



Getting started with Easy Merch

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PlayHQ has partnered with fulfilment provider TPF to make selling merchandise effortless for administrators. With this integration, you can offer branded products without managing production, inventory, or sales logistics.

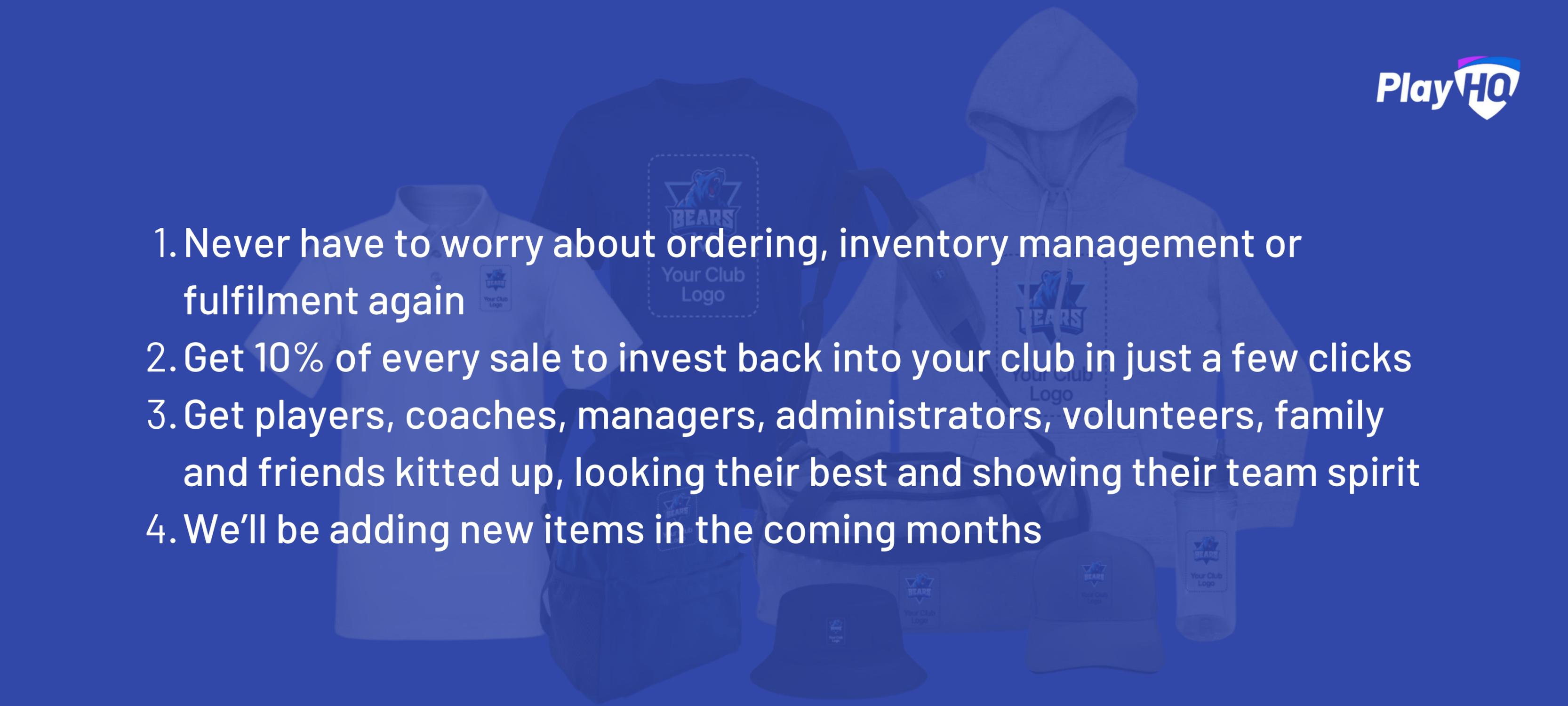
To get started, administrators must opt into the Easy Merch feature. Once enabled, products will be customised with your organisation's logo (where available).

You have full control over what's available by adjusting the visibility settings on each product page. Merchandise can be offered through registrations or your online shop.

