
PayPal Integration

STRONGVON Tournament Management System

1 Overview

The STRONGVON Tournament Management System allows you to collect online payment of registration fees through your PayPal account. The system integrates directly with PayPal's shopping cart, so that you can have control over the funds collected for your event. Figure 1 shows a simplified diagram of how information flows during the registration process with PayPal integration.

On the PayPal's checkout page, the registrant has a choice in completing the payment. He can log into his own PayPal account, or he can enter credit card details without logging into a PayPal account. If he chooses to complete the payment using his PayPal account, he enters his PayPal account details on the right side of the checkout page. If he chooses to complete the payment using a credit card without logging into PayPal, he follows the instructions on the left side for continuing without logging in.

Once the payment is approved by PayPal, you log into the Administration Software and approve that registration, which triggers the system to send a registration confirmation by email to the registrant. Alternatively, you can set up PayPal to automatically send the STRONGVON server the approval message to trigger the automatic registration approval, which alleviates your involvement in the approval process.

Figure 1.

Overview of PayPal Integration



2 Upgrading PayPal Personal Account

To use the PayPal integration on the STRONGVON Tournament Management System, you must first have a Business or Premier account with PayPal. If you have a standard Personal account, you can upgrade to a Business or Premier account at no cost.

To upgrade your Personal account:

1. Log into your PayPal account at www.paypal.com.
2. Click on “Upgrade Account” in the Enhance Your Account box.
3. Click on “Upgrade Now”.
4. Choose “Business” or “Premier” account.
5. Click “Continue”.
6. For a Business account, fill in your business information and click “Continue”.

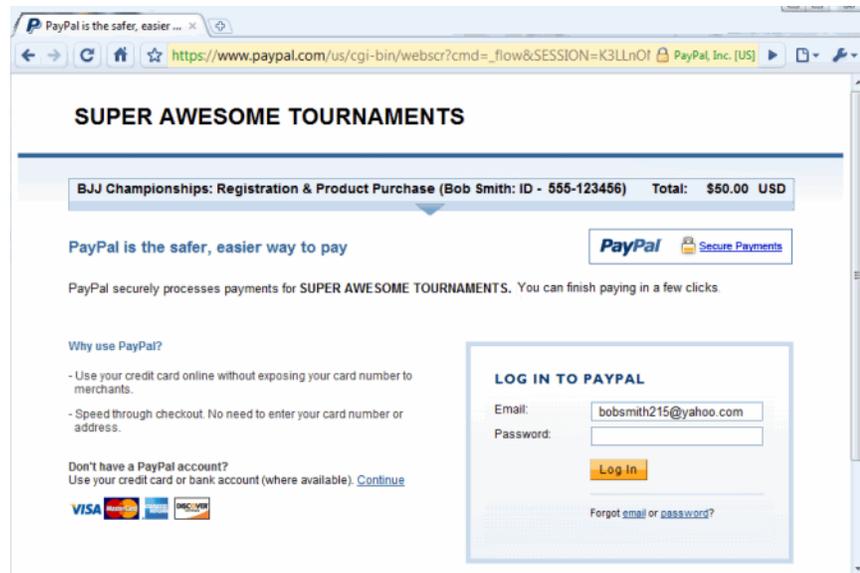
3 The Checkout Process

The majority of the online registration process using a PayPal checkout is the same as the process using the STRONGVON Credit Card Service. The only difference is the secure payment web page where the registrant is directed after he enters his registration details and agrees to the waiver and terms. For PayPal payments, the registrant is taken directly to the checkout cart of your PayPal account on PayPal’s secure server. The item description on the PayPal shopping cart is automatically populated with the registrant’s name, event name, and reference number. Figure 2 shows an example of what the registrant would see after he has just submitted his registration details.

Your PayPal shopping cart is automatically configured to accept payment by regular credit card without a PayPal login, or it can accept payment by the registrant’s own PayPal account. The registrant makes that choice once he is viewing the PayPal shopping cart. You must have your PayPal account configured to offer payment by credit card.

If he wants to pay the registration fee using his PayPal account, he logs into his PayPal account on the right side of the PayPal shopping cart. After logging into his PayPal account he completes the payment and the funds are deducted from his PayPal account.

If he wants to pay the registration fee by credit card without using a PayPal account, he follows the instructions on the left side of the PayPal shopping cart. This allows him to enter his credit card details and submit the payment without needing to log into PayPal or create a PayPal account.

Figure 2.**PayPal Shopping Cart**

4 Email Messages

The entire registration process using the PayPal checkout results in three email messages from the STRONGVON server at different stages of the process:

- Initial Payment Reminder (mandatory, sent to registrant only)
- Subsequent Payment Reminder (optional, on demand, sent to registrant only)
- Registration Confirmation (mandatory, sent to registrant and event email)

These email messages are sent from “sendmail@strongvon.com” on behalf of the email configured for the event; this means that when the registrant replies to one of these messages, the reply email will be addressed to the event’s email.

The registrant may also receive an email that confirms that he has associated a password to his registration; you do not receive a copy of this type of confirmation. This email is sent out on behalf of the email associated with your business (instead of the event’s email). No such email is sent if he has left the Password field blank on the online form, or if the registrant is already logged in.

