

MANAGING FLEXIBLE PAYMENTS IN PLAYHQ

Tracking payments and registrations in community sport has historically been an administrative nightmare.

The introduction of online payments has meant that registrations can be reported and monitored in real time, saying goodbye to chasing participant payments all season long and the paperwork backlog that ensues.

PlayHQ integrates with online payment platform Stripe, to create a simple, streamlined payment system. For more information on setting this up, see [Online Payments](#).

One of the biggest hurdles to taking payments online has been the ability to manage flexible payments. In PlayHQ, payment flexibility is available through four options:

<p>Fee Variants – Customise fees at registration with varying options such as competition deposit or full season payments.</p>	<p>Advanced Fees – Configure a different fee structure for different ages.</p>
<p>Vouchers – Enable discounts to be given to participants.</p>	<p>Programs – Lets participants register to a program that has no competition attached to it (can be set up at a club level).</p>

Payment Plans

In some circumstances, participants may not be able to make full payment of their fees to your organisation upfront. Using PlayHQ, these participants can proceed through the registration process using *Fee Variants* or *Vouchers*.

Using the [Fee Variants](#) feature, multiple fee categories can be created. For example, creating “Registration Deposit – Payment Plan” and “Full Season” variants ensures that all participants can register and pay online whilst having consideration of participants' financial situation.

Together with PlayHQ’s [reporting](#), this method allows administrators to easily get an accurate picture of registrations and oversee payment status.

If the participant/parent were to select “Registration Deposit – Payment Plan” during registration, the remaining payment(s) would need to be made through an offline payment method.

Administrators can create a single-use [voucher](#) that a participant or parent can enter at checkout to be discounted an amount from their registration. You can name this voucher after the name of the participant, for example, 'Brent Archer - Payment Plan 2022' - this makes for real time tracking and reconciliation using reports from PlayHQ.

Giving participants registration fee options means administrators can easily keep tabs on exactly who has committed to participate in the season and who's paid what, enabling easier competition management and alleviating a huge burden in manually chasing registrations and payments.

Different Prices for Different Age Groups

It's very common for clubs and associations to have tiered pricing structures for varying age groups. PlayHQ's [Advanced Fees](#) feature allows you to configure a different fee for each age group. For example, administrators could set the price of Under 12 registration at \$20, Under 14 at \$25, Under 16 at \$30 and so on.

Different Prices for Concessions

Clubs and associations might wish to set different registration prices for participants who are in different financial situations or stages of life (such as students and seniors). This can be done using the [Fee Variants](#) feature. For example, administrators could set varying prices for juniors, students, concession card holders, seniors and life members.

Paying for Training and Competition Vs. Competition Only

Many clubs offer regular training and venue hire on top of competitions. This creates differing fees that can easily be set up through PlayHQ's [Fee Variants](#) feature. In this instance, administrators can create varying options, for example "Training and Competition" which might be \$150, and "Competition Only" which could be \$100.

Expressions of Interest / Trials

If your club runs trials before confirming a participant's registration into a season or team, you can create a [Local Program](#) to take expressions of interest or trial registrations. This could also include a deposit as commitment to participate or enter a team.

Need help?

If your club needs help setting up fees, get in touch with your sporting code's support helpdesk, or you can [schedule a call](#) with one of our PlayHQ product experts. We're always here to help.