

SportsManager On-Line Registration Summary

How on-line registration works:

Parents can click on an individual season/sport registration link on your organization's website to register their children, answer registration questions and make payment by credit card. They first check to see if they are already in the database by entering the first two or three (or more) letters of their last name. If their name is already in the system they click on the "This is me" button and proceed. If their name is not in the database, then they pick an option to "Add an account" and then enter their name, address, emails and numbers. The next step is to electronically agree to your waiver text. Then they select (or enter) the children they want to register, answer registration questions, view final check out price and pay with a credit card. Once payment is made they are asked to confirm their email addresses and to update any profile questions (medical conditions, etc.) and to update any personal information (address, telnos, etc.). As this point registration is complete. Registration links for individual seasons/sports are found in the LINKS section of SportsManager.

Fees: There is a 5% processing fee. This includes the credit card processing fee of 2.5% for MC or Visa and a 2.5% registration management fee that goes to SportsManager. We will be implementing a minimum fee of \$2.00 plus 2.5% (instead of 5%) later this year.

Site Security:

The registration page will display the **HTTPS:** at the top and the **Gold Lock** at the bottom. These symbols show the person registering that it is a secure website. The security of the SportsManager server is certified by Thawte. The Thawte SSL Web Server Certificate offers comprehensive authentication procedures (domain name and identity verification). It also offers 256, 128, 56 or 40-bit encryption depending on your client's browser capability and the cipher suite installed on your web server. This ensures that information is kept private while in transit between your web server and your clients' web browsers. Also, SportsManager does not ask for or store credit card information since that is stored by the secure gateway that we use during registration. We also don't allow the storage of Social Security numbers since that can be used for identity theft. There is really no need to ask for or store SSNs since background checks on adults are done with their date of birth.

Who pays the registration fee?

It can be set up so that the parent pays the entire processing fee (this is the default) or your organization could include the processing fee in the registration amount and the parent would not see any processing fee upon check out and payment.

Credit Cards Accepted: MasterCard and Visa. Amex is not accepted due to high cost.

Cancellations and Refunds: Refunds must be handled directly between your organization and the parents. SportsManager does not do refunds through the credit card. One reason why we don't process refunds is that you would have received the funds from us before the refund request from the parent. We notify the parents during on-line

registration that they cannot cancel their credit card payment after they have paid and that any refunds will be handled by your organization directly.

Transfer of funds: Fees collected will be paid back to your organization twice a month in the form of a check sent from the SportsManager bank less processing fees (5%).

Account Reconciliation: The “Money Transfer” module in the Registration area will always show you what registrations have come in that have not been transferred to your organization and which batch checks have been sent and their corresponding registrations.

Registration Confirmations: Parents who register on-line are automatically emailed a confirmation. The registrar will also receive a copy even though they can also see what registration have come in through the reports area.

Financial Reporting:

Registrations can be listed by year and season for players and families.

Registrations can be listed by League/Age Group within a season.

Registrations can be viewed by day/week/month between any two dates.

A family summary is available that shows how many have 2,3 or more siblings playing.

The “Price Break Down” report provides a complete summary of all sports.

Discount options during on-line registration:

1. SportsManager supports multi-player discounts (2 or more, 3 or more, etc.).
2. A Max family fee that the sibling registration fees will not exceed.
3. Early Bird Discount Amount until a certain date. Encourages early registrations.
4. Late Fee Amount after a certain date. Helps manage the registration process.

Comments during registration: The parent can enter general comments for each player and one for the family during registration. This can be disabled if you don’t want to accept comments. The comment will appear right on the Player registration list for Player Comments and on the Adult/Family registration list for Adult Comments. Comments can be used to gather car pool requirements or just for general comments.

Registration questions: Any number of custom questions can be set up for on-line registration. Questions can be set up for determining uniform sizes or for selling uniforms. If there is a cost associated with a question/answer then that amount is added to the total registration amount and will be subject to the processing fee.

Minimum Processing Fee: We have not implemented it yet but here will be a minimum fee implemented later this year. The minimum fee will only come into affect if the total registration amount for the entire family is less than \$80 and in that case the total processing fee will be \$2.00 plus 2.5% of the total registration amount.