



# ClubReg Getting Started Guide

Draft

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## **Purpose**

This document reviews the key concepts that you need to understand to begin using ClubReg and Online Registration. This document should be used in conjunction with the LeagueOne User Guide which can be found on the Help menu within the LeagueOne program.

We strongly recommend that you read the ClubReg section in the LeagueOne User Guide.

## **Getting Started**

### ***Placing The LeagueOne Link On Your Website***

When you have approved the Online Registration setup and have sent in your signed ClubReg contract, LeagueOne will provide you with a link to place on your website. This link will allow your registrants to register online with your club from your website.

Please provide the following instructions for your webmaster along with the link that was emailed to you:

- 1) We recommend that you NOT open online registration as a popup. Many people have popup blockers but are not aware that they are there. These people will have trouble registering online.
- 2) Online registration must open in the top level window if you have a framed website. Here is a sample link that opens online registration in a framed website: `<a href="LinkProvidedByLeagueOne" Target="_top">CLICK HERE TO REGISTER ONLINE</a>`.

### ***Announcing Online Registration***

If you have paper registration forms, be sure to note on them that they can also register online by going to your club website.

If you have email addresses for your players in the system, you can use LeagueOne's Send Email facility to announce that online registration is open. Be sure to include the web address of your club website so that they know where to go. The Send Email function is on the Admin menu. See the LeagueOne User Guide for instructions on how to use Send Email.

## **Registrations Are Coming In...What Now**

### ***When Can I Assign Players To Teams?***

When players register online, they become available for assignment to teams as soon as they have:

- 1) Paid their fees.
- 2) Provided all of the documents that you have required them to provide at registration time (i.e. Birth Certificate, or other docs that you choose).

If they have not completed both of the above, they will be held in a queue until those documents are provided.

When players pay by credit/debit card, their fees have been paid immediately. When they pay by check, their fees have not been paid until the check is received. A partial payment by check satisfies the payment requirement for team assignment. Many clubs have payment plans and use this feature to allow team assignment when the first payment is made.

### ***Receiving Birth Certificates And Checks***

You may view all of the registrants that owe you documents (birth certificates, etc.) from the Online Reg Doc Mgmt screen on the Player menu. For a full description of this function, please see Document Management in the LeagueOne User Guide.

Pressing Find on the Online Reg Doc Mgmt screen will show all of the players with missing documents or checks. You will see a button next to the player for each document/check that is missing. Click the button to indicate that you have received the document/check. The button will disappear. If there are no other buttons for this player, they will drop off the Online Reg Doc Mgmt screen.

If the button was for a check, you may enter an amount less than the total owed. When this occurs, the button will remain but will show a fraction where the numerator is the amount paid and the denominator is the Total fee.

### ***Missing Documents And Checks***

Sometimes people register online but forget to send in their documents/checks. You can easily send an email reminder from the Online Reg Doc Mgmt page. See the "Send Reminder" button in the Document Management section of the LeagueOne User Guide for instructions.

## ***How Can I Tell How Many People Have Registered?***

The Registration Report provides both Summary and Detailed views of registration. All reports are located at Reports on the Admin menu. See Reports in the LeagueOne User Guide for more information.

The Registration Report can be run in Summary or Detail mode. In Summary mode, you will see counts by Division and Age Group. You will also be able to tell how many registrations are missing documents/checks. In Detail Mode, you will be able to see all of the fields related to each registration including: contact information, fee information, uniform information, etc.

## ***Registration Reminders***

The Send Email facility includes a Registration Reminder option that allows you to email families that registered in a prior season but have not yet registered for the current season. See the Help screens in the Send Email facility for detailed instructions.

Note: If a family has two players that played in the prior season and one has registered in the current season, the family will be included in the email list. For this reason you should word your email in a way that lets them know that at least one of their children is not registered. If not worded properly, a registration reminder will cause some parents to email back a "I thought that my child was registered" message.

### **Sample Wording:**

This is a reminder to register your child for the Fall season. If you have been sent this email, you have at least one child that played last season and is not yet registered this season.

## ***Registration Refunds And Cancellations***

You may have some registrations where the check is never sent to you. You may cancel these registrations from the Online Reg Doc Mgmt screen. When you list the players that are missing documents/checks, you will see a Cancel button on the far right side of the screen on the same line as the player (only for players that are missing checks). Pressing this button will cancel the Registration. You will not be charged for this registration.

