Offline Payment Methods

STRONGVON Tournament Management System

1 Overview

The STRONGVON Tournament Management System allows you to collect online registration, while arranging for offline payment methods such as cash or personal check. Registrations are collected and put in a pending state until you manually approve them. Once you have verified that the payment has cleared, you log into the Administration Software and approve that registration, which triggers the system to send a registration confirmation by email to the registrant. Figure 1 shows a simplified diagram of how information flows during the registration process with the Offline payment method.

Figure 1.   Overview of Offline Payment Method

2 The Checkout Process

After a registrant has completed his registration details, he is given the opportunity to review his registration fees and select a payment method, as shown in Figure 2. When he selects the Offline payment method, he proceeds to a page where he agrees to the waiver terms and enters a verification code.

Figure 2.   Offline Payment Method at Checkout

After he submits his registrations, he sees an acknowledgement web page that displays a summary of his registration, shown in Figure 3. This window includes:

- **"Your registration is currently pending. Once it is approved, you will receive an email confirmation."** This statement appears for all registrations with the Offline payment method.

- **Event name:** This is the name of the event, configured in the "Update Tournament" window.

- **Registrant's name:** This is the first and last name of the registrant.

- **Reference ID:** This number identifies the registration in either the pending or approved list.

- **Amount Due:** This is the calculated amount that is due according to the registered categories plus the price of optional store items. The amount is displayed with the appropriate three-letter currency code.

- **Pending Message:** This is a custom message that appears for all registrations with the Offline payment method. This message is configured in the "Cost" tab of the "Update Tournament" window.

3 Email Messages

The entire registration process using the Offline payment method results in three email messages from the STRONGVON server at different stages of the process:

- Initial 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.

Figure 3.   Acknowledgement Web Page after Submitting Registration
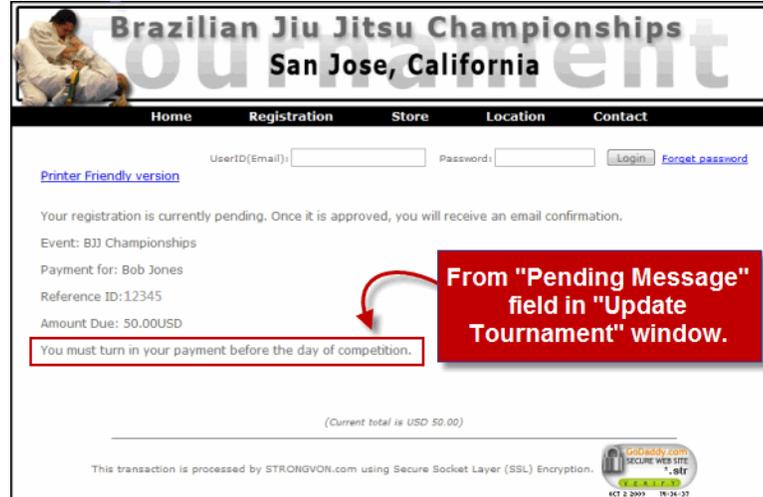
The registrant may also receive an email that confirms that he has associated a password to his registration; you do not receive a copy of this type of confirmation. This email is sent out on behalf of the email associated with your business (instead of the event's email). No such email is sent if he has left the Password field blank on the online form, or if the registrant is already logged in.

3.1   Initial Reminder

After the registrant enters his registration details and agrees to the event's waiver terms, he is immediately emailed the Initial Reminder of his pending status. This reminder includes everything he sees in the browser after he submits the registration (see Figure 3). Figure 4 shows a sample of the Initial Reminder email. The subject and content of this email is largely fixed. However, you can change the custom message that appears below the amount due. This field is called the "Pending Message" and is configured from the "Cost" tab of the "Update Tournament" window.

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 Reminder is not sent.

