

# PaymentsHQ

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# Payment/Refund Requests

This is where you are able to send Payment Requests and Refund Requests, and track each of them.

A **Payment Request** is where you are **collecting money** from the Recipient. It allows you to send out a Request via email to a Recipient for a set amount. The Recipient will click on the link embedded in the email, which brings them to a Payment Page where they will then input their credit card information to complete the payment.

A **Refund Request** is where you are **returning/refunding money**, and you are requesting that the Recipient provide the credit card number to which the refund should be sent. The Recipient will receive an email where they will click on the embedded link and be brought to a Payment Page where they will input the credit card that the refund should be applied to. All Refund Requests require that the Recipient correctly enter the Secret Answer (a word/password that is set by you - refer to *Help Page under Send Refund Request for more details*).

## Tracking your Requests

Your Requests are organized into three reporting groups:

- **Outstanding:** Requests that have been sent but have yet to be completed by the Recipient. These include requests with a status of Expired and Security.
- **Paid:** Requests that have been successfully completed. They are automatically moved over to the Paid group.
- **Cancelled:** Requests that have been cancelled by you. You must manually select the Cancel button to move a request from Outstanding to Cancelled.

## Request Overview

Click on the Recipient's Name for an overview of the request and to view further details such as its history.

## Status

Each Request can have a different status:

**Refund**

Signifies that this request is a Refund Request

<b>Expired</b>	A request that has expired. You will need to either Cancel the request or select Modify & Resend in order to change the Expiry Date and have a new link sent to the Recipient.
<b>Security</b>	A status applicable only to Refund Requests, and it occurs when the Recipient has entered the wrong Security Answer three times. You will need to either Cancel the request or select Modify & Resend in order to reset the request.

## Actions

Depending on the reporting group you are viewing and the status of the request, there are different Actions available:

-  **Preview:** View the Payment Page
-  **Modify & Resend:** Edit the Request and/or Resend
-  **Send Email Reminder:** System will send out an email reminder to the recipient
-  **Share Link:** Copy the URL/Link for the Payment Page
-  **Cancel:** Delete the Request

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## Frequently Asked Questions

### Do Payment/Refund Requests expire?

A Payment Request can be valid for a maximum of 45 days. When creating a new Payment Request, you will be required to set the Expiry Date. If you need to extend a Payment Request, select Modify and choose a new Expiry Date.

A Refund Request is only valid for a maximum of 7 days.

### How do I resolve a request with a Security status?

If one of your Refund Requests is showing a status of Security, that means that the Recipient entered in the incorrect Secret Answer at least three times.

Before resolving the request, please ensure that you are sending the Refund Request to the correct e-mail address and that the Recipient knows the Secret Answer.

One confirmed that the Refund Request is being sent to the correct individual, select "Modify & Resend" under Actions, and simply send the Request again. You may want to choose a new Secret Answer or update the Expiry Date.

# Welcome to PaymentsHQ

**Welcome to PaymentsHQ's Help Section - your ultimate guide to utilizing SportsPay's powerful reporting website!**

Within this dedicated section, you will find a compilation of our Help Articles, carefully crafted to assist you in navigating and leveraging the full potential of PaymentsHQ.

To conveniently access the information you need, simply click on the blue Help icon located at the bottom right-hand corner of each page. This intuitive feature will instantly display the relevant article corresponding to the page you're on, providing you with immediate assistance and guidance.

# Account Information

## Updating your Account Information

1. Select "Update" next to the information that needs to be updated
2. You will be prompted to input the new information
3. Select "Request" to finish

Once the change has been submitted, a green alert will be displayed at the top of the page confirming your submission.

When the update has been completed, this alert will disappear, and your organization's information will reflect your change.

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You may also submit any changes to us via e-mail at [support@sportspay.com](mailto:support@sportspay.com)

If you need to update information not shown here, please contact us at [support@sportspay.com](mailto:support@sportspay.com) so we can assist you.

# Bank Activity

This is an overview of debits (withdrawals) and credits (deposits) made to your bank account. There are two types of entries: [Billing Statement](#) and [Credit Card Sales](#)

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## [Billing Statement](#)

This type of entry refers to the debiting of your bank account for your monthly billing statement.

## [Credit Card Sales](#)

This is referring to either a credit applied to your bank account for your credit card sales or a debit related to credit card sales that you refunded (for example, if you process more refunds than sales).

# Batches and Deposits

## Batches

Each night at 12:00am EST, your organization's transactions from the previous day are "settled," forming a batch. In other words, each batch represents one day's worth of transactions. If you did not process any transactions that day, then there would be no batch.

Remember that the batch is settled at midnight, so each batch is for the previous day's transactions. For example, the batch dated April 5th is for transactions done on April 4th.

You can view the accumulated total of the batch under the Response column. Alternatively, you can select Detail for a breakdown of each transaction included in that batch.

## Deposits

Deposits are completed on Tuesday and should reach your bank account by Wednesday.

Each deposit includes all of the batches from the preceding week. We calculate the week starting on Monday and ending on Sunday.

S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	\$	14	15	16
17	18	19	\$	21	22	23
24	25	26	\$	28	29	30

 = a batch  
 = a batch  
 = a batch  
\$ = Deposit of batches from 4<sup>th</sup>-10<sup>th</sup>  
\$ = Deposit of batches from 11<sup>th</sup>-17<sup>th</sup>  
\$ = Deposit of batches from 18<sup>th</sup>-24<sup>th</sup>

Refer to **Bank Activities** for an overview on all debits and credits made to your bank account.

Transaction fees are not deducted from your deposits making reconciliation straight forward

# Manual Transactions

Access your Remote Terminal by clicking on:

[Start a New Transaction](#)

You will also find a list of your Recent Manual Transactions. These transactions are also included in your Transaction Reports.

**Manual Transactions are not integrated into your registration system.** That means that any transactions or refunds done through here will not be shown in your registration system. You will need to manually update your registration system.

Use the **INVOICE** and **DESCRIPTION** fields to keep track of what each transaction is for. The **INVOICE** field is shown on the receipt, but the description is not.

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## Frequently Asked Questions

### What is the fee to process a manual transaction?

There is no additional fee to process a manual transaction. Only your per transaction fee applies.

# Statements

Billing is withdrawn from your bank account on the 5th of each month. Your statement will be emailed to the address on file and posted here before that. You can download a PDF copy of your statement by clicking on

the PDF icon:



Billing is done as a separate transaction and not combined with any deposits. This makes reconciliation easy.

An ongoing archive of all statements is kept on PaymentsHQ.

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For any billing inquiries, please contact us via email at [support@sportspay.com](mailto:support@sportspay.com) or via our toll-free phone number at [1-877-880-0321](tel:1-877-880-0321)

# Transaction List

The **Transaction List** tool allows you to generate a filtered list of transactions based on date, card type, and transaction type. It's useful for reconciling batches, finding specific payments, or reviewing all recent activity.

The **Show Refunds** button at the top is a quick shortcut to filter the list by refund activity only.

## Selecting a Date Range

Use this section to define the transaction period you want to view. You can either:

- Manually enter a **Start** and **End** date
- Click one of the quick filters:
  - **Last 7 Days**
  - **Last 30 Days**
  - **Last Month**
  - **This Year**

## Filtering by Card Type

Select one or more card types to include in your search results. The following options are available:

- **Visa**
- **MasterCard**
- **American Express**
- **Debit / Interac**
- **Other Cards** - includes card types outside of the major brands

## Filtering by Transaction Type

Check the boxes for the types of transactions you'd like to see in your results:

- **Sales**
- **Returns**
- **Voids**
- **Declines**

You can further refine these results using the **Advanced Options** dropdown.