In addition to the Registration Confirmation, you may also receive an email from PayPal to confirm a successful payment. STRONGVON has no control over the emails originating from PayPal.

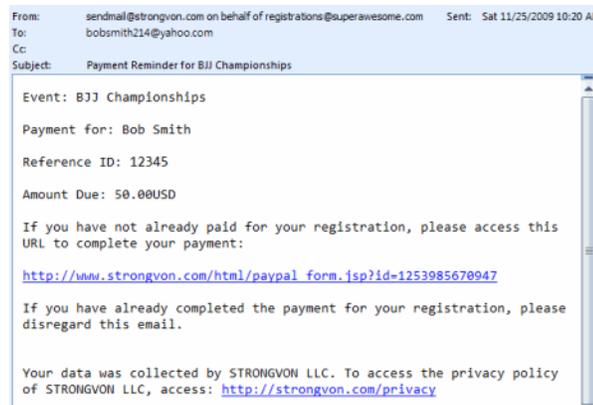
4.1 Initial Payment Reminder

After the registrant enters his registration details and agrees to the event's waiver terms, he is immediately emailed the Initial Payment Reminder. This email is sent at the same time as when the registrant is taken to the PayPal shopping cart, regardless of whether or not he completes the payment on PayPal. This reminder includes the event name, the registrant's name, the amount due, and a payment URL that will take him directly to the PayPal shopping cart for this registration. Figure 3 shows a sample of this email. Once the registration has been approved, or the registration prices have changed, the payment URL becomes invalid. You do not have access to change the content of the Payment Reminder. The wording of the message body is fixed

The Initial Payment Reminder is sent only if there is a valid email address for the registration. If the email address for the registration is left blank, or the domain of the email address is not a valid email domain, then the Initial Payment Reminder is not sent.

Figure 3.

Payment Reminder Email



4.2 Subsequent Payment Reminder

The Subsequent Payment Reminder is emailed to the registrant only on demand from the pending registration list of the Administration Software. This reminder includes the event name, the registrant's name, the amount due, and a payment URL that will take him directly to the PayPal shopping cart for this registration. Figure 3 shows a sample of this email. Once the registration has been approved, or the registration prices have changed, the payment URL becomes invalid. You do not have access to change the content of the Subsequent Payment Reminder. The wording of the message body is fixed.

To send a Subsequent Payment Reminder for a registration that has the payment method marked as PayPal, select the registration from the pending registration list, and then click on "Payment Link" button at the bottom of the pending registration list (see Figure 4). A message window is displayed that shows a copy of the content that was

emailed to the registrant (click on OK to close this message window). Only the registrant receives the payment reminder by email.

The Subsequent Email Reminder is sent only if there is a valid email address for the registration. If the email address for the registration is left blank, or the domain of the email address is not a valid email domain, then the Subsequent Payment Reminder is not sent.

Figure 4.

Payment Link Button in the Pending Registration List



4.3 Registration Confirmation

If you manually approve a pending registration that was submitted with a PayPal checkout, the registration confirmation will be emailed to the registrant immediately after you approve the registration. If you have configured your PayPal account's IPN settings for the STRONGVON server, the registration confirmation will be emailed to the registrant immediately after the IPN message is received on the STRONGVON server (see Section 8 for details on the IPN settings). Just below the registration details, this email will indicate the paid amount and that the payment method was PayPal.

The registration confirmation is sent only if there is a valid email address for both the registration and the event. If the email address for the either is left blank, or if the domain of the email address is not a valid email domain, then the registration confirmation is not sent to anyone, you or the registrant.

5 Configuring a Default PayPal Account

Your account settings can be configured with a default PayPal account that is configured on each new event you create. The PayPal account that is specified as the default PayPal account is used only when you create a new event. It is automatically configured on a event when you create it, but not used at any other time. You can change the PayPal account or disable PayPal on an event at any time after you create the event.

To configure a default PayPal account for all your new events:

1. Click on the word "Account" on the left side of the Admin Applet or "Server" tab of the full version of the Administration Software. This gives you access to the Account module, which contains the settings for all the businesses associated with your login account, as shown in Figure 5.¹

1. Normally you will have only one business associated with your login account. However, in special arrangements with STRONGVON, you may have more than one business associated with your login. Contact STRONGVON Sales Department if you need access to a separate business.

Enabling PayPal for a Event

2. Click on your business which appears on the right side, and then click the “Edit” button. Alternatively, you can double click on your business. This opens the “Update Account” window.
3. In the “Update Account” window, scroll down to the “Other Information” area as shown in Figure 6.
4. In the field called “PayPal Account”, enter the PayPal account you wish to use as the default PayPal account for all new events.
5. Select the currency that will be used for all new registration forms, which will determine the currency used on the PayPal shopping cart.
6. Click on the “Submit” button to save the settings to your account.

Figure 5.