3.2   Subsequent Payment Reminder

The Subsequent 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 the pending message that you have configured in the "Cost" tab of the "Update Tournament" window. Figure 5 shows a sample of this email. Except for the content of the "Pending Message" that appears under the amount due, the subject and content of this email is largely fixed.

Figure 4.   Initial Reminder Email
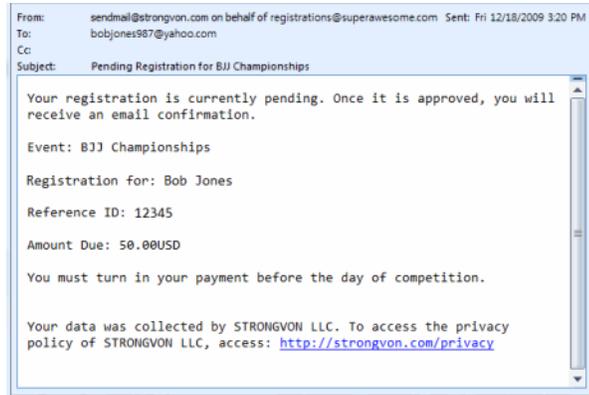

Figure 5.   Subsequent Reminder Email

To send a Subsequent Reminder for a registration that has been marked with one of the offline payment methods, 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 6). 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 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 6.   Payment Link Button in the Pending Registration List
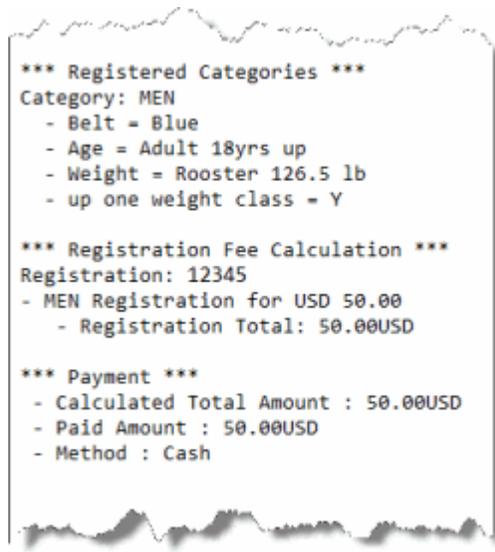
3.3 Registration Confirmation

When a registrant submits his registration with the Offline payment method, his pending registration is automatically marked with "Cash" in the "Payment Method" field. When you manually approve the registration, the Registration Confirmation is automatically emailed to the registrant with a courtesy copy to the event email. The Registration Confirmation will contain the payment details, which includes, calculated amount, the paid amount, and the payment method. Figure 7 shows a sample of this area of the Registration Confirmation that includes the payment details.

Figure 7.   Payment Details of Registration Confirmation


```
*** Registered Categories ***
Category: MEN
  - Belt = Blue
  - Age = Adult 18yrs up
  - Weight = Rooster 126.5 lb
  - up one weight class = Y

*** Registration Fee Calculation ***
Registration: 12345
- MEN Registration for USD 50.00
    - Registration Total: 50.00USD

*** Payment ***
 - Calculated Total Amount : 50.00USD
 - Paid Amount : 50.00USD
 - Method : Cash
```

You can choose to change the payment method to another offline method (such as "Check", "PayPal", or "Credit Card") before you manually approve his pending registration. Changing the payment method of a pending registration will ensure that the most accurate indication of his payment is included on the Registration Confirmation email when you approve the registration. See Section 7 for details on changing the payment method field for a registration.

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.

4 Enabling for Online Registrations

4.1 Pending Versus Approved

The Offline 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 online registrations 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 Offline payment method, please read Section 9.

- **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.

