Organizers/Organisers: Enabling Stripe account

Modified on: Thu, 29 Feb, 2024 at 4:57 PM

This guide covers setting up a Stripe payments processing account to work with Roster Registration so your organization/organisation can accept and process participant registration and sign-up payments.

To enable the payment processing Stripe account, you will need bank account information and other relevant company or individual identification information.

This setup process only needs to be performed once. When you have all the identification ready, the process should not take more than 10 minutes.

Please note that setting up a Stripe account is mandatory for any use of the registration platform, even if participant registrations are offered at no cost (i.e. free) for all your meetings.

The guide is organizerd/organised as follows:

- **Initializing your Roster account**
- **Setting up Stripe account**
- **Opening Stripe dashboard**

Initializing your Roster account

Important: Please have your organization's/organisation's administrator contact Roster support staff (support@rosterathletics.com) to ensure your organization/organisation is qualified and ready to use the Roster registration platform.

Go to: (https://meets.rosterathletics.com/)**https://admin.rosterathletics.com/** (https://admin.rosterathletics.com/) and log in with your Roster account.

Click on the profile icon on the upper right-hand side of the page and ensure you are using the right organization/organisation (users can be part of multiple organizations/organisations).

Once this is done, click on **My organization/organisation**.
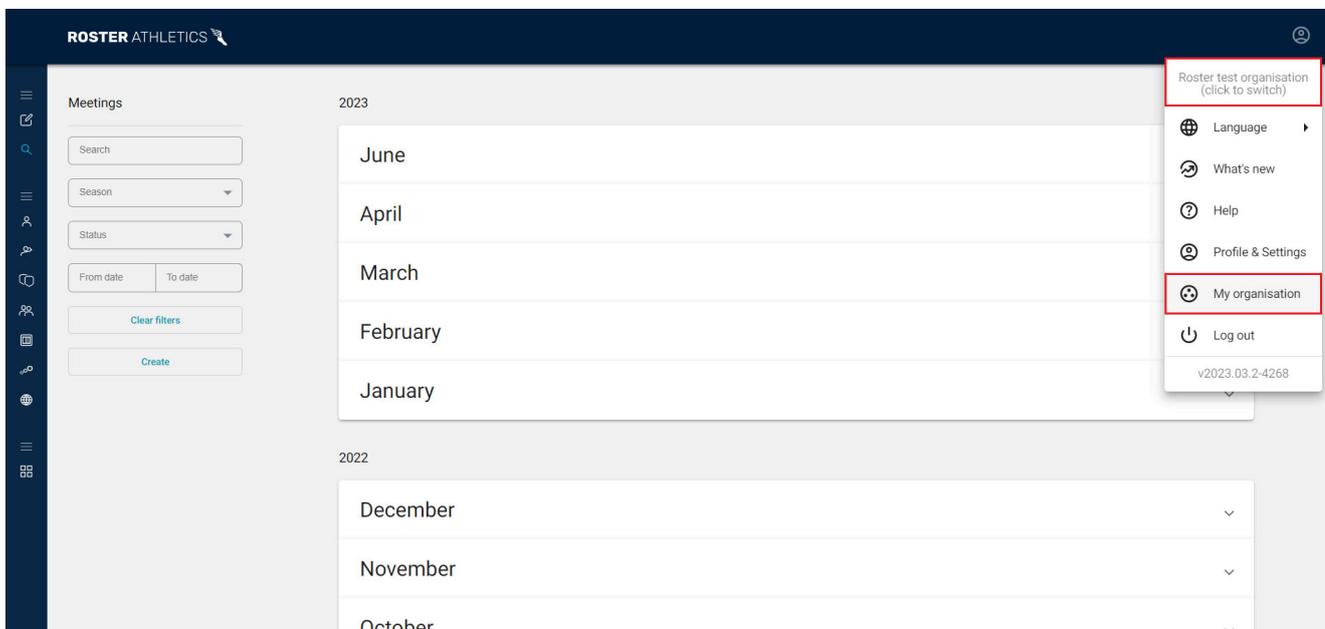
You will next see an edit organization/organisation pop-up window. Press the **Payment options** button.

You will now find a button at the bottom of the window, **Create Stripe account**, which you will press.

Now you will be taken to the Stripe interface to set up your account within Stripe.

Should you have any problems to this point, please contact your organization's/organisation's Roster administrator or contact us at: **support@rosterathletics.com**.

Setting up Stripe account

Please note: regardless of whether or not you or your organization/organisation has an existing Stripe account, please use a new email address for this Stripe account in order to receive payments from the Roster Registration platform.

Please follow all the guided steps that are required for your type of organization/organisation, which will depend on country/region and type of business.

The example shown here is for a U.K. based non-profit in Stripe's test mode.

Roster Athletics Europe partners with Stripe for secure payments and financial services.

← Return to Roster Athletics Europe

Test mode

Tell us about your business

Country

United Kingdom ⇕

Type of business

Non-profit ⇕

Business structure

Unincorporated Association ⇕

Continue →

There will typically be several business identification information fields that must be filled out.

Roster Athletics Europe partners with Stripe for secure payments and financial services.

← Return to Roster Athletics Europe

Test mode

Tell us more about your business

Stripe collects this information to better serve your business and help meet the requirements of regulators, financial partners, and our Services Agreement.

Legal business name

Company

The name you provide must exactly match the name associated with your tax ID.

Doing business as Optional

Registered business address

United Kingdom ⇕

Address line 1

Address line 2

Town or City

Postal code

Roster Athletics Europe partners with Stripe for secure payments and financial services.

Town or City

Postal code

This address must match the address filed with the UK tax authority. Find your filed address here.

Business phone number

GB ⇅ +44 121 234 5678

Industry

Please select your industry... ⇅

Business website

https://example.com

Product description

Continue →

After entering all the pertinent business information for your entity, you will then be prompted to set up your bank account to enable payments.

Note that in the test mode shown here, test documents and information are used whereas you will be entering your actual information for verification.

Roster Athletics Europe partners with Stripe for secure payments and financial services.

Select an account for payouts

A payout is the transfer of funds from Stripe to your bank account.

⚠ You're currently in test mode. | Use test account

Currency

GBP - British Pound ⇅

Country of bank account

United Kingdom ⇅

Sort code

108800

Account number

00012345

Confirm account number

00012345

I, the account holder, am the only person required to authorise debits. By submitting a bank account, I authorise Stripe to transfer to and

Additional information

Please provide a few more details to verify your account.

> ⓘ **Proof of address document**
> The identity information you entered cannot be verified. Please correct any errors or upload a document that matches the identity fields (e.g., name and date of birth) that you entered.
> **Proof of identity document**
> The identity information you entered cannot be verified. Please correct any errors or upload a document that matches the identity fields (e.g., name and date of birth) that you entered.

Demo User Roster Athletics ✎
Account representative and Executive

demo.rosterathletics@gmail.com
Born on January 1, 1999
1 Athletic Way
London
X55 5XX
United Kingdom

Other information provided
Job title, Phone

ID verification

⚠ Verification needed   Verify now

Verify home address

⚠ Verification needed   Verify now

Submit

Roster Athletics Europe

Roster Athletics Europe partners with Stripe for secure payments and financial services.

Powered by **stripe** ⓘ
Contact
English (US) ⇅

Once you have entered and reviewed all the necessary information, clicking **Submit** will bring you back to the Roster Athletics admin screen and your account is ready to go.

Roster Athletics Europe

Roster Athletics Europe partners with Stripe for secure payments and financial services.

Powered by **stripe** ⓘ
Contact
English (US) ⇅

Let's review your details

You're almost ready to get started with Roster Athletics Europe. Please double-check that this information is correct.

BUSINESS DETAILS

Roster Track Club UK ✎
www.rosterathleticstrackclub-uk.com
1 Athletic Way
London
X55 5XX
United Kingdom

Other information provided
CRN, DBA, Phone, Industry

MANAGEMENT AND OWNERSHIP

Demo User Roster Athletics ✎
Account representative and Executive

demo.rosterathletics@gmail.com
Born on January 1, 1999
1 Athletic Way
London
X55 5XX
United Kingdom

Other information provided
ID document, Job title, Phone

+ Add someone new

PAYOUT DETAILS

🏛 STRIPE TEST BANK GBP ✓   ✎
‹: 10-88-00 ‹: •••• 2345

+ Add an account

By clicking Submit, you agree to the Connected Account Agreement, to receiving autodialed text messages from Stripe, and you certify that the information you have provided to Stripe is complete and correct.

Submit

Opening Stripe dashboard

To see your account balance anytime, go to the Stripe dashboard by the same procedure as before - going to your profile, pressing **My Organization/Organisation**, pressing **Payment options**, and then **Open Stripe dashboard**.

Once your Stripe account is set-up, you will be able to enable and manage participant registration through the Roster admin interface. Please see the (**https://support.rosterathletics.com/a/solutions/articles/44002280782? lang=en)Organizers/Organisers: Managing registration (https://support.rosterathletics.com/en/support/solutions/articles/44002280782)** user guide on how to do this.

Please note: the default setting for payouts to your bank account will be every day, but with a 7 day delay. Please let us know at **support@rosterathletics.com** with the title "Payout schedule" should you rather have the payouts be on a weekly or monthly basis for bookkeeping.

Please note: you may be asked by Stripe to submit further proof of business documentation. In this case, submitting bank account documentation for the bank account associated with the Stripe account should suffice when no direct proof of business documentation is available.

Organizers/Organisers: Registration setup

Modified on: Thu, 30 Jan, 2025 at 8:14 AM

Once your organization/organisation has set up a Stripe payments processing account for Roster registration, you are ready to enable registrations for your meet/meeting and accept participant payments.

For information on how to enable a Stripe account, please see the **(https://support.rosterathletics.com/a/solutions/articles/44002280779?lang=en)Organizers/Organisers: Enabling Stripe account (https://support.rosterathletics.com/en/support/solutions/articles/44002280779)** user guide.

