# Promotions and Discounts

STRONGVON Tournament Management System

1 Overview

The STRONGVON Tournament Management System allows you to create promotions that offer almost any type of discount on the registration fees. Using the Promotion Code feature, you can create an unlimited number of unique promotion codes that represent a specific type of discount. Each promotion code can be configured with qualifications based on any specific combination of values for the online registration fields. When the registrant fills in the online form, he redeems the promotion code just before he submits the form. Upon redeeming the promotion code, the total amount due is adjusted with the discounted amount. The registrant then completes payment of the discounted price and receives a confirmation of the registration. Figure 1 shows an overview of how promotion codes work.

Figure 1. Overview of Promotion Codes
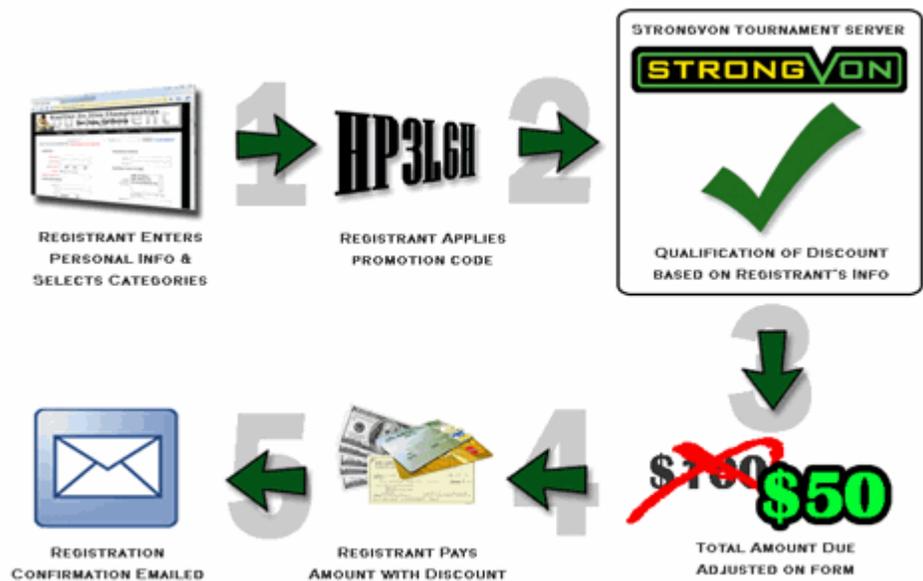
2 Qualification of Promotion Code

Promotion codes are unique identifiers of the type of discount to be applied to the registration fees of a registration. These codes can be used by one or many registrants, depending on how you structure the discount. A promotion code can be created for a specific individual, for a subset of your registrants, or for anyone. Only registrants who qualify for a specific type of discount can use the promotion code that represents that discount. You can even assign the number of times that a promotion code can be redeemed.

2.1 Personal Information Fields

The qualification for a promotion code can be based on any combination of these registration fields:

- First Name
- Last Name
- Academy Name (from pre-defined list only)
- Email Address
- Address 1
- City
- State or Region
- Zip or Postal Code
- Telephone 1
- Gender
- Weight range
- Date of Birth range

The values that the registrant enters for fields on the online form can immediately become the registrant's qualifications for a promotion code. You can configure a promotion code to check the values against specific pre-defined values, or against matching values of existing registrations at the that time.

For example, you can specify a promotion code for someone with the last name "Jones". Or, you can specify a promotion code for anyone who has a last name that matches the last name of someone else in the existing registration list.

2.2 Minimum and Maximum Registration Counts

Once you configure the combination of registration fields that qualifies a registrant for a discount, you have the option to configure the minimum and maximum counts of registrations with the exact same qualification. These comparison registrations must already exist in the approved list and they must also be marked paid.

For example, if you want to give a discount for the first five kids of ABC Martial Arts who were born between 1992 and 2004, you would specify that the promotion code have this criteria:

- Academy = ABC Martial Arts
- Age range = 1 January 1992 through 31 December 2004
- Minimum registration count = 0
- Maximum registration count = 4

2.3 GroupBy Function

A registration field that is part of the qualification for a promotion code can be compared to a specific value, or it can be compared to any matching value in the event's database. If you want the registration field to be compared to any matching value in the event's database, you must use the "GroupBy" function. To use the "GroupBy" function, you enter "GROUPBY" in lieu of a specific value at the time you list the registration field as part of the qualifications.

For example, if you wanted to create a promotion code for the fifth registrant of any academy, you would specify these qualification parameters:

- Academy name = GROUPBY
- Minimum registration count = 4
- Maximum registration count = 4

The "GroupBy" function is available to all qualifying registration fields (described in Section 2.1) except for the Gender, Weight range, and Date of Birth range.