Figure 8.   Specifying Offline Payment Method on Update Tournament Window
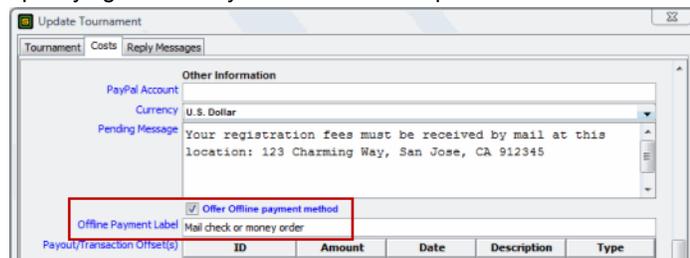
4.2 Offering the Option on Registration Form

To configure your event to receive online registrations using the Offline payment method, you must properly include the Offline 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 8.

5. Place a tick in the checkbox called "Offer Offline payment method".

6. Enter the label that will appear in the online form next to the selection for Offline payment method. You can be specific about the type of offline payments you will accept. If you leave this field blank, it the online form will have a default phrase "In Person or by Mail".

7. Select the currency that will be used on the registration form, which will determine the currency displayed on the registration form and the related emails. The default currency is US Dollars, which appears as USD on all indication of price and currency amounts.

8. Enter a custom message that appears below the amount due in the acknowledgment web page (see Figure 3), the Initial Reminder (see Figure 4), and the Subsequent Reminder (see Figure 5). You can enter detailed instructions on how to complete the offline payment.

9. Click on the "Submit" button to save the settings and update your registration form

After enabling the Offline payment method on an event, the option for registrants to select the Offline payment method will appear on the online registration form as shown in Figure 2.

5 Custom Pending Message

The wording that you enter for the "Pending Message" in the "Update Tournament" window can be used to instruct registrants on how to obtain approval of their pending registration. Figure 8 shows the area of the "Update Tournament" window where you configure this message. The "Pending Message" appears in the acknowledgement web page (Figure 3), the Initial Reminder (Figure 4), and the Subsequent Reminder (Figure 5). In all three cases, the registrant does not see the "Pending Message" until after he's submitted his registration.

If your condition for registration approval is for the registrant to complete a payment, then you can use the "Pending Message" to display instructions on how to complete the offline registration payment. For example, you may want to tell the registrant to mail their check or money order to a specific address. Or, you may want to give registrants bank account routing details for bank transfers.

If the registrant does not need to do anything else for an approval, you can use the "Pending Message" to inform the registrant of the qualifications or to simply tell him when he should expect to receive a registration confirmation. The acknowledgement web page and the Initial Reminder email have no mention of the word "Payment" unless you specifically mention it in the custom "Pending Message".

6 Manual Approval of Registration

All online registrations are marked as pending until you have manually approved the registration (with the exception of some registrations that have online payments associated with them). Even if registration was free of charge, the registrations will be held in the pending list.

Having online registrations held in the pending list allows you time to do the following before you approve them:

- **Remove duplicates:** Some registrants submit more than one registration for the same event. You can ignore or delete duplicate registrations on the pending list.

- **Review qualifications:** You may require that the registrant possess a certain skill set or belong to a specific group of people to qualify for approval. You can ignore or delete unqualified registrations on the pending list.

- **Receive Payment:** You may want to wait until you receive payment for the registration fees before you approve the registration. You can use the pending registration list to follow up with those who have still not paid their registration fees.

To manually approve pending registrations:

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.[1]

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 9). This will trigger the STRONGVON server to email the Registration Confirmation for each approved registration.

Figure 9.   Approved Button in Pending List

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

---

1. 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.

7 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, 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 "Verus-Sage" which is an approved registration that has a STRONGVON credit card transaction associated with it. All other registrations can be changed to or from any other selection on 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 any other selection available on the pull down list.

Figure 10. Payment Method on Update Registrant Window

7.1 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.

7.2 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.

8 Using the Paid Registration Fees Checkbox

The "Paid Registration Fees" checkbox is a field associated with each registration on the "Cost" 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 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.