Accessing Account Module

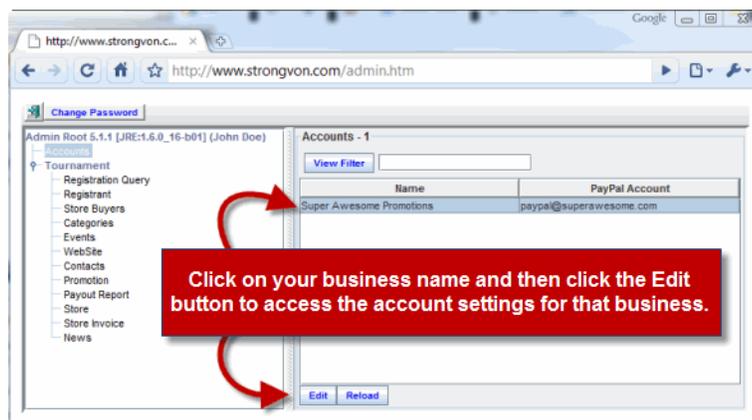
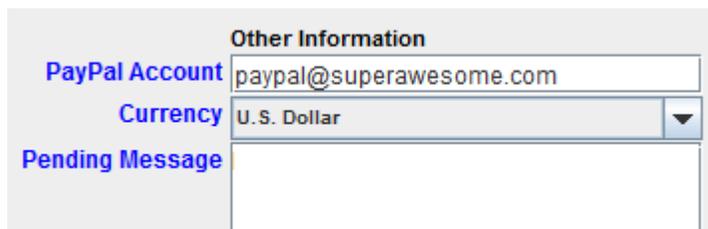


Figure 6.

Entering Default PayPal Account on Update Tournament Window



6 Enabling PayPal for a Event

6.1 Pending Versus Approved

The PayPal payment method can be enabled on the online form at any time. You can immediately start collecting pending online registrations for your event. However,

before you can start approving registrations paid through PayPal and have registration confirmations emailed, your account must first meet one of the following requirements:

- **One available credit for Pay-As-You-Go option for each approval:** When you create a new event, you are automatically given 5 free credits for the Pay-As-You-Go option so you can immediately launch your site. Manual entries, imported entries, and entries from the STRONGVON Credit Card Service do not require Pay-As-You-Go credits. For more information on how the Pay-As-You-Go option works with the PayPal payment method, please read Section 11.
- **A valid annual subscription:** This option allows you to approve an unlimited number of registrations, provided your approval count per event does not exceed the level of your subscription. Manual entries, imported entries, and entries from the STRONGVON Credit Card Service do not affect this count.

6.2 Offering the Option on Registration Form

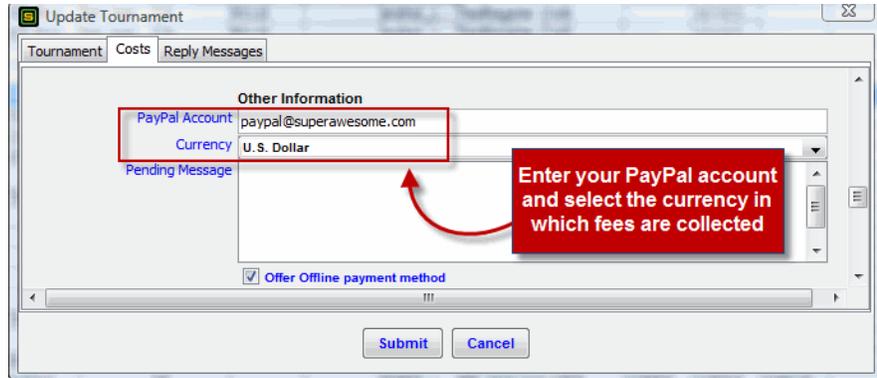
To configure your event to receive online registrations using the PayPal payment method, you must properly include the PayPal payment method on the registration form:

1. Select the event from the event list (click on the word “Tournament” on the left side to access the list of events associated with your login account)
2. Click the “Edit” button. Alternatively, you can double click on the event. This opens the “Update Registration” window.
3. Click on the “Cost” tab at the top.
4. Scroll down to the “Other Information” area as shown in Figure 7.
5. In the field called “PayPal Account”, enter the PayPal account into which you wish to collect online payments. The action of specifying a PayPal account in this field effectively enables the PayPal payment method for the event, regardless of whether or not the PayPal account is valid. If you specify an invalid PayPal account, the registrant will be unable to complete his payment using the PayPal integration.
6. Select the currency that will be used on the registration form, which will determine the currency used on the PayPal shopping cart. The default currency is US Dollars, which appears as USD on all indication of price and currency amounts.
7. Click on the “Submit” button to save the settings and update your registration form

After enabling the PayPal payment method on an event, the registrant will be taken to the shopping cart of the PayPal account that you just entered. If the “PayPal Account” field was blank before, then the registration form will now have a new selection for the Payment Method.

7 Manual Approval of Registration

When a registrant completes the payment of his registration fees on PayPal, the email associated with the PayPal account should receive an email message that indicates a

Figure 7.**Specifying PayPal Account on Update Tournament Window**

successful payment. Otherwise, the administrator of the PayPal account can log into his PayPal account and verify if the payment has been successful. In either case, you will easily be able to reconcile the payment with the description of the purchased item with a pending registration on the Administration Software because the registrant's name and registration ID number is indicated on the description of the purchased item.