2.4 Using GroupBy for Academy Name

When you use the "GroupBy" function on the Academy Name field (i.e., school name), the qualification for this field will be met only if the academy name is on the list of "Pre-defined School Names" in the "Update Tournament" window (shown in Figure 2). Matching against a pre-defined list of academy names will prevent any variation in the spelling from causing problems with qualifying a registration.

To add academy names to the list of Pre-defined School Names:

1. Access the list of tournaments in the Administration Software by clicking on the word Tournament on the left side of the window.

2. Double click on the tournament from the right side of the window. Or, click once on the tournament and then click on the "Edit" button from the bottom of the window. This opens the "Update Tournament' window.

3. On the "Tournament" tab, scroll down to the area called "Pre-defined School Names".

4. Click on the "Add" button in this area.

5. Enter the name of an academy or organization that you wish to include in the list of qualified academy names for the promotion code, and then click OK.

6. Continue to click on the "Add" button for each academy name you wish to add to the list of qualification.

7. Click on the "Submit" button from the "Update Tournament" window to save your changes.

Figure 2.   Pre-defined School Names
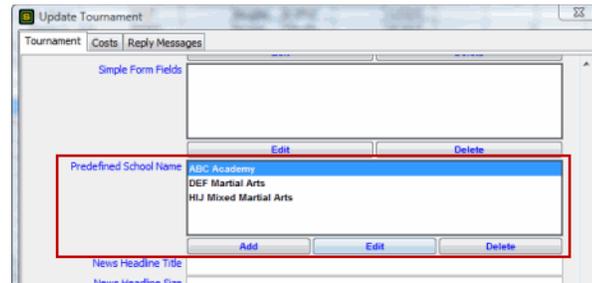
2.5 Limit by Categories

In addition to the qualifying the standard registration fields, you can specify that a promotion code be applied only to certain categories. This will allow you to offer an incentive for registrants to sign up for a specific division or bracket group. For example, if you wanted to create a promotion code for 50% off for your female adult divisions, you would specify the that the promotion code be applied only to the category that is restricted to females adults. See Section 3.2.8 for details on configuring the specific list of categories for a promotion code.

2.6 Limited Time

Each promotion code has a start date and an end date to indicate the period that a promotion code can be qualified. If the registration date and time is outside this period of a promotion code, it is not qualified for that promotion code, even if the remaining criteria is met. You can be specific up to the minute for the start date and time, which gives you a choice of make the period last minutes, hours, or days. See Section 3.2.4 for details on how to configure the start date and time.

2.7 Limited Usage

You can configure the maximum number of times that a promotion code is redeemed. Each time the promotion code is applied, regardless of whether or not the registration resides in the approved or pending list, the count of redemption increases. This feature is useful when you want to be precise about how many registrations can receive the discount. Because pending and unpaid registrations are also counted, there is no risk of having more qualified registrations than there are allowed redemptions. This feature also allows you to be more general on your qualifications so that anyone can receive the discount without exceeding a specific number of uses on the promotion code. See Section 3.2.5 for details on the "Maximum Redemption" field, which sets the limited number of redemptions.

3   Creating and Editing the Promotion Code

You can create an unlimited number of promotion codes for your event at any time while logged into the server on the Administration Software. You can also edit a promotion code any time after you've created it, and the changes will be instantaneous. You must use the "Server" tab of the full software or the web version to create and edit promotion codes.

3.1   Adding a Promotion Code

To create a promotion code:

1. Access the list of tournaments in the Administration Software by clicking on the word Tournament on the left side of the window (from "Server" tab or Web version).

2. Select the event from the right side of the window.

3. Select the "Promotion" module from the left side of the window. This displays the list of existing promotion codes for the event (as shown in Figure 3).

**Figure 3.**   Promotion Module

4. Click on the "Add" button. This displays the "Add Promotion" window shown in Figure 4.

5. Configure the qualifications for the discount that is represented by the promotion code.

3.2   Fields of a Promotion

3.2.1   Code

The "Code" field contains the string that uniquely identifies the promotion code. This is the value that the registrant must enter in the "Promotion Code" field on the online registration form in order to apply the discount to the total registration amount. On the Administration Software, the value for this field is entered in the "Promotion Code" field on the "Payment" tab of the "Update Registrant" window. This field can be up to 40 characters in length. Invalid characters are: | = & ~ ' " + \