## Advanced Options

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This section lets you filter by more specific transaction types. You can select one or more of the following:

- **Purchase**
- **Sale**
- **Pre-Auth Completion**
- **Void Purchase**
- **Void Return**
- **Force Post**
- **Pre-Auth**
- **Pre-Auth Force**
- **Auth Only**
- **Settlements / Deposits**
- **Balance Requests**

These are particularly helpful when you're looking for a specific action in the transaction lifecycle (e.g., a Pre-Authorization that was never completed).

## Sort Options

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Choose how to sort your search results using the dropdown menu:

- **Newest transactions first**
- **Oldest transactions first**

## Additional Notes

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- The **Show Refunds** button at the top is a quick shortcut to filter the list by refund activity only.
- To narrow down transactions processed through specific payment tools like Payment Requests or PayMe, you can use the **Search** feature (return to the Main Menu). Simply enter the Reference Number with a % prefix to identify transactions from the following tools:
  - **%PR** - Payment Requests
  - **%PM** - PayMes
  - **%MTR** - Manual Transactions
  - **%ER** - Refund Requests

## Transaction Types

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TYPE	NAME	DESCRIPTION
PURC	Purchase	Refers to a completed sale transaction (PREA + PRCO)
SALE	Sale	Refers to a completed sale transaction
PREA	Pre-Authorization	<p>Also known as a pre-auth or authorization hold, it is a <b>temporary hold placed on a customer's credit card for the amount of the transaction until the transaction is completed.</b></p> <p>Each completed transaction will show a white "PREA" followed by a green "PRCO" to show it was successful.</p> <p>*The reference numbers will be the same and this is not a double charge.</p> <p><i>NOTE: If the transaction is not completed, there will NOT be an associated green "PRCO" to match the "PREA". The "hold" will automatically drop and the funds will become available if the transaction is not completed. This ensures cardholders are not charged if the registration system does not receive the transaction.</i></p>
PRCO	Completion	Refers to finalizing a pre-authorized transaction in order to complete the transaction.
RETU	Return	Also known as a Refund, it is when funds are returned to the cardholder's account.
SETT	Settlement	Refers to closing the daily batch of transactions. This is where the actual funds themselves are moved from the cardholder's bank account to your merchant account, where they will later be deposited into your bank account.
FUND	Funding	Also known as Deposit, this is when all of your batches of settled transactions accumulated to date are deposited into your bank account.

## Message Column

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Refers to a transaction that has been settled <sup>1</sup> and is waiting to be deposited.



Refers to a transaction that has been deposited into your bank account.



Preview the receipt for the transaction with the option to resend to the cardholder

<sup>1</sup> Settled refers to the transaction funds being removed from the cardholder's bank account

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## Frequently Asked Questions

### How do I remove a Pre-Authorization (or Hold) from a customer's bank account?

A Pre-Authorization without a Completion following it will automatically disappear from the customer's bank account after a set number of days. This time frame is set by the customer's financial institution but is typically around 5-10 business days.

The PREA will still be shown in your reporting even after it is removed from the customers bank account.

### What's the difference between SALE and PURC?

For all intents and purposes, there is no difference. They are both referring to the same thing - the customer is making a purchase and it will charge their credit card for the specified amount.

Whether your transaction shows up as a SALE or a PURC depends on your registration systems integration and also how the transaction was processed. For example, transactions done through the Remote Terminal will always show up as a SALE.

If you're interested in the nitty gritty, here are the fine details:

The difference lies in the back end of the payment gateway and how the transaction is processed. A PURC is the result of two transaction types being successfully completed - a Pre-Authorization and Completion (PURC = PREA + PRCO). A SALE is its own single transaction type that doesn't split up the Pre-Authorization and Completion.

### Can you explain Pre-Authorizations and Pre-Completions more?

Sure!

PURC = PREA (pre-authorization) + PRCO (pre-completion)

There always needs to be a PRCO following a PREA in order for the transaction to be completed. If a PRCO does not follow a PREA, then the transaction stays as Pre-Authorization (with the funds on hold, but NOT removed from the cardholders account) until their financial institution releases it.

**Here's an analogy:**

Think of PREA like you calling into a store, asking if they have a shirt in your size, and then asking them to put it on hold so you can pick it up by the end of the day.

You actually aren't charged until you go into the store, pay for it and pick it up (PRCO).

If you never pick up the shirt, you won't be charged for it. But with that said, the shirt is technically still on hold under your name until the store puts it back on the shelf (PREA)

In this analogy, the financial institution that issued the cardholder's credit card (i.e. TD Visa or Scotiabank Mastercard) is the store. They are the ones who need to put the shirt back on the shelf. Right now they are still waiting for you to come in, pick up the shirt, and pay for it (PRCO).

With that said, the store has a "policy" that if merchandise is not picked up within X number of days, it will automatically go back on the shelf. Meaning, they will wait X number of days for a PRCO to follow a PREA. If they don't receive it, then the shirt will finally be put back on the shelf (the PREA will be cancelled).

If you try to process the transaction again to remove a PREA, it is equivalent to you calling the store to put another shirt on hold. It won't effect the current shirt you have on hold.

The only course of action you could take is to call the store to ask them to put it back on the shelf (meaning, ask the cardholder to call their bank to request they cancel the Pre-Authorization). Or, just wait a few days and it'll be removed automatically!

# Virtual Terminal

To process a manual transaction, the following fields are required:

- **Customer Name**
- **Customer Email address**
- **Credit Card Number**
- **Expiration Date**
- **Amount**

You have the option of inputting the following fields:

- **Invoice Number:** This field will be displayed on the customer's receipt
- **Description:** This field is only displayed in PaymentsHQ and is useful for administrative purposes. For example, you can use it to describe what the manual transaction is for - "Johnny Smith's late fee"

Your organization will receive an email notification for each manual transaction processed. You also have the option to send an email receipt to the customer by checking the applicable box.

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## Frequently Asked Questions

### What is the fee to process a manual transaction?

There is no additional fee to process a manual transaction. Only your per transaction fee applies.

# Send a Payment Request

A **Payment Request** is where you are **collecting money** from the Recipient. It allows you to send out a Request via email to a Recipient for a set amount. The Recipient will click on the link, be brought to the Payment Page, and they will input their credit card information to complete the payment.

## Required Fields

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The following fields must be completed for each Request:

**Name of Recipient:** This is the name of the person to whom you are sending the Payment Request. This does not have to match the name on the credit card.

**Email Address:** This is the email address for the Recipient to whom the Payment Request will be sent.

**Amount:** The amount of the Payment that the Recipient's credit card will be charged.

**Expiry Date:** This is the date that the Request will expire at 11:59pm EST. For example, if the expiry date is October 16th, the Request can accept a payment up until 11:59pm EST on October 16th. Payment Requests can be active between 1 and 45 days.

## Optional Settings

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You may choose to configure the following settings:

**Enable Automatic Reminders:** This option enables automatic payment reminder emails to be sent out to the recipient at the chosen interval (e.g., every 7 days) until the payment is either completed or expires. Use the drop-down to customize the frequency of reminders. At any time, you can shut off or modify the automatic reminders. You can also track when the next reminder will be sent out by looking at the Request's Overview page.

