Step-by-step guide to open online entries with Tournament Planner and Stripe payment gateway (updated November 2017)

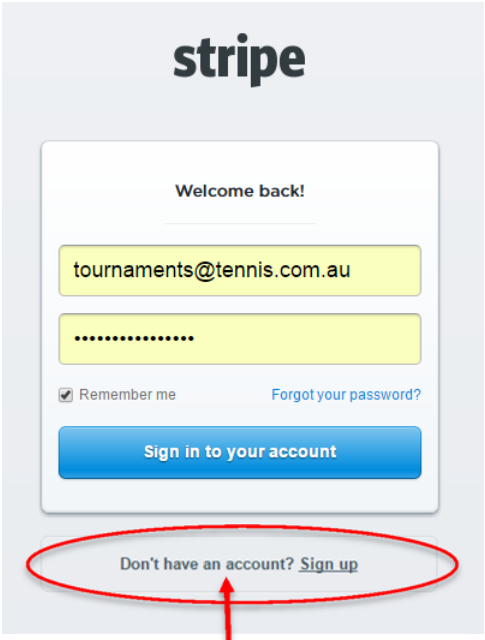
As communicated earlier in the year, Tennis Australia will have a new online payment partner with the Tournament Planner program. From **October 12, 2016**, Stripe will be our partner and help all tournaments manage online payments for their upcoming tournament.

Because Tennis Australia have never had a new online payment partner, there are some small differences you will need to learn about the Stripe integration with Tournament Planner. Don't panic, if you follow the steps below, you won't have a problem during the change-over period.

Step 1

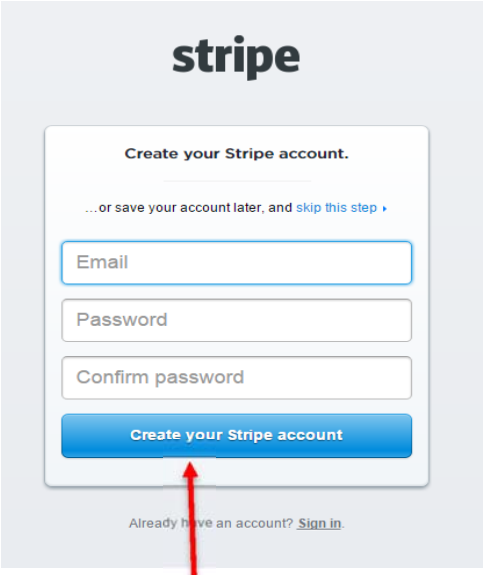
Register for a Stripe account via this link
https://stripe.com/au

(a)



You will need to choose the **"Sign Up"** option to register for a Stripe account when you do this the first time.

(b)



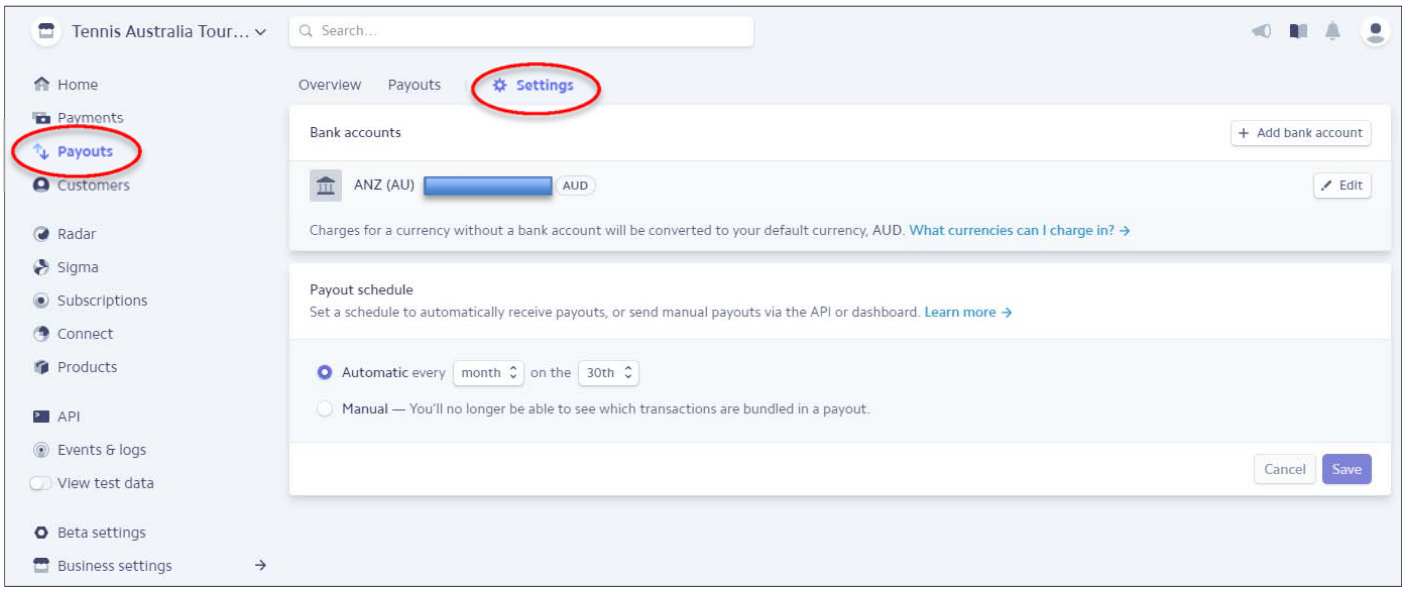
Complete the details above to create your Stripe account. Use an email address relevant to the club or tournament. Avoid personal email addresses.

Create a unique password and keep it in a safe place in case you need to communicate it to others in the club.

When finished, click the "**Create your Stripe account**" button

Step 2

Click on "Payouts" in the left-hand side from the home screen within your Stripe account to complete bank account details and additional Stripe account details.



Step 3

In the Payouts section, click on "**Settings**" tab and add your "**Bank Account**" details.