After verifying a successful payment for a registration, you can manually approve the associated registration from the pending list. To manually approve registrations for PayPal:

1. Select the event from the event list (click on the word "Tournament" on the left side to access the list of events associated with your login account)
2. Click on the "Registrant" module on the left side. This will display the list of registrants on the right side.
3. Select on the "Pending" radio button at the top of the registration list on the right. This will display the list of registrations that have not yet been approved.²
4. Select all the pending registrations that you wish to approve from the right side. If you want to select multiple registrations, hold down the CTRL key while clicking on each registration.
5. Click the "Approved" button from the bottom of the pending list (see Figure 8). This will trigger the STRONGVON server to email the Registration Confirmation for each approved registration.

After you have manually approved a pending registration, the registration is removed from the Pending list and moved to the Approved list. If you click on Approved radio button from the top of the list of pending registrations, you will see the newly approved registrations appear in the Approved list. If you have selected more pending registrations than you have Pay-As-You-Go or subscription credits, only the first few pending

2. The Pending List displays all pending registrations, including those with the Payment Method specified as PayPal, STRONGVON credit card, Cash, Check, or offline Credit Card.

registrations will be approved. The remaining pending registrations will remain in the Pending list because there is not enough credits to approve them.

Figure 8.

Approved Button in Pending List



8 PayPal Instant Notification (IPN)

PayPal offers a feature called the Instant Payment Notification (IPN) that enables its Business and Premier account holders to automatically process orders once PayPal has posted a successful payment. The IPN is the process where PayPal sends an automated message to another server once the buyer has successfully completed his payment on PayPal's shopping cart. PayPal account holders have the option to direct the success message to a server of his choice.

The STRONGVON server was designed to comply with the IPN protocol on the PayPal servers. Thus, your pending registrations on the STRONGVON server can be automatically approved using the IPN. After PayPal flags a payment as successfully paid on its server, the IPN can be sent to the STRONGVON server within minutes.

To enable the IPN feature on your Business or Premier account:

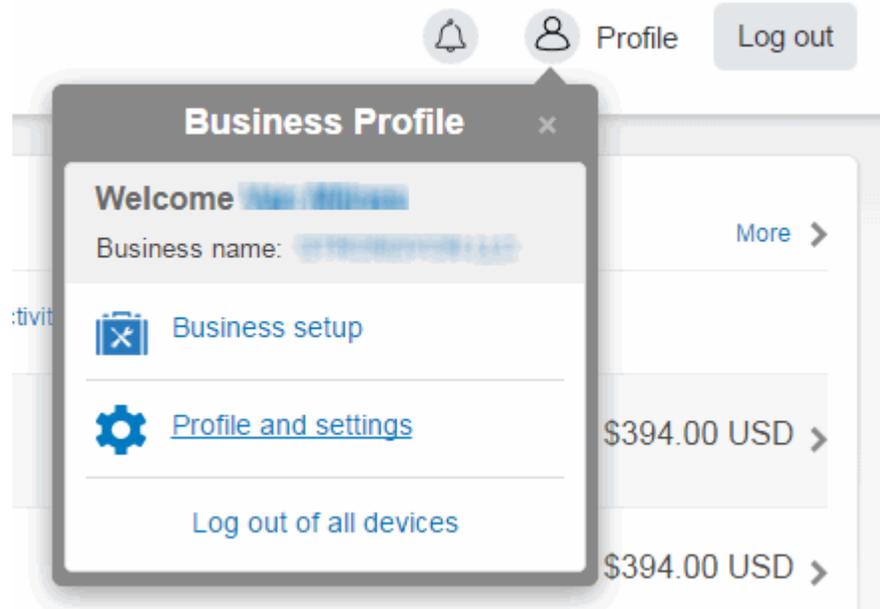
1. Log into your PayPal account at www.paypal.com.
2. Access the Profile and Settings from the top right, as shown in Figure 9.
3. Click on "My Selling Tools" from the left side of the Profile page.
4. Locate the "Instant payment notifications" in the listing on the right side.
5. Click on the "Update" link for the "Instant payment notifications" item, shown in Figure 10.
6. Click on the "Edit IPN Settings" as shown in Figure 12.
7. Enter "<http://strongvon.com/paypalipn>" for the "Notification URL" field, as shown in Figure 11.
8. Select the radio button labeled "Receive IPN messages (Enabled)".
9. Click on the Save button to save the new IPN settings. Your IPN configuration should look similar to Figure 12.

9 Changing a Registration's Payment Method

The value for the "Payment Method" field, which is associated with each registration, can be changed at time by anyone who has access to the event's registration list within the Administration Software. The selections available for this field are: Cash, Check,

Figure 9.

Accessing Profile and Settings on Paypal



Credit Card (external credit card service), PayPal, and VerusSage (STRONGVON Credit Card Service).

The only registration that cannot have its "Payment Method" field changed is "VerusSage" which is an approved registration that has a STRONGVON credit card transaction associated with it. All other registrations can be changed to or from the "PayPal" selection of the "Payment Method" field.

To change the Payment Method field for a registration:

1. Access the event list on the Administration Software by clicking on the word "Tournament" on the left side.
2. Select on the event from the event list.
3. Click on the "Registrant" module on the left side. This displays the list of registrations on the right side.
4. Double click on the registration. Alternatively, select the registration and click on the "Edit" button. This opens the "Update Registrant" window.
5. Click on the "Payment" tab on the "Update Registrant" window.
6. Change the selection "Payment Method" field. You can change this field to or from "PayPal".