Figure 4.   Add Promotion Window
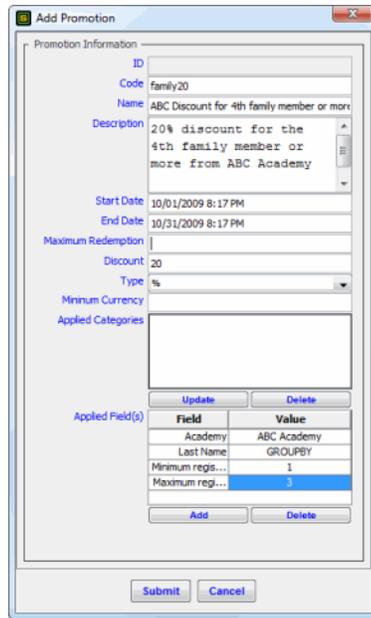
3.2.2 Name

The "Name" field descriptively identifies the promotion code. It is displayed on the Registration Acknowledgment email. The value can be up to 100 characters in length. Invalid characters are: |

3.2.3 Description

The "Description" field descriptively identifies the promotion code. It is displayed only in the Administration Software. It is not displayed anywhere the registrant can see. There are no invalid characters or limitations on the number of characters. Use this field to help you and your staff remember the function of the promotion code.

3.2.4 Start Date and End Date

The "Start Date" and "End Date" identify the period of validity for the promotion code. Both the date and time are configured, so you can be precise specifying the start and end of a specific promotion. The date and time you configure will be set to the time zone that you selected for the event on the "Update Tournament" window. If you are configuring the date and time for registrants who reside in a different time zone from your event, then remember to account for the time difference when you configure the start and end times.

The date format of either fields must be entered as "mm/dd/yyyy", and the time format must be "hh:mm AM" or "hh:mm PM". For example, the 1st of February 2009 at 1:05 pm must be entered as:

02/01/2009 01:05 PM

When you first click on the field, the Date and Time selection window will open so you can select the date and enter a time from a monthly calendar. Selecting the date and time from the calendar view will automatically put the date and time in the required format. If you prefer to type the date directly into the field, click on the "Cancel" button when the calendar view appears then type in the date and time. If you do not specify a time, then the assumed time is 00:00 AM, which is the absolute start of the day. For a promotion code to be valid, the "Start Date" and "End Date" fields must not be blank.

3.2.5 Maximum Redemption

The "Maximum Redemption" field contains the maximum number of times that a promotion code can be redeemed. This maximum count is evaluated against the total number of times that it the code saved in the "Promotion Code" field of all registrations, pending and approved, regardless of the whether or not the registration qualifies. This field is limited to positive integers only. If this field is blank, the number of redemptions is unlimited.

3.2.6 Discount and Type

The "Discount" and "Type" fields specify the discount that will be applied to the registration fees. The "Discount" field is the amount of the discount, which can only be expressed as a positive integer. The value for the "Type" field is selected from a pull down menu. If you select "Currency" the amount of discount is a fixed fee in currency of the tournament. If you select "%", the amount of discount is a percentage of the registration fees.

3.2.7 Minimum Currency

The "Minimum Currency" is the minimum amount of the total registration fees (sum of all prices for the selected categories) without any optional store purchases. If the total registration fees is equal to or more than the value of the "Minimum Currency" field, then the discount will be applied.

3.2.8 Applied Categories

The "Applied Categories" section of a promotion code allows you to restrict a discount to a specific list of categories. The discount is applied to the price of that individual category. If the registration includes multiple categories that are all included in the promotion code, the discount is applied to each of those categories.

For example, consider a promotion code with the following configuration:

- Code = 123ABC
- Discount = $5

- Applied Categories = MEN, SENIORS

Let's say the individual price for each category is $50. If a registration specifies both MEN and SENIORS, and the registrant applies the promotion code 123ABC, then he receives a $5 discount for MEN and a $5 discount on SENIORS. Thus, the total discount amount equals $10, and the Calculated Total Amount equals $90.

The discount of a promotion code that specifies a category is not applied if that category is used in a combination price. In continuing with the previous example, if there existed a valid combination price for MEN and SENIORS for $75, then the registration would not be qualified for the promotion code 123ABC, and the total registration fees would be $75.

To include a category in the list of categories that will receive the discount, click on the "Update" button window and move the category from the left side of the selection window to the right side.

3.2.9 Applied Fields

The "Applied Fields" section of a promotion code allows you to restrict a discount to a specific combination of registration fields. Section 2.1 shows the registration fields that can be used to restrict the discount.

To include a registration field in this restriction, click on the "Add" button and select the field from the pull down menu. Only registration fields that are listed in section Section 2.1 are available on the pull down menu. The registration field must also be included on the online registration form. To add a registration field to the online form, you must update the "HTML fields" area of the "Update Tournament" window, as shown in Figure 5. The qualification is not case sensitive, so values for the registration fields can be either upper case or lower case.