Its value is automatically derived from the Calculated Amount and Paid Amount, but you can manually override its value to accommodate exceptions. The Administration Software derives the value of the "Paid Registration Fees" checkbox by comparing the amount paid with the amount calculated from all the registration fees. You can override the derived value by enabling or disabling the checkbox manually. Figure 11 shows where you configure the "Paid" checkbox.

Figure 11.   Configuring the Paid Checkbox

8.1 Automatic Triggers for Checkbox

The sum of the prices for all categories appears in the "Calculated Amount" field, which cannot be manually overwritten by you. The "Paid Amount" field indicates the amount collected for the registration, which can be manually overwritten by you. When the value in the "Paid Amount" field is less than the value in "Calculated Amount" field, the "Paid Registration Fees" checkbox remains disabled. But when the value of the "Paid Amount" goes from being less than that of the "Calculated Amount" to becoming equal to or greater than, the "Paid Registration Fees" checkbox is enabled. The vice versa scenario is also true. The "Paid Registration Fees" checkbox becomes disabled when the "Paid Amount" goes from being equal to or greater than the Calculated

Amount to becoming less than. Figure 52 summarizes when the automatic triggers of the Paid checkbox is used.

Figure 12. Automatic Triggers for the "Paid Registration Fees" Checkbox

Trigger a Change?	Paid Amount – Before	Checkbox – Before	Paid Amount – After	Checkbox – After
No	Less than Calculated	disabled	Less than Calculated	disabled
Yes	Less than Calculated	disabled	Equal to or greater than Calculated	enabled
No	Equal to or greater than Calculated	enabled	Equal to or greater than Calculated	enabled
Yes	Equal to or greater than Calculated	enabled	Less than Calculated	disabled
No	Less than Calculated	enabled	Equal to or greater than Calculated	enabled
No	Equal to or greater than Calculated	disabled	Less than Calculated	disabled

8.2 Overriding Automatic Triggers

You can override the automatic triggers at any time by clicking on the "Paid Registration Fees" checkbox until the value you want appears. When you are manually entering the "Paid Amount" field, and you want to ensure that the registration is saved with the desired override value for the checkbox, complete the "Paid Amount" field before you perform the override of the checkbox.

For example, if the "Calculated Amount" for all registration fees is $50, but you are allowing a registrant to pay only $45 for his registration, then this is the best sequence of action to ensure that the registration is marked paid for a "Paid Amount" of 45.00:

1. Enter 45.00 for the "Paid Amount" field, which is too low to automatically mark the registration as paid, so the "Paid Registration Fees" checkbox remains disabled.

2. Click on the "Paid Registration Fees" checkbox to enable it and override the triggers.

3. Click on the "Submit" button to save your changes.

8.3 Behavior when pending registration is approved

All pending registrations that are manually approved are marked paid when they first appear in the Approved list, regardless of the value in the "Paid Amount" field. You have the option to disable the Paid checkbox later, or re-trigger the "Paid Registration Fees" checkbox by entering a new value in the "Paid Amount" field.

A pending registration that was created with the Offline payment method has a null (blank) value for the "Paid Amount" field when it is inserted into the pending list, as shown in Figure 13. The "Paid Amount" field remains null so long as you do not save any changes to the pending registration (ie, do not click "Submit" button). When you manually approve such a pending registration, not only is the "Paid" checkbox enabled,

Figure 13.   Null Value for "Paid Amount" field of Unchanged Pending Registration

Calculated Amount	50.00
Paid Amount	
Store Purchase Amount	10.00
Payment Method	Cash
Promotion Code	10per

but the "Paid Amount" field is populated with the value derived from the other fields using this formula:

"Paid Amount" = "Calculated Amount" + "Store Purchases" – "Promotion Code"[2]

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 when you manually approve the registration without saving any changes, the "Paid Amount" field will be populated with:

55.00 (derived from 50.00 + 10.00 – 5.00)

As soon as you click the "Submit" button of the "Update Registrant" window for a pending registration, you have effectively saved a change to the registration, even if you didn't make any changes to the fields. Thus, the "Paid Amount" field is no longer null, and the "Paid Amount" will no longer be derived from the above formula when you approve the registration. In this case, you will have to manually enter the "Paid Amount" value before you approve the registration. If you choose not to enter a value for the "Paid Amount" field after you've clicked on the "Submit" button, then the "Paid Amount" value will be set to 0.00 and will remain 0.00 after you approve the registration.