This guide is organized/organised as follows:

- **Getting started**
  - **Licence/License verification**
  - **Age group verification**
- **Registration setup**
  - **Meet/Meeting options**
  - **Fees & defaults**
  - **Documents**
  - **Notifications**

Getting started

This guide assumes you are familiar with setting up a meet/meeting within the Roster admin platform. If you are not familiar with this, please refer to the **Create a meeting (https://support.rosterathletics.com/en/support/solutions/folders/44000947194)** set of user guides with detailed instructions.

Upon enabling your Stripe account, you will be able to toggle the **MEETS/MEETINGS → Details → General → Registration** field from **Disabled** to **Enabled** for any meet/meeting within your organizational/organisational domain.

After enabling this field, a **REGISTRATION** section with five menu icons will appear on the far left-hand side blue column: registration **Registration setup**, **Products & add-ons**, **Management - events**, **Management - products & add-ons** and **Management - meet/meeting fees**.

Please note: once registration is enabled for your meet/meeting, it cannot be disabled.

On the Details page are a few other fields that can be important regarding registration.

Licence/License verification

Under **MEETS/MEETINGS → Details → Country-specific options**, you will find a **Licence/License verification** field that allows you to select the appropriate licence/license requirement setting for this meet/meeting.

Please note: this feature is currently available only if the country is set to England, Wales, or the United Kingdom. The system will not check an athlete (for a valid licence/license) under 11 years of age on the day of the competition.

- **Strict** - athletes will be required to have a valid licence/license number.
- **Allow foreign (licence/license is required for home athletes)** - England and Wales athletes will be required to have their active licence/license number as part of the registration process. Foreign athletes not from England and Wales are allowed to register without a licence/license.
- **None** - no licence/license requirement is in place.

England and Wales athletes' licence/license number is automatically verified with the Trinity database for validation.

Please note: once this field is set during meet/meeting set up, it can only be changed to a more relaxed option. Thus **Strict** can be changed to either **Allow foreign** or **None**, and **Allow foreign** can only be changed to **None**.

Age group verification

Under **MEETS/MEETINGS → Details → Country-specific options**, you will also find an **Age group verification** field that allows you to set enforcement of age group events for your meet/meeting. The options are:

- **None** - no age group sign-up restrictions, thus any participant can sign up for any age group event,
- **Regular** - participant's own age group; if in a masters age group - only own age group or in a younger age group; if in a youth age group - only own age group or in an older age group,
- **Strict** - athlete's own group or Senior only age groups.

Registration setup

Once you have added events to your meet/meeting, press the **REGISTRATION → Registration setup**, which will bring you to the main page that controls the parameters for configuring your registration set-up.
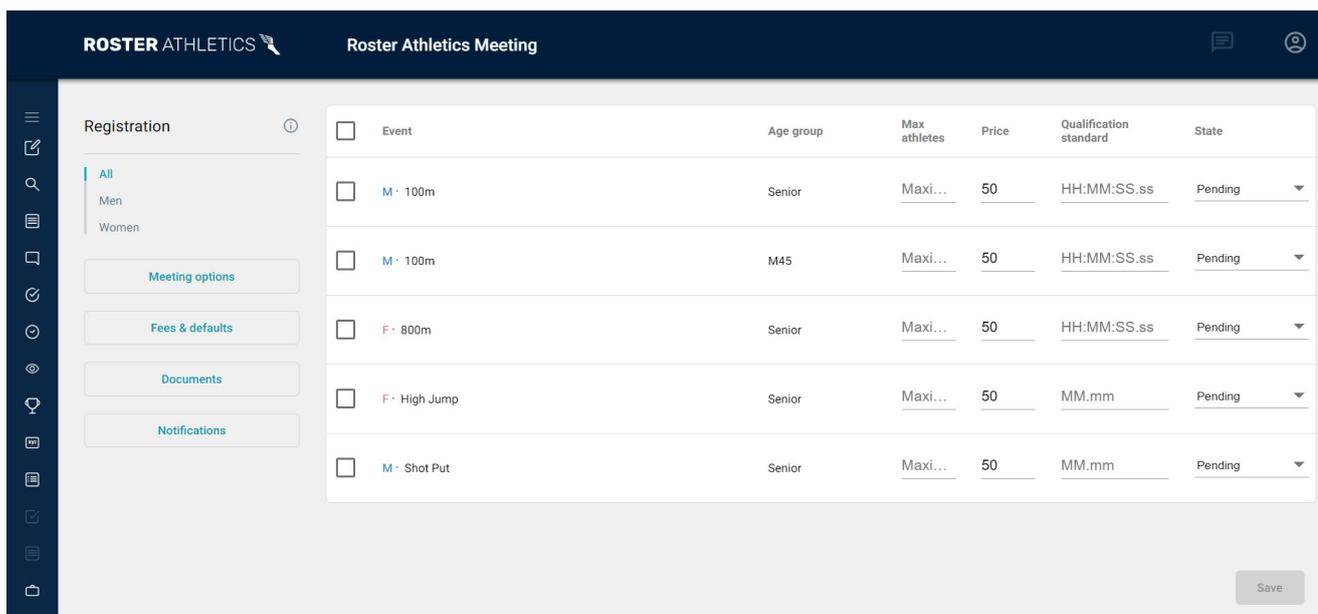
The set-up view lists all events or sets of events grouped by gender. Next to each event are the following columns that detail a number of configuration options for that event:

- **Age group** - the age group for that event (to set up multiple age groups for your meet/meeting, please refer to the **(https://support.rosterathletics.com/a/solutions/articles/44001936218?lang=en)Setting up multiple age group events (https://support.rosterathletics.com/en/support/solutions/articles/44001936218)** user guide).
- **Max athletes** - the maximum number of athletes allowed to register for that event. Please note that if the max number has been reached AND automatic approval is enabled, any additional athletes that sign up will automatically be moved to the wait list until the organizer/organiser decides to approve or reject their participation.
- **Price** - the price in your currency (see below) for each event to be paid by every participant in your meet/meeting. The price includes all processing fees (payment processing and Roster) and VAT/tax (if enabled) for each registration payment.
- **Qualification standard** - this sets the qualification standard marks that must be met by the participant for this event prior to being accepted. To use the qualification standard feature for registration, it must be first enabled in the **Fees & defaults** section described below.
- **State** - the state of each event, visible in the public registration view.
  - **Pending** - initial state, not yet open to public registration.
  - **Open** - registration is open for sign-ups.
  - **Closed** - registration is closed and not open to any more sign-ups.
  - **Excluded** - these events will not have public registration (e.g. "Invitational Mile"). The organizer/organiser will manually add athletes to the start list. These events and participants are still visible in the public view.

Meet/Meeting options

Registration visibility
Draft (not visible to public) ▼

Registration deadline *
04-06-2023 🗓

Registration deadline *
10:00

Currency
GBP ▼

VAT
Enabled (23%) ▼

Total fee
0.20 GBP + 10.00%

⊖ Automatically approve all registrations

The meet/meeting options include the following:

- **Registration visibility**
    - Draft (not visible to the public) - registration is not yet open to the public.
    - Published (publicly visible) - registration is open and visible to the public.
- **Registration deadline - Date**
- **Registration deadline - Time**
- **Currency** - select the appropriate currency for your country. **Please note:** it is highly recommended to select the native currency for your organization/organisation to avoid added currency exchange charges if selecting another currency.
- **VAT** - choice of including appropriate VAT/tax amount in registration payments.
    - Enabled (xx %) - include appropriate VAT/tax amount for your geographical region on each participation payment transaction.
    - Disabled - do not include VAT/tax on each participation payment transaction.
- **Total fee** - total processing fee for each transaction which includes payment processing and Roster fees.
- **Automatically approve all registrations**
    - Disable - manually approve all participants before they pay.
    - Enable - automatically approve all participants as they sign up, from which they will be allowed to pay and join the start lists.
- **Registrants are required to provide BIBs for participants**
    - Disable - no option to add a BIB by registrant.
    - Enable - registrants can manually enter their participant's BIB when registering for the event.

Please note: once you have changed the **Registration visibility** from **Draft (not visible to public)** to **Published (publicly visible)**, you will not be able to change the **Currency** value, **VAT**/tax enablement, or **Terms & Conditions** and **Anti-doping Declaration** documents (see below under Documents).

Fees & defaults

Qualification standard verification ⓘ
Open ▼

Qualification standard record
Season best ▼

Max athletes per event

Price per event *
100

Meeting fee *
0

⊖ Meeting fee refundable

✅ Relays pay meeting fee

- **Qualification standard verification**
  - Open - do not use a qualifying mark as a registration acceptance criteria.
  - Strict - use a qualifying mark as a registration acceptance criteria.
- **Qualification standard record**
  - Season best - use a season best mark as the qualifying registration criteria.
  - Personal best - use a personal best mark as the qualifying registration criteria.
- **Max athletes per event** - the maximum number of athletes for each event. Please note that if the max number has been reached AND automatic approval is enabled, any additional athletes that sign up will automatically be moved to the wait list until the organizer/organiser decides to approve or reject their participation.
- **Price per event** - the default price in your currency for the amount charged to each participant in each event, which includes all processing fees and VAT/tax (if enabled). The price can be individually adjusted subsequently for each event.
- **Meet/Meeting fee** - the price in your currency for the amount charged to each participant regardless of the number of events they want to register, which includes all processing fees and VAT/tax (if enabled). This is for organizers/organisers that wish to use a meet/meeting participant fee for each athlete, in addition to or in lieu of setting a fee for each event entered.
- **Meet/Meeting fee refundable**
  - Enable - allows users to request a refund after refunding all event fees (if any).
  - Disable - do not allow users to request a meet/meeting fee refund.
- **Relays pay meet/meeting fee**

- Enable - all relays must pay a meet/meeting fee and potential event fee (if any).
- Disable - relays do not have to pay a meet/meeting fee.