There are three options available to you regarding how often you can receive money from Stripe. They are either:

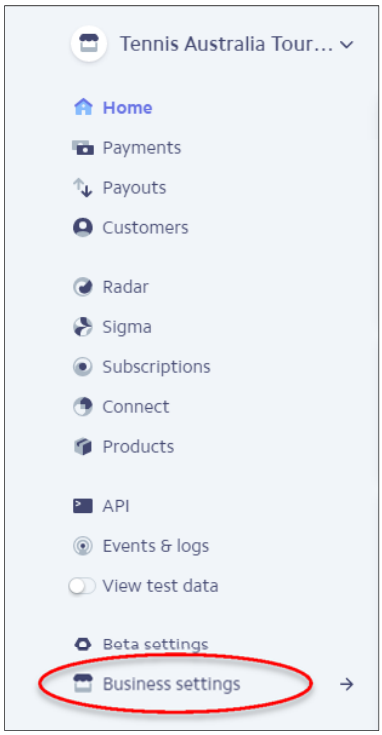
- Daily
- Weekly
- Monthly

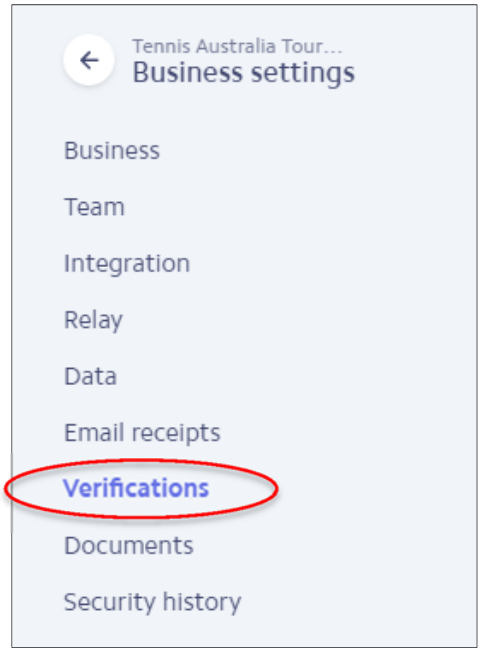
Each has its advantages and disadvantages, but if you are coordinating a tournament and likely to need to a large amount of transfers, we would recommend receiving money on a monthly basis.

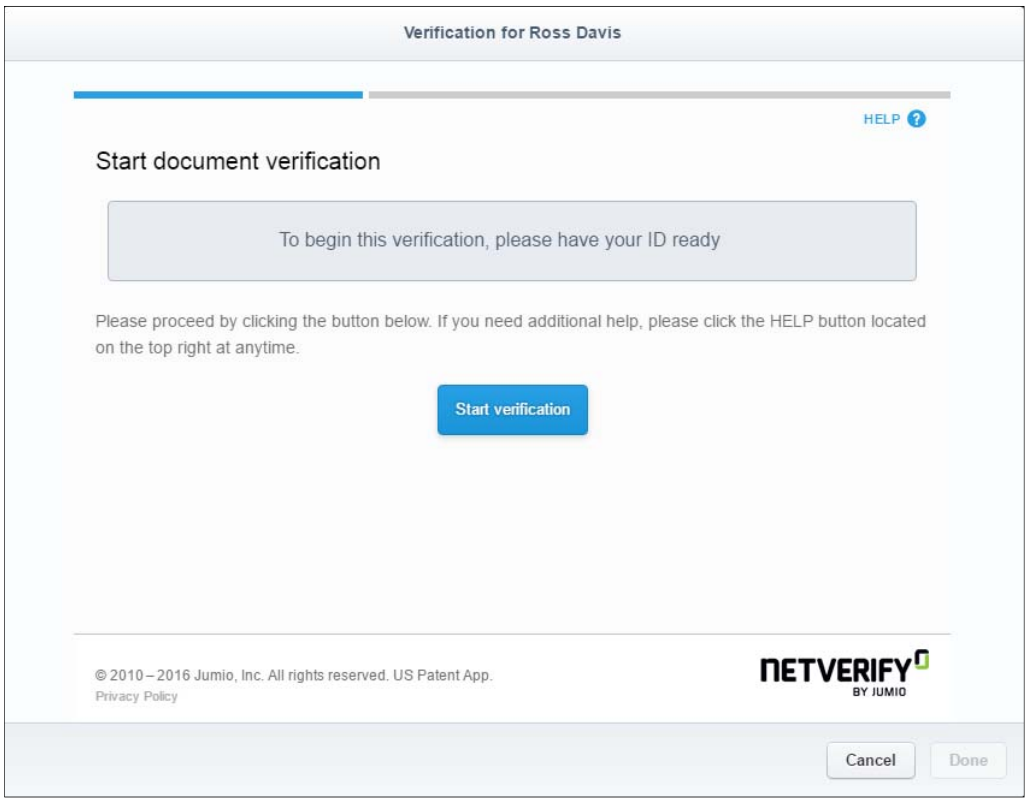
You can read more information about "**Getting Paid**" from Stripe via this link https://stripe.com/docs/payouts

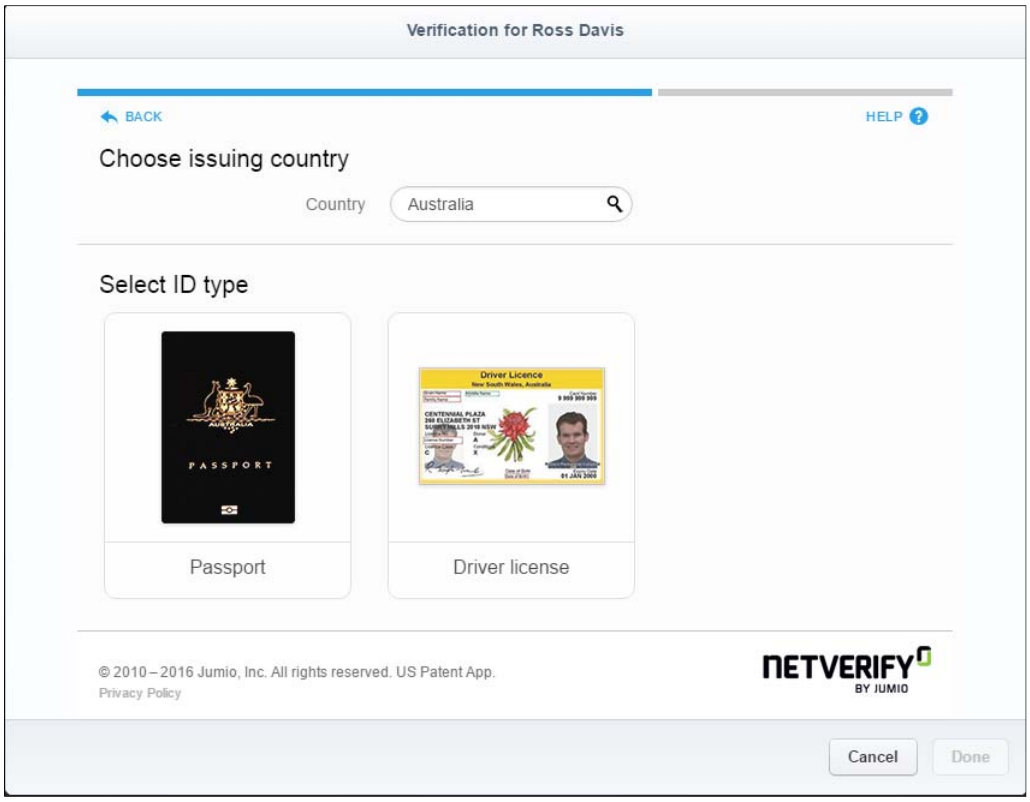
Step 4 – Verify your Stripe account

You will also need to verify your account before Stripe will transfer any funds to your nominated bank account. This involves the person responsible for providing a copy of their driver's license or passport. See the next screenshots and follow the steps.