When a registration is paid by Credit/Debit card and the player will not be playing in your club, you may issue a refund to them. The refund comes from the club and not from LeagueOne. LeagueOne fees will be charged for this player so it is to your advantage to deduct your administration fee from the refund. We require that you have a policy in place notifying the registrant about your administrative fee therefore it should not be a surprise to the registrant (they had to approve this during registration). Note: LeagueOne

incurs non-refundable credit card fees when the transaction is processed therefore we charge our fees to you at the same time.

The main purpose for recording a refund in LeagueOne is to remove the player from your queues (unassigned players, missing documents, etc.). After indicating the refund, the player will be allowed to register with another club (depending on the rules in your state association).

A player can not be refunded if they are assigned to a team. If they are assigned, you can un-assign them until the team is approved.

You may mark a player as refunded from several places:

- 1) If they are still missing documents, you may press the Refund button next to the players entry in the Online Reg Doc Mgmt screen on the Player menu.
- 2) From the Player Maintenance screen, find the registration record under the Registration History section. Click on the link to open the Registration Session Maintenance screen. Press the Refund button. If no Refund button appears, check to see if the player has been assigned to a team.

### ***How Do I Close Registration (Partial or Full)***

You may Open and Close registration at will for an entire Division or for specific Age Groups within a Division. For more information, see Online Registration Status in the LeagueOne User Guide.

### ***Online Registration Feedback***

The final step of the registration process allows the user to provide feedback about the registration process. Most people use the field to comment on how they felt about using online registration and any improvements that they would suggest. A few will leave special instructions like “Can we be placed on Coach Smith’s team”.

We recommended that you review the Online Registration Feedback report on a regular basis to see if there are any comments that you need to know. The Online Registration Feedback report can be found under Reports on the Admin menu.

## Financial

### ***When Will I Receive Money From Credit Card Proceeds?***

If LeagueOne owes you more than \$1000 at the end of the week, we will send you a check for 90% of the balance.

At the end of the month, LeagueOne produces a billing statement (see LeagueOne Reconciliation on the Club menu) that itemizes registrations during the month as well as weekly payments made during the month. LeagueOne sends you a check for the balance at that time.

LeagueOne uses Bank Of America's Bill Pay service to send disbursement checks. You will notice that the checks do not arrive in a LeagueOne envelope.

Unless you specify otherwise, checks are sent to the same address that you provided for registrants to send you documents and checks.

### ***How Do I Reconcile Online Registration?***

The LeagueOne Reconciliation is produced online at the end of each month. You can view it by choosing "LeagueOne Reconciliation" on the Club menu. You may choose a billing period and then press the "Show" button to view the statement.

The statement is divided into three sections: Summary, Detail, and Division Summary.



Billing Period: September 1 - 30, 2005	
Beginning Balance:	\$131.96
Payments From LeagueOne To Club:	\$131.96 -
Proceeds From Credit/Debit Cards:	\$125.52 +
Checks Fees:	\$4.00 -
Adjustments:	\$8.00 +
Ending Balance:	\$121.52

Figure 1

The Summary section, as seen in Figure 1, shows the Beginning Balance, activity during the month and the Ending Balance. The activity is made up of the following items:

Item	Description
Payments From LeagueOne To Club	This includes weekly payments during the month as well as the payment for last months ending balance. This amount is deducted from the Beginning Balance since it has already been paid to you.
Proceeds From Credit/Debit Cards	This includes your clubs portion of the credit/debit card proceeds and is calculated as follows: Charge Total – LeagueOne Fees. This amount is added to the Beginning Balance since we are in possession of the funds. This amount will be the same as the “Club Amount” total in the “Proceeds From Credit/Debit Cards” subsection in the Detail Section.
Check Fees	This includes the LeagueOne fees that should be collected for registrations paid by check. This amount is deducted from the Beginning Balance since your club is in possession of the funds. This amount will be the same as the “LeagueOne Amount” total in the “Check Fees” subsection in the Detail Section.
Adjustments	If there were any special transactions that need to be credited back to your club or transferred to LeagueOne, they will appear in this section.

The Detail Section, as seen in Figure 2, contains a subsection for each of the items in the Summary Section. Each subsection provides all of the supporting detail for the number in the Summary Section.