Figure 5. Changing the Registration Fields on Online Form
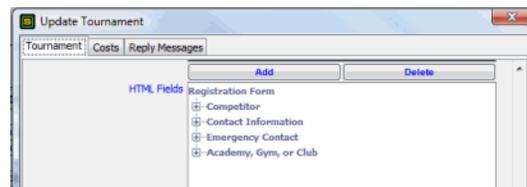
After you configure a registration field for a promotion code, you must specify the field's value that qualifies a registration. The value must either be a specific value or any value that is matched with an existing registration. If you want to restrict the promotion code to a specific value, then click on the field to the right of the field name and enter the specific value. If you want to restrict the promotion code to any value that is matched with an existing registration, then enter "GROUPBY" in the field to the right of the field name. See Section 2.3 for details on the usage the "GroupBy" feature.

All registration fields that are included in the list of "Applied Fields" will be specify as the combination of registration fields that a registration must match before the discount is applied. You can also configure the required minimum and maximum registration counts of matching registrations in the existing database of registration (as described in Section 2.2).

4 Super Promotion Code

4.1 Usage

A Super Promotion Code comprises a custom list of individual promotion codes that you configure. The order of promotion code that the STRONGVON server checks is the order of this list. The first promotion code from this list that is qualified for the registration will be applied. Once a promotion code is applied, the STRONGVON server stops checking for qualification of the remaining promotion codes on the list.

The Super Promotion Code is useful when you have different types of qualifications and discounts, but you want to advertise only one code to your potential registrants. For example, if you want to give 10% off for the members of ABC Martial Arts, and you want to give 20% off for the members of Awesome Fight Gym, you would create 2 promotion codes as follows:

- Promotion Code Name = ABC
  Discount = 10%
  Academy = ABC Martial Arts

- Promotion Code name = AWESOME
  Discount = 20%
  Academy = Awesome Fight Gym

Then, you would create a Super Promotion code called AFFILIATES which contains both promotion codes "ABC" and "AWESOME". You can then inform both academies that they should apply the code AFFILIATES to their registration to receive the most appropriate discount.

## 4.2 Adding a Super Promotion Code

To add a Super Promotion Code from the Promotion module:

1. Click on the Word "Super Promotion" directly below the word "Promotion" as shown in Figure 3. Any existing Super Promotion Codes will appear on the right side.

2. Click on the "Add" button to open the "Add Promotion" shown in Figure 6.

3. Enter the value for the "Code" field. This value is required. It is the string of characters that the registrant enters in the "Promotion Code" field of the online registration form.

4. Enter the value for the "Name" field. This value is required. It will appear in the Registration Acknowledgment email when the discount is applied.

5. Enter the value for the "Description" field. This value is optional. It helps you iden-tify what this discount does and what it is for. It does not appear anywhere else.

6. Click on the "Update Promo Codes" button to open a window where you can create your list of promotion codes from all the available promotion codes on the left side.

7. For each promotion code you want included for the Super Promotion Code, move the promotion code from the left to the right side of this selection window. To move a promotion code to the right, double click on the promotion code on the left, or click on it once and click on the right arrow from the middle.

8. Once you've selected all the promotion codes you want included, create the priority of the promotion codes on the right side by clicking on the up and down arrows in the middle of the window. The promotion code with the highest priority should appear at the top of the list. The server will begin checking qualifications starting from the top most promotion code, and it will stop checking after it finds matching promotion code.

9. Click the "Ok" button to exit the selection window.

10. Click the "Submit" button to save your changes and exit the "Add Promotion" win-dow.

Figure 6.   Adding a Super Promotion Code
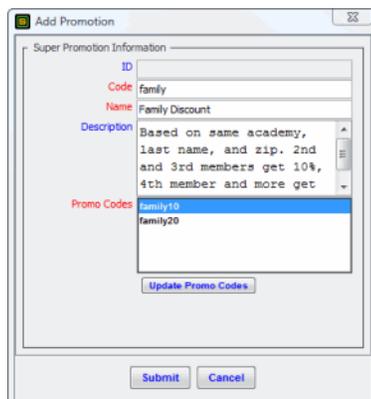
5 Applying the Promotion Code

5.1 Applying from Online Registration Form

Discounts can be redeemed by applying a promotion code to the online registration form. The registrant must apply his own discount. Promotion codes cannot be automati-cally applied solely on his registration information. The field to apply a promotion code (shown in Figure 7) automatically appears at the bottom of the online form, to the left of the total amount due. This field is not displayed until there is at least one promotion code defined for your event. When you remove all promotion codes, this field is auto-matically removed from the online form.