Verification for Ross Davis
BACK
HELP
Choose issuing country
Country
Australia
Select ID type
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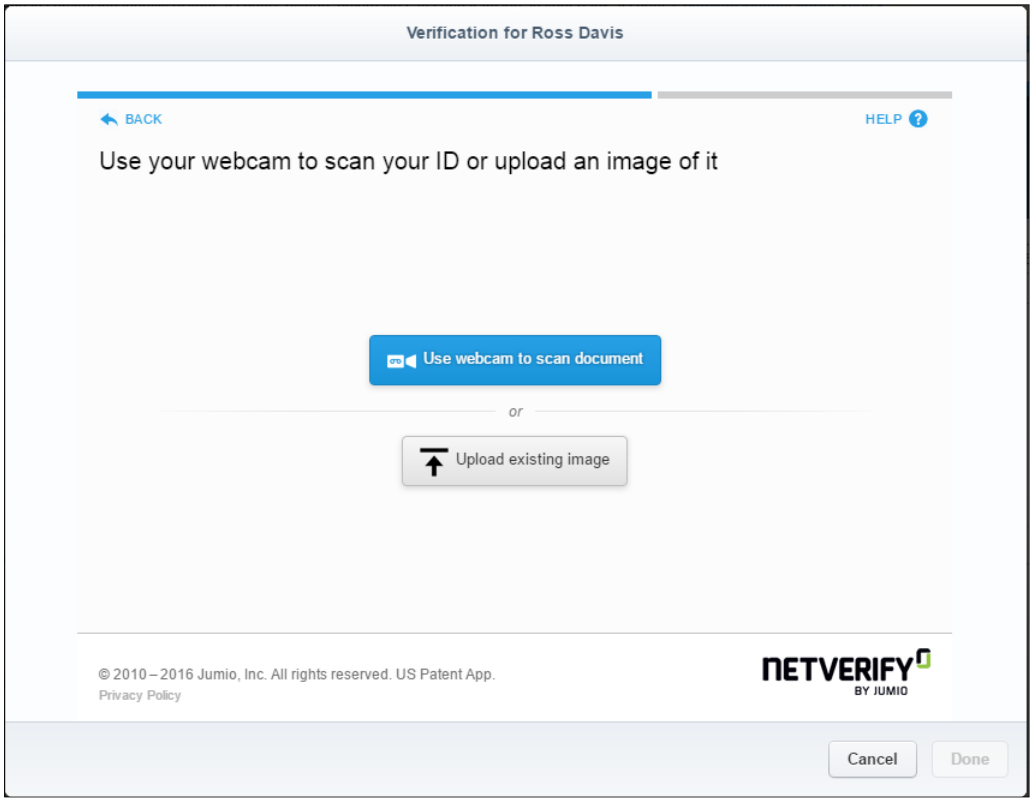
Verification for Ross Davis
BACK
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Use your webcam to scan your ID or upload an image of it
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© 2010 – 2016 Jumio, Inc. All rights reserved. US Patent App.
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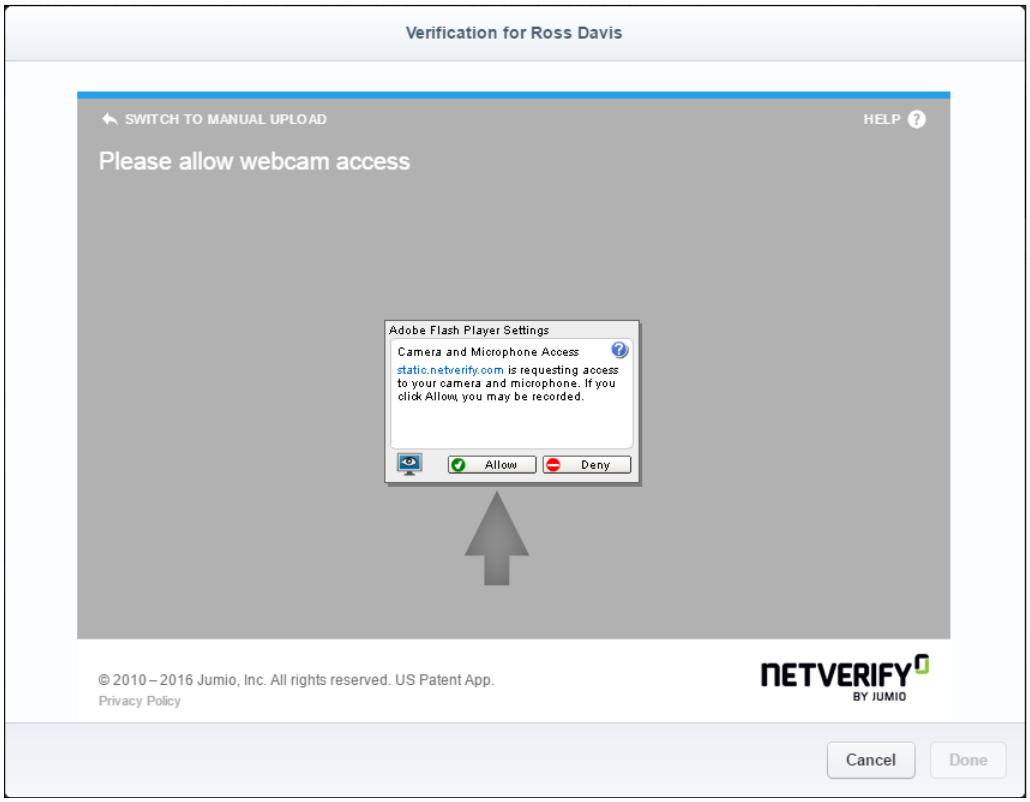
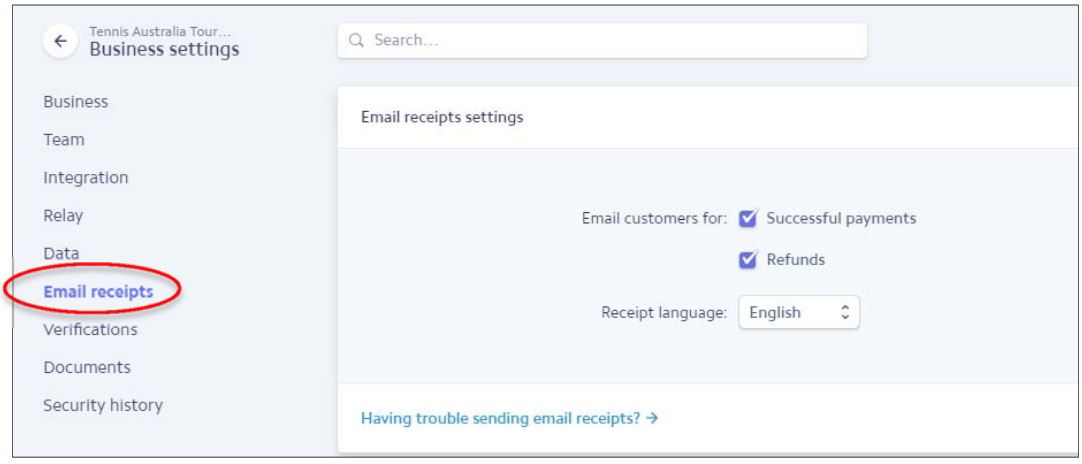