Figure 10. Locating IPN Configuration

The screenshot shows the PayPal 'My Profile' page. The navigation bar includes 'Summary', 'Money', 'Activity', 'Reports', 'Tools', and 'More'. The main content area is divided into several sections:

- My Profile**: A sidebar menu with categories like 'My business info', 'My money', 'My settings', and 'My selling tools'.
- My business setup**: A section titled 'Cool tools to help boost my business.' containing various configuration options.
- Getting paid and managing my risk**: A section containing options for automatic payments, instant payment notifications, and risk management.

The 'Instant payment notifications' option is highlighted with a red border. The table below summarizes the visible configuration items:

Section	Item	Description	Action
My business setup	Selling online		
	PayPal buttons	Manage my payment buttons.	Update
	Credit card statement name	Name of my business as it appears on customer card statements: STRONGVONLL	Update
	Sales tax	Set up sales taxes for multiple regions.	Update
	Custom payment pages	Set up PayPal payment pages to look like my website.	Update
	Website preferences	Bring customers back to my website after they pay with PayPal.	Update
	API access	Manage API credentials to integrate my PayPal account with my online store or shopping cart.	Update
Getting paid and managing my risk	Invoice templates	Create and manage my invoices.	Update
	My automatic payments	Manage the subscriptions, automatic payments, and installment plans that I offer my customers.	Update
	Instant payment notifications	Integrate PayPal payment notifications with my website.	Update
	Managing risk and fraud	Create and edit controls that let me automatically accept or decline certain types of payments.	Update
	Block payments	Limit payments, add instructions, and more.	Update
	Customer service message	Create a personalized message for customer disputes.	Update
	Shipping my items		
Shipping my items	Shipping preferences	I ship from: 712 Hillcrest Terrace, Fremont... Manage my shipping carriers, labels, and more.	Update
	Shipping calculations	Create unique shipping methods and pricing for each of my customers.	Update

9.1 Approved and Pending Lists

You can change the “Payment Method” field on registrations of either the Approved or Pending lists. For pending registrations, the value of the “Payment Method” field at the time you manually approve the registration is the value that appears as the payment method on the Registration Confirmation that is automatically emailed. For approved registrations, the value of the “Payment Method” field at the time you click on the “Resend Email Notification” button is the payment method on the Registration Confirmation that is automatically emailed.

Paid Registration Fees Checkbox and Paid Amount

Figure 11.

Entering Notification URL for IPN

Edit Instant Payment Notification (IPN) settings

[Back to Profile Summary](#)

PayPal sends IPN messages to the URL that you specify below.

To start receiving IPN messages, enter the notification URL and select **Receive IPN messages** below. To temporarily stop receiving IPN messages, select **Do not receive IPN messages** below. PayPal continues to generate and store IPN messages until you select **Receive IPN messages** again (or turn off IPN).

Notification URL

IPN messages

Receive IPN messages (Enabled)

Do not receive IPN messages (Disabled)

Enter this URL and enable this option

Figure 12.

Completed IPN Settings on PayPal

The screenshot shows the PayPal account settings page. At the top, there is a navigation bar with tabs for "My Account", "Send Money", "Request Money", "Merchant Services", "Products & Services", and "Shopping". Below this is a sub-navigation bar with links for "Overview", "Add Funds", "Withdraw", "History", "Resolution Center", and "Profile". The main heading is "Instant Payment Notification (IPN)" with a "Back to Profile Summary" link. The text below states: "You have turned on the IPN feature. You can view your IPNs on the [IPN History page](#). If necessary, you can resend IPN messages from that page. For more information on using and troubleshooting this feature, read more about [Instant Payment Notification \(IPN\)](#)." Below this, it says "To stop receiving IPNs permanently, click **Turn Off IPN**." Under the heading "Current settings", there are two rows: "Notification URL" with the value "http://www.strongvon.com/paypalipn" and "Message delivery" with the value "Enabled". At the bottom of the settings section are two buttons: "Edit settings" and "Turn Off IPN".

9.2 Changing to PayPal Payment Method

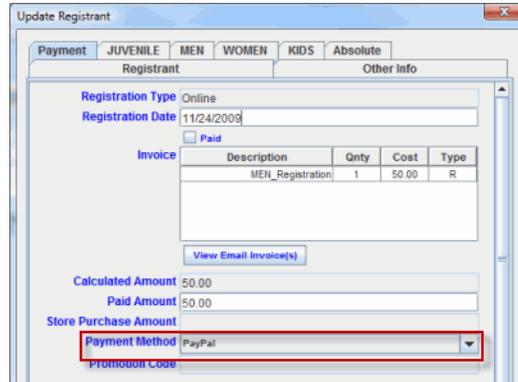
If you are changing the “Payment Method” field to “PayPal” for a pending registration that was originally created with the Offline payment method, the Subsequent Payment Reminder email will contain a payment URL that is not valid. The PayPal payment URL on the Subsequent Payment Reminder is valid only if the registration was originally created with the PayPal payment method.

10 Paid Registration Fees Checkbox and Paid Amount

The “Paid Registration Fees” checkbox is a field associated with each registration on the “Payment” tab of the “Update Registrant” window. You can use it to quickly track which of your registrants are paid, and you can use it to flag when an unpaid registrant

Figure 13.

