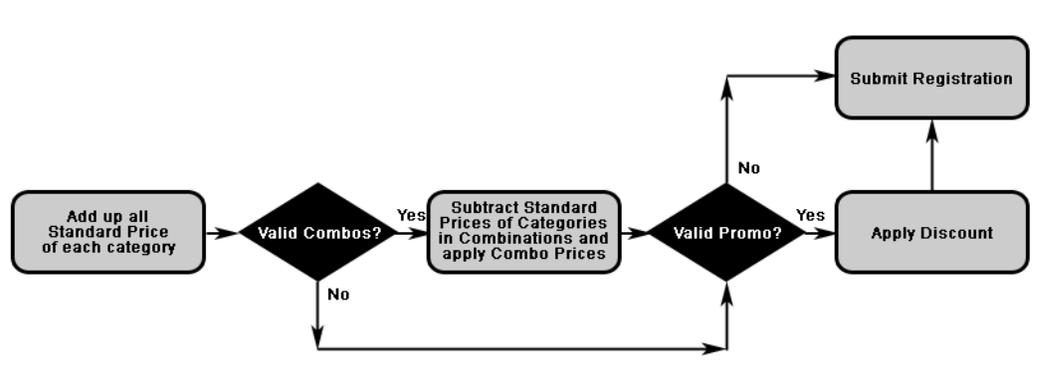

Registration Pricing

STRONGVON Tournament Management System

1 Overview

The STRONGVON Tournament Management System allows you to set registration fees in a way that best promotes your event. You can set a standard price schedule for each category to accommodate early, regular, and late fees of each division. You can also set a combination price schedule to provide discounted prices for specific combinations of categories. In addition, you can provide promotion codes that a qualified registrant can apply to obtain an additional discount on their registration fees. Figure 1 shows an overview of the logic used to determine the registration fee.

Figure 1. Overview of Determining Registration Fee



2 Qualifying for a Price

2.1 Usage of Registration Date and Time

The registration's date and time is used to determine whether or not that registration qualifies for a specific price from the standard or combination price schedules. The default value for the registration date and time is the date and time when the registration was first saved into the server's database. In other words, the registration date and time is automatically saved with the date and time when the online registration form was submitted.

You can change the registration date and time from the Administration Software on the "Update Registrant" window. Changing the registration date and time may disqualify a

registration from a specific price, but it may also qualify the same registration for a different price.¹

2.2 Instructions for Changing

To change the registration date and time:

1. Select the list of events in the Administration Software by clicking on the word “Tournament” on the left.
2. Select the event from the list on the right.
3. Click on the word “Registrant” on to access the Registrations module.
4. Select the desired registration from the list on the right side and click on the “Edit” button at the bottom. Alternatively, you can double click on the registration.
5. Click on the “Payment” tab of the “Update Registrant” window.
6. Click on the input field for “Registration Date” as shown in Figure 2.
7. Select the new registration date and time and click on the “Accept” button from the “Date Picker with Time” window. If you click on the “Cancel” button instead of selecting a date from the calendar, you will have the option to manually type in the date and time directly into the field. The field format must be “mm/dd/yyyy hh:mm AM” or “mm/dd/yyyy hh:mm PM”.
8. Click on the “Submit” button to save your changes to the registration.

Figure 2.

Changing Registration Date and Time

Description	Qty	Cost	Type
MEN_Registration	1	50.00	R

2.3 Time Zone of Registration Date and Time

The time zone of the registration date and time is that of your local computer, not the time zone of the event. Thus, if you change the registration date and time, you are adjusting saving a new date and time in the time zone of your computer. For example, if your computer is in PST, but the event is in CST with a price deadline of 11:59pm CST, then a registration date of 11:00pm will actually be 01:00am CST; this means that the registration does not fall within that price deadline.

1. Read the guide “Managing Registrations” for details on how to manage other aspects of the registration.

3 Standard Prices

3.1 Usage

Each category in your event is separately priced from the other categories with its own price schedule. You can configure the price schedule to set up early, regular, and late fees for a category. The price schedule of a category is part of the standard pricing, so it is unrelated to the combination pricing. When there are no valid combinations, standard prices are used to determine the final registration fee.