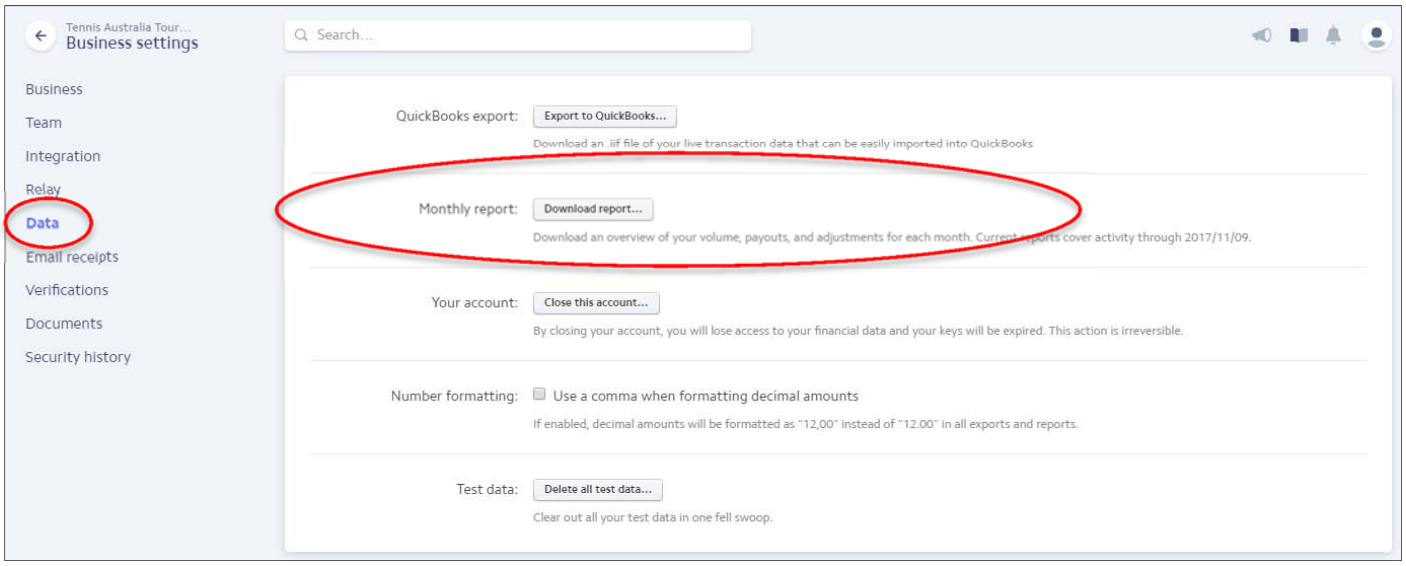
Step 5

A good idea is to check the "**Email Receipts**" tab in the Business Settings and ensure you are sending automatic receipts to customers when they have completed a successful payment and/or have been sent a refund at any time from your account.



Step 6

There is nothing to do in this step, but just be familiar with the "**Data**" and "**Documents**" tabs as this is where you can download reports regarding how many payments you have received in your Stripe account and track how much money should be sent to you.


Tennis Australia Tour...
Business settings
Search...
Business
Team
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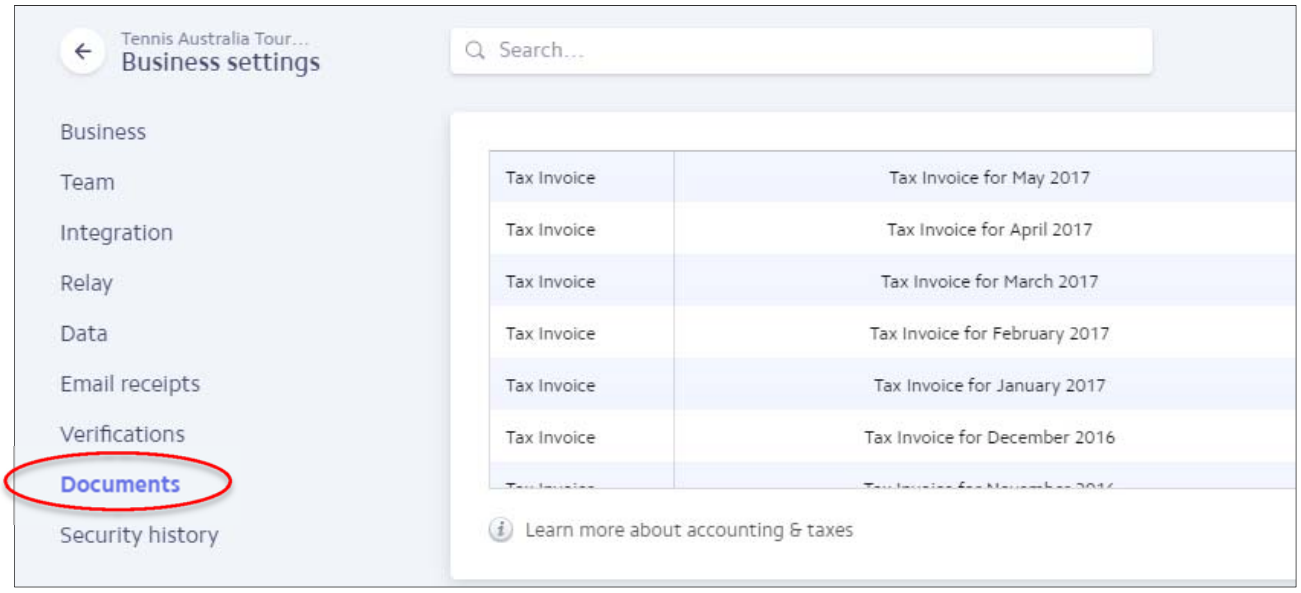
Relay
Data
Email receipts
Verifications
Documents
Security history
QuickBooks export:
Export to QuickBooks...
Download an .iif file of your live transaction data that can be easily imported into QuickBooks
Monthly report:
Download report...
Download an overview of your volume, payouts, and adjustments for each month. Current reports cover activity through 2017/11/09.
Your account:
Close this account...
By closing your account, you will lose access to your financial data and your keys will be expired. This action is irreversible.
Number formatting:
Use a comma when formatting decimal amounts
If enabled, decimal amounts will be formatted as "12,00" instead of "12.00" in all exports and reports.
Test data:
Delete all test data...
Clear out all your test data in one fell swoop.