Please note: If a meet/meeting fee is greater than 0 and the price for the event is greater than 0, the sum of fees for the participation will be meet/meeting fee + event price. If the participant wants to register for two or more events, the sum will be meet/meeting fee + event no. 1 price + event no. 2 price, and so on.

Read more about the meet/meeting fee in the **Organizers/Organisers: Meet/Meeting fees (https://support.rosterathletics.com/en/support/solutions/articles/44002572748)** guide.

Event defaults as **Max athletes per event**, and **Price per event** can be changed and applied to all or multiple events as a quick way to adjust the price or number of athletes across the board.

To use the event defaults, select the desired events by clicking on the appropriate checkboxes or the select-all checkbox at the very top. A pair of buttons will appear at the bottom of the page, including **Apply defaults to selection**. Press this button to apply the adjusted default values and save.

To quickly adjust the state of all or multiple events, select the events, press the **Modify selection** button and choose **Open selected**, **Close selected**, or **Excluded selected**, and save to apply.

Please note: ALL of the following must be enabled for public registration to be open for the selected events:

1. **MEETS/MEETINGS → Details → General → Meet/Meeting status** must be set to **Open**.
2. **REGISTRATION → Registration setup → Meet/Meeting options → Registration visibility** must be set to **Published (publicly available)**.
3. **REGISTRATION → Registration setup →** Event **State** must be set to **Open** (for each event).

Documents

The Documents section provides the ability to upload documents that may be relevant for participants in your meet/meeting. Options to upload are:

- **Terms & Conditions** PDF that you require your participants to provide consent upon sign-up.
- **Anti-doping Declaration** PDF that you require your participants to provide consent upon sign-up.
- **Meeting information** PDF where you can upload any relevant meet/meeting information you choose. This document can be uploaded and changed at any time.

Please note: once **Meet/Meeting options → Registration visibility** is changed from **Draft** to **Publicly visible** and saved, the Terms & Conditions and Anti-doping Declaration documents cannot be further uploaded or changed.

Notifications

Email notifications

Only users on the list below will receive email notifications related to registration events (such as messages from participants, refund requests or registrations needing approval).

There always needs to be at least one person on this list. By default, only the meeting creator is included.

Jan Kowalski (jankowalski@rosterathletics.com)   Remove

Select user   ▼   Add

Under the **Notifications** view, you can decide who will receive email notifications related to registration events (such as messages from participants, refund requests or registrations needing approval).

By default, only the meet/meeting creator will receive e-mail notifications. To add a new user, select the person(s) from the list and click the **Add** button. Remember, only users with **Update** permission for this meet/meeting can be selected from the list. Read more about permissions in the **Permission to edit a meet/meeting (https://support.rosterathletics.com/en/support/solutions/articles/44001847352)** guide.

Organizers/Organisers: Registration management

Modified on: Thu, 30 Jan, 2025 at 8:14 AM

This guide describes how to manage athlete registrations when the registration window is enabled and open or after the registration deadline has passed. Please see the **Organizers/Organisers: Registration setup (https://support.rosterathletics.com/en/support/solutions/articles/44002280782)** guide to learn how to set up and enable registration for your competition.

This guide is organized/organised as follows:

- **Approving/Rejecting registrations**
- **Refunding to a participant**
- **Removing/keeping a participant with or without a refund**
- **Message to the organizer/organiser**
- **Downloading a CSV file**

Approving/Rejecting registrations

Once the meet/meeting is open to sign-ups and participants are registering, you will manage all the approval activity through the **REGISTRATION → Management - events** page.

Here, you will see the list of athletes and relay teams in the registration process and their registration status.

Along the top row are sortable columns with the respective status for each athlete/relay team (the **License/Licence** column is visible only when the license/licence verification setting is enabled).

When participants are registering for a meet/meeting requiring organizer/organiser approval (default), all athletes/relays will first need to be approved before paying and being added to the start list. Approval and other actions are toggled on the far right-hand column from the three dots icon. Once the action is chosen, the participant will also see the updated status.

When a participant has signed up for an event, the organizer/organiser can choose to:

- **Approve** - participant can move into payment.
- **Reject** - participant will not be able to pay and join the event.
- **Wait-list** - participant is on the waiting list pending later approval or rejection.

Please note: Registrants will be automatically informed by email about the change of the approval status (e.g. if the organizer/organiser manually changes the status from Wait-list to Approve). 24 hours before the registration deadline, a reminder will also be sent automatically to registrants who have the approval status and have not yet paid for the start.
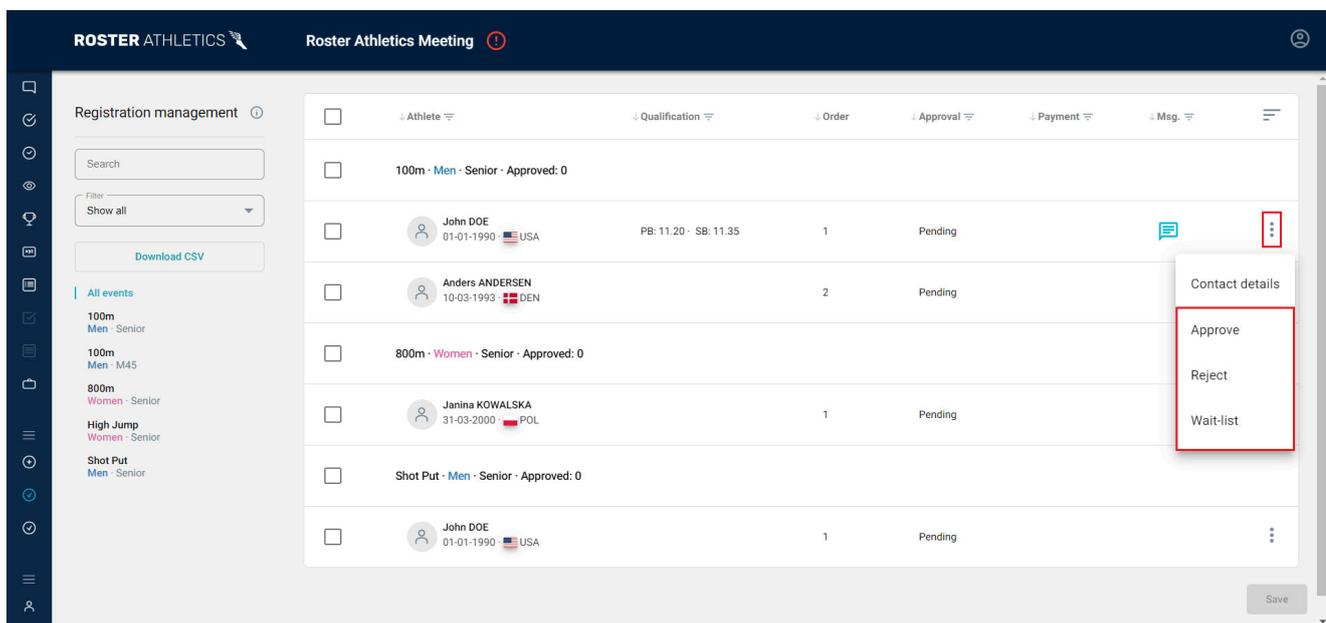
Participants can be approved (or other actions) individually or in bulk by selecting the checkboxes on the left-hand side and then pressing the appropriate **Selection** option.
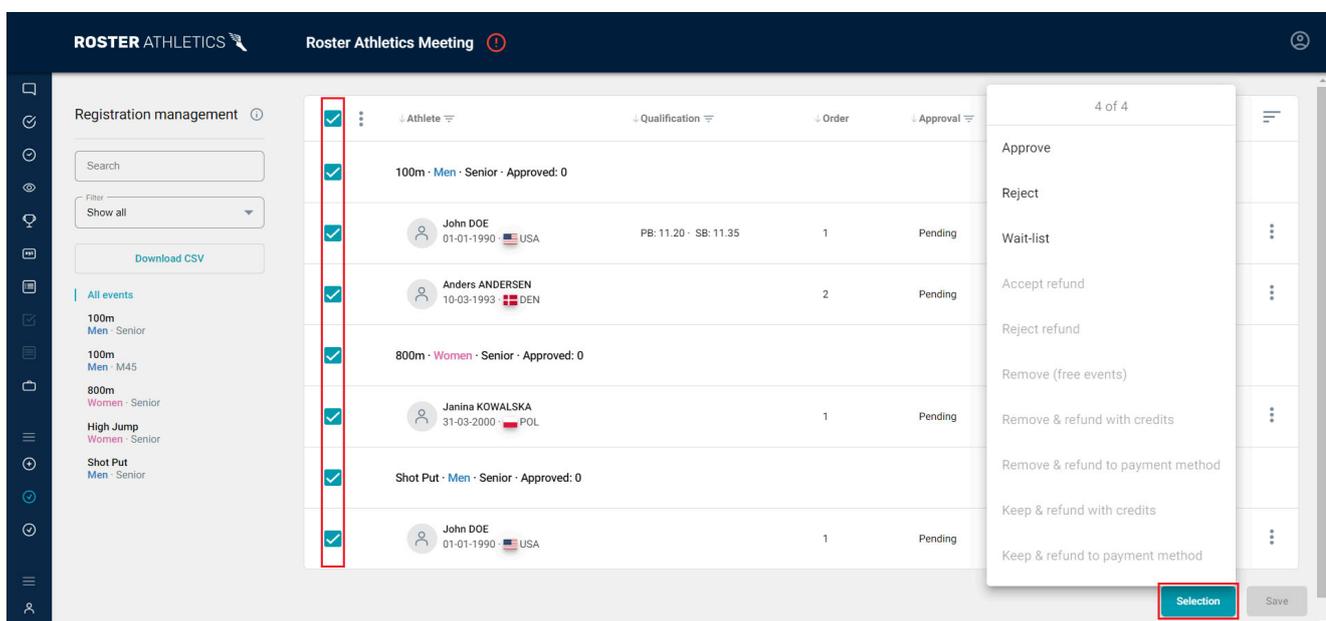
You will find messages notifying you of certain circumstances, which in this case are foreign athletes competing in this competition without a license/licence.