3.2 Price Schedule of a Category

The price schedule of a category comprises a list of prices and associated end dates. The end date is the exact date and time that when the price expires. The exact date and time when the price becomes valid is when it becomes the earliest end date that has not yet expired. Thus, the schedule can be used to configure the early, regular, and late fees of a division.

For example, consider the registration pricing of the Adult divisions that has an early fee of \$35 until October 1st, a regular fee of \$45 until October 31st, and a late fee of \$60 until November 15th. You would create a category called “Adult” that has the following price schedule:

- \$35 with end date of October 1st at 11:59pm
- \$45 with end date of October 31st at 11:59pm
- \$60 with end date of November 15th at 11:59pm

In the above example, the first valid price is \$35 because it has the earliest end date. The other two prices are not yet valid. At the first moment of October 2nd (00:00am), the early fee of \$35 expires and the regular fee of \$45 becomes valid. At the first moment of November 1st, the regular fee of \$45 expires and the late fee becomes valid. At the first moment of November 16th, the category no longer has a valid standard price.

3.3 Configuring the Price Schedule

The price schedule of a category is configured in the “Update Category” window, which is the same window as where you configure the category’s name and description. To add a price to a category’s price schedule:

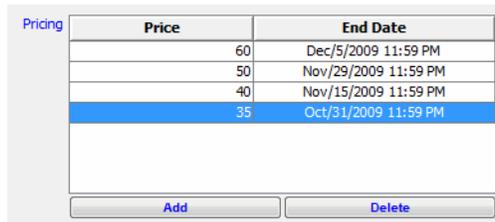
1. Access the list of categories for the event by selecting the event from the list of events and clicking on the “Categories” module on the left.
2. Open the “Update Category” window by selecting the category and then click on the “Edit” button at the bottom of the list. If you are creating a new category, click on the “Add” button, which opens the “Add Category”.
3. In the “Pricing” section (shown in Figure 3), click on the “Add” button. This inserts a row under the “Price” and “End Date” columns.

4. Double click on the cell under the “Price” column on the new row, and enter the desired price directly into the cell.
5. Click on the cell under the “End Date” column to open the “Date Picker with Time” window.
6. Select the date and time when the price will expire.
7. Repeat steps 3 to 6 for each price you wish add to the schedule.
8. Click on the “Submit” button to save the prices to the category.

To delete a price from the pricing schedule, click on the row under the “Price” and “End Date” columns and click on the “Delete” button.

Figure 3.

Configuring Price Schedule of a Category



Price	End Date
60	Dec/5/2009 11:59 PM
50	Nov/29/2009 11:59 PM
40	Nov/15/2009 11:59 PM
35	Oct/31/2009 11:59 PM

Buttons: Add, Delete

3.4 Display on Online Registration Form

If there is at least one unexpired price in the price schedule, then the category is displayed on the online registration form with the current valid price. If you do not want the category to appear in the online form, delete the row from the “Pricing” section of the “Update Category” window, or set the value under the “End Date” column to be a date and time that has expired.

3.5 Creating Free Categories

If you want to create a category that has no cost associated, you will still need to create an entry in the price schedule if you want the free category to appear on the online registration form. The price of such a category must be zero and the “End Date” must not be expired.

Although registrants can select categories with zero price on the online registration form, the total price of the registration form cannot be zero if registrants select the “Credit Card” or “PayPal” payment methods. Registrants will receive an error if they try to submit an online payment for a registration that has no cost. Only the “Offline” payment method can be submitted with a total fee of zero.

3.6 When Combination Prices Exists for a Category

If there is a valid combination price for a category, but the registration does not specify all categories of that combination, then the standard price schedule for the category applies. However, if the registration has specified all categories of that combination, then the combination price will be charged and the standard price schedule for those categories no longer applies. For details on how the combination prices work, read Section 4.

3.7 Time Zone of Category Price Deadlines

The time zone of a category price deadline is the time zone configured in the “Time Zone” field of the Update Tournament window. Ensure that the time you set for a category price is in the same time zone as that of the event.

4 Combination Prices

4.1 Usage

A combination price is a single price for multiple categories. You can set a price for specific categories or a general count of categories. Each combination is configured with a price and an end date. A valid combination price overrides the standard prices for the individual categories when all the categories of the combination are selected on the registration form. If not all the categories of a valid combination price are selected on the registration, then standard prices for the selected categories apply.