9 Pay-As-You-Go

9.1 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.[3] This includes online registrations that were originated using the Offline payment method. Once a registration is approved, the total number of credits for the event is deducted by one. You can see the total num-

---

2. 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".

3. Approved registrations that were paid by the STRONGVON Credit Card Service does not use up any Pay-As-You-Go credits.

ber 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 14.

Figure 14.   Total Available Credits for Pay-As-You-Go
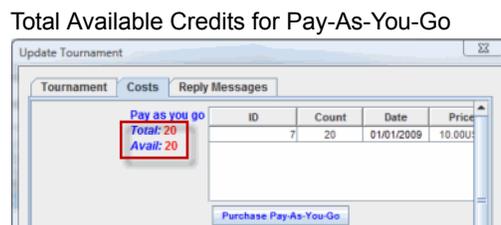
Your event is immediately enabled for collecting an unlimited number of pending online registrations, and you are given five free Pay-As-You-Go credits on each new event. This means that your online registration will immediately be enabled to accept registrations when you first create the event.

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 you will no longer be able to approve pending registrations.

Manually approving pending registrations can only be done from the web version of the Administration Software or from the "Server" tab of the full version. This means that you must be logged into the server to manually approve pending registrations. Only approved registrations are downloaded to the local database. If you will not have Internet access on the day of the event, ensure that you perform all the manual approvals before you go offline. Otherwise you will have to manually re-enter registrants who have already submitted their pending registrations.

9.2 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.

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 15.

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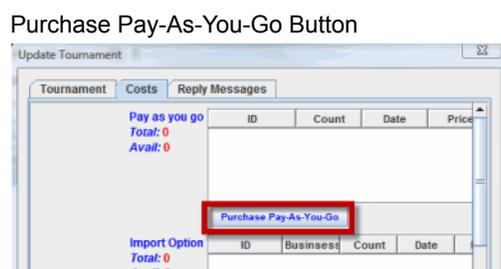
If you were not able to complete the payment, but you need access to the secured payment page again, follow the above instructions again to submit another purchase order. New purchase orders for the same option will override previous purchase orders.

10 Viewing and Sending Invoice

10.1 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 16.

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 16.

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 17). 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.

Figure 16.   View Email Invoice Button

Figure 17.   Resend Email Notification Button on Approved Registration List

10.2 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.

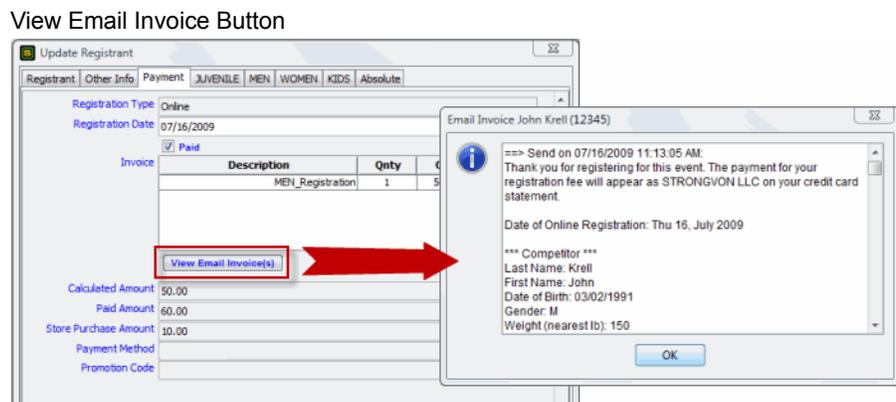To access the "View Invoice(s)" button for Store Buyers:

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.