Follow the steps in the following slides to set up Easy Merch.

# What is Easy Merch

A large, faded version of the PlayHQ logo is centered in the background of the slide, behind the main title text.

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- A collection of sports merchandise including a white polo shirt, a dark blue long-sleeved shirt, a grey hoodie, a black bag, a black bucket hat, a grey baseball cap, and a clear water bottle, all featuring a "BEARS" logo and "Your Club Logo" placeholder.
1. Never have to worry about ordering, inventory management or fulfilment again
  2. Get 10% of every sale to invest back into your club in just a few clicks
  3. Get players, coaches, managers, administrators, volunteers, family and friends kitted up, looking their best and showing their team spirit
  4. We'll be adding new items in the coming months

**What's in it for your club?**

## Opting In

1. Navigate to the Shop page via the left-hand navigation menu. The Easy Merch tab is separate from any merchandise you already sell as part of your organisation's existing offerings.
2. Click the Start Selling Easy Merch! button (highlighted in yellow).
3. Once selected, Easy Merch products will automatically be set to VISIBLE in both the Shop and Registration Forms.
4. If needed, you can adjust these visibility settings later via the product's Edit Page.

## Custom Branding

- Your organisation's logo will be automatically applied to Easy Merch products.
- These branded products will appear in both the admin portal's product list and the Shop.
- If you'd like to showcase your own photos of the merchandise, you can upload them through the product's Edit Page for a more personalised touch.

The screenshot shows the PlayHQ admin interface. On the left is a dark navigation menu with the 'Shop' option highlighted in yellow and marked with a 'NEW' badge. The main content area is titled 'Shop' and features a navigation bar with 'Easy Merch' (NEW), 'Merchandise', 'Fundraising', 'Memberships', 'Payment Requests', 'Orders', and 'Shop Settings'. Below this is a yellow banner explaining Easy Merch: 'Easy Merch offers additional products for your shop, separate from your own merchandise. Earn 10% of all sales while our partner, TPF, handles design, production, inventory and shipping. [Learn more](#)'. A table lists three products: 'Adult T-Shirt', 'Junior T-Shirt', and 'Hoody'. Each row has columns for 'NAME', 'FULFILMENT', 'VARIATIONS', 'PRICE', 'SHOP', and 'REG. FORM'. The 'SHOP' column for all items contains a 'HIDDEN' button, which is highlighted with a red box. To the right of the table is a promotional banner for 'Introducing Easy Merch' with a 'Start selling Easy Merch!' button highlighted in yellow. The banner text includes: 'Start selling additional merchandise for FREE! No upfront costs or hidden fees.', 'Earn 10% on every sale and boost your club's revenue.', 'We'll handle everything: logo design, production, inventory, and shipping.', 'It's a risk-free way to promote your club whilst growing your income.', and 'Click below to make these products available in your shop instantly. Don't worry – you can hide or remove items anytime.'

NAME	FULFILMENT	VARIATIONS	PRICE	SHOP	REG. FORM
Adult T-Shirt	TPF Delivery	Yes	\$48.00	HIDDEN	HIDDEN
Junior T-Shirt	TPF Delivery	Yes	\$48.00	HIDDEN	HIDDEN
Hoody	TPF Delivery	Yes	\$56.00	HIDDEN	HIDDEN

1. To edit the visibility of individual products enter the 'Edit' page of the product... Shop > Easy Merch > Edit

2. Once inside, scroll down to the bottom of the page and see the below settings to edit:

**Shop**

Easy Merch **NEW** Merchandise Fundraising Memberships Payment Requests Orders Shop Settings

Easy Merch offers additional products for your shop, separate from your own merchandise. Earn 10% of all sales while our partner, TPF, handles design, production, inventory and shipping. [Learn more](#)

✔ Custom merchandise products are ready. They are now visible in your shop, and are available to add to a registration form.