*(Alternatively, you can manually initiate sending a payment reminder using the Action button on the Payment Request home page.)*

**Do not pass processing fees onto the customer:** This setting will only appear if you are on a CustomerPay pricing plan. The default is to have the processing fees passed onto the customer, however, you can override this by selecting the box, in which case, you will be responsible for paying the processing fees for that transaction.

## Optional Fields

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Both the **Invoice Field** and **Description Field** are optional and are designed to give you flexibility. You may use the fields as you choose.

The Invoice Field and Description Field each have two fields within them: **Field Label** and **Value**

- The **Field Label** refers to the Label attached to the field and is used to either (a) describe the information in the Value field, or (b) provide instruction for what should be inputted in the Value field (if you choose to use the field to collect information from the Recipient).
- The **Value** field refers to the information within that field and can be used to either (a) display information, or (b) collect information from the Recipient. To collect information from the Recipient, simply leave the field blank when you are completing the Payment Request form.

The **Invoice Field** is intended for Invoice Numbers, Program Names, and the like. If the Payment Request is associated with another transaction, by inputting the same Invoice Number in the Value, you will be "grouping" the transactions together, which is helpful for reporting purposes. The Invoice Field can have a maximum of 20 characters in the Value.

The **Description Field** is intended for detailed information such as a player's name, preferred position, and the like. It can have a maximum of 30 characters in the Value, making it suitable for collecting more detailed information.

Below is an example of using both fields to display information:

### Optional Fields

Add Invoice Field ⓘ

<b>Field Label:</b> ⓘ	<b>Value:</b> ⓘ	<input type="checkbox"/> Required ⓘ
<input type="text" value="Division Name"/>	<input type="text" value="GirlsAAA"/>	
<small>E.g. Invoice, Program, etc. Maximum 20 characters</small>	<small>E.g. U13Tryouts, 2023GirlsU13, etc. or leave it blank to use the field to collect information from the customer. Maximum 5-20 numbers &amp; letters, no spaces or punctuation.</small>	

Add Description Field ⓘ

<b>Field Label:</b> ⓘ	<b>Value:</b> ⓘ	<input type="checkbox"/> Required ⓘ
<input type="text" value="Name of Child"/>	<input type="text" value="Sally Smith"/>	
<small>E.g. Description, or Instructions for customer Maximum 20 characters</small>	<small>E.g. Small jersey, remaining balance, etc. Or, leave it blank to use the field to collect information from the customer. Maximum 30 characters.</small>	

## Collecting Information

You can use both the Invoice Field and Description Field to collect information from the Recipient. To do so, check off the box to include the field and provide a Field Label. You must leave the Value field blank and check the Required box.

Below is an example:

### Optional Fields

Add Invoice Field ⓘ

Add Description Field ⓘ

Field Label: ⓘ

Name of child:

E.g. Description, or Instructions for customer  
Maximum 20 characters

Value: ⓘ

Required ⓘ

E.g. Small jersey, remaining balance, etc. Or, leave it blank to use the field to collect information from the customer.  
Maximum 30 characters.

## Previewing the Payment Page

Before sending the request, you will be able to view the payment page by selecting "Preview."

Below is an example of the Payment Page when **sending a Payment Request**:

Pay with Credit Card

Name	Example Test
Email	test@test.com
Division	Girls AAA
Pay Now:	\$ 150.00

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Name On Card

Enter name on card

Card Number 

Enter card number

Your card data is securely managed

Expiry MM Expiry YY CVV

-- 2023 Enter CVV

These are the 3 digits on the back of your card.



## Frequently Asked Questions

### Example of completing the form

Below is an example of completing the form:

**Optional Fields**

Add Invoice Field ⓘ

Field Label: ⓘ	Value: ⓘ	<input type="checkbox"/> Required ⓘ
<input type="text" value="Division Name"/>	<input type="text" value="GirlsAAA"/>	
<small>E.g. Invoice, Program, etc. Maximum 20 characters</small>	<small>E.g. U13Tryouts, 2023GirlsU13, etc. or leave it blank to use the field to collect information from the customer. Maximum 5-20 numbers &amp; letters, no spaces or punctuation.</small>	

Add Description Field ⓘ

Field Label: ⓘ	Value: ⓘ	<input type="checkbox"/> Required ⓘ
<input type="text" value="Name of Child"/>	<input type="text" value="Sally Smith"/>	
<small>E.g. Description, or Instructions for customer Maximum 20 characters</small>	<small>E.g. Small jersey, remaining balance, etc. Or, leave it blank to use the field to collect information from the customer. Maximum 30 characters.</small>	

Below is an example of how the above completed form appears on the Payment Page. You will see the **Field Label** is highlighted in yellow and the **Value** is highlighted in blue:

Pay with Credit Card	
Name	Example Test
Email	test@test.com
Division Name	Girls AAA
Name of Child:	Sally Smith
Pay Now:	\$ 150.00

### Example of completing the form to collect required information from recipient

Below is an example:

### Optional Fields

Add Invoice Field ⓘ

Add Description Field ⓘ

Field Label: ⓘ

Name of child:

E.g. Description, or Instructions for customer  
Maximum 20 characters

Value: ⓘ

Required ⓘ

E.g. Small jersey, remaining balance, etc. Or, leave it blank to use the field to collect information from the customer.  
Maximum 30 characters.

Below is an example of how the above completed form appears on the Payment Page. You will see the **Field Label** is highlighted in yellow and the Value is a form field for the customer to input.

Pay with Credit Card	
Name	Example Test
Email	test@test.com
Name of child:	<input type="text"/>
Pay Now:	\$ 220.00

# Send a Refund Request

A **Refund Request** is where you are **returning/refunding money**, and you are requesting that the Recipient provide the credit card number to which the refund should be sent. The Recipient will receive an email where they will click on the link and be brought to a Payment Page where they will input the credit card that the refund should be applied to. All Refund Requests require that the Recipient correctly enter the Secret Answer set by you.

## Required Fields

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The following fields must be completed for each Request:

**Name of Recipient:** This is the name of the person to whom you are sending the Refund Request. This does not have to match the name on the credit card.

**Email Address:** This is the email address for the Recipient where the Refund Request will be sent.

**Refund Amount:** The amount that will be refunded to the Recipient's credit card.

**Expiry Date:** This is the date that the Request will expire at 11:59pm EST. For example, if the expiry date is October 16th, the Request can accept a payment up until 11:59pm EST on October 16th. Refund Requests can be active between 1 and 7 days.

**Secret Answer:** A secret answer (i.e., a word, phrase, or password) decided by you that the Recipient will have to provide in order to claim the refund. This provides an added layer of security. The Recipient has 3 chances to correctly input the Secret Answer otherwise, the Request is put in Security status, requiring you to reactivate it.

**Secret Hint:** A hint or clue provided by you to assist the Recipient in providing the correct Secret Answer. It cannot contain any word from the Secret Answer.

## Optional Settings

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You may choose to configure the following settings:

**Enable Automatic Reminders:** This option enables automatic payment reminder emails to be sent out to the recipient at the chosen interval (e.g., every 2 days) until the payment is either completed or expires. Use the drop-down to customize the frequency of reminders. At any time, you can shut off or modify the automatic reminders. You can also track when the next reminder will be sent out by looking at the Request's Overview page.

*(Alternatively, you can manually initiate sending a payment reminder using the Action button on the Payment Request home page.)*

**Do not pass processing fees onto the customer:** This setting will only appear if you are on a CustomerPay pricing plan. The default is to have the processing fees passed onto the customer, however, you can override this by selecting the box, in which case, you will be responsible for paying the processing fees for that transaction.