Tennis Australia Tour...
Business settings
Search...
Business
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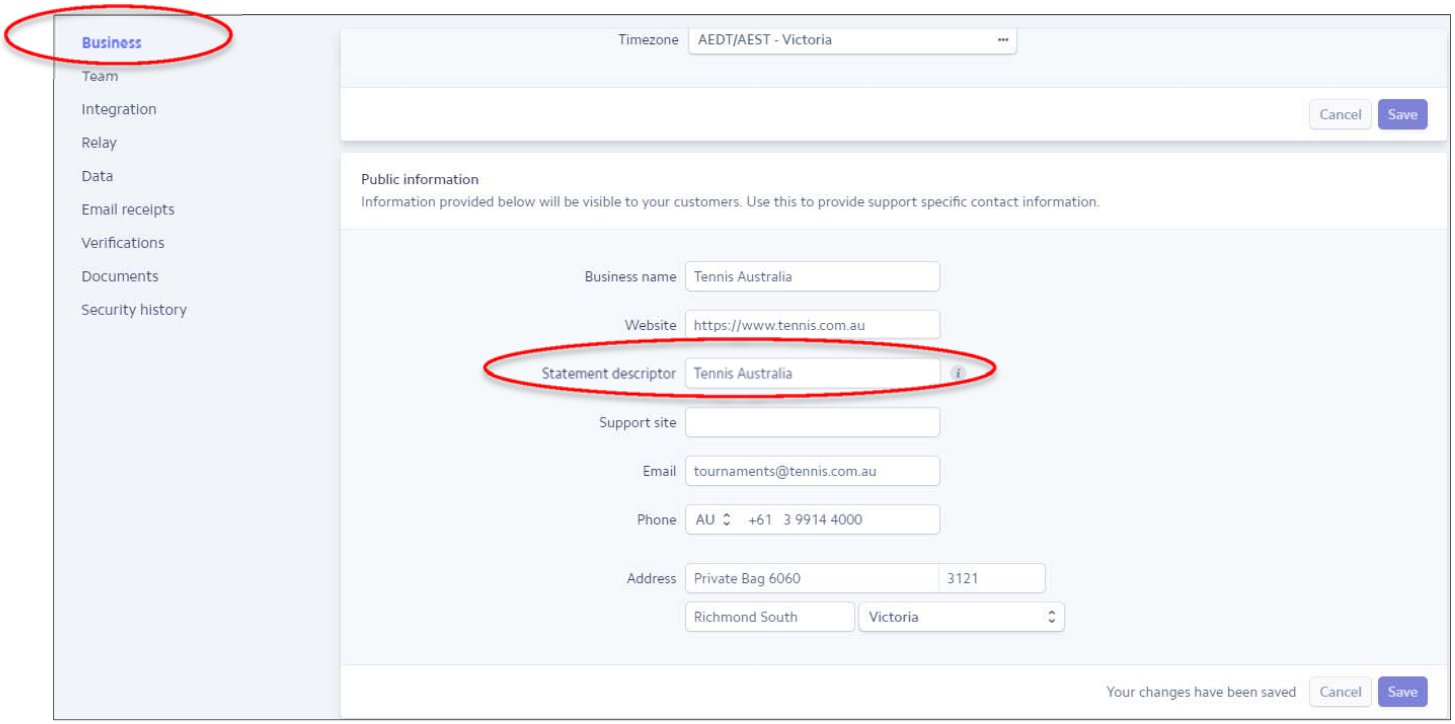
Integration
Relay
Data
Email receipts
Verifications
Documents
Security history
Tax Invoice
Tax Invoice for May 2017
Tax Invoice
Tax Invoice for April 2017
Tax Invoice
Tax Invoice for March 2017
Tax Invoice
Tax Invoice for February 2017
Tax Invoice
Tax Invoice for January 2017
Tax Invoice
Tax Invoice for December 2016
Learn more about accounting & taxes

Step 7 – Other Stripe Account recommendations

We also recommend setting up the accounts **statement descriptor** and other public information in your Stripe account dashboard via the "**General**" tab. This information will appear on your customer's card statement.



Setting up a team-mate for your Stripe account

In your business settings, the "**Team**" tab enables you to invite new users to your Stripe account, remove existing users, and manage team members' permissions.

Permission levels allow you to invite members of your team to access a Stripe account without giving them access to sensitive information, such as your banking details, or actions that you may want to restrict, such as processing a new payment or refunding an existing payment.

Read more about adding teammates and/or watch a video via the below link
https://support.stripe.com/questions/can-i-invite-other-team-members-or-my-developer-to-use-my-stripe-account

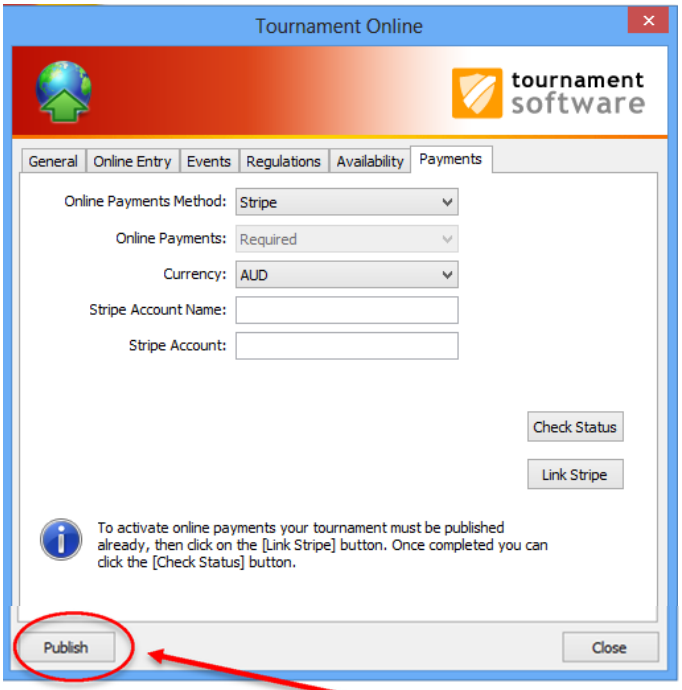
Avoiding fraud and disputes

Stripe utilizes several tools to minimize fraud losses and to help you determine if a transaction is **fraudulent**. These include tools that allow Stripe to auto-reject suspicious transactions and notify businesses of potentially suspicious charges so that our users can make the most informed decision possible as to whether accept a charge.