Figure 7.   Apply Promotion Field on Online Form

The registrant must first enter values into the standard registration fields (first name, last name, academy name, etc.) and configure his categories. Then he must manually apply a promotion code to his online registration. If he tries to apply the promotion code before he enters values in qualifying registration fields, or if he does not actually enter qualifying values for those fields, then the discount will not be applied to his registration, and thus the total amount due will not be adjusted from the standard amount. If he makes a mistake in entering the registration fields, and he later corrects the values before submitting his registration, he can reapply the promotion code to see the discount applied.

The code that is entered in the "Promotion Code" field is applied in one of two ways on the online form:

- When the registrant clicks on the "Apply Promotion" button to the right of the "Promotion Code" input field. This allows the registrant to immediately see if he qualifies for the promotion or not.

- When the registrant clicks on the "Register Me" button at the bottom of the page, below the "Promotion Code" field, even if he doesn't click on the "Apply Promotion" window. This prevents registrants from entering qualifying values to adjust the total amount due, and then changing to the registration fields just before submitting the registration.

5.1.1 Using a Super Promotion Code

A Super Promotion Code is only a list of promotion codes. It is not actually a promotion code. When it is applied on the online form, the actual promotion code that is being applied is shown in the area that describes the discount, as shown in Figure 8.

Figure 8.   Applying Super Promotion Code on Online Form

5.2 Applying from Administration Software

5.2.1 Usage

You can apply a promotion code to any registration in your event directly on the Administration Software, with the exception of approved registrations that have been paid through the STRONGVON credit card service. Applying the promotion code from the Administration Software allows you to provide discounts to registrations that are already in the database. You must use the "Server" tab of the full software or the web version to apply a promotion code to a registration.

Situations when it is desirable to apply a promotion code from the Administration Software include:

- The online registrant didn't realize he qualified for a discount before he submitted a pending registration. Applying the promotion code directly onto the existing pending registration from the Administration Software saves the registrant time from re-entering his registration details again on the online registration form. After applying the promotion code, you can re-issue the payment reminder so that the amount due and the payment link will be updated.

- The category price for a pending registration has changed, so the amount due has changed and his payment link is no longer valid. You can create a promotion code that provides a discount for the that price difference and apply it to the pending registration. This will change the amount due back to the original amount, and enable the payment link again.

- You want to offer a special discount for a specific registrant after he's already submitted his pending registration. You can create a unique promotion code just for him and apply that promotion code onto his pending registration. After applying the promotion code, you can re-issue the payment reminder so that the amount due and the payment link will be updated.

5.2.2 When You Can Apply

You can initiate the applying of a promotion code to a registration in 4 ways in the Administration Software:

- When you open the "Update Registration" window. Any value that was saved in the "Promotion Code" field will be re-evaluated upon opening this window.

- When you click on the "Apply Promotion Code" button on the "Payment" tab window. You can use this button to immediately see if a registration applies for a new promotion code. See Section 5.2.3 for instructions on how to do this.

- When you manually approve a pending registration. Any value that was saved in the "Promotion Code" field will be re-evaluated upon clicking the "Approved" button in the pending list of registrations. If the registration still qualifies for the promotion, it will be approved as normal, moved into the approved list, and marked as paid. If it no longer qualifies, you will be unable to manually approve it until you clear the value in the "Promotion Code" field.

Figure 9.   Apply Promotion Field on Administration Software

- When you click on the "Payment Link" button on the pending list. When there is a change on the registration, this button effectively generates a new payment link and resends the payment reminder email with the updated information. However, when a registration loses its qualification, the software will not allow you to regenerate the payment link and resend the reminder email. To use the "Payment Link" button again, you must adjust the values of the "Payment" tab so that the "Calculated Total Amount" equals the "Paid Amount".

5.2.3 Applying from the Payment Tab

To apply a promotion code from the Administration Software:

1. Access the list of tournaments in the Administration Software by clicking on the word "Tournament" on the left side of the window.

2. Select the event from the right side of the window.

3. Select the "Registrant" module from the left side of the window. This displays the list of all registrants on the right side of the window.

4. Double click on the registration to which you want to apply a promotion code. Alternatively, click on it once and then click on the "Edit" button at the bottom of the window. This opens the "Update Registrant" window.

5. Select the "Payment" tab.

6. Enter the promotion code in the field "Promotion Code". The only type of registration where the Promotion Code field is not accessible is an approved registration that has been paid through the STRONGVON Credit Card Service.