4.2 Price Schedule for Specific Combinations

4.2.1 Priority

You can specify the exact same combination of categories for multiple prices and end dates. This effectively creates a price schedule for that combination, similar to the way the standard price schedule of an individual category works. The combination price with the earliest unexpired end date and time has the higher priority.

4.2.2 Example

For example, consider a combination of the “ADULT” and “ABSOLUTE” categories where the single price for both is:

- \$70 until October 1st
- \$80 from October 2-31
- \$90 from November 1-7

The price schedule for this combination would look like this:

- “ADULT” & “ABSOLUTE” for \$70 with expiration October 1 at 11:59pm

- “ADULT” & “ABSOLUTE” for \$80 with expiration October 31 at 11:59pm
- “ADULT” & “ABSOLUTE” for \$90 with expiration November 7 at 11:59pm

4.3 Multiple Combinations with the Same Category

4.3.1 Priority

You can include a category in multiple combination prices. When more than one valid combination price is present for a single category, the server resolves the conflict based on the following priority:

- 1. Expiration date and time:** Combination prices that are listed with the earlier date has the higher priority.
- 2. Listing order:** For combinations that have the same expiration date and time, the price with higher priority is the one listed at more closely to the top of the list.

For conflicting combinations with the same expiration date and time, it’s recommended that you assign the higher priority to the combination with the most number of categories, which gives the best value to the registrant.

4.3.2 Example 1

For example, consider an event that has three categories to represent the different adult age groups: “18 YRS UP”, “30 YRS UP”, and “40 YRS UP”. The price for each individual category is \$40, and you have listed these 4 different combinations prices that all expire at the same time on October 1st in the following order:

- Combination 1: “30 YRS UP” & “18 YRS UP” for \$50
- Combination 2: “40 YRS UP” & “30 YRS UP” for \$60
- Combination 3: “40 YRS UP” & “18 YRS UP” for \$60
- Combination 4: “40 YRS UP” & “30 YRS UP” & “18 YRS UP” for \$70

If a 50 year old registrant has selected all 3 categories on his online form, then the following prices applies:

- \$50 for Combination 1
- \$40 for individual category “40 YRS UP”

Combinations 2, 3, and 4 are ignored because Combination 1 has a higher priority. After Combination 1 is applied, the remaining category has no other valid combination so the standard price applies.

If the registrant has selected only “18 YRS UP” and “40 YRS UP”, then \$60 for Combination 3 is used because no other combination is valid.

4.3.3 Example 2

Now let's say that later you decide to also set an early fee deadline, so you have added the following combinations to expire on September 15th in the following order:

- Combination 5: "40 YRS UP" & "30 YRS UP" & "18 YRS UP" for \$65
- Combination 6: "30 YRS UP" & "18 YRS UP" for \$45
- Combination 7: "40 YRS UP" & "30 YRS UP" for \$55
- Combination 8: "40 YRS UP" & "18 YRS UP" for \$55

A 50 year old competitor who selects all 3 categories on September 1st will have the \$65 price for Combination 5 applied to his online registration. This is for the following reasons:

- Combinations 1 to 4 (from Example 1 above) are ignored because there are combination prices with an earlier expiration.
- Combinations 6 to 8 are ignored because they have lower priority than Combination 5.

4.4 Creating a Combination Price Schedule

4.4.1 Accessing Combination Pricing Area

Combination prices are configured in the "Costs" tab of the "Update Tournament" window. To access this area of configuration:

1. Log into the server from the Administration Software from the full software or web version. You cannot configure the combination pricing unless you are logged in.
2. Access the main list of events by clicking on the word "Tournament" on the left side of the web version or left side of the "Server" tab of the full software.
3. Double click on your event on the right side to open the "Update Tournament" window. Alternatively, select the event and click on the "Edit" button at the bottom of the event list.
4. Select the "Costs" tab.
5. Scroll down to the "Registration Combination Pricing" area as shown in Figure 4.

4.4.2 Specific Combinations

You can add an item in the combination price schedule for a specific set of categories. This item is valid if all categories of that combination are selected in the registration form and if there is no conflicting combination with a higher priority.