## Optional Fields

Both the **Invoice Field** and **Description Field** are optional and are designed to give you flexibility. You may use the fields as you choose.

The Invoice Field and Description Field each have two fields within them: **Field Label** and **Value**

- The **Field Label** refers to the Label attached to the field and is used to either (a) describe the information in the Value field, or (b) provide instruction for what should be inputted in the Value field (if you choose to use the field to collect information from the Recipient).
- The **Value** field refers to the information within that field and can be used to either (a) display information, or (b) collect information from the Recipient. To collect information from the Recipient, simply leave the field blank when you are completing the Payment Request form.

The **Invoice Field** is intended for Invoice Numbers, Program Names, and the like. If the Payment Request is associated with another transaction, by inputting the same Invoice Number in the Value, you will be "grouping" the transactions together, which is helpful for reporting purposes. The Invoice Field can have a maximum of 20 characters in the Value.

The **Description Field** is intended for detailed information such as a player's name, preferred position, and the like. It can have a maximum of 30 characters in the Value, making it suitable for collecting more detailed information.

Below is an example of using both fields to display information:

### Optional Fields

Add Invoice Field ⓘ

Field Label: ⓘ	Value: ⓘ	<input type="checkbox"/> Required ⓘ
<input type="text" value="Division Name"/>	<input type="text" value="GirlsAAA"/>	
<small>E.g. Invoice, Program, etc. Maximum 20 characters</small>	<small>E.g. U13Tryouts, 2023GirlsU13, etc. or leave it blank to use the field to collect information from the customer. Maximum 5-20 numbers &amp; letters, no spaces or punctuation.</small>	

Add Description Field ⓘ

Field Label: ⓘ	Value: ⓘ	<input type="checkbox"/> Required ⓘ
<input type="text" value="Name of Child"/>	<input type="text" value="Sally Smith"/>	
<small>E.g. Description, or Instructions for customer Maximum 20 characters</small>	<small>E.g. Small jersey, remaining balance, etc. Or, leave it blank to use the field to collect information from the customer. Maximum 30 characters.</small>	

## Collecting Information

You can use both the Invoice Field and Description Field to collect information from the Recipient. To do so, check off the box to include the field and provide a Field Label. You must leave the Value field blank and check the Required box.

Below is an example:

Optional Fields

Add Invoice Field ⓘ

Add Description Field ⓘ

Field Label: ⓘ	Value: ⓘ	<input checked="" type="checkbox"/> Required ⓘ
<input type="text" value="Name of child:"/>	<input type="text"/>	
<small>E.g. Description, or Instructions for customer Maximum 20 characters</small>	<small>E.g. Small jersey, remaining balance, etc. Or, leave it blank to use the field to collect information from the customer. Maximum 30 characters.</small>	

## Previewing the Payment Page

Before sending the request, you will be able to view the payment page by selecting "Preview."

Below is an example of the Payment Page when **sending a Refund Request**:

## Demo League

Is offering a credit/refund for you to claim on your credit card

### Credit/Refund

Amount \$ -20.00

City we live in

Just making sure this is you!

John Smith

test@test.com

Name On Card

cardholder name

Card Number



Expiry

Year

Enter card number

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Your card data is securely managed

CVV

3 digits on the back  
of your card

Cancel

Send

sportspay

## Frequently Asked Questions

### How do I cancel a Refund Request?

If a Refund Request is still Outstanding, meaning that it has not been claimed by the recipient, navigate to the Request and select "Cancel". The Recipient will no longer be able to access the link.

You cannot cancel a Refund Request once it has been completed. Once the Recipient has claimed the Refund and completed the Request, the transaction is final.

# Request Overview

## Overview

This is where you are able to get a complete overview of your Request, including all of the applicable field values:

- Recipient name
- Recipient email address
- Amount
- Expiry Date
- Secret Hint and Secret Answer
- Invoice Label and Value
- Description Label and Value
- Request Message
- Customer pays a processing fee
- Next automatic email reminder

## Actions

You can **Modify & Resend**, and **Cancel** the Request using the applicable buttons.

## Status

<b>Payment</b>	Signifies that this request is a Payment Request (as opposed to a Refund)
<b>Refund</b>	Signifies that this request is a Refund Request (as opposed to a Payment)
<b>Outstanding</b>	A request that has <u>not</u> been paid or claimed
<b>Paid</b>	A request that has been paid or claimed - it is completed.
<b>Cancelled</b>	A request that has been cancelled and has not been paid/claimed.
<b>Expired</b>	A request that has expired. You will need to either Cancel the request or select Modify & Resend in order to change the Expiry Date and have a new link sent to the Recipient.
<b>Security</b>	A status applicable only to Refund Requests, and it occurs when the Recipient has entered in the wrong Security Answer three times. You will need to either Cancel the request or select Modify & Resend in order to reset the request.

## Activity Log

View the entire history of the request under Activity Log. All significant activity related to the request will be date and time-stamped here, along with a brief description.

# PayMe

**PayMe Forms** is where you can create your own form/webpage to collect various payments such as donations, tournament fees, travel expenses, etc. Each PayMe that is created is given its own designated URL/link that you can then share to accept multiple payments.

For convenience, there is a Sign-Up and Fundraising form pre-built. Alternatively, you can use the Custom form to fully modify all fields.

<https://vimeo.com/showcase/11540925/embed2>

## PayMe Landing Page

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All of your active PayMe's (that you've not set as 'Private') are conveniently located on your organization's designated Landing Page. Rather than having to share each of your PayMe's URLs/links, you can choose to share your organization's landing page URL/link (or even post it on your website) and direct your customers to find it there.

To locate your organization's Landing Page URL/link, simply click on the text "PayMe Landing Page" and copy the URL/link from the browser.

Unless a PayMe is set as "Private", it will show on your public landing page

### Example of PayMe Landing Page

Each PayMe is colour-coded:

- SignUp PayMe's are in blue
- Fundraising PayMe's are in green
- Custom PayMe's are in orange

PayMe's that are inactive (i.e. waiting, closed or expired) will appear faded.

Once a PayMe has been archived by you, it will no longer appear on the Landing Page.

## Demo League

<b>Summer Sign Up</b> <span>Open</span> This is to pay for the clinic Open now until 2024-05-02 100 spots remaining <a href="#">Pay Now &gt;</a>	<b>Coach Training</b> <span>Full</span> Pay for required coaches clinic Full - All 2 spots reserved <span>Unavailable</span>	<b>Parent and Tot</b> <span>Expired</span> Introductory class for Parents and Tots Closed <span>Unavailable</span>
<b>End of Year Party</b> <span>Open</span> Donations will be used to buy supplies for the end of year party Open now until 2024-05-30 <a href="#">Pay Now &gt;</a>	<b>New Uniform Fundraiser</b> <span>Waiting</span> Help us raise funds to purchase new uniforms! Opening on 2024-06-07 09:00 <span>Unavailable</span>	
	<b>Tournament Transportation</b> <span>Open</span> Pay Transportation fees if participating in tournament Open now <a href="#">Pay Now &gt;</a>	

## Viewing your PayMe's

---

Your PayMe's are organized into two reporting groups:

- **Active:** PayMe's that are active that have been sent, but have yet to be completed by the Recipient. These include requests with a status of Expired and Security.
- **Archived:** PayMe's that have been archived by you and are no longer editable. Once you are sure that you no longer need to make an amendment to a PayMe, you can archive it. (Note: You are Archiving the PayMe... this does not affect your ability to refund a payment.)