Once participants have taken action, such as paying or resigning from the event, their payment or approval status will be immediately updated and visible on the same page.

Once the athlete's or relay's payment is complete, they are automatically transferred directly to the start list for that event.

Refunding to a participant

The participants can request a refund after payment and either receive a credit towards another event or a payment-type refund.

- Credit refund: total amount for the event will be credited to the participant's account. They can use the credit in the same meet/meeting for a different event or a future meet/meeting from the same organizer/organiser.
- Payment method refund: total amount less applicable transaction fees (e.g. credit card fee, Roster service fee).

Once the participant has requested a refund of either type, the organizer/organiser can accept or reject the refund. In either case, the participant will be removed from the start list unless he/she has a result. If no action is taken, the participant stays on the start list.

You will see a red icon warning in the top header (next to the meet/meeting name) if there is a refund request. Clicking on the red icon and selecting **Refund requests (events)** will take you to the Registration management view showing all athletes or relay teams that have currently requested a refund.

You can also find all refund requests by going to the Registration management view Payment column filter, and select the appropriate option.

You can refund in bulk by selecting the checkboxes on the left-hand side and pressing the appropriate **Selection** option. Remember not to close the browser when a batch operation takes place. Closing the browser will stop the operation.
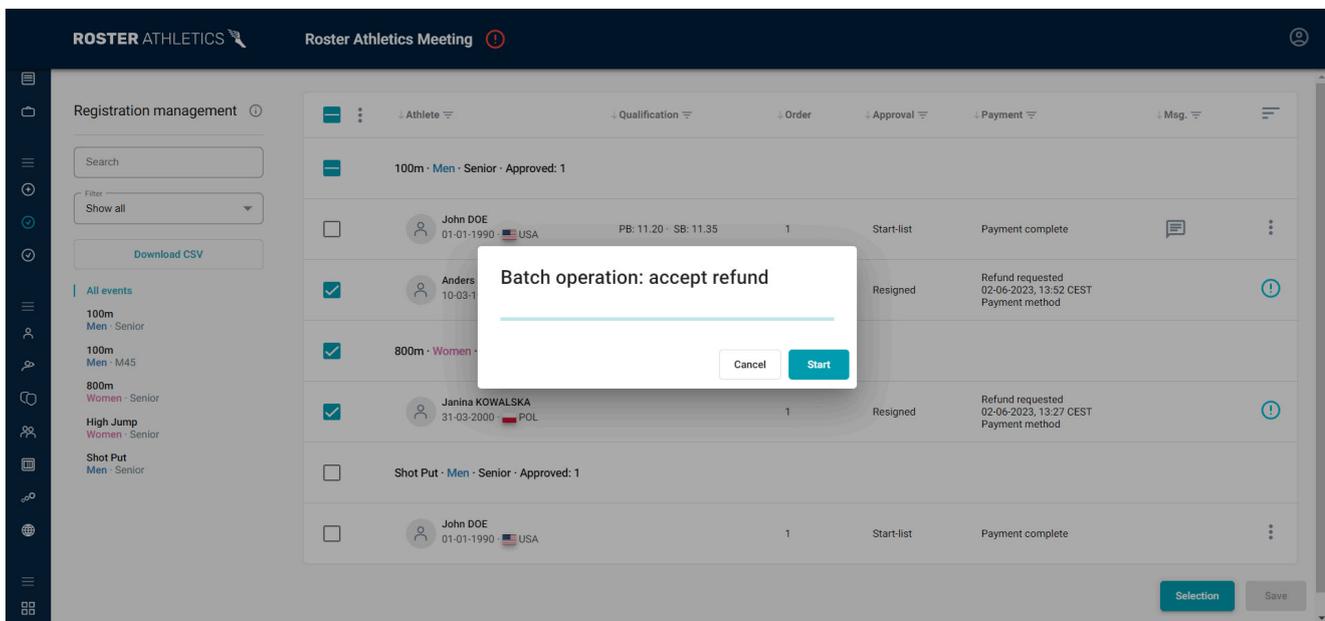
Removing/keeping a participant with or without a refund

Once a participant has submitted payment and is on the start list, the organizer/organiser has the following choices to remove or keep the athlete or relay team using the three dots icon options:

- **Remove and refund with credits**.
- **Remove and refund to method of payment used**.
- **Remove without refunding**.
- **Keep and refund with credits**.
- **Keep and refund to the used method of payment**.
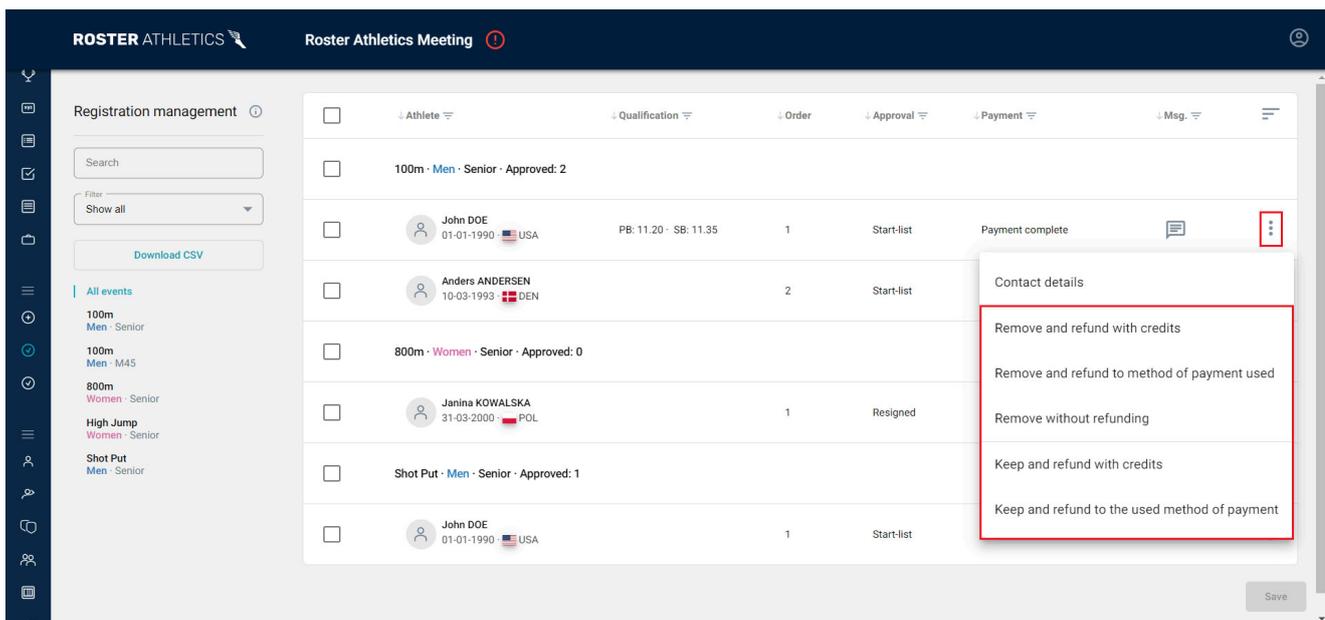
Please note: To be able to delete an event with registration, you must first remove or reject all participants (with or without a refund). Once all event registrations are resolved, you can go to the **Schedule** and delete the event by clicking the three dots icon and selecting **Delete**.

Message to the organizer/organiser

Registrants can send a message to notify the organizer/organiser regarding any additional support information, reasonable adjustments they would like the organizer/organiser to know of, or other questions.

You will see a red icon warning in the top header (next to the meet/meeting name) if there is a new message. Clicking on the red icon and selecting **Registration messages** will take you to the Registration management view, showing all registrations with unread messages.

You can also find all sent messages by going to the Registration management view **Msg.** column filter, and select the appropriate option.

Click the message icon to open a chat with the participant. The icon will be light grey if there are no messages, dark grey if there are no new messages and blue if there are unread messages.
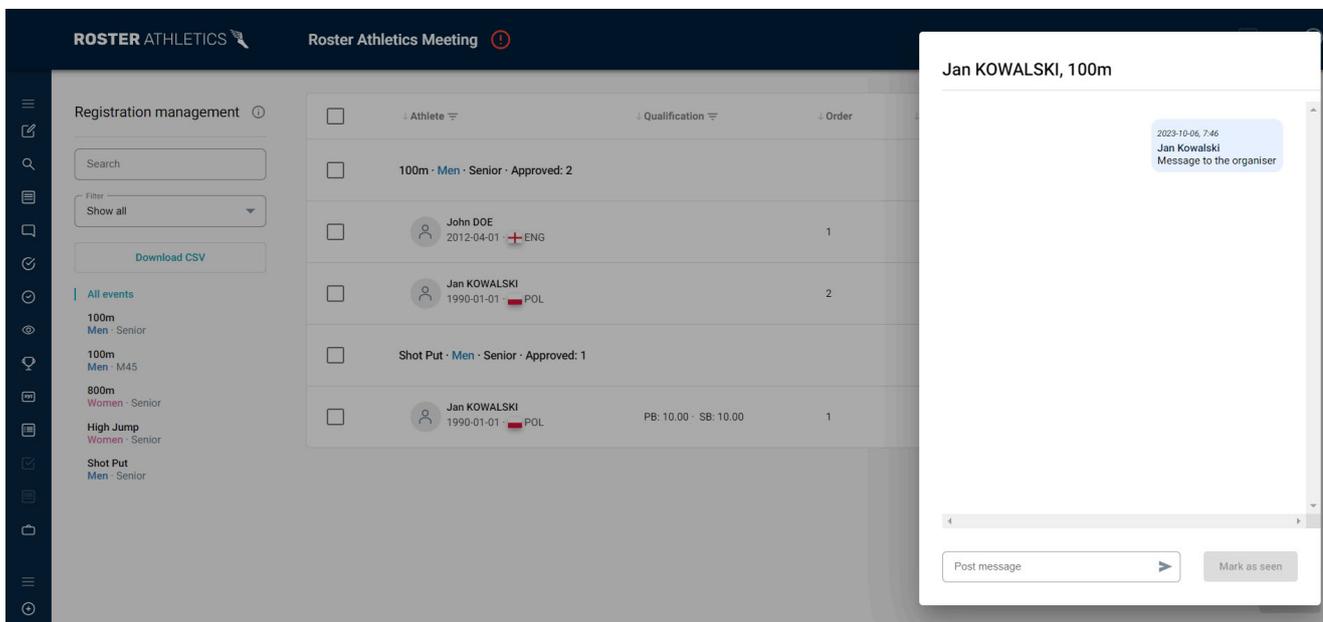
To add a comment, type a text in the **Post message** field. Sending a message will automatically change the icon colour from blue to grey. You can manually mark messages as read by clicking the **Mark as seen** button. Each new message from the participant will mark the icon as blue again.