To add specific combinations to the price schedule:

1. Click on the "Add" button in the "Registration Combo Pricing" area. This opens the window where you can select categories.

Figure 4.

Configuring the Combination Price Schedule

Registration Combo Pricing			
Name	Price	End Date	
18 YRS UP (123) & 30 YRS UP (456)	50	Oct/1/2009 11:59 PM	
30 YRS UP (456) & 40 YRS UP (789)	60	Oct/1/2009 11:59 PM	
18 YRS UP (123) & 40 YRS UP (789)	60	Oct/1/2009 11:59 PM	
18 YRS UP (123) & 30 YRS UP (456) & 40 YRS UP (789)	70	Oct/1/2009 11:59 PM	
18 YRS UP (123) & 30 YRS UP (456) & 40 YRS UP (789)	65	Sep/15/2009 11:59 PM	
18 YRS UP (123) & 30 YRS UP (456)	45	Sep/15/2009 11:59 PM	
30 YRS UP (456) & 40 YRS UP (789)	55	Sep/15/2009 11:59 PM	
18 YRS UP (123) & 40 YRS UP (789)	55	Sep/15/2009 11:59 PM	

2. For each category that you want in the combination, move the category name from the left side to the right side of the selection window. The order of categories does not matter.
3. Click on the “Create Pricing” button to close the selection window when you are done selecting the categories.
4. Double click on the empty cell under the “Price” column and type in the price for the combination.
5. Click on the empty cell under the “End Date” column and select the expiration date and time for the combination price.
6. Repeat steps 1 to 5 for each combination price item that you wish to add to the schedule.
7. Click on the “Submit” button of the “Update Tournament” window when you are done to apply the new price schedule to your registration form. Online forms that have been cached in the local browser must be refreshed for the new prices to apply.

4.4.3 Generic Combinations

If you want to create generic combinations for X number of categories, rather than name specific categories, you can select “Any X categories” in the category selection window instead where X is any number from 2 to the total number of categories in the event. When you specify this type of combination, it doesn’t matter which categories are in the combinations as long as the count of categories is satisfied.

For example, consider an event with the 3 categories “JUDO”, “TKD”, and “BJJ”. You can create the following generic combination prices:

- Any 2 categories for \$50
- Any 3 categories for \$70

Registrants will receive the following prices for the following combinations:

- \$50 for “JUDO” and “TKD”
- \$50 for “BJJ” and “TKD”

Promotion Codes for Discounts

- \$50 for “BJJ” and “JUDO”
- \$70 for “JUDO” and “TKD” and “BJJ”

The same rules for priority applies to generic combinations as they do for specific combinations (see Section 4.3.1). If there is an additional combination price in this example where “JUDO” & “BJJ” is \$45 and the combinations are listed in this order:

- “JUDO” & “BJJ” for \$45
- Any 2 categories for \$50
- Any 3 categories for \$70

If the registrant selects “JUDO and “BJJ”, the price applied is \$45 because the specific combination is listed above the generic combinations.

4.5 Time Zone of Combination Price Deadlines

The time zone of a combination price deadline is the time zone configured in the “Time Zone” field of the Update Tournament window. Ensure that the time you set for a combination price is in the same time zone as that of the event.

4.6 Displaying on Online Registration Form

When a combination price is applied, the combination price is displayed in the registration review area instead of the standard category price. The name of the combination being applied appears instead of the individual category names, as shown in Figure 5.

Figure 5.

Combination Price Being Applied to Online Registration Form

The screenshot shows a registration form with the following elements:

- Instructions:** Carefully review your registration details before you submit this registration. There are no refunds.
- Registered Categories:**
 - Description:
 - * 18 YRS UP;
 - * 30 YRS UP;
 - * 40 YRS UP;
 - Fees:
 - 40 YRS UP Registration for USD 40.00
 - Registration combo pricing: 18 YRS UP & 30 YRS UP for USD 50.00 (highlighted with a red box)
- Promotion Code:** A text input field with an "Apply Promotion" button.
- Total Amount USD:** A text input field showing "90.00".
- Payment Method:** Radio buttons for "Pay by PayPal" (selected) and "Mail check or money order".
- Buttons for "Register Me" and "Reset Form".
- Text at the bottom right: "(Current total is USD 90.00)".