## PayMe Overview

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Click on the PayMe name for an overview of your PayMe and to view further details such as its history and a list of all payments under that PayMe.

## Status

---

Each PayMe can have a different status:

<b>Open</b>	A PayMe that is accepting payments
<b>Full</b>	PayMe has reached a maximum number of accepted payments and is now closed. If any payments are refunded, it will reopen until it has reached a maximum number of accepted payments. You can always modify the PayMe and increase or decrease the maximum number of accepted payments, should it be required.
<b>Waiting</b>	Waiting to open on the PayMe's start date and time as set by you.
<b>Expired</b>	A PayMe that has expired or you have manually closed. To re-open, you must modify the PayMe and update the Expiry Date.
<b>Archived</b>	PayMe has been archived and is no longer editable.

## Actions

---

Depending on the reporting group you are viewing and the status of the request, there are different Actions available:



**Modify:** Modify the PayMe



**Preview:** View the PayMe



**Share Link:** Copy the URL/Link for the PayMe



**Manually Close:** Manually close this PayMe so no further payments can be made. This action can be undone.



**Archive:** Permanently archive the PayMe. This action cannot be undone.

# Creating a PayMe

Use a PayMe to collect payments with the option to include a start date, expiry date and a maximum number of payments.

## PayMe Details

Fields available to create your PayMe will differ depending on which template you choose (SignUp, Fundraiser or Custom).

**Title of PayMe:** A unique name given to the PayMe, and should be descriptive of what the PayMe is for. You cannot reuse PayMe names.

**Amount:** The amount of the payment. You may leave it blank to have the customer input the amount, although this is more applicable for fundraising PayMe's.

**Max # of Payments:** Set the maximum number of approved payments allowed under the PayMe. For unlimited payments, leave it blank. Please note that only approved and completed payments count towards the running total, and any declined payments do not count. Similarly, any payments that you refund will update the running total.

**Start Date:** This is the date and time that PayMe will open. If you wish to start PayMe immediately, simply leave it blank. Please note that all times are in Eastern Standard Time (EST).

**Expiry Date:** This is the date that the PayMe will expire, close, and no longer accept payments. If you wish to leave the PayMe open indefinitely, leave it blank. Alternatively, leave it blank and set the "Max Number of Payments" if you wish to only close it once it's full. Please note that all times are in Eastern Standard Time (EST).

## Optional Fields

Both the **Division/Program Field** and the **Player's Name Field** are optional and are designed to give you flexibility. You may use the fields as you choose.

The Division/Program Field and Player's Name Field each have two fields within them: **Field Label** and **Value**

- The **Field Label** refers to the Label attached to the field and is used to either (a) describe the information in the Value field, or (b) provide instruction for what should be inputted in the Value field (if you choose to use the field to collect information from the Recipient).

- The **Value** field refers to the information within that field and can be used to either (a) display information, or (b) collect information from the Recipient. To collect information from the Recipient, simply leave the field blank when you are completing the PayMe form.

The **Division/Program Field** is intended for Division, Program, Class Names, and the like. By inputting the same Value in the field, you will be "grouping" the transactions together, which helps reporting purposes (i.e., you can search "Midgets 24 Fall" in reporting and it will list all payments with that value listed in the Division/Program Field. The Division/Program Field can have a maximum of 20 characters in the Value.

The **Player's Name Field** is intended to collect detailed information such as the player's name, preferred position, and the like. It can have a maximum of 30 characters in the Value, making it suitable for collecting more detailed information.

Below is an example of using both fields to display information:

Customize your PayMe (Optional)

Choose from the below options to further customize your PayMe. You will have the option to use the field to display or collect information.

Add Division/Program Field ?

<p>Field Label: <span>?</span></p> <input type="text" value="Program Name"/> <p>E.g. Program Name, Clinic Name, etc. Must be between 5-20 characters</p>	<p>Value: <span>?</span> <input type="checkbox"/> Required <span>?</span></p> <input type="text" value="MidgetsFall"/> <p>E.g. U13Tryouts, Summer2023, etc. Or, leave it blank to use the field to collect information from the customer. Must be between 5-20 alphanumeric characters only - no spaces, dashes or any other symbols.</p>
--	---

Add Player's Name Field ?

<p>Field Label: <span>?</span></p> <input type="text" value="Location"/> <p>E.g. Player Name, or instructions for customer. Must be between 5-20 characters.</p>	<p>Value: <span>?</span> <input type="checkbox"/> Required <span>?</span></p> <input type="text" value="Downsview Park"/> <p>Leave the field blank to use the field to collect information from the customer. Must be between 5-30 alphanumeric characters. Also accepts spaces, symbols and punctuation marks.</p>
--	---

## Collecting Information

You can use both the Division/Program Field and the Player's Name Field to collect information from the Recipient. To do so, check off the box to include the field and provide a Field Label. You must leave the Value field blank and check the Required box.

Below is an example:

### Cutomize your PayMe (Optional)

Choose from the below options to further customize your PayMe. You will have the option to use the field to display or collect information.

Add Division/Program Field ⓘ

Field Label: ⓘ

Program Name

E.g. Program Name, Clinic Name, etc.  
Must be between 5-20 characters

Value: ⓘ

Required ⓘ

MidgetsFall

E.g. U13Tryouts, Summer2023, etc. Or, leave it blank to use the field to collect information from the customer. Must be between 5-20 alphanumeric characters only - no spaces, dashes or any other symbols.

Add Player's Name Field ⓘ

Field Label: ⓘ

Player Name

E.g. Player Name, or instructions for customer.  
Must be between 5-20 characters.

Value: ⓘ

Required ⓘ

Leave the field blank to use the field to collect information from the customer. Must be between 5-30 alphanumeric characters. Also accepts spaces, symbols and punctuation marks.

## Previewing the Payment Page

Before creating the PayMe, you will be able to view the payment page by selecting "Preview."

Below is an example of the Payment Page for a **PayMe**:

Demo League

Midgets Group

Amount \$ 350.00  
Program Name MidgetsFall  
Player Name

maximum 30 letters, numbers and \_+ -/#

Sign up for this Fall

Name On Card

Email Address for receipt

Card Number  Expiry Year

Your card data is securely managed

3 digits on the back  
of your card

sportspay

## Frequently Asked Questions

### What happens when I refund a payment for a PayMe where there is a maximum number of payments?

If you refund a payment for a PayMe where there is a maximum number of payments, it will update the record of number of payments.

If the PayMe is closed because the maximum number of payments has been reached, and you then refund a payment, the PayMe will reopen again until the maximum number of payments is reached again.