Downloading a CSV file

You can download a CSV file with information about registrations by clicking the **Download CSV** button.
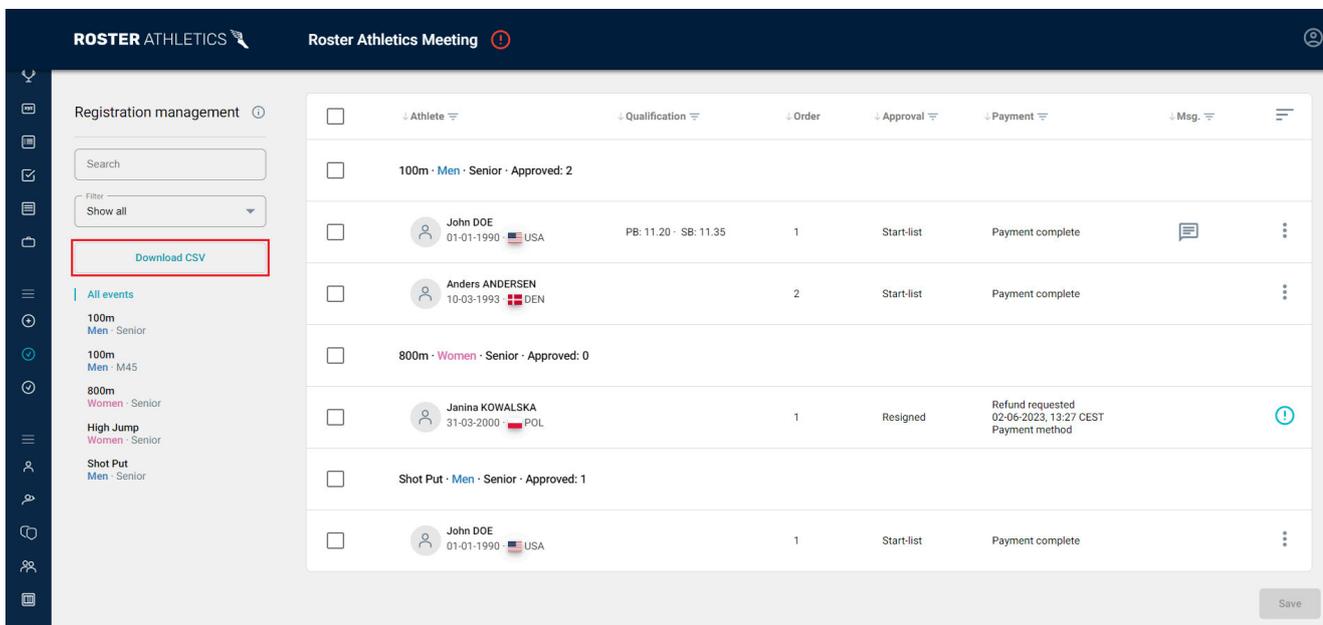
The file contains the following columns:

- **MeetingName** - The meet/meeting's name.
- **Event** - Event's name.
- **Gender** - Event's gender.
- **AgeGroup** - Event's age group.
- **RegistrantName** - Name of the person signing up themself and/or others.
- **RegistrantEmail** - Email address of the person signing up themself and/or others.

- **RegistrantPhone** - Phone number of the person signing up themself and or others.
- **ParticipantName** - Name of the participant.
- **Club** - Participant's club.
- **Licenses** (separate columns per federation) - License number of the athlete (if such exists).
- **ApprovalStatus** - Status of the approval, e.g., Start list, Rejected, Removed, Resigned.
- **Message** - Message to the organizer/organiser.

For information on downloading and reading the downloadable CSV file with payment data, please see the **Bookkeeping** (https://support.rosterathletics.com/en/support/solutions/articles/44002312635) user guide.

Organizers/Organisers: Adding products for purchase at registration

Modified on: Thu, 30 Jan, 2025 at 8:13 AM

This guide focuses on adding and managing products that can be purchased as part of the registration process. Please read the **Organizers/Organisers: Registration setup (https://support.rosterathletics.com/en/support/solutions/articles/44002280782)** guide to learn more about the registration feature and process for your competition.

This guide is organized/organised as follows:

- **Adding and editing products for purchase**
  - **Adding a new product**
  - **Managing products**
  - **Purchase Policy (linking products with events)**
- **Managing purchases**
  - **Downloading a CSV file**

Adding and editing products for purchase

Once you have added events to your meet/meeting and enabled registration, press the **REGISTRATION → Products & add-ons**. This will bring you to the main page that controls the products your registrants can purchase.
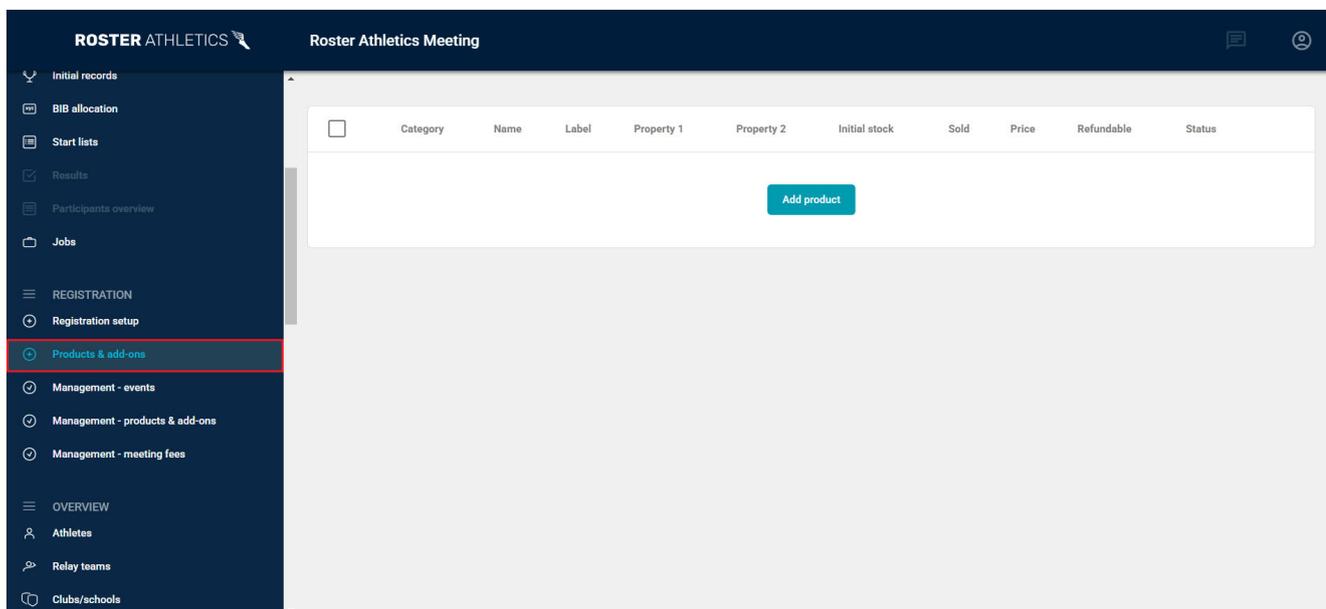
Adding a new product

Click the **Add product** button to add the first product and select an option from the list of: **Access accreditation**, **Accessory**, **Accommodation**, **Clothing**, **Food**, **Medals** and **Services** categories. Can't find the product you want to use? Contact us by emailing **support@rosterathletics.com**.

When adding a product, you will have to add:

- **Initial stock** - the number of items you can sell. You can add 999999 if you have an unlimited number of items.
- **Price** - the product price in your currency, which includes all processing fees and VAT/tax (if enabled).

Please note: A stock oversell may occur when multiple customers simultaneously purchase the last available item, resulting in the system processing more orders than the available inventory can fulfill.