Read more and watch a video via the below link
https://support.stripe.com/questions/avoiding-fraud-and-disputes

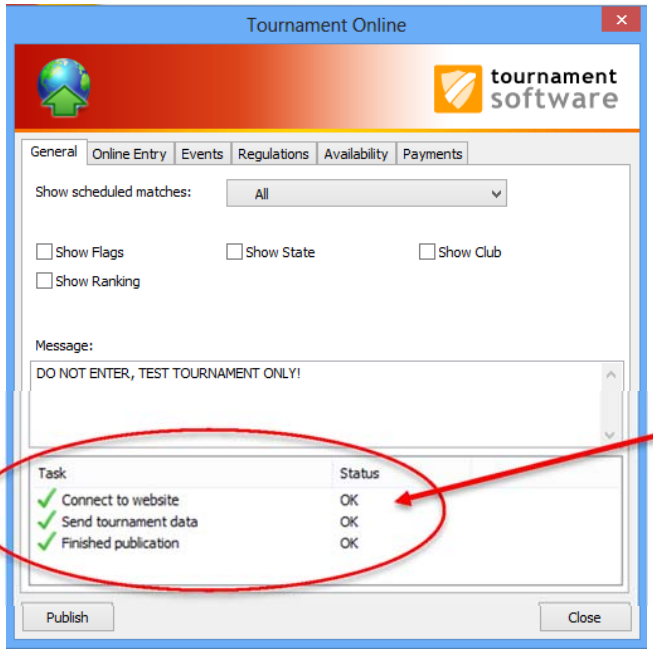
Step 8

Now that everything is setup in your Stripe account, you can finalise publishing your Tournament Planner file and opening online entries and collect payments. In Tournament Planner, after you create your tournament file and ensure event details are correct such as events, and entry fee, go to **Internet** > **Publish** to bring up the below screen.



Step 9

Don't fill in any Account Name or Stripe Account details, click the "**Publish**" button on the bottom left-hand side.

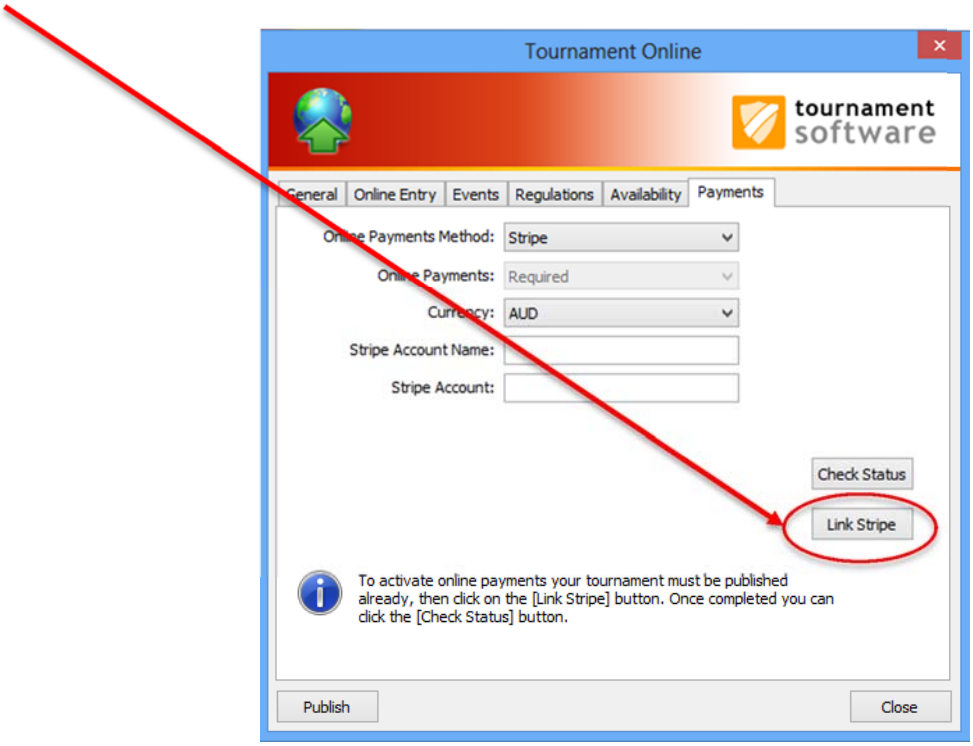


Once you click the "**Publish**" button, you should receive three green ticks confirming that the tournament has been published to the Tennis Australia tournaments page.

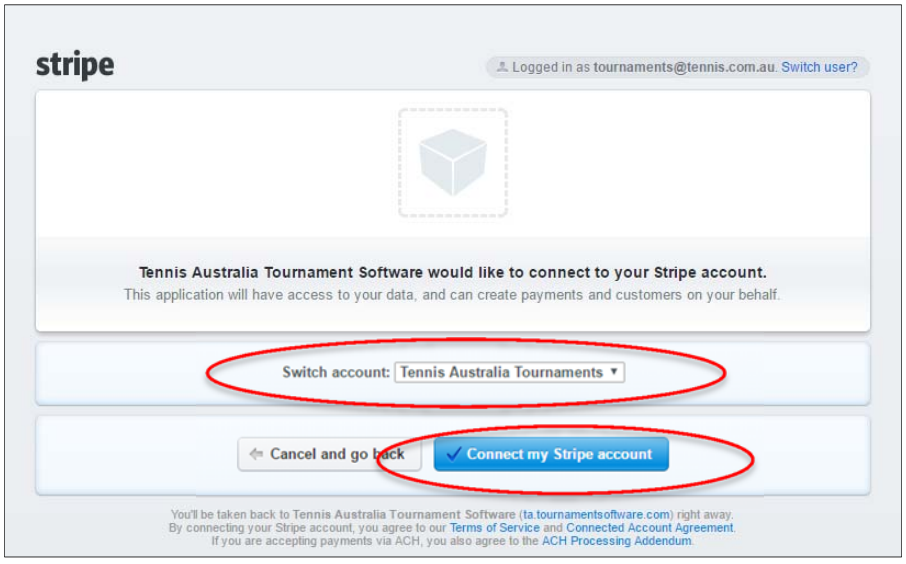
Step 10

Ensure that you are logged into your Stripe account for this step.