7. Click on the "Apply Promotion Code" button, which recalculates and displays the discount amount and the total amount for the registration. Both recalculated values will appear below the "Apply Promotion Code" button.

8. Click on the "Submit" button to save your changes to the registration and close the "Update Registrant" window.

5.2.4 Resending Email Notifications

After you have applied the promotion code to a registration, you can resend any email notification as appropriate for the registration. The total amount due will be recalculated and displayed on the new email notification.

For pending registrations, you can resend the payment reminder email by clicking on the "Payment Link" button at the bottom of the pending list. The new reminder email will display the new calculated amount due with the discount applied. The new payment link will properly set the price with the discount applied on the secure payment page.

For approved registrations, you can resend the registration acknowledgment email by clicking on the "Resend Email Notification" button at the bottom of the approved list. The new registration acknowledgment will display the newly applied discount amount and the latest calculated total amount. The paid amount on the email will not change unless you have manually changed the "Paid Amount" field on the registration.

5.3 Errors in Applying

If you get an error when applying a promotion code on either the online form or the Administration Software, then either the registration does not qualify, or the promotion code does not exist. The "Promotion Code" field is cleared when there is an error in applying a promotion code. See Section 6 for details on the different reasons why a registration does not qualify or loses its qualification.

5.4 Losing Qualification Just Before Online Payment Completed

The registration may lose its qualification in the middle of a session on the secure payment page. Once the registrant has opened a session with the secure payment page, the price of his payment is fixed and cannot be adjusted. If his pending registration loses its qualification before just before he successfully completes his payment on that session, it will still be moved into the approved list and marked paid. However, 2 other things happens:

- A notification will be emailed to the tournament address to inform you that the registration no longer qualifies.

- The value in the "Promotion Code" field will be cleared so it does not affect the redemption count for the promotion code.

A session on the secure payment page is closed once he closes the page in his browser. The registrant may try to open another session on the secure payment page after his pending registration has lost its qualification by using the payment URL in his initial

payment reminder email. If he does this, he will receive an error because the payment link would no longer be valid. You can re-issue a valid payment link only after you make adjustments to "Payment" tab so that the "Calculated Total Amount" matches the "Paid Amount". You can apply a new promotion code, or adjust the "Paid Amount", or both.

6 Reasons for Not Qualifying

A registration that qualified for a promotion code at one time may not qualify for the same registration at another later time. There could be several reasons why a registration does not qualify or loses its qualifications for a promotion code. Common reasons include:

- *The value of the "Code" field has changed.* If you later change the code that represents the code, then the code that was used on existing registrations (pending or approved) will no longer apply.

- *Registration date and time is outside the start and end period of the promotion code.* The registration date and time is defaulted to the date and time at which the registration was created in the system. A registration may have qualified for a promotion code when it was first created in the database, but if you change the qualification period, or you change the registration date and time, the registration may lose its qualification. When a promotion code is set to last for specific hours on a specific date, then registrations created on that same date but outside those hours will not qualify.

- *The registration fields have been changed to no longer match the applied fields of the promotion code, or vice versa.* If a registration has been changed on any of the fields that are included in the applied fields of a promotion code, then that registration will lose its qualification. Also, if any of the applied registration fields of a promotion codes has changed, then registrations that use to qualify will lose their qualifications if they are not changed to match the new configuration on the promotion code. If there is nothing in the list of applied registration fields, then the discount will apply regardless of what the registration fields contain.

- *The minimum count for a matching registration in the existing database has not been reached.* If this minimum count is X, then the number of matching registrations in the current database must be X or more.

- *The maximum count for a matching registration in the existing database has been exceeded.* If this maximum count is X, then the number of matching registrations in the current database cannot be more than X.

- *The code or name of a promotion code contains invalid characters.* See Section 3.2.1 and Section 3.2.2 for details on the specific characters that are invalid for those fields.

- *The total number of registrations that has redeemed a promotion code has exceeded the maximum count configured for that promotion code.* This count is matched against the total number of approved and pending registrations that has the same value specified in the "Promotion Code" field.

- *The registration has a category that is not included in the promotion code.* If the registration's categories are not included in the list of applied categories on the promotion code, the discount will not be applied to that registration. If no category appears on the list of applied categories, then the discount will be applied to the total amount of registration fees.

- *One or more approved registration is not marked "Paid".* Promotion codes that require a minimum or maximum count of registrations with matching fields must be marked with the "Paid" checkbox in the approved registration list. Each approved registration that should be counted in the qualification process of a promotion code must have the "Paid" checkbox enabled. Otherwise, the registration does not affect the qualification of a promotion code.