Payment Method on Update Registrant Window



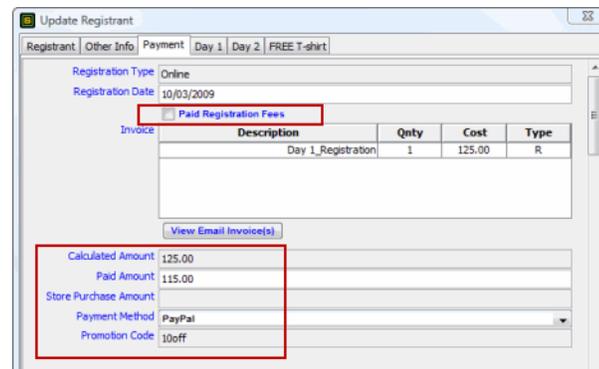
has been placed in a bracket. Both uses of the “Paid Registration Fees” checkbox allow you to maintain unpaid registrations in the approved registration list, while identifying who still owes you money. The value of the checkbox is automatically derived based on the condition of other fields and the approval status. However, you can override the derived value at any time.

The “Paid Amount” field is used to accurately account for how much a registrant has paid for his registration. When a PayPal registration is inserted into the pending list, this amount is derived from other fields on the registration. However, you can override that value at any time. If you delete the value in the “Payment Method” field, the software sets the value to 0.00.

Figure 14 shows where the “Paid Registration Fees” checkbox and “Paid Amount” field are located on the “Update Registrant” window.

Figure 14.

Paid Registration Fees Checkbox and Paid Amount Field



10.1 Before Approval

All pending registrations that are awaiting a PayPal payment are marked unpaid when they first appear in the Pending list (ie, the “Paid Registration Fees” checkbox is disabled). The “Paid Amount” is populated with the anticipated amount that the registrant will complete on the PayPal server, which is derived from the other fields using this formula:

$$\text{“Paid Amount”} = \text{“Calculated Amount”} + \text{“Store Purchases”} - \text{“Promotion Code”}^3$$

For example, if the registrant selected a category that costs 50.00, a store item that costs 10.00, and a discount code for 10% off the registration fee, then the “Paid Amount” value is initially set to:

$$55.00 \text{ (derived from } 50.00 + 10.00 - 5.00\text{)}$$

10.2 Expired Payment Links and Prices

After the “Paid Amount” field is initially derived from the formula in Section 10.1, it will no longer be calculated from the formula. This means that if the registration price changes after a pending PayPal registration is created, the “Paid Amount” field will retain the initial value before the price change. So when the registration price changes, all payment links (on both Initial and Subsequent Payment Reminder emails) become invalid because the new value from the formula above no longer matches the value in the “Paid Amount” field. This prevents registrants from qualifying for the previous price of a pending registration if they haven’t completed the payment before the price deadline. You have the option of manually updating the “Paid Amount” to match the new value derived from the formula above. When you do this, payment links are valid again.

If you still insist on giving the registrant the previous registration price, then you must manually approve the registration and arrange offline methods of collecting the payment. If you are arranging an offline payment method that does not involve PayPal, you should change the selection for the “Payment Method” field before manually approving the registration. See Section 7 for instructions on how to manually approve the pending registration.

10.3 Upon Approval

When the pending registration is approved (manually or automatically through IPN), the “Paid Registration Fees” checkbox is enabled just before it is moved to the approved list, regardless of the value in the “Paid Amount” field. The value of “Paid Amount” field and selection for “Payment Method” field at the time you approve the registration are the values displayed on the Registration Confirmation. Ensure that you have saved the pending registration with the most accurate information before proceeding to approve the registration.

3. The value in the “Promotion Code” field is only an alphanumeric string that represents the currency value of the applied discount. The currency value is the actual amount used in deriving the “Paid Amount”.

After approval of a pending registration, you have the option to disable the “Paid Registration Fees” checkbox and enter a new value in the “Paid Amount” field.

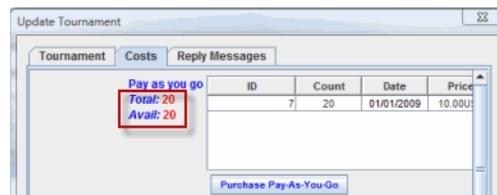
11 Pay-As-You-Go

11.1 Usage of Pay-As-You-Go Credits

The Pay-As-You-Go feature allows you to pay for approved registrations as required, much like the way pre-paid calling cards work. When you first create an event on the STRONGVON system, you are automatically given five free credits for Pay-As-You-Go. The credits are used whenever an online registration is moved from the pending list to the approved list, either manually or automatically.⁴ This includes online registrations that were originated with using the PayPal payment method. Once a registration is approved, the total number of credits for the event is deducted by one. You can see the total number of credits you have purchased and the number of credits you have left for each event in the “Cost” tab of the “Update Tournament” window as shown in Figure 15.

Figure 15.

Total Available Credits for Pay-As-You-Go



ID	Count	Date	Price
7	20	01/01/2009	10.000

The integration with PayPal is immediately available when you create your event. Your event is automatically given five free credits, so your online registration will immediately be enabled to accept registrations when you first create the event.

Although the online form will accept an unlimited number of pending registrations. The number of Pay-As-You-Go credits deplete for each approval. If there are no credits left, and you do not have a valid subscription, then the online form will no longer accept pending registrations, and PayPal IPN messages are ignored.