5 Promotion Codes for Discounts

After the registration price is determined (total of standard prices plus combination prices) the registration total can be subjected to a discount based on the registrant's

qualification. With the use of promotion codes, you can offer any type of discount based on what the registrant enters in the registration fields. A promotion code represents a discount for a qualified registrants. For example, you can create a promotion code for every member of a specific academy, or for the first 10 registrants of a specific category, or for the second female of every academy. You can create any number of promotion codes for your event, but each registration can have only one promotion code applied.

Promotion codes can be applied either by the registrant from the online form, or by you from the Administration Software. When applying the code from the online form, the area where the registrant enters the code appears to the left of the total amount due, as shown in Figure 5. When applying from the Administration Software, you enter the code on the “Payment” tab of the “Update Registrant” window.

For details on creating and maintaining promotion codes, read the technical guide “Promotions and Discounts”.

6 Payment URL Links

6.1 Usage

A payment URL link is a way for the registrant to return to the secure payment page for his pending registration if he has selected the “PayPal” or “Credit Card” payment methods. The payment URL link is immediately emailed to the registrant upon submission of his online registration, which occurs just after he enters the validation code and clicks on the “Submit” button. The payment URL link is redundant if he completes the payment on the secure payment page immediately after he submits his registration. However, the payment URL link is useful if the registrant does not immediately complete payment, and instead closes the secure payment page or reaches the session timeout. He can use the payment URL link at any time to return to the secure payment page of a pending registration

If the registrant has lost the payment URL link, you can re-generate the payment URL link and resend the Payment Reminder email. To do this, you click on the “Payment Link” button at the bottom of the pending registration list. Only the registrant is emailed the payment URL link; you do not receive any copies of the Payment Reminder email.

6.2 Price Changes

When a pending registration is already in the database, but the price changes for one of his registered categories or a combination of registered categories, the payment URL link that was previously emailed to the registrant is no longer valid. You must make adjustments to his registration and re-generate the payment URL link if you want him to continue using the same pending registration.

The amount that is sent to the secure payment web page is taken from the value in the “Paid Amount” field of the pending registration. This value was originally taken from the current prices at the time the registration was submitted, and that value remains the same after a price change. When the registrant clicks on the payment URL link, the

server recognizes the discrepancy between the charged amount and the current price, thus invalidating the link.

Here are your choices of actions when the price changes:

- Change the “Paid Amount” to match the current value for “Calculated Total Amount” (see Section 6.2.1) and re-generate the payment URL link.
- Change the current “Calculated Total Amount” to match the charge amount (see Section 6.2.2) and re-generate the payment URL link.

6.2.1 Changing Paid Amount to Match the Calculated Total Amount

If you don’t want to give the registrant the original price, you can manually adjust the “Paid Amount” on the pending registration so that it matches the current pricing. This requires that you first update the “Calculated Total Amount” to see the current pricing.

To change the “Paid Amount” to match the “Calculated Total Amount”:

1. Open the “Update Registrant” window for the pending registration that you wish to adjust.²
2. Select the “Payment” tab.
3. Change the “Registration Date and Time” to the current date and time.
4. Click on the “Recalculate” button. This adjusts the category’s or combination’s price to the current price, and adjust the value in the “Calculated Total Amount” field.
5. Change the value in the “Paid Amount” field to match the amount in the “Calculated Total Amount”.
6. Click on the “Submit” button to save the changes and close the “Update Registrant” window.
7. Click on the “Payment Link” button to re-generate the payment URL link and resend the Payment Reminder email to the registrant.

6.2.2 Changing the Calculated Total Amount to Match the Paid Amount

If you want to give the original price to the registrant, you must change the current pricing to match the “Paid Amount”. This involves first updating the “Calculated Total Amount”, so you can see the most current pricing and compare it to the “Paid Amount”. You can account for the difference by either changing the current price of the applied category or combination or by applying a promotion code. If the price has decreased, you cannot apply a promotion code to account for the difference.

2. To open the “Update Registrant” window on the Administration Software: (1) Click on the word “Tournament” on the left side of the window. (2) Select the event from the right side of the window. (3) Click on the “Registrant” module on the left side of the window. (4) Double click on the desired registration on the right side of the window, or select it and click on the “Edit” button at the bottom of the registration list.