11 Trouble Shooting

Figure 18. Trouble Shooting Offline Payment Method

#	Problem	Resolution
1	The Offline payment method isn't offered as a choice on the online form.	*You must enable the "Offer Offline Payment method" checkbox in the "Cost" tab of the "Update Tournament" window. If this checkbox is not enabled, the payment method for Offline payment methods will not appear on the online registration form. See Section 4 for details on how to enable the Offline payment method.*
2	Cannot remove Offline payment method from online form.	*You must remove the check in the checkbox called "Offer Offline payment method" on the "Cost" tab of the "Update Tournament window. Figure 8 shows what this checkbox looks like.*
3	Cannot change a registration to one that uses the STRONGVON Credit Card Service.	*You cannot change the "Payment Method" of a registration to "Verus-Sage" which is the selection for STRONGVON Credit Card Service (SVCCS). The registration must originally be created using SVCCS.*
4	Cannot change the "Payment Method" field from "VerusSage" to Cash, Check, PayPal, or Credit Card.	*If the registration is in the Approved list, then you cannot change the "Payment Method" field from "VerusSage". This means that there is a payment transaction through SVCCS associated with this registration. You can only request a refund for that registration.*
5	Online registrant does not receive a registration confirmation after he submits his registration.	*The registration is likely to be held in the pending list. The Registration Confirmation is emailed only after the registration has been manually approved by someone who has access to your registration list on the Administration Software. See Section 6 on how to manually approve a pending registration.*
6	The online form cannot accept pending registrations when the Offline payment method is selected.	*Either the server is temporarily down, or your account may be suspended by STRONGVON. Contact the Support department if the problem persists.*
7	Cannot change the email message body of Initial Reminder or Subsequent Reminder emails.	*The content of the Reminder emails for registrations with the Offline payment method cannot be changed, except for the "Pending Message". See Section 5 on how to configure the "Pending Message" field of an event.*
8	The Subsequent Reminder email suddenly has a payment URL, but that URL doesn't work.	*If the "Payment Method" field has been changed to "PayPal", the resulting Reminder email will contain a PayPal payment link. However, because the registration was not originally submitted with the PayPal payment method, the PayPal URL will be invalid.*
9	There are more registrations in the Pending list than are credits for Pay-As-You-Go.	*The total available credits do not decrease until pending registrations are approved, manually or automatically.*
10	There are available credits for Pay-As-You-Go, but the online form is still not accepting registrations with the Offline payment method.	*You must also enable the "Offer Offline payment method" checkbox on the "Cost" tab of the "Update Tournament" window. See Section 4 for details. If you are a valid subscription, then your event has exceeded the maximum count of approvals, and you will be unable to approve any more registrations, regardless of the number of Pay-As-You-Go credits.*
11	The Initial or Subsequent Reminder is not being emailed to the registrant.	*The Initial and Subsequent Reminder emails is sent only when there is a valid email address for the registration. If the email address is invalid (no such existing mail domain), then the Reminder is not sent.*

Figure 18. Trouble Shooting Offline Payment Method

#	Problem	Resolution
12	The "Paid Amount" is less than the "Calculated Amount" plus "Store Purchases", but the "Paid Registration Fees" checkbox is still enabled.	*The "Paid Registration Fees" checkbox compares the "Paid Amount" to only the "Calculated Amount" to ensure that the registration fees are covered. The amount still owed should be for the store purchases.*
13	The "Paid Amount" is 0.00 on the registration after it was manually approved. It should be the same as the Calculated Amount that appears on the Registration Confirmation	*If you clicked on the "Submit" button of the "Update Registrant" window in the Pending list, the "Paid Amount" will be set to zero, even if you did not make any changes to the registration. See Section 8.3 for details on how the "Paid Amount" field behaves when you manually approve a pending registration.*