7 Examples of Promotions

7.1 First 10 Registrants

A 50% discount for the first 10 registrants will have the following configuration.

Field	Value
Discount	50
Type	%
Maximum registration count	9

7.2 Students of a Specific Academy

A $10 discount for all students of ABC Martial Arts will have the following configuration.

Field	Value
Discount	10
Type	Currency
Academy	ABC Martial Arts

7.3 First Female of Each Academy

A $25 discount for the first female registrant of each academy will have the following configuration.

Field	Value
Discount	25
Type	Currency
Gender	Female
Academy	GROUPBY
Minimum registration count	0
Maximum registration count	0

7.4 Subsequent Family Members

A 10% discount for each family member after the first fully paid registrant will have the following configuration.

Field	Value
Discount	10
Type	%
Last name	GROUPBY
Academy	GROUPBY
Minimum registration count	1

7.5 Specific Registrant

A $50 discount for John Smith of ABC Martial Arts will have the following configuration.

Field	Value
Discount	10
Type	%
First name	John
Last name	Smith
Academy	ABC Martial Arts
Minimum registration count	0
Maximum registration count	0

7.6 Limited Time for Master and Senior Divisions

A $30 discount for all Master and Senior Divisions for the last week of 2009 will have the following configuration.

Field	Value
Discount	30
Type	Currency
Start Date	24 December 2009 00:00 AM
End Date	31 December 2009 11:59 PM
Applied Categories	Master, Senior

7.7 Kids Born in 1999 to 2004

A $15 discount for kids born in 1999 to 2004 will have the following configuration.

Field	Value
Discount	15
Type	Currency
Date of Birth Range	1/1/1999 to 12/31/2004

7.8 Limited Number of Free Registrations to Unrelated Registrants

You can create a giveaway of 5 free registrations to anyone by using this configuration

Field	Value
Discount	100
Type	%
Maximum Redemption	5

7.9 Limited Number from an Academy

A 40% discount for any 5 registrants from ABC Martial Arts will have configuration.

Field	Value
Discount	40
Type	%
Maximum Redemption	5
Academy	ABC Martial Arts

7.10 Varying Discounts for Family Members

The 2nd and 3rd member of a family receives 10% discount, and the 4th member or more from the same family receives 20% discount. This will require two standard promotion codes. If you want to advertise a single promotion code, you will need to configure a Super Promotion Code in addition. The promotion codes would be configured as shown below.

PROMOTION CODE "Family10"	
Field	**Value**
Discount	10
Type	%
Last name	GROUPBY
Academy	GROUPBY
Minimum registration count	1
Maximum registration count	2
PROMOTION CODE "Family20"	
Field	**Value**
Discount	20
Type	%
Last name	GROUPBY
Academy	GROUPBY
Minimum registration count	3
SUPER PROMOTION CODE "FAMILY"	
Field	**Value**
Included Promotion Codes	Family10, Family20

7.11 Varying Discounts for Affiliate Academies

ABC Martial Arts has 2 affiliate academies, Super Awesome Fight Club and Totally Kicking Karate. For ABC Martial Arts, adults get $10 off and kids get $5 off. For the other 2 affiliate academies, the adults get $7 off and kids get $3 off. This will require six standard promotion codes. If you want to advertise a single promotion code, you will need to configure a Super Promotion Code in addition. The promotion codes would be configured as shown below.

PROMOTION CODE "ABC-A"	
Field	**Value**
Discount	10
Type	Currency
Applied Categories	Adult Men, Adult Women
Academy	ABC Martial Arts
PROMOTION CODE "ABC-K"	
Field	**Value**
Discount	5
Type	Currency
Applied Categories	Kids, Juniors
Academy	ABC Martial Arts
PROMOTION CODE "AFF1-A"	
Field	**Value**
Discount	7
Type	Currency
Applied Categories	Adult Men, Adult Women
Academy	Super Awesome Fight Club
PROMOTION CODE "AFF1-K"	
Field	**Value**
Discount	3
Type	Currency
Applied Categories	Kids, Juniors
Academy	Super Awesome Fight Club

PROMOTION CODE "AFF2-A"	
Field	**Value**
Discount	7
Type	Currency
Applied Categories	Adult Men, Adult Women
Academy	Totally Kicking Karate
PROMOTION CODE "AFF2-K"	
Field	**Value**
Discount	3
Type	Currency
Applied Categories	Kids, Juniors
Academy	Totally Kicking Karate
SUPER PROMOTION CODE "ABC"	
Field	**Value**
Included Promotion Codes	ABC-A, ABC-K, AFF1-A, AFF1-K, AFF2-A, AFF2-K