NAME	FULFILMENT	VARIATIONS	PRICE	SHOP	REG. FORM	
Adult T-Shirt	TPF Delivery	Yes	\$48.00	VISIBLE	VISIBLE	Edit
Junior T-Shirt	TPF Delivery	Yes	\$48.00	VISIBLE	VISIBLE	Edit
Hoody	TPF Delivery	Yes	\$56.00	VISIBLE	VISIBLE	Edit
Backpack	TPF Delivery	Yes	\$72.00	VISIBLE	VISIBLE	Edit
Water Bottle	TPF Delivery	Yes	\$12.00	VISIBLE	VISIBLE	Edit

**Visibility**

Set the visibility of this merchandise across shop and registration forms. Use visibility to opt out of product you do not wish to sell.

**Shop**

Visible  Hidden

**Registration Forms**

Visible  Hidden

3. Save any changes and these will update on the public facing Shop

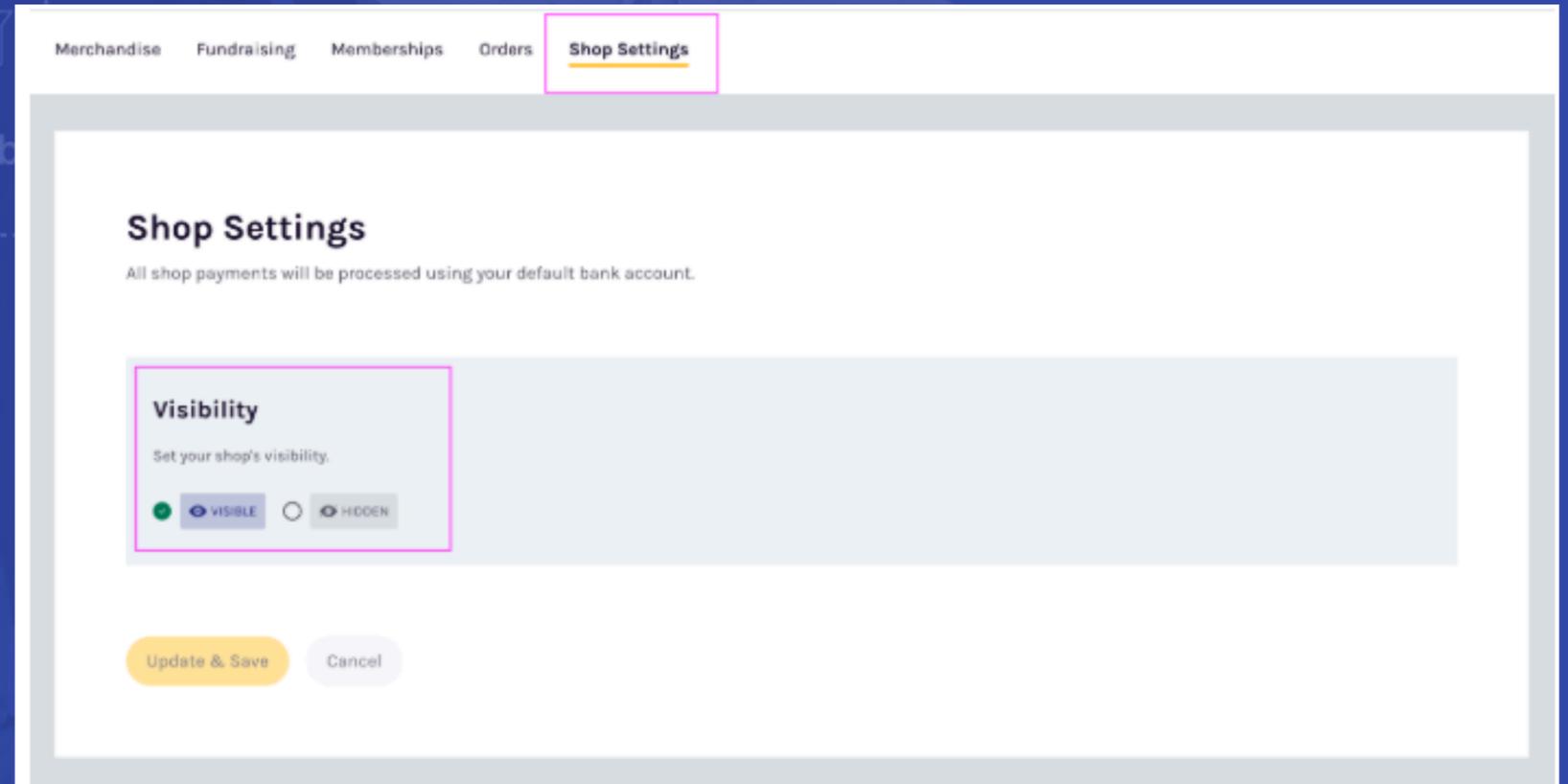
# Edit Product Visibility

Ensure your Shop tab is visible on your organisation's PlayHQ page.  
Go to Admin Portal > Products > Shop Settings.  
Note that your Shop will be empty until you add products.

### IMPORTANT

You must set up your Organisation's payment details before you can make your Shop visible. This allows you to receive payouts for orders made via the Shop.

To update your payment details, navigate to Admin Portal > My Organisation > Payments.



# Check Shop Settings

Easy Merch will show along with any of your current merchandise on your Organisation's public PlayHQ Shop.

The screenshot shows a web interface for a 'Shop'. At the top, there are navigation tabs: 'Fixtures & Ladders', 'Register', and 'Shop' (which is underlined). In the top right corner, there is a 'Cart' icon with a '0' next to it. Below the navigation is a large 'Shop' heading. Underneath the heading are four filter buttons: 'All' (highlighted in blue), 'Merchandise', 'Fundraising', and 'Memberships'. The main content area displays three items in a grid:

- Sports bag**: A grey and black sports bag with a shoulder strap. Price: \$15.00.
- Hoodie**: A black hoodie with a logo on the chest. Price: \$10.00.
- Silver Membership**: A silver membership card with a logo and the text 'SILVER MEMBERSHIP'. Price: \$345.00.

View Your Shop

## Sales

When a participant purchases an Easy Merch product—either during registration or through your Shop—you don't need to do anything further. TPF, our fulfilment partner, will take care of the entire process for you.

## What Happens After a Purchase?

Upon purchase, TPF is notified and will handle the following:

### 1. Logo Preparation

- TPF will create print-ready logos for your organisation to be used on the merchandise.