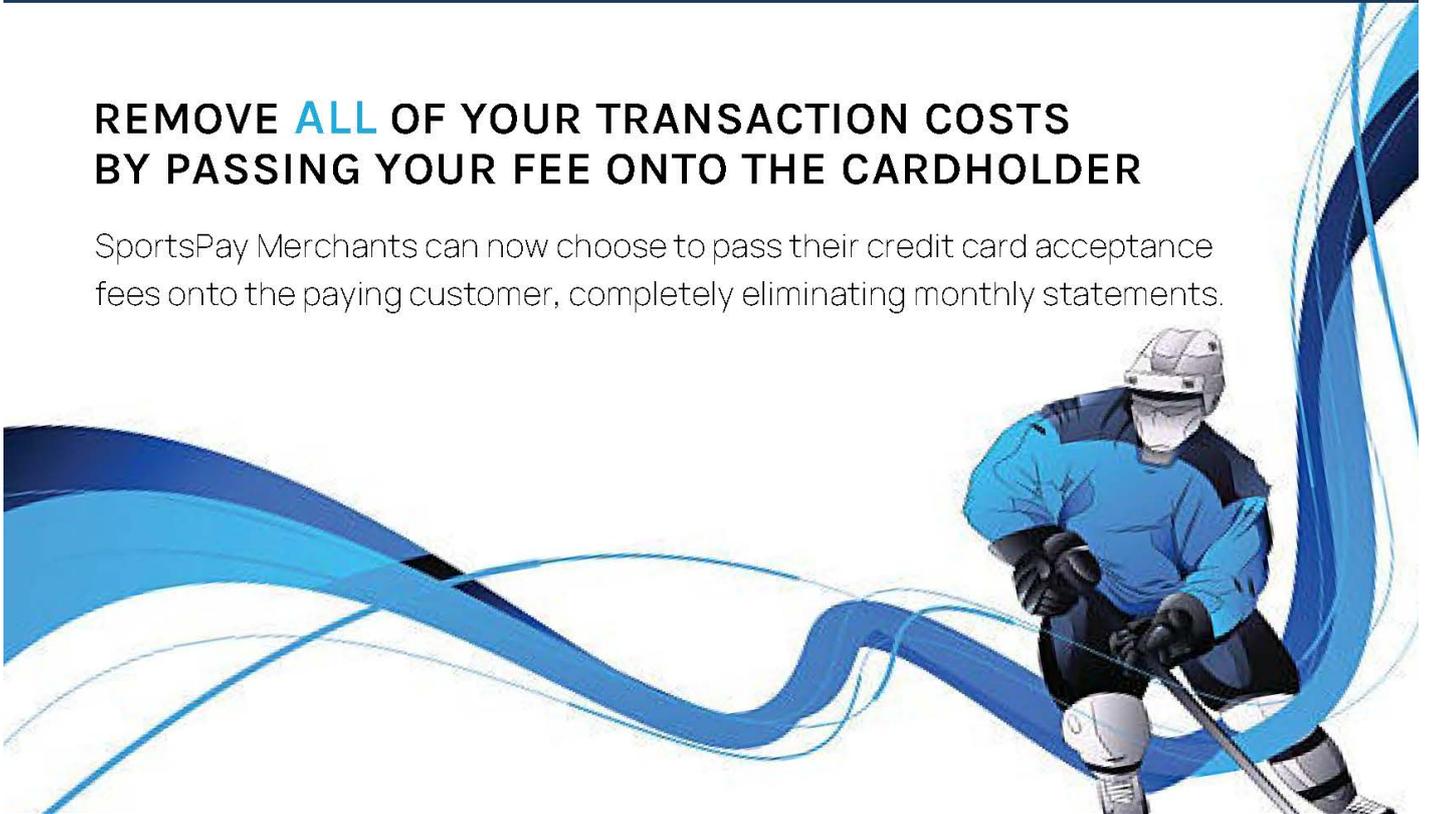
Customer Pay

INTRODUCING

# CUSTOMER PAY

## REMOVE **ALL** OF YOUR TRANSACTION COSTS BY PASSING YOUR FEE ONTO THE CARDHOLDER

SportsPay Merchants can now choose to pass their credit card acceptance fees onto the paying customer, completely eliminating monthly statements.



Works with your registration system



Completely automated with no errors



Added as separate line item to not impact your reporting



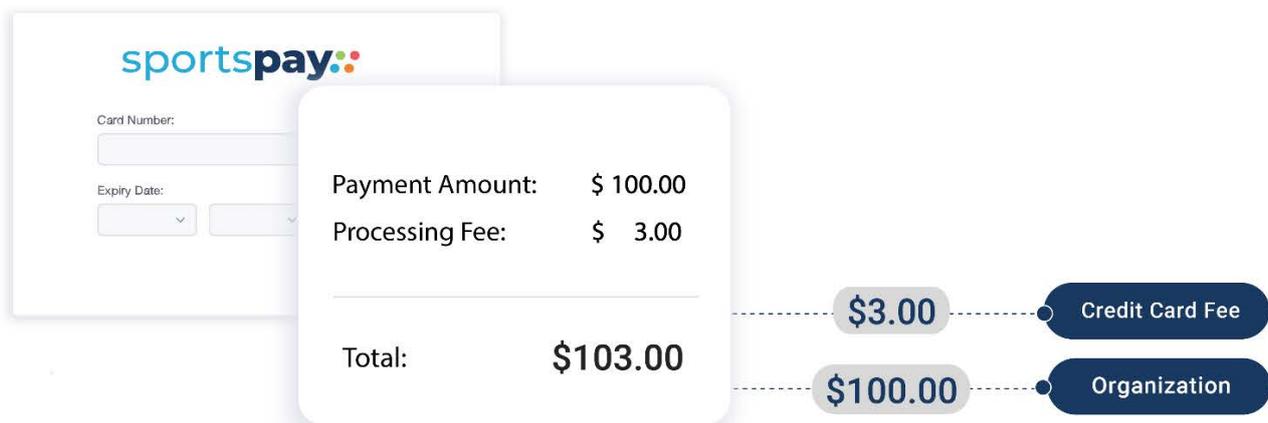
No additional integration or changes needed – ready to go!

A **TRUE NO COST**  
ONLINE REGISTRATION EXPERIENCE

# HOW IT WORKS

Customer Pay is automatically configured in the back end with no administration needed from you. It's simple and the overall experience does not change whatsoever. The only difference comes when the Customer is checking out. There will be a new line item added to their subtotal that says "Processing Fee".

The amount collected from the Processing Fee is automatically sent to the Card Brands and not deposited into your organization's bank account. At the end of the month, you will receive NO statement as all fees have already been paid at the time of the transaction.



Select OPT-IN from Account Info in your PaymentsHQ and begin saving today!

# PayMe Use Case - Sell Merchandise

**PayMe Forms** is where you can create your own form/webpage to collect various payments such as donations, tournament fees, travel expenses, etc. Each PayMe that is created is given its own designated URL/link that you can then share to accept multiple payments.

For convenience, there are SignUp and Fundraising pre-built forms. Alternatively, you can use the Custom form to fully modify all fields.

<https://vimeo.com/showcase/11540925/embed2>

## PayMe Landing Page

All of your active PayMe's (that you've not set as 'Private') are conveniently located on your organization's designated Landing Page. Rather than having to share each of your PayMe's URL/link, you can choose to share your organization's landing page URL/link (or even post it on your website) and direct your customers to find it there.

To locate your organization's Landing Page URL/link, simply copy the URL/link from the browser.

Unless a PayMe is set as "Private", it will show on your public landing page

## Example of PayMe Landing Page

Each PayMe is colour-coded:

- SignUp PayMe's are in blue
- Fundraising PayMe's are in green
- Custom PayMe's are in orange

PayMe's that are inactive (i.e. waiting, closed or expired) will appear faded.

Once a PayMe has been archived by you, it will no longer appear on the Landing Page.