8 Trouble Shooting

Figure 10.   Trouble Shooting Promotion Codes

#	Problem	Resolution
1	Discount is not applied even though Promotion Code is correct.	*Check the qualifications of the required registration fields. If the registration fields correctly match the qualifications, then check to see if the Promotion Code has expired. If the code has not expired, then reload the JavaScript by closing all instances of your browser, re-starting the browser, and re-accessing the online registration form.*
2	The number of times a promotion code has been redeemed has not yet reached the maximum redemption specified, but the discount is no loner being given for that code.	*The maximum count for a promotion code is based on the total number of times the code has been applied for either an approved or pending registration. You can deduct the current redemption count by either deleting a pending registration that has redeemed it, or by removing the promotion code from the "Promotion Code" field of the pending registration (located on the "Payment" tab of the "Update Registrant" window. See Section 3.2.5 for details on "Maximum Redemption" field.*
3	When the Super Promotion Code was applied, the wrong discount from the promotion code list was applied.	*When a Super Promotion Code is applied to a registration form, the list order of promotion codes for that Super Promotion Code is the order that the server checks for qualifications. Once the server finds a match in qualification, it abandons the check for the remaining unchecked promotion codes. The Super Promotion Code may have 2 conflicting qualifications, and the first promotion code that has a matching qualification will be used.*
4	The promotion code is configured for multiple categories, but it applies the discount multiple times if the registration has more than one of these categories.	*If the promotion code has multiple categories, and the registrant registers for more than one of these categories, he will receive the discount on each of these categories. To restrict the discount to be used only on one of these categories, you need to create a separate promotion code for each category and then create a Super Promotion Code that comprises each of these promotion codes. See Section 4 for details on how the Super Promotion Code works.*
5	The promotion code does not apply the correct discount percentage off the total amount due.	*Check if the total amount due includes any optional store items. Promotion codes can only be applied to the total registration fees. The discount will not be applied to any amount from the purchase of optional store items.*
6	Cannot approve a pending registration that was originally qualified for a promotion code.	*If a pending registration loses its qualification for a promotion code at the time you attempt to approve it, you will get an error. To avoid this error, you must either clear the promotion code, change the promotion code configuration to qualify the registration, or apply a different promotion code that will qualify it.*
7	A pending registration that was originally qualified for a promotion lost its promotion code value after it was automatically approved by PayPal or through the STRONGVON Credit Card Service.	*If a pending registration loses its qualification for a promotion code at the time of automatic approval, it will have its value in the "Promotion Code" field deleted. This happens regardless of whether or not the registration was originally qualified for the promotion code. The registration will still be automatically approved when the online payment is received, but the Calculated Total Amount will no longer match the original Amount Due.*
8	The registration is not qualifying for a promotion code, but all the conditions are right (Registration date, registration fields, minimum and maximum registration counts, minimum currency, and categories)	*Check to see if all the approved registrations that should be counted during the qualification process are marked "Paid". Only approved registrations that have the "Paid" checkbox enabled are counted during the qualification process of a promotion code.*

Figure 10. Trouble Shooting Promotion Codes

#	Problem	Resolution
9	In the Administration Software, a pending registration that was originally submitted with a qualified promotion code loses its promotion code when I open the "Update Registrant" window.	*The qualification for a promotion code is re-evaluated every time you open the "Update Registrant" window, even before you use the "Apply Promotion Code" button. If the registration loses its qualification the discount will be cleared and the value in the "Promotion Code" will be cleared. See Section 5.2.2 for details.*
10	An error indicating an invalid promotion code is displayed when I try to manually approve a registration, even though the registration was submitted with a valid promotion code.	*If you get an error for an invalid promotion code, the pending registration has lost its qualification. To approve such a registration, you must first clear the value in the "Promotion Code" field of the "Update Tournament" window. The value in the "Paid Amount" field remains the same as the original discounted amount, but you can adjust that value to an amount that is more appropriate. See Section 6 for reasons why a promotion code loses its qualification.*
11	An online registration has received the discount of a promotion code, and it appears paid in the approved list of registrations. However, the promotion code is no longer saved in the registration.	*The registration has lost its qualification for a promotion code just prior to the online payment being received. See Section 5.4 for details about the condition when this situation occurs.*
12	Cannot see a way to create or edit a promotion code on the full software version.	*To create or edit a promotion code on the full software version, you must use the "Server" tab. Otherwise, you must use the web version.*
13	Cannot see a way to apply a promotion code to registrations on the "Registrant" tab of the full software version.	*To apply a promotion code on the full software version, you must use the "Server" tab. Otherwise, you must use the web version.*