If you decide to change the current price of the applied category or combination, read Section 3 for details on how to change the standard category price, or read Section 4 for details on how to change the combination price.

If you decide to create a promotion code to reduce the “Calculated Total Amount”, create the most appropriate promotion code that applies a discount equal to the difference in prices. Read the technical guide “Promotions and Discounts” for details on how to create a promotion codes. Then enter the promotion code into the “Promotion Code” field.

After you adjust the current price or enter an appropriate promotion code into the “Promotion Code” field, you must do the following:

1. Change the “Registration Date and Time” to the current date and time from the “Payment” tab.
2. Click on the “Recalculate” button to update the values in the “Calculated Total Amount”
3. If the “Calculated Total Amount” matches the “Paid Amount” then you can regenerate a valid payment URL link. If the values do not match, re-adjust the current price or promotion code and then click on the “Recalculate” button again.
4. After successfully matching the “Calculated Total Amount” to the “Paid Amount”, click on the “Submit” button to save your changes and close the “Update Registrant” window.
5. Click on the “Payment Link” button to re-generate the payment URL link and resend the Payment Reminder email to the registrant.

7 Trouble Shooting

Figure 6. Trouble Shooting Registration Pricing

#	Problem	Resolution
1	The category shows up in the Administration Software, but it doesn't show up in the online form.	<i>Each category must have at least one valid price and unexpired end date in the "Update Category" window. If there is no entry in the Pricing area of the "Update Category" window, or if all price items of this area has expired, the category will not be available for selection on the online registration form, even though it will still be available in the Administration Software. See Section 3.4 for details on having pricing for a category displayed on the online registration form.</i>
2	The correct price for a category is not appearing in the online registration form.	<i>If the correct price for a category has expired in the standard price schedule, it will not appear in the online registration form. Instead, the earliest unexpired price will appear on the form. See Section 3.3 for details on entering the expiration date and time of a category.</i>
3	There is a combination of any 2 categories and a combination for any 3 categories. When the registrant selects 3 categories, the combination of any 2 category takes over instead of the combination for 3 categories.	<i>The priority of combinations (specific or generic) are based on the listing order in the "Update Tournament" window. If you want the combination of 3 categories to have priority, then move it up on the list so that it appears above the combination of any 2 categories. See Section 4.3.1 for details on the priority of combinations.</i>
4	The registrant gets an error indicating an invalid promotion code when he tries to apply a code to his online registration form.	<i>If the promotion code exists for the event, the registrant may not be qualified for the discount.</i>
5	The category price expired at midnight on a specific date, but instead it expired at midnight the night before.	<i>When you configure 00:00 AM as the expiration time, you are configuring the absolute very start of that date, not the end of that date. To alleviate the misunderstanding, configure 11:59 PM to mark the end of the day instead of 00:00 AM.</i>
6	The registration form no longer applies combination prices even though the standard prices are still there.	<i>Standard prices are configured independently of combination prices. If you change the expiration date and time of a standard category price, ensure that you make the appropriate changes to all combination prices that include that category. See Section 4 on how to edit combination prices.</i>
7	The payment URL link that was sent to the registrant is no longer valid, but he has not yet completed his payment.	<i>The payment URL link is invalid for a number of reasons. First check the exact URL that was used against the actual URL that was issued on the Payment Reminder email. Sometimes links in emails are broken up, so they become invalid. Sometimes the registrant doesn't copy the complete URL into the web browser. Other times, the price has changed. See Section 6 for details on how to regenerate the payment URL link if the price changes.</i>
8	The current category price has changed on pending registration, but the old category price is still displayed on the "Payment" tab of the registration.	<i>The category price that appears in the "Payment" tab is the price at the time the pending registration was submitted. It doesn't show the current category price. To see the current category price, you must change the Registration Date and Time to the current date and time and then click on the "Recalculate" button.</i>
9	A price for a category or combination has expired, but a registration has just been automatically approved for the expired price.	<i>There is a short period just after the price has changed when a registrant can still submit an online payment for the expired price. This happens when the price changes while the registrant still has an open session on the secure payment page. For payments through the STRONGVON Credit Card Service, this period is only about 5 to minutes after the price has changed. For PayPal, sessions may not expire until the secure payment page is closed on the browser.</i>