Once you are logged into your Stripe account, go to Tournament Planner and Online payment screen (**Internet** > **Publish** > **Payments**) below and click on "**Link Stripe**" button of the right-hand side.



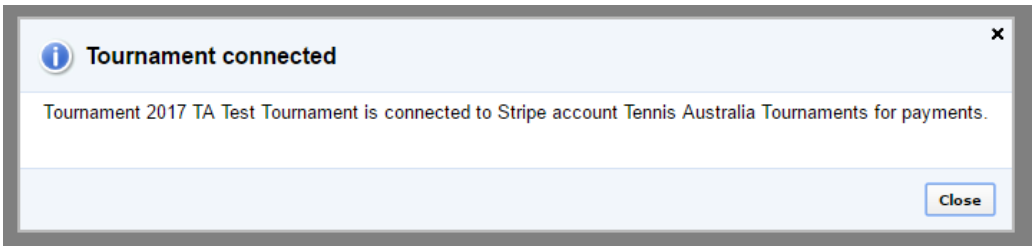
Once you have clicked on the "Link Stripe" button, the below window should appear asking you to confirm which Stripe account you wish to connect the tournament with. Choose the appropriate account and then click "**Connect my Stripe account**" button.



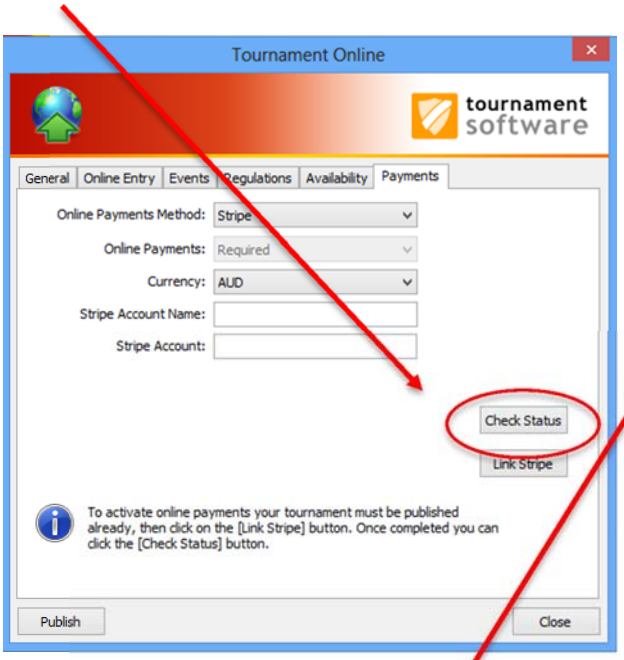
If you ever wish to **switch** Stripe accounts whilst entries are open, all you need to do is redo this step and choose a different Stripe account in the above window.

Step 11

If Step 9 has been completed successfully, you should receive the below message to confirm that the connection has been made.



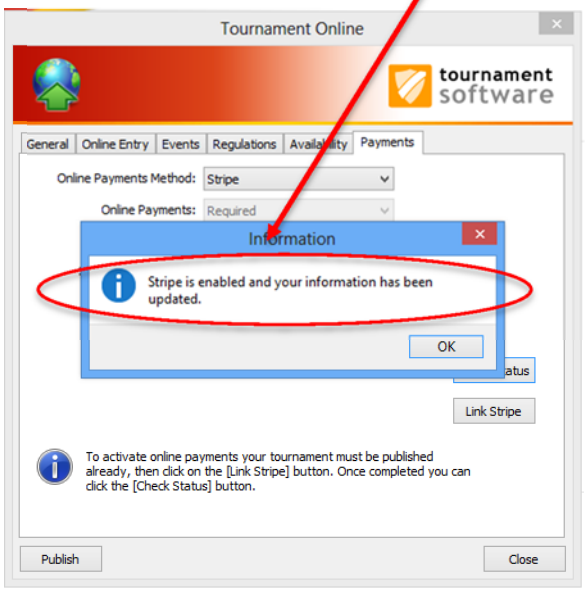
Once you have received the above confirmation, go back to Tournament Planner and the publishing window and click on the "**Check Status**" button circled below.



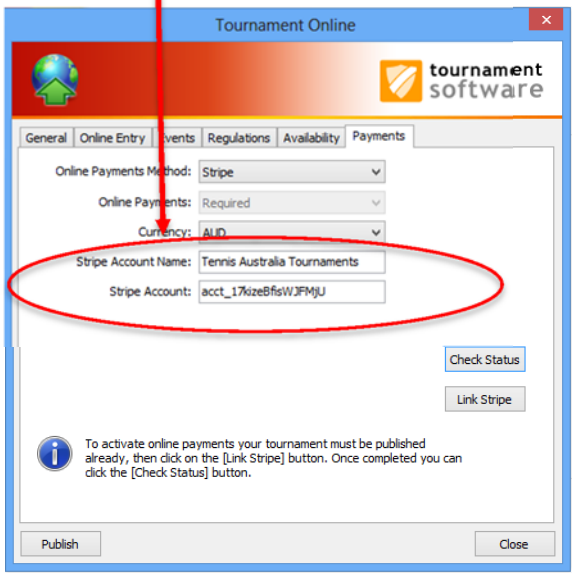
(a)

Once you have clicked on the "**Check Status**" button, the below confirmation message should be shown.

After clicking "OK", your Stripe account name and Stripe account details should appear in the publish screen.