- These logos may differ from the system-generated previews shown on the product pages.

### 2. Product Supply

- The merchandise will be produced and prepared for shipment.

### 3. Order Fulfilment

- The product will be shipped directly to the buyer's provided shipping address.

### 4. Returns & Changes

- TPF manages all returns or "change of heart" requests, ensuring a hassle-free experience for you.

A large, semi-transparent watermark of the PlayHQ logo is centered at the bottom of the slide, behind the main text.

# Sales & Fulfilment

**Who do I contact if I have my participants asking me where their 'Easy Merch' is, or if they have questions related to any Easy Merch products?**

Please contact TPF directly or ask your participants to contact TPF directly via [TPF Customer Support Form](#)

**I have seen an 'Easy Merch' product with my organisation's logo. I am not happy with the print quality. Who do I contact?**

Please contact TPF directly via [TPF Customer Support Form](#)

**How long does delivery of items take?**

Standard delivery time is 10-17 business days

**Can I add my own custom colours?**

Currently, Easy Merch offers a base selection of white, black, grey, and navy. If you'd like to see additional colours added, please mention this when providing feedback—we're always looking to improve the range based on demand.

**What is the delivery fee?**

Currently the delivery fee is a flat rate of \$10.50

**Will I see the orders for 'Easy Merch' on the orders report?**

Yes, these line items will be distinguished via the SKU number leading with TPF, and the fulfilment details being delivery.

**What if I don't like the system generated image of my logo on the easy merch products?**

If the system generated image is not up to scratch, please contact PlayHQ support and we can improve the image - [tpfsupport@playhqsupport.zendesk.com](mailto:tpfsupport@playhqsupport.zendesk.com)

**How do I opt out of easy merch?**

There is no opting out available however hiding all the easy merch products will stop them from being purchased via your shop.

**I haven't set up my payment details, can I still use the Shop?**

You must set up your Organisation's payment details before you can make your Shop visible. This allows you to receive payouts for orders made via the Shop. To update your payment details, navigate to Admin Portal > My Organisation > Payments.



Your **sport** united.