11.2 Purchasing Pay-As-You-Go Credits

To ensure that the online registration continues to accept registrations, you must purchase more credits before the first five registrations have been approved. Additional credits for Pay-As-You-Go are sold in blocks of credits, with the smallest block being 20 credits. You can complete your purchase at anytime online from the Administration Software.

4. Approved registrations that were paid by the STRONGVON credit card service does not use up any Pay-As-You-Go credits.

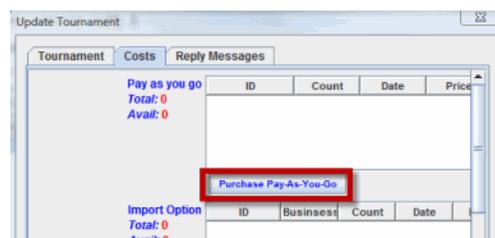
To purchase additional credits for Pay-As-You-Go:

1. Log into the Administration Software
2. Access the event list by clicking on the word “Tournament” on the left.
3. Double click on the event from the list on the right. Alternatively, click on the event and then click on the “Edit” button. This opens the “Update Tournament” window.
4. Select the “Cost” tab from the top of the “Update Tournament” window.
5. Click on the “Purchase Pay-As-You-Go” button as shown in Figure 16.
6. Select a level to indicate the block of credits that you wish to purchase.
7. Click on “Purchase”.
8. The software will display a message that indicates that you will be redirected to a secured payment page. This message will include a URL that will direct you to the secured payment page in case the web page does not automatically open on your browser. Copy this URL into clipboard in case the secured payment does not appear.
9. Click OK. This will re-direct you to the secure payment page in your default web browser where you enter your credit card details. If you are using the web version of the Administration Software on the default browser, a new browser window or tab will open at the secure payment page. At this point, you can close the “Update Tournament” window on the Administration Software.

Once you complete the payment on the secure payment page, you will receive an email confirmation of the purchase. The purchased credits will immediately become available for your event. To confirm that the credits have been applied to your event, click on the “Reload” button of the event list, open the “Update Tournament” window again, and select the “Cost” tab.

Figure 16.

Purchase Pay-As-You-Go Button



If you were not able to complete the payment, but you need access to the secured payment page again, follow the above instructions again to submit another purchase order. New purchase orders for the same option will override previous purchase orders.

12 Viewing and Sending Invoice

12.1 For Registrations

The content of the registration confirmation email serves as the invoice for the amount paid on that registration. You can view the exact content of the registration confirmation by clicking on the “View Invoice(s)” button on the “Update Registrant” window, as shown in Figure 17.

To access the “View Invoice(s)” button for Registrations:

1. Access the event list on the Administration Software by clicking on the word “Tournament” on the left side.
2. Select on the event from the event list.
3. Click on the “Registrant” module on the left side. This displays the list of registrations on the right side.
4. Double click on the registration. Alternatively, select the registration and click on the “Edit” button. This opens the “Update Registrant” window.
5. Click on the “Payment” tab on the “Update Registrant” window.
6. Click on the “View Email Invoice(s)” button as shown in Figure 17.

The “View Email Invoice(s)” button opens a message window that contains the content of each registration confirmation email that was sent to the registrant. Each email is stamped with the exact date and time in this message window, with the most recent email appearing at the top of the email. Scroll down the message window to view the entire content of that email or the previously sent registration confirmations. If this message window is blank or if there is no date and time stamp, then the registrant has not yet been emailed a registration confirmation.

A registration can have multiple confirmations associated with it because you can send a confirmation at anytime on demand by selecting the registration on the approved registration list and clicking on the “Resend Email Notification” button at the bottom (see Figure 18). This is useful when you move the registrant to another division or change any other field on his registration, and you want to provide written acknowledgment that of the change.

12.2 For Store Buyers

Store buyers are people who purchase store items without a registration. The invoice for these people is sent by email after they complete their payment. You can view the exact content of the invoice by clicking on the “View Invoice(s)” button on the “Update Store Buyer” window.

Figure 17.

View Email Invoice Button

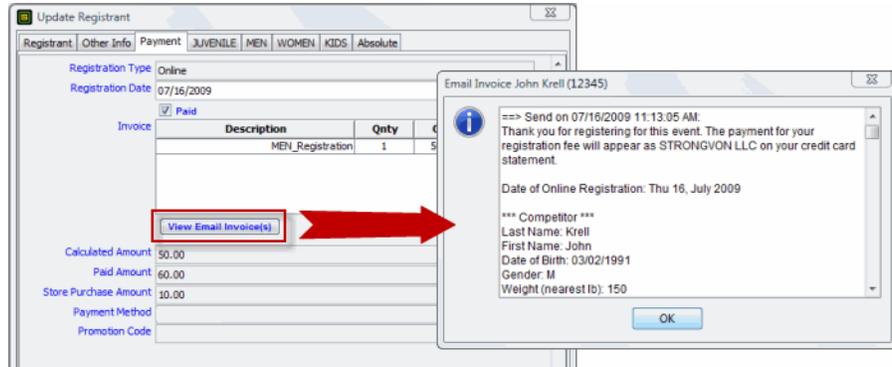


Figure 18.