You can also add:

- **Label** - short free text that can be used to describe the product. The label is mandatory if you want to add the same product multiple times, for example, a white bag and a black bag. In such cases, you can use the colour name as a label (Bag · Label: White and Bag · Label: Black).
- **Variants** - different options for the same product, such as various clothes sizes, where applicable.
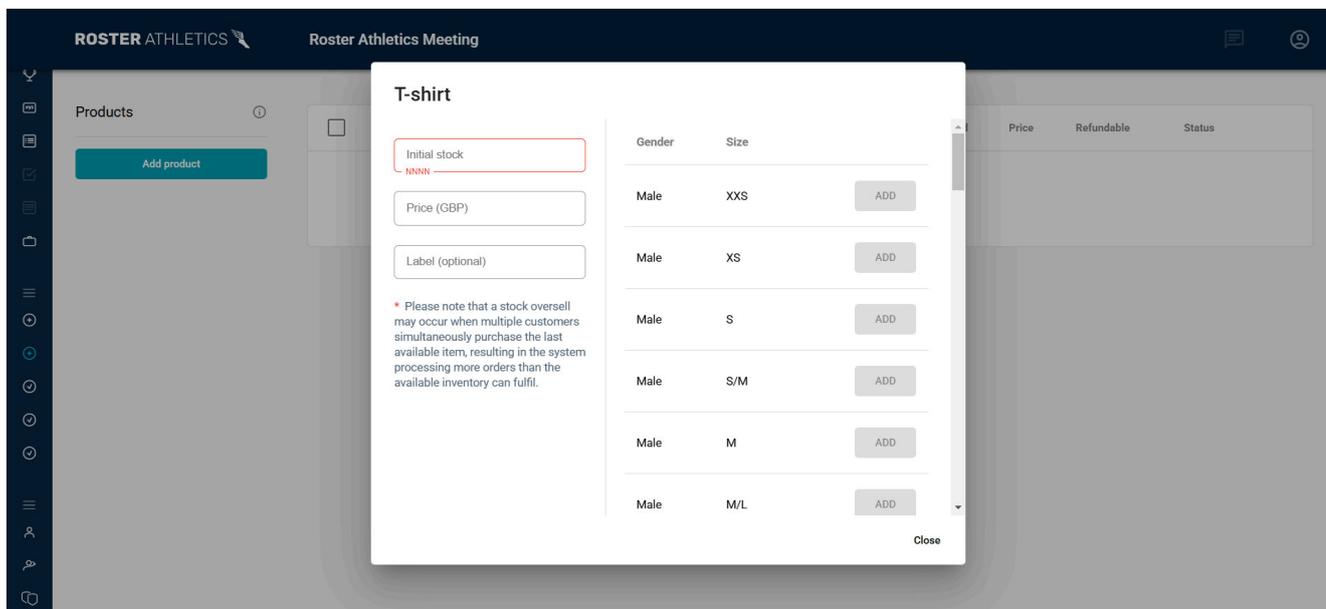
Managing products

After adding a new product, it will appear on the list of manageable products. Next to each product are the following columns that detail several configuration options for that product:

- **Category** - product category.
- **Name** - product name.
- **Label** - unique product label. **Please note:** The label can be changed only if the status is set to Draft.
- **Property 1** - the first variant of the product, e.g., gender or food type.
- **Property 2** - the second variant of the product, e.g., clothing size.
- **Initial stock** - the initial number of products you can sell.
- **Sold** - the number of sold items. **Please note:** The number will not be changed in case of refunds.
- **Price** - product price.

- **Refundable**- information on whether purchasing a product is refundable or not.
  - **Refundable**
  - **Non-refundable**
- **Status** - status of the product, which determines whether participants can purchase the product.
  - **Draft** - default option; the product is unavailable for purchase yet.
  - **Active** - product is available for purchase.
  - **Disabled** - product is unavailable for purchase.
  - **Locked** - the status is changed to locked automatically after the registration deadline; the product is thus unavailable for purchase.

To change the **Refundable** and **Status** options, click the editing icon. You can also change these and more options for multiple products in bulk. To do so, select the desired products by clicking on the appropriate checkboxes or the select-all checkbox at the very top, press the **Modify selection** button and select the option you want to edit.

Purchase Policy (linking products with events)

By default, each product is not linked to any event. This means that participants can register for any event without purchasing a product or purchase the product without registering for any events. If you want to change it, click the link icon and select one of the options:

- **Regular purchase** - default option; the product is not linked to any event.
- **Mandatory with any event** - product will be auto-selected when your participants register for any event.
  Please note: when selecting this option, products must have a price and cannot be free.
- **Mandatory with a specific event** - product will be auto-selected when your participants register for a specific event.
  Please note: when selecting this option, the price of a product will be set to 0 (free). Please include it in the event price.
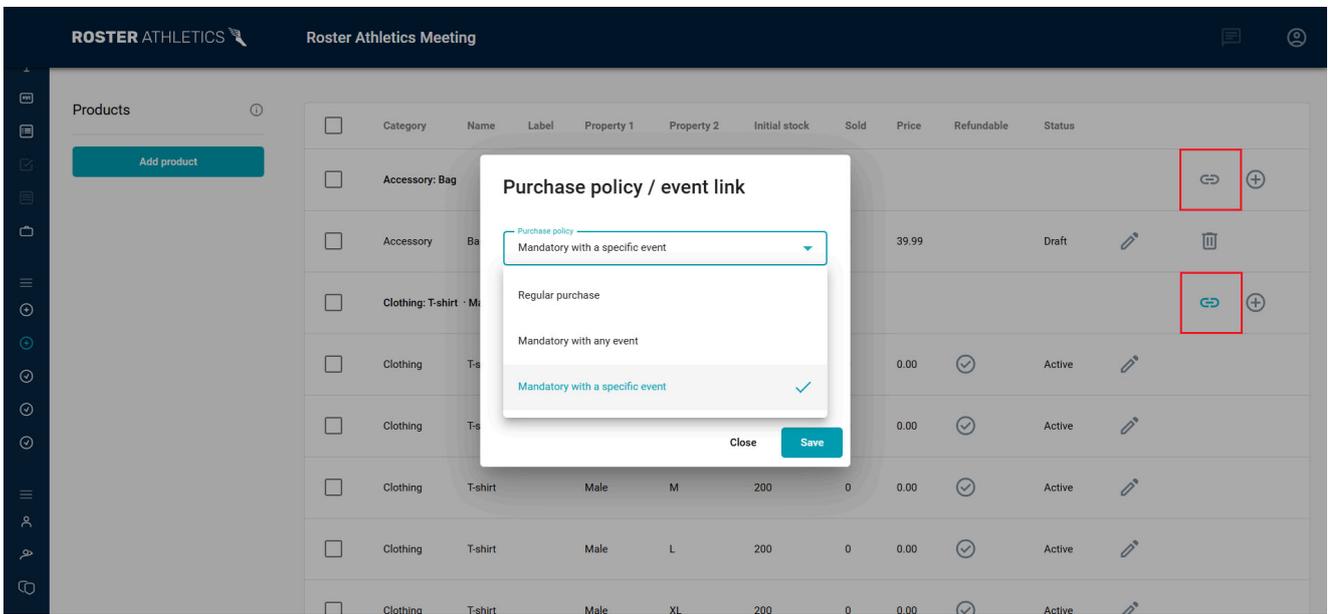
Managing purchases

Once you add products, the meet/meeting is open to sign-ups, and participants register; you will see the list of all participants who purchased the products on the **REGISTRATION** → **Management - products & add-ons** page.
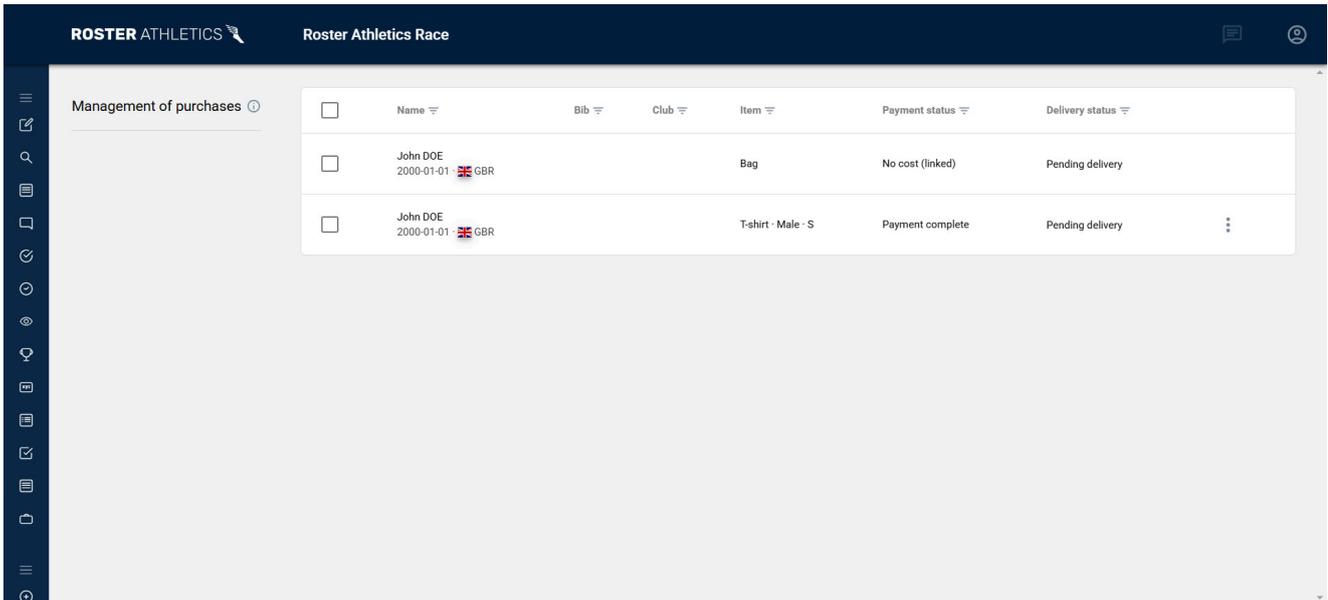

Here, you can accept or reject refund requests (if refunding for the product is enabled) or refund a fee without a user request.

You can refund products or change their delivery status in bulk by selecting the checkboxes on the left-hand side and pressing the **Modify selected** button. Remember not to close the browser when a batch operation takes place. Closing the browser will stop the operation before it can complete.