### Demo League

<div style="background-color: #007bff; color: white; padding: 2px; display: flex; justify-content: space-between;"><span>Summer Sign Up</span><span>Open</span></div> <p>This is to pay for the clinic</p> <p>Open now until 2024-05-02 100 spots remaining <a href="#" style="color: #007bff;">Pay Now &gt;</a></p>	<div style="background-color: #e9ecef; padding: 2px; display: flex; justify-content: space-between;"><span>Coach Training</span><span>Full</span></div> <p>Pay for required coaches clinic</p> <p>Full - All 2 spots reserved    Unavailable</p>	<div style="background-color: #e9ecef; padding: 2px; display: flex; justify-content: space-between;"><span>Parent and Tot</span><span>Expired</span></div> <p>Introductory class for Parents and Tots</p> <p>Closed    Unavailable</p>
<div style="background-color: #28a745; color: white; padding: 2px; display: flex; justify-content: space-between;"><span>End of Year Party</span><span>Open</span></div> <p>Donations will be used to buy supplies for the end of year party</p> <p>Open now until 2024-05-30    <a href="#" style="color: #007bff;">Pay Now &gt;</a></p>	<div style="background-color: #e9ecef; padding: 2px; display: flex; justify-content: space-between;"><span>New Uniform Fundraiser</span><span>Waiting</span></div> <p>Help us raise funds to purchase new uniforms!</p> <p>Opening on 2024-06-07 09:00    Unavailable</p>	
	<div style="background-color: #fd7e14; color: white; padding: 2px; display: flex; justify-content: space-between;"><span>Tournament Transportation</span><span>Open</span></div> <p>Pay Transportation fees if participating in tournament</p> <p>Open now    <a href="#" style="color: #007bff;">Pay Now &gt;</a></p>	

## Viewing your PayMe's

Your PayMe's are organized into two reporting groups:

- **Active:** PayMe's that are active that have been sent, but have yet to be completed by the Recipient. These include requests with a status of Expired and Security.
- **Archived:** PayMe's that have been archived by you and are no longer editable. Once you are sure that you no longer need to make an amendment to a PayMe, you can archive it. (Note: You are Archiving the PayMe... this does not affect your ability to refund a payment.)

## PayMe Overview

Click on the PayMe name for an overview of your PayMe and to view further details such as its history and a list of all payments under that PayMe.

## Status

Each PayMe can have a different status:

 <b>Open</b>	A PayMe that is accepting payments
 <b>Full</b>	PayMe has reached a maximum number of accepted payments and is now closed. If any payments are refunded, it will reopen until it has reached a maximum number of accepted payments. You can always modify the PayMe and increase or decrease the maximum number of accepted payments, should it be required.
 <b>Waiting</b>	Waiting to open on the PayMe's start date and time as set by you.
 <b>Expired</b>	A PayMe that has expired or you have manually closed. To re-open, you must modify the PayMe and update the Expiry Date.
 <b>Archived</b>	PayMe has been archived and is no longer editable.

## Actions

Depending on the reporting group you are viewing and the status of the request, there are different Actions available:



**Modify:** Modify the PayMe



**Preview:** View the PayMe



**Share Link:** Copy the URL/Link for the PayMe



**Manually Close:** Manually close this PayMe so no further payments can be made. This action can be undone.



**Archive:** Permanently archive the PayMe. This action cannot be undone.

# Search

The **Search** tool helps you find specific transactions quickly using either detailed search fields or general customer info.

## Advanced Search

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Use this section when you have specific transaction details. You can combine multiple fields to narrow down the results.

- **Card Number:** Enter the *last 4 digits* of the card used
- **Amount:** Enter the transaction amount (e.g., **100.00**).
- **Reference Number:** Use the full reference number if you have it -- or search using one of the following prefixes to locate transactions processed through specific tools:
  - **%PR** - for **Payment Requests**
  - **%ER** - for **Refund Requests**
  - **%PM** - for **PayMes**
  - **%MTR** - for **Manual Transactions**
- **Invoice:** Search by the invoice number linked to the transaction.
- **Auth Code:** Enter the **6-digit** authorization code, if known.

**Tip:** The more fields you use together, the more precise your search results will be.

## Search by Customer or Description

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If you're not sure about the exact transaction details, you can search using customer information instead. **Only one of these fields can be used at a time** -- and these searches will override anything entered in the Advanced Search above.

**Options include:**

- **Customer Name:** Type any part of the customer's name.
- **Email Address:** Enter any part of the customer's email.
- **Description:** Search by any word or phrase included in the transaction description.

## Things to Keep in Mind

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- You can **either use Advanced Search or Customer/Description Search** - not both at once.
- When unsure of the exact value, partial entries work for name, email, or description fields.
- Use the **%** prefix in the **Reference Number** field to filter by transaction type across tools.

## Transaction Types

TYPE	NAME	DESCRIPTION
PURC	Purchase	Refers to a completed sale transaction (PREA + PRCO)
SALE	Sale	Refers to a completed sale transaction
PREA	Pre-Authorization	<p>Also known as a pre-auth or authorization hold, it is a <b>temporary hold placed on a customer's credit card for the amount of the transaction until the transaction is completed.</b> Each completed transaction will show a white "PREA" followed by a green "PRCO" to show it was successful.</p> <p>*The reference numbers will be the same, and this is not a double charge.</p> <p><i>NOTE: If the transaction is not completed, there will NOT be an associated green "PRCO" to match the "PREA". The "hold" will automatically drop, and the funds will become available if the transaction is not completed. This ensures cardholders are not charged if the registration system does not receive the transaction.</i></p>
PRCO	Completion	Refers to finalizing a pre-authorized transaction in order to complete the transaction.
RETU	Return	Also known as a Refund, it is when funds are returned to the cardholder's account.
SETT	Settlement	Refers to closing the daily batch of transactions. This is where the actual funds themselves are moved from the cardholder's bank account to your merchant account, where they will later be deposited into your bank account.

## FUND

Funding

Also known as Deposit, this is when all of your batches of settled transactions accumulated to date are deposited into your bank account.

## Message Column



Refers to a transaction that has been settled <sup>1</sup> and is waiting to be deposited.



Refers to a transaction that has been deposited into your bank account.



Preview the receipt for the transaction with the option to resend to the cardholder

<sup>1</sup> Settled refers to the transaction funds being removed from the cardholder's bank account

## Frequently Asked Questions

### How do I remove a Pre-Authorization (or Hold) from a customer's bank account?

A Pre-Authorization without a Completion following it will automatically disappear from the customer's bank account after a set number of days. This time frame is set by the customer's financial institution but is typically around 5-10 business days.

The PREA will still be shown in your reporting even after it is removed from the customers bank account.

### What's the difference between SALE and PURC?

For all intents and purposes, there is no difference. They are both referring to the same thing - the customer is making a purchase and it will charge their credit card for the specified amount.

Whether your transaction shows up as a SALE or a PURC depends on your registration systems integration and also how the transaction was processed. For example, transactions done through the Remote Terminal will always show up as a SALE.

If you're interested in the nitty gritty, here are the fine details:

The difference lies in the back end of the payment gateway and how the transaction is processed. A PURC is the result of two transaction types being successfully completed - a Pre-Authorization and Completion (PURC = PREA + PRCO). A SALE is its own single transaction type that doesn't split up the Pre-Authorization and Completion.

### Can you explain Pre-Authorizations and Pre-Completions more?

Sure!

PURC = PREA (pre-authorization) + PRCO (pre-completion)

There always needs to be a PRCO following a PREA in order for the transaction to be completed. If a PRCO does not follow a PREA, then the transaction stays as Pre-Authorization (with the funds on hold, but NOT removed from the cardholders account) until their financial institution releases it.

#### Here's an analogy:

Think of PREA like you calling into a store, asking if they have a shirt in your size, and then asking them to put it on hold so you can pick it up by the end of the day.

You actually aren't charged until you go into the store, pay for it and pick it up (PRCO).

