many players and members to the system in one simple process. You will need to have your player database stored in .XLS format and have it mapped to the sample file provided on the Upload page.

Once you upload the file is sent to SportCard for checking and will generally be uploaded in 24-48hrs. Should there be any errors or problems SportCard will attempt to rectify them by contacting you directly. Depending on the volume of clubs and the size of your database this may take up to 1 week.

When the file is uploaded all member details can be modified from the main menu page.

### **What happens when I add a new member?**

After you add a new member they will be sent a standard email directing them to Clubs Online Shop page, so it is important to have your products setup first.

The email allows them to join SportCard, which they must do if they wish to pay by credit card or PayPal, go directly to the online shop page or deregister from the program.

### **Is there a limit to the number of members?**

At this time there is no limit to the number of members you can add to the program.

### **Do our members have to join SportCard?**

No, your members do not have to join SportCard for you to use Payment Manager.

By joining SportCard they are able to purchase items on your clubs shop page via credit card or PayPal, enter our competitions, and use our shopping portal to raise funds for your club.



### **What happens if a member de-registers?**

You will be sent an email notification and the member and player will be removed from the Player Manager database.

### **A member has lost the link to their shop page what do I do?**

Log in to Payment Manager and press "Send" for that players name, they will be sent a new email with the details.

### **How do I search for specific members details?**

Enter all or part of the players surname into the search box and press search.

### **How does the reporting function work?**

Reports can be created and then exported in .XLS format.

By using the filters you can track any item, purchase made or player activity within your club shop. Once you have set your report simply export the file to manipulate it further.

All the filters work together so please be careful when deciding which details you want before you export the file.

### **When I press Send on the first page what happens?**

Your club member will be sent an email asking them to pay for that single item only. Once they receive the email they can then link to their part of your shop page and purchase that item or any others that they have not yet purchased.

### **Can I chase up a late payment?**

Yes, by using the filters you can see who has Not Paid for the product in question. Then using the check box in the title row select all members and press the "Send email to all" button. An email will be sent asking them to pay for the item.

### **How do I know a member has paid?**

If a member has paid through the SportCard system the items they have chosen to pay for will be noted with "Paid by SportCard" along with a date of purchase.

You can see further details of their purchase by selecting "View" which will show all purchases for that member along with invoice numbers. You can then compare those to the invoices sent to the members when they purchased.

If a member pays by cash you can track this manually by selecting "Not Paid" and choosing "Cash" in the pop up window.



### **What happens if a member does not pay?**

You can send them a reminder to pay or remove them from the system.

### **How do members pay through the SportCard site?**

Members can pay in two ways through the SportCard web site

1. When they go to the Shop page and select products they can choose to pay with either a credit card or using PayPal.
2. If the Club manager is given the credit details, they can be entered into a payment page as a live transaction.

In both cases a statement is emailed to the member with their purchase details on it.

### **Can I record cash or cheque payments on Payment Manager?**

Yes you can record payments made outside of the Payment Manager system so that the site becomes a live record of all your member purchases over the year. Payment Manager lets you use the site as a live record of all the members purchases for any product you wish to sell.

Payments made via cash or cheque or other means not involving the SportCard gateway are NOT recorded in your SportCard Club income accounts and do not add or support any other program that SportCard may implement.

### **Can I process a credit through Payment Manager?**

Yes you can process a credit through Payment Manager using the members Credit Card, but only for payments that were made using a credit card via the Payment Manager gateway.

To create a credit there must be sufficient funds in your club account to credit the full value of the transaction.

Click on the Paid by SportCard text on the main menu page and the Credit Manager page will open as a new window. Fill out the form and submit the credit. Your club account will be debited the full value of the transaction. SportCard fees and charges are not creditable.

### **A member says they paid but I can't find their details, what do I do?**

Ask for their invoice details and proof of purchase. If they paid via Credit Card or PayPal using the SportCard gateway they will have been invoiced by Sliced International Pty Ltd.

The member is emailed a statement of purchase once the transaction is complete which has the invoice number of the purchase on it. All invoice details are available in the Reports section as well as by clicking on View next the members name.



If you still cannot find the purchase please contact SportCard with details of the date of payment, the value and the last 4 digits of the Credit Card and we will confirm the details.

**Where does the money go once a member has paid and how do we get it?**

All funds are allocated to your SportCard club account and can be transferred to your own clubs bank account by making a request for funds once you have logged in.

In the first instance we may require proof from your financial institution before we transfer the funds. This is to protect you and us from any potential fraud.

**Can I add a registration form or file to the shop page?**

Yes you can Upload a PDF or DOC file to be added to your clubs shop page, this will be able to be downloaded by all members when they open the page.

**Can I edit the emails sent to members?**

Yes, you can edit emails sent to members from the Manage/Add Products page. Once you have selected the products that you wish to advise members about press "Preview email and Send" this will allow you to add any further information you wish to the email before it is sent all your members.

**What are the terms and conditions?**

Terms and Conditions of usage of Payment Manager can be found here

**I clicked on a link and the home page came up what do I do?**

This means you have been timed out of the site. You must close all newly open windows and press log out from the main menu page. At the SportCard home page you will need to login again to restart the session.