Downloading a CSV file

You can download a CSV file with information about purchased products & add-ons by clicking the **Download CSV** button.
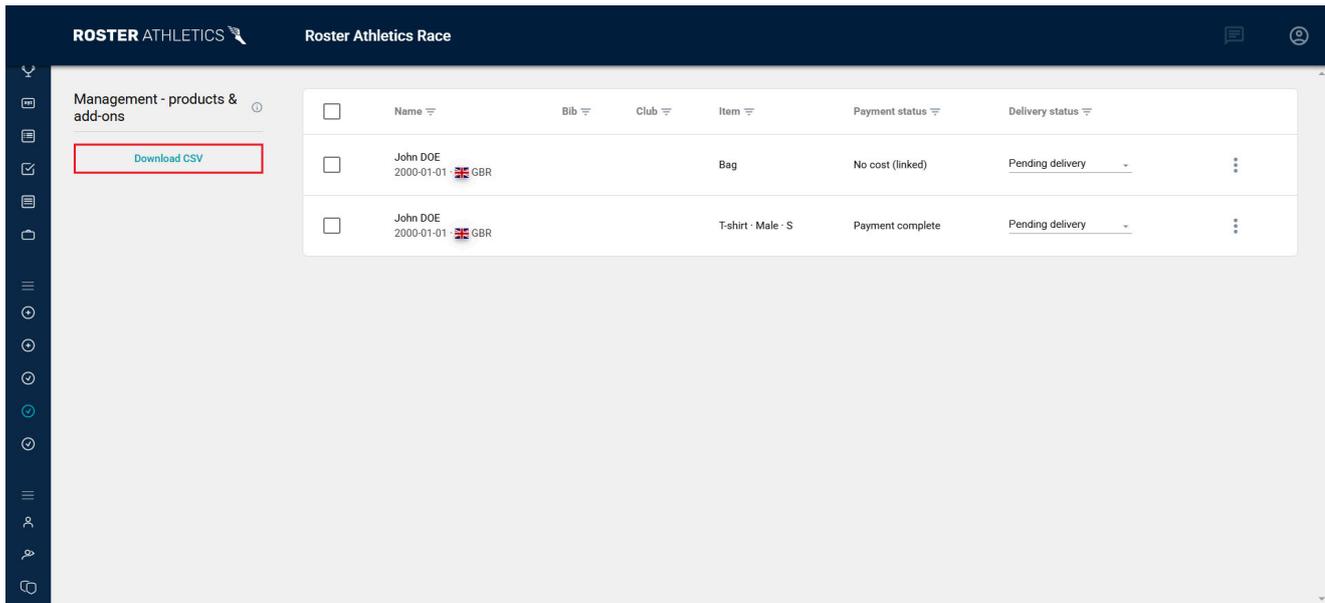
The file contains the following columns:

- **MeetingName** - The meet/meeting's name.
- **Item** - Item's name (with variant and label).
- **RegistrantName** - Name of the person signing up themself and/or others.
- **RegistrantEmail** - Email address of the person signing up themself and/or others.
- **RegistrantPhone** - Phone number of the person signing up themself and or others.
- **Participant** - Name of the participant.
- **Club** - Participant's club.
- **DeliveryStatus** - Status of the delivery.
- **PaymentStatus** - Status of the approval, e.g., Start list, Rejected, Removed, Resigned.
- Additional columns with the name of each variant of the item to make it easier to sum up the total sold items.

For information on downloading and reading the downloadable CSV file with payment data, please see the **Bookkeeping** (https://support.rosterathletics.com/en/support/solutions/articles/44002312635) user guide.

Organizers/Organisers: Meet/Meeting fees

Modified on: Thu, 30 Jan, 2025 at 8:13 AM

Adding a meet/meeting entry fee allows you to charge a fixed fee from the participant for your competition regardless of the number of events the participant wants to register for.

This guide is organized/organised as follows:

- **Enabling a Meet/Meeting fee**
- **Managing Meet/Meeting fees**

Enabling a Meet/Meeting fee

Once you have added events to your meet/meeting and enabled registration, press the **REGISTRATION →
Registration setup** button. This will bring you to the main page that controls the parameters for configuring your registration setup. Read more about registration setup in the **Organizers/Organisers: Managing registration
(https://support.rosterathletics.com/en/support/solutions/articles/44002280782)** guide.

To use a meet/meeting fee, click the **Fees & defaults** button and add a price to the **Meet/Meeting fee** field.

The **Meet/Meeting fee** is the price in your currency for the amount charged to each participant regardless of the number of events they want to register. It includes all processing fees and VAT/tax (if enabled). This is for organizers/organisers who wish to use a meet/meeting participant fee for each athlete in addition to or in lieu of setting a fee for each event entered.

Below the **Meet/Meeting fee** field is an option to make the **Meet/Meeting fee refundable:**

- Enable - allows users to request a refund after refunding all event fees (if any).
- Disable - do not allow users to request a meet/meeting fee refund.

Please note: If a meet/meeting fee is greater than 0 and the price for the event is greater than 0, the sum of the participation fees will be the meet/meeting fee + event price. If the participant wants to register for two or more events, the sum will be the meet/meeting fee + event no. 1 price + event no. 2 price, and so on.

Managing Meet/Meeting fees

Once you added a **Meet/Meeting fee** to the **REGISTRATION → Registration setup → Fees & defaults**, the meet/meeting is open to sign-ups, and participants are registering, you will see the list of all participants who paid the entry fee in the **REGISTRATION → Management - meet/meeting fees** page.
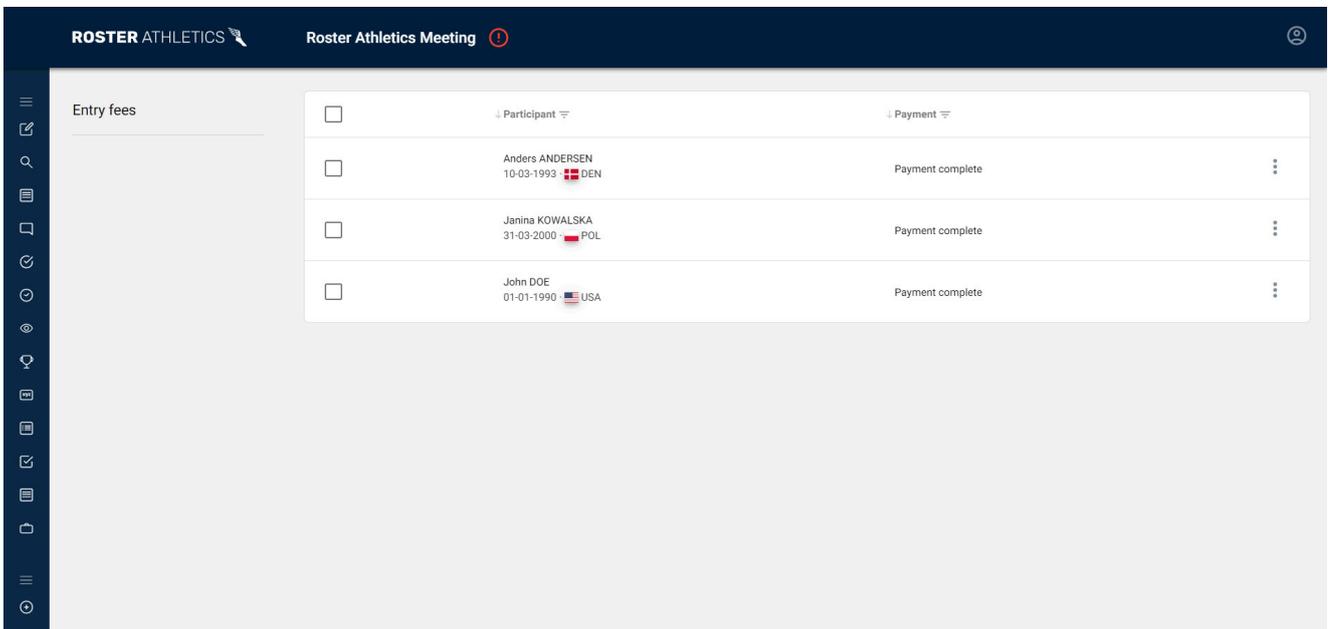
Here you can accept or reject refund requests (if refunding is enabled in the **REGISTRATION → Registration setup → Fees & defaults → Meet/Meeting fee refundable**) or refund a fee without a user request.

You can refund entry fees in bulk by selecting the checkboxes on the left-hand side and pressing the appropriate **Selection** option. Remember not to close the browser when a batch operation takes place. Closing the browser will stop the operation.
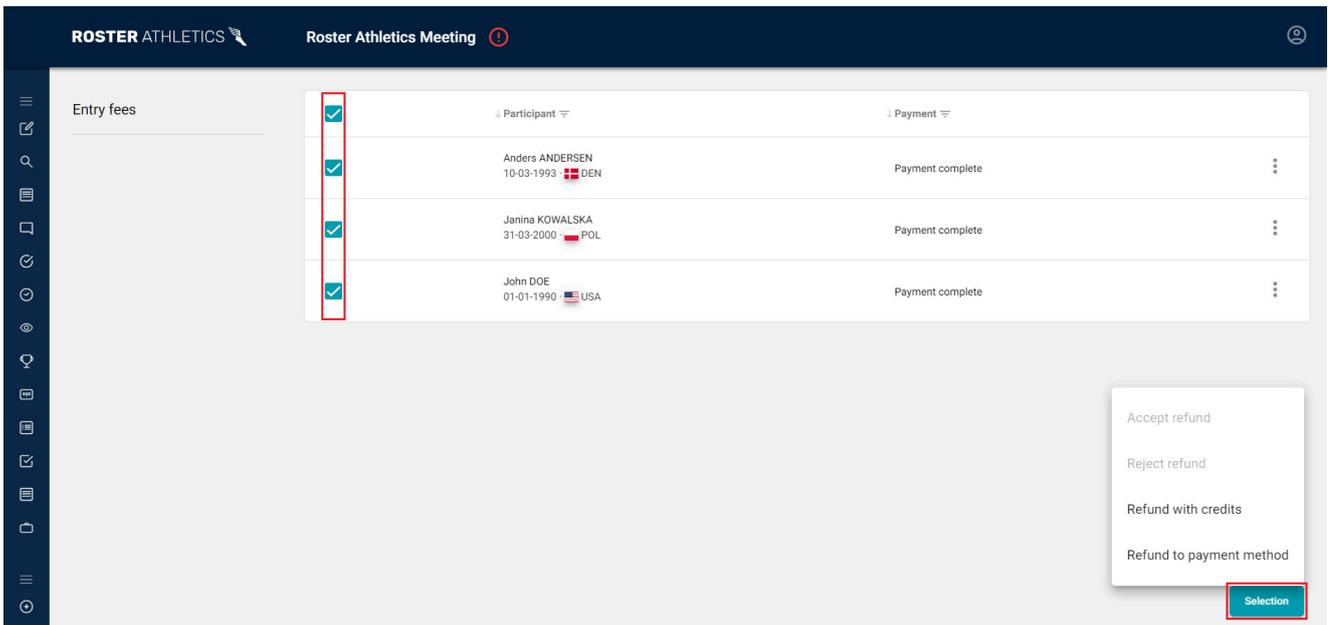
Bookkeeping

Modified on: Thu, 30 Jan, 2025 at 8:13 AM

If your role is either an **Administrator** or an **Accountant** (see more about roles in the **Organizer/Organiser roles (https://support.rosterathletics.com/en/support/solutions/articles/44002285846)** guide), you can access all payment details and download the details in a CSV file.