Resend Email Notification Button on Approved Registration List



To access the “View Invoice(s)” button for Store Buyers:

1. Access the event list on the Administration Software by clicking on the word “Tournament” on the left side.
2. Select on the event from the event list.
3. Click on the “Store Buyers” module on the left side. This displays the list of registrations on the right side.
4. Double click on the store buyer. Alternatively, select the store buyer and click on the “Edit” button. This opens the “Update Store Buyer” window.
5. Click on the “Payment” tab on the “Update Store Buyer” window.
6. Click on the “View Email Invoice(s)” button.

The “View Email Invoice(s)” button opens a message window that contains the content of the invoice that was emailed to the registrant. The email is stamped with the exact date and time at the top. Scroll down the message window to view the entire content of that email. If this message window is blank or if there is no date and time stamp, then the store buyer has not yet been emailed an invoice.

13 Trouble Shooting

Figure 19. Trouble Shooting PayPal Integration

#	Problem	Resolution
1	PayPal isn't offered as a payment method on the online form.	<i>You must first enter a PayPal account in the "Cost" tab of the "Update Tournament" window. If this field is left blank, the payment method for PayPal will not appear on the online registration form. See Section 6 for details on how to enable the PayPal payment method.</i>
2	Cannot remove PayPal payment method from online form.	<i>You must delete the content of the field "PayPal Account" in the "Cost" tab of the "Update Tournament" window. See Section 6 for details on how to enable the PayPal payment method.</i>
3	The correct PayPal account isn't used at checkout even though PayPal Account field is correct in the "Update Account" window.	<i>The PayPal account that is actually used comes from the account specified in the "Cost" tab of the "Update Tournament" window. It does not come from "Update Account" window.</i>
4	The correct PayPal account isn't used at checkout even though "PayPal Account" field is correct in the "Update Tournament" window.	<i>You must have a Premier or Business account with PayPal in order to use the PayPal shopping cart. See Section 2 for instructions on how to upgrade your standard Personal account on PayPal.</i>
5	Both PayPal and STRONGVON Credit Card Service cannot be offered on the same online form.	<i>You cannot offer both PayPal and STRONGVON credit card service on the same registration form. When you have a PayPal account specified for an event, it overrides the ability to use the STRONGVON credit card service on that event.</i>
6	Both PayPal and offline payment methods cannot be offered on the same online form.	<i>You must first enable the offline payment method on "Cost" tab of the "Update Tournament" window.</i>
7	The online form cannot accept registrations when the PayPal payment method is selected.	<i>Either the server is temporarily down, or your account may be suspended by STRONGVON. Contact the Support department if the problem persists.</i>
8	Cannot change the email message body of Payment Reminder for PayPal	<i>The content of the Payment Reminder email for registrations with the "PayPal" payment method cannot be changed.</i>
9	Payment Reminder email for a PayPal pending registration no longer has the payment URL.	<i>Ensure that the "Payment Method" field on the registration has not been changed from "PayPal" on the pending list.</i>
10	Payment Reminder email has an invalid payment URL.	<i>The PayPal payment link becomes invalid once a registration is approved, either manually or automatically. Payment links also do not work if the registration fee or purchased store item has changed since the pending registration was submitted. If the "Payment Method" field was not originally "PayPal", the payment link that is put in a subsequent Payment Reminder is not valid.</i>
11	The payment URL in the Payment Reminder is invalid even though the registrant has not paid and price has not change.	<i>The payment URL is likely to be incomplete. When the registrant receives the reminder email the link may have been split into two lines, so the registrant has to cut and paste the link into his browser. When he does this, he risks cutting off some of the URL, particularly the last few digits. The STRONGVON server reports the link is invalid if it cannot find the reference ID. Carefully review the payment URL pasted in the browser versus the complete URL from the Payment Reminder email.</i>
12	PayPal has approved the payment but the registration remains in the Pending list.	<i>Pending registrations that were created with the "PayPal" payment method are automatically approved only when the IPN feature is enabled on your PayPal account. See Section 8 for details on how to enable the IPN feature.</i>
13	There doesn't seem to be access to configure the IPN settings on the PayPal account.	<i>Your PayPal account must be Premier or Business before you have access to the IPN settings. See Section 2 for details on how to upgrade your Personal PayPal account.</i>

Trouble Shooting

Figure 19. Trouble Shooting PayPal Integration

#	Problem	Resolution
14	PayPal has refunded a registration payment, but the registration still marked Paid on the Approved list.	<i>Once a registration with a successful PayPal payment has been moved the Approved list, it has no further connection with PayPal. You cannot delete online registrations that have been approved, but you can manually remove the Paid marking from the registration and exclude it from your brackets or registration list.</i>
15	There are more registrations in the Pending list than are credits for Pay-As-You-Go.	<i>The total available credits do not decrease until pending registrations are approved, manually or automatically.</i>
16	There are available credits for Pay-As-You-Go, but the online form is still not accepting PayPal registrations.	<i>You must also specify a valid PayPal account in the "Cost" tab of the "Update Tournament" window.</i>
17	The Payment Reminder is not being emailed to the registrant.	<i>The Payment Reminder is emailed only when there is a valid email address for the registration. If the email address is invalid (no such existing mail domain), then the Payment Reminder is not sent.</i>