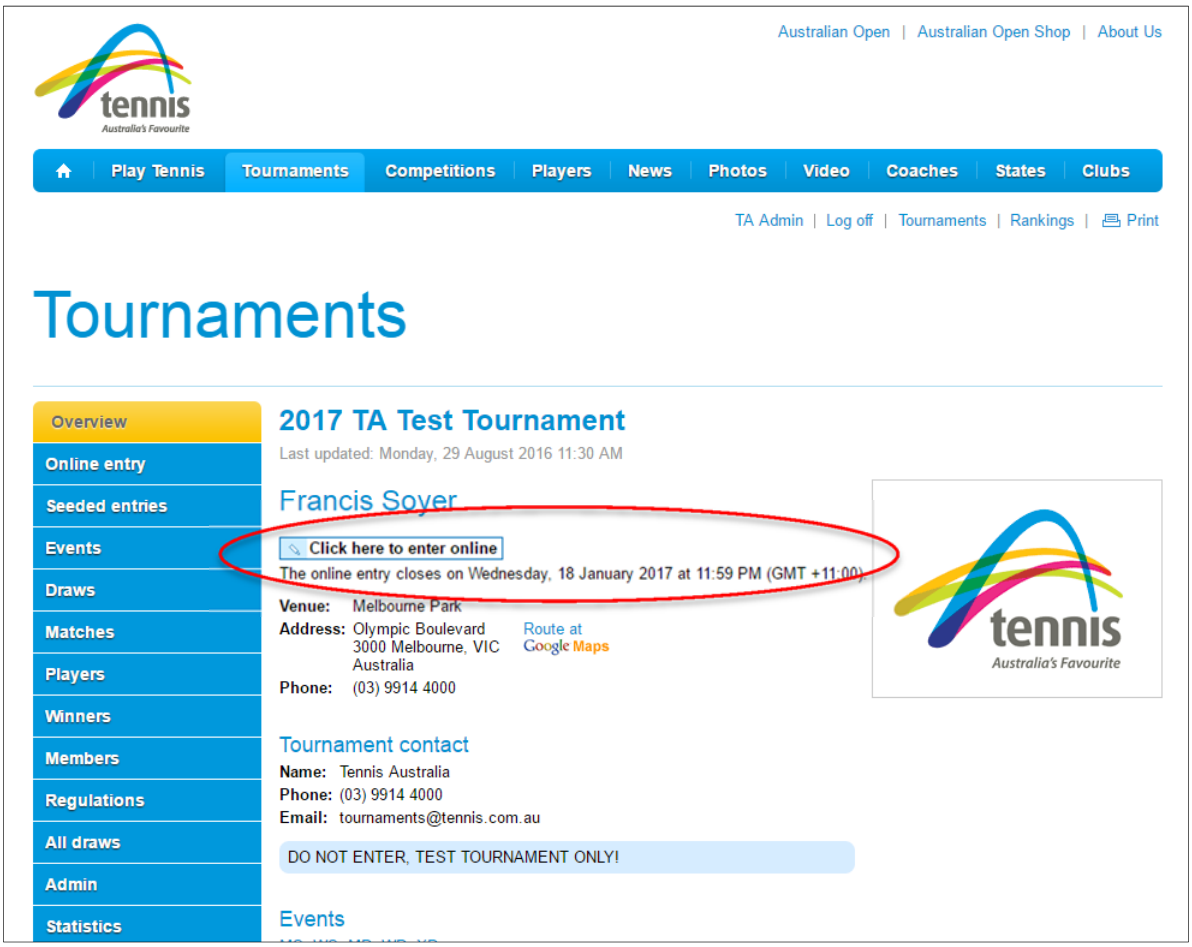
(b)



(c)

Step 12

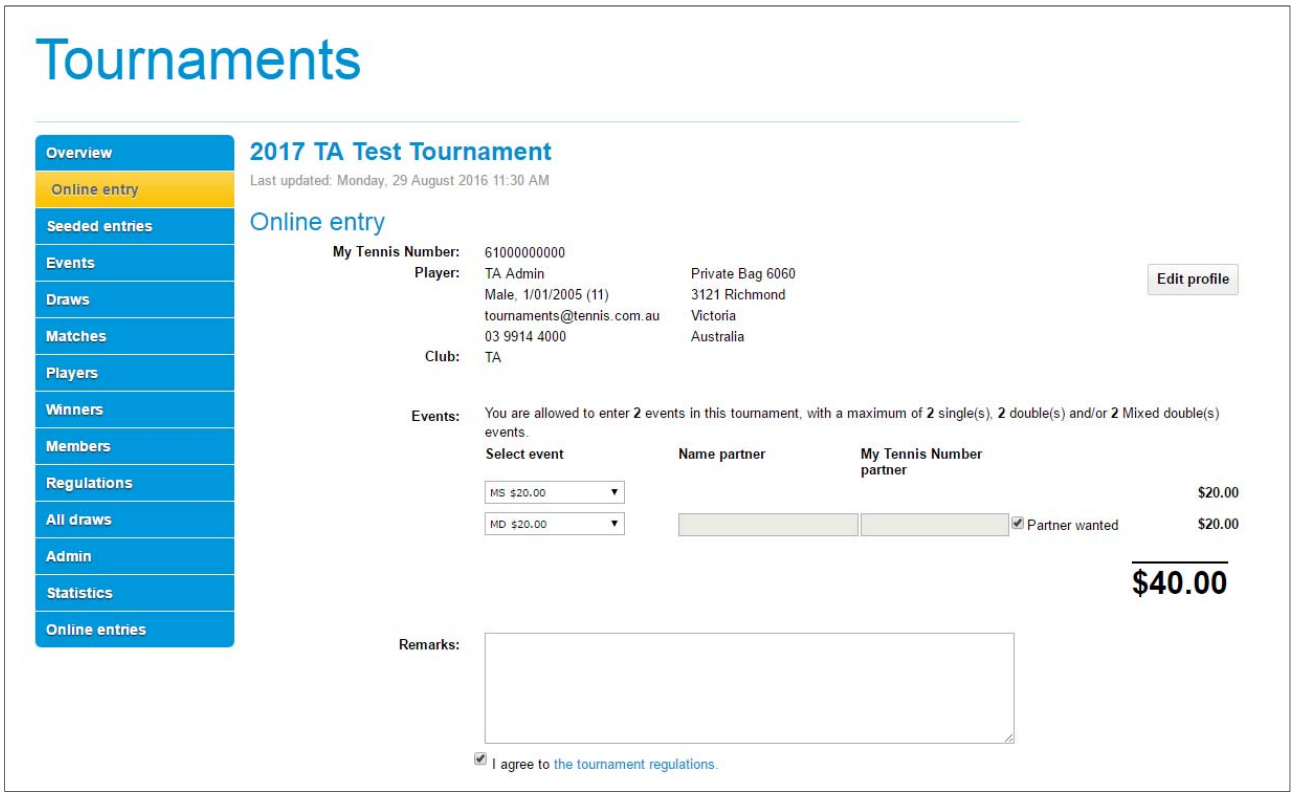
You have now **finished** and you should go to http://tournaments.tennis.com.au website and check that your tournament is published and able to receive online payments.



What the customer now sees when entering a tournament online

Your customer will click on the "**click here to enter online**" link on the tournament home page and then be brought to the below entry form.

If they have created a tournament account profile, their details should be completed and all they need to do is choose the events they want to enter, agree to the tournament regulations and click the "**submit and pay online**" button at the bottom of the page.



The below window will then appear asking for a player to complete the email address and credit card details. They then click the "**Pay $$**" button to complete the transaction.

After an online entry has been completed, the player should receive a **confirmation email** informing them the payment has been submitted.

Once you have **downloaded** their entry through Tournament Planner (Internet > Entries), the player will receive a **second email** informing them the Tournament Director has downloaded their entry.