To see all payment details related to your organization/organisation, select the **Payment overview** under **ADMINISTRATION** from the far left-hand side menu.
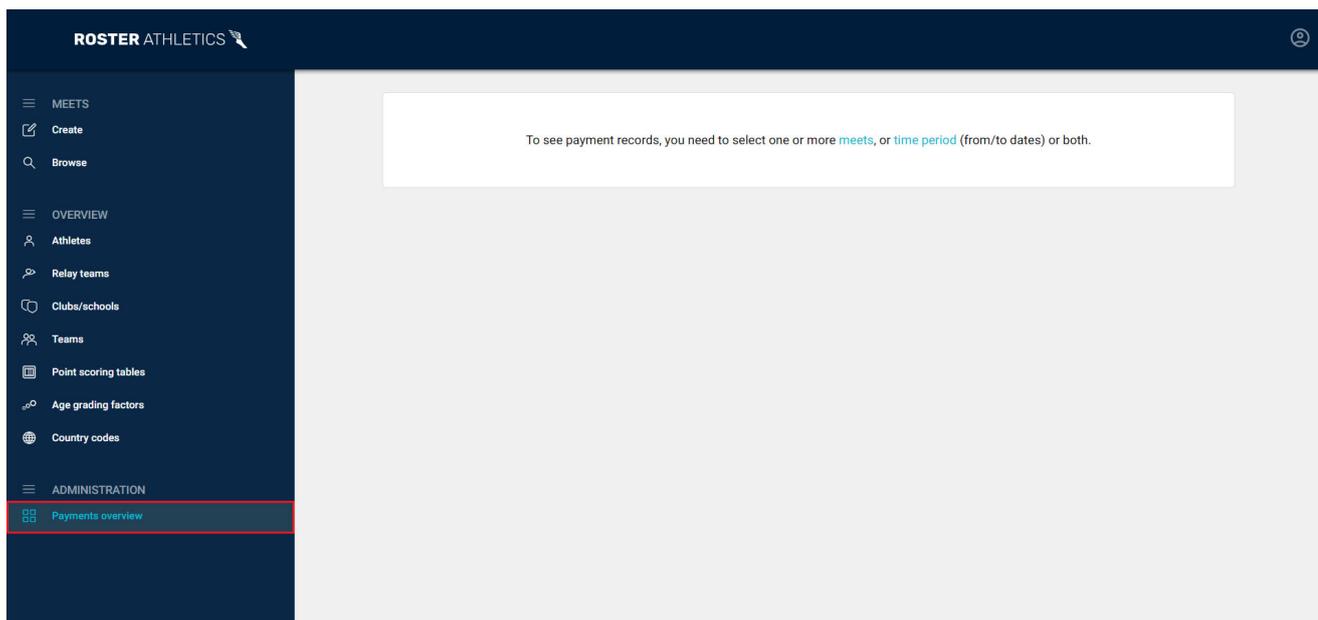
To see payment records, select one or more meets/meetings from the **Meet/Meeting** field and/or time period (**From date**/**To date**).

You can select the **Current month**, **Previous month**, or **Current year** by clicking the **More** button and selecting the desired period.
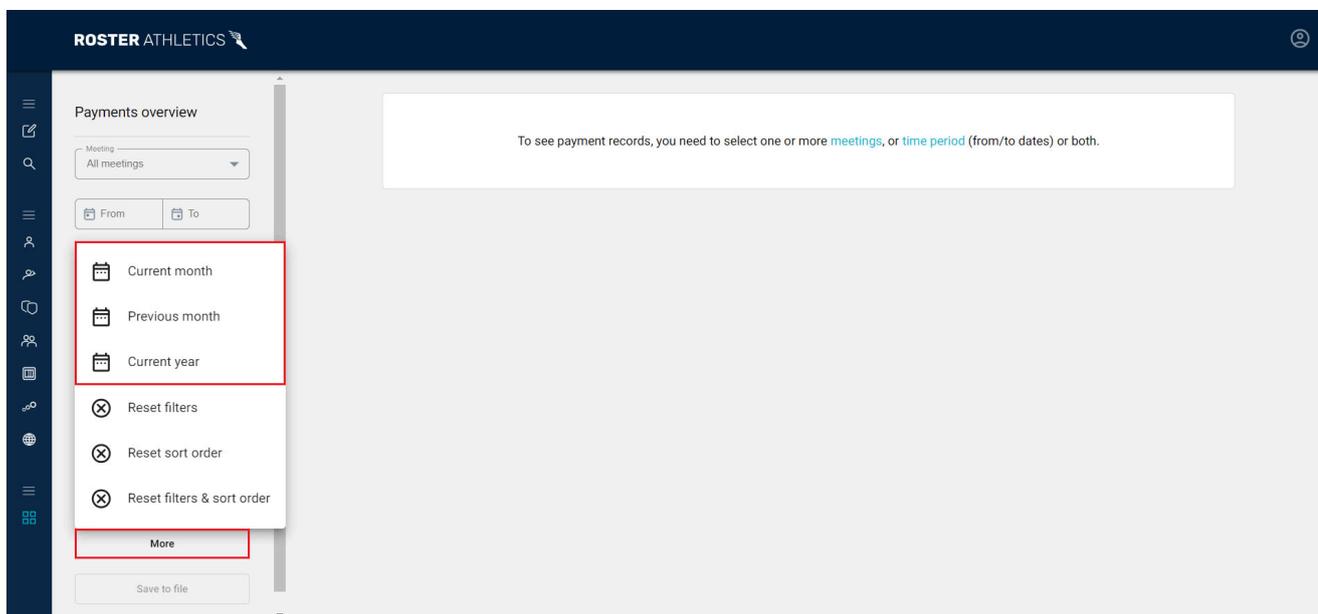
Once filters are selected, click the **Load** button.

You can decide what view you wish to use. Select **Simplified** for general information or **Advanced** to see details of all payments.

The **Advanced** view will list all payments that meet the filtering criteria and contain the following columns of information:

- **Meet/Meeting** - The meet/meeting's name.
- **Type** - Registration, MeetingFee or Purchase.
- **Item** - Name of purchase.
- **Event** - Event name and age group.
- **Reg. name** - Name of the person signing up theirself and/or others.
- **Reg. email** - Email address of the person signing up themself and/or others.
- **Participant** - Name of the participant.
- **Club** - Name of the participant's club.
- **Licenses** - License number of the athlete (if such exists).
- **Delivery status** - Delivery status of purchase.

- **Status** - Status of the payment, e.g., completed payment or refund.
- **Processed on** - Date and time of the transaction in UTC (Coordinated Universal Time).
- **Currency** - Three-letter code for the type of currency used.
- **Vat %** - VAT/tax percentage.
- **Charged** - Amount charged for the event, which includes all processing fees (payment processing and Roster service) and VAT/tax (if enabled).
- **Credits** - Amount charged for the event if paid with credits.
- **Ref. cash** - Amount refunded to payment method.
- **Ref. credits** - Amount refunded as credits.
- **Total fee** - Total of all processing fees (payment processing and Roster fee).
- **Receipt No.** - Unique number for each transaction.

You can sort the list using multiple levels of sorting to ensure that your payments can be organized/organised to your exact preference. To select the sorting parameter, click on the header of the column.

To reset the sorting order, click the **More** button and select either **Reset sort order** or **Reset filters & sort order**.

You can export all visible payment details to a CSV file. To do so, select the **Decimal separator** (comma "," or dot ".") that matches your Excel version and click on the **Save in file** button.

Please remember that the default setting for registration payouts from Stripe to your organization's/organisation's bank account will be every day, but with a 7-day delay (for the U.S., the standard is a 2-day delay). The 7-day delay means that Stripe will initiate a transfer seven days after the registrations for that day are completed, based on UTC time. Should your organization/organisation prefer to receive payouts on a weekly or monthly basis for bookkeeping purposes, please let us know at **support@rosterathletics.com** with the title "Payout schedule".

Note: You might handle credits as a creditor debt, depending on your local bookkeeping principles.

Please note that if the currency you use is NOT a settlement currency, you may find a discrepancy between the amounts in the bookkeeping files and what is actually paid out. Please contact support@rosterathletics.com if you would like to know which settlement currencies we support. For example, payments in Jamaican Dollars (JMD) are settled in USD, and payments in Romanian Leu (RON) are settled in EUR. The currency loss is typically 1-3% but varies based on international exchange rates.

Please reach out to **support@rosterathletics.com** for further information and help.