If you never pick up the shirt, you won't be charged for it. But with that said, the shirt is technically still on hold under your name until the store puts it back on the shelf (PREA)

In this analogy, the financial institution that issued the cardholder's credit card (i.e. TD Visa or Scotiabank Mastercard) is the store. They are the ones who need to put the shirt back on the shelf. Right now they are still waiting for you to come in, pick up the shirt, and pay for it (PRCO).

With that said, the store has a "policy" that if merchandise is not picked up within X number of days, it will automatically go back on the shelf. Meaning, they will wait X number of days for a PRCO to follow a PREA. If they don't receive it, then the shirt will finally be put back on the shelf (the PREA will be cancelled).

If you try to process the transaction again to remove a PREA, it is equivalent to you calling the store to put another shirt on hold. It won't effect the current shirt you have on hold.

The only course of action you could take is to call the store to ask them to put it back on the shelf (meaning, ask the cardholder to call their bank to request they cancel the Pre-Authorization). Or, just wait a few days and it'll be removed automatically!

# New Page

The **Transaction List** tool allows you to generate a filtered list of transactions based on date, card type, and transaction type. It's useful for reconciling batches, finding specific payments, or reviewing all recent activity.

## Selecting a Date Range

---

Use this section to define the transaction period you want to view. You can either:

- Manually enter a **Start** and **End** date
- Click one of the quick filters:
  - **Last 7 Days**
  - **Last 30 Days**
  - **Last Month**
  - **This Year**

## Filtering by Card Type

---

Select one or more card types to include in your search results. The following options are available:

- **Visa**
- **MasterCard**
- **American Express**
- **Debit / Interac**
- **Other Cards** – includes card types outside of the major brands

## Filtering by Transaction Type

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Check the boxes for the types of transactions you'd like to see in your results:

- **Sales**
- **Returns**
- **Voids**
- **Declines**

You can further refine these results using the **Advanced Options** dropdown.

## Advanced Options

---

This section lets you filter by more specific transaction types. You can select one or more of the following:

- **Purchase**
- **Sale**
- **Pre-Auth Completion**
- **Void Purchase**
- **Void Return**
- **Force Post**
- **Pre-Auth**
- **Pre-Auth Force**
- **Auth Only**
- **Settlements / Deposits**
- **Balance Requests**

These are particularly helpful when you're looking for a specific action in the transaction lifecycle (e.g., a Pre-Authorization that was never completed).

## Sort Options

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Choose how to sort your search results using the dropdown menu:

- **Newest transactions first**
- **Oldest transactions first**

## Additional Notes

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- The **Show Refunds** button at the top is a quick shortcut to filter the list by refund activity only.
- To narrow down transactions processed through specific payment tools like Payment Requests or PayMes, you can use the **Search** feature (return to the Main Menu). Simply enter the Reference Number with a % prefix to identify transactions from the following tools:
  - **%PR** – Payment Requests
  - **%PM** – PayMes
  - **%MTR** – Manual Transactions
  - **%ER** – Refund Requests

# Main Menu / Dashboard

PaymentsHQ is your central hub for managing your payment activity with SportsPay. From your dashboard, you can:

- View and search detailed transaction reports
- Track batch settlements and deposits
- Download your monthly statements
- Review and update your organization's information
- Update your bank account details
- Access additional tools and features available through SportsPay

## Need help on a specific page?

Every page in PaymentsHQ includes a blue **question mark icon labeled "Help"** at the bottom right-hand corner. Clicking this icon will open the Help Article related to the page you're currently on, giving you instant, relevant guidance without navigating away.

## Looking for the full Help library?

You can access all available Help Articles by clicking on the **Help Center** tile from the Dashboard. You can also access it by clicking on your **Organization's Name** in the top-right corner of the page in the navigation bar, and from the dropdown menu, select **Help Center**. This will take you to the full library of Help Articles - your go-to resource for tutorials and feature explanations across PaymentsHQ.

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Can't find what you're looking for? Our team is just a message or call away - contact us at [support@sportspay.com](mailto:support@sportspay.com) or [1-877-880-0321](tel:1-877-880-0321).

# Payment/Refund Requests ZZZ

This is where you are able to send Payment Requests and Refund Requests, and track each of them.

A **Payment Request** is where you are **collecting money** from the Recipient. It allows you to send out a Request via email to a Recipient for a set amount. The Recipient will click on the link embedded in the email, which brings them to a Payment Page where they will then input their credit card information to complete the payment.

A **Refund Request** is where you are **returning/refunding money**, and you are requesting that the Recipient provide the credit card number to which the refund should be sent. The Recipient will receive an email where they will click on the embedded link and be brought to a Payment Page where they will input the credit card that the refund should be applied to. All Refund Requests require that the Recipient correctly enter the Secret Answer (a word/password that is set by you - refer to *Help Page under Send Refund Request for more details*).

## Tracking your Requests

Your Requests are organized into three reporting groups:

- **Outstanding:** Requests that have been sent but have yet to be completed by the Recipient. These include requests with a status of Expired and Security.
- **Paid:** Requests that have been successfully completed. They are automatically moved over to the Paid group.
- **Cancelled:** Requests that have been cancelled by you. You must manually select the Cancel button to move a request from Outstanding to Cancelled.

## Request Overview

Click on the Recipient's Name for an overview of the request and to view further details such as its history.

## Status

Each Request can have a different status:

**Refund**

Signifies that this request is a Refund Request

<b>Expired</b>	A request that has expired. You will need to either Cancel the request or select Modify & Resend in order to change the Expiry Date and have a new link sent to the Recipient.
<b>Security</b>	A status applicable only to Refund Requests, and it occurs when the Recipient has entered the wrong Security Answer three times. You will need to either Cancel the request or select Modify & Resend in order to reset the request.

## Actions

Depending on the reporting group you are viewing and the status of the request, there are different Actions available:

-  **Preview:** View the Payment Page
-  **Modify & Resend:** Edit the Request and/or Resend
-  **Send Email Reminder:** System will send out an email reminder to the recipient
-  **Share Link:** Copy the URL/Link for the Payment Page
-  **Cancel:** Delete the Request

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## Frequently Asked Questions

### Do Payment/Refund Requests expire?

A Payment Request can be valid for a maximum of 45 days. When creating a new Payment Request, you will be required to set the Expiry Date. If you need to extend a Payment Request, select Modify and choose a new Expiry Date.

A Refund Request is only valid for a maximum of 7 days.

### How do I resolve a request with a Security status?

If one of your Refund Requests is showing a status of Security, that means that the Recipient entered in the incorrect Secret Answer at least three times.

Before resolving the request, please ensure that you are sending the Refund Request to the correct e-mail address and that the Recipient knows the Secret Answer.

One confirmed that the Refund Request is being sent to the correct individual, select "Modify & Resend" under Actions, and simply send the Request again. You may want to choose a new Secret Answer or update the Expiry Date.

# Frequently Asked Questions

## When will we receive our funds?

Deposits are completed on Tuesday and should reach your bank account by Wednesday.

Each deposit includes all of the batches from the preceding week. We calculate the week starting on Monday and ending on Sunday.

S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	\$	14	15	16
17	18	19	\$	21	22	23
24	25	26	\$	28	29	30

 = a batch

 = a batch

 = a batch

 = Deposit of batches from 4<sup>th</sup>-10<sup>th</sup>

 = Deposit of batches from 11<sup>th</sup>-17<sup>th</sup>

 = Deposit of batches from 18<sup>th</sup>-24<sup>th</sup>

Navigate to **Bank Activities** for an overview on all debits and credits made to your bank account.

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