Payments From LeagueOne To Club		
Payment Date	Amount	Description
09/02/05	\$131.00	August Statement Balance
	<b>\$131.00</b>	

  

Proceeds From Credit/Debit Cards								
Player Name	Player ID	Register Date	Settlement Date	Age Group	Division	Registration Amount	LeagueOne Amount	Club Amount
SLOAN, JOSHUA	J51201003471	09/02/05	09/02/05	U08B	Under 5 - Under 7	\$45.00	\$3.43	\$41.88
SLOAN, JONATHAN	J51004960577	09/02/05	09/02/05	U10B	Under 8 and Above	\$45.00	\$3.43	\$41.88
KANDAKAM, SUREJA	SK0721002127	09/02/05	09/02/05	U08B	Under 5 - Under 7	\$45.00	\$3.43	\$41.88
						<b>\$135.00</b>	<b>\$9.30</b>	<b>\$125.63</b>

  

Proceeds From Checks								
Player Name	Player ID	Register Date	Settlement Date	Age Group	Division	Registration Amount	LeagueOne Amount	Club Amount
MCDANIEL, BROCK	094051600503	09/02/05	09/02/05	U06B	Under 5 - Under 7	\$45.00	\$2.00	\$43.00
DESROSIERS, NAGMI	ND0528027405	09/02/05	09/02/05	U06B	Under 4 Years Old	\$30.00	\$2.00	\$28.00
						<b>\$75.00</b>	<b>\$4.00</b>	<b>\$71.00</b>

  

Adjustments		
Payment Date	Amount	Description
		There were no adjustments made during this billing period.

Figure 2

The Division Summary Section provides an analysis of registrations during this period by Division and can be helpful for treasurers that must record registrations by Age Group.

**Division: Under 4 Years Old**

Age Group	Card Qty	Card Reg Am	Card L1 Am	Card Club Am	Check Qty	Check Reg Am	Check L1 Am	Check Club Am	Amt To Club
UNBG	0	\$0.00	\$0.00	\$0.00	1	\$30.00	\$0.00	\$28.00	(\$2.00)
<b>Total</b>	<b>0</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>1</b>	<b>\$30.00</b>	<b>\$2.00</b>	<b>\$28.00</b>	<b>(\$2.00)</b>

**Division: Under 5 - Under 7**

Age Group	Card Qty	Card Reg Am	Card L1 Am	Card Club Am	Check Qty	Check Reg Am	Check L1 Am	Check Club Am	Amt To Club
UNBG	1	\$45.00	\$3.13	\$41.88	1	\$45.00	\$2.00	\$43.00	\$18.88
UNBG	1	\$45.00	\$3.13	\$41.88	0	\$0.00	\$0.00	\$0.00	\$41.88
<b>Total</b>	<b>2</b>	<b>\$90.00</b>	<b>\$6.25</b>	<b>\$83.75</b>	<b>1</b>	<b>\$45.00</b>	<b>\$2.00</b>	<b>\$43.00</b>	<b>\$61.75</b>

**Division: Under 8 and Above**

Age Group	Card Qty	Card Reg Am	Card L1 Am	Card Club Am	Check Qty	Check Reg Am	Check L1 Am	Check Club Am	Amt To Club
UNBG	1	\$45.00	\$3.13	\$41.88	0	\$0.00	\$0.00	\$0.00	\$41.88
<b>Total</b>	<b>1</b>	<b>\$45.00</b>	<b>\$3.13</b>	<b>\$41.88</b>	<b>0</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$41.88</b>

Figure 3

Finally, you may want to further analyze this data in Excel. It is easy to “cut and paste” data from any of these sections into Excel. You can do so using the following steps:

- 1) Use your mouse to highlight a table (such as the table under the label called “Division: Under 4 Years Old” above).
- 2) Press the “Ctrl” and “C” keys simultaneously. This copies the selected data to the Windows Clipboard.
- 3) Place the cursor in a cell in an Excel spreadsheet.
- 4) Press the “Ctrl” and “V” keys simultaneously. This pastes the data that is on the Windows Clipboard into the Excel spreadsheet.

## **Preparing For Next Season**

### ***What Can I Do To Increase Online Registration?***

After using online registration for a season, you will find that it decreases your workload and increases customer satisfaction. You may decide that you want to increase online registration participation.

Two factors impact the number of online registrations:

- 1) Awareness
- 2) Pricing

One way to increase awareness of the online registration program is by placing a note on your paper registration forms reminding people that they can register online. It is also helpful to mention online registration prominently on the home page of your club website.

Many people are price sensitive. The greatest number of online registrations will occur if you make online registration cheaper than manual registration. The recommended way to do this is by offering an Online Registration Discount. Some clubs add a charge to manual registrations but this can make people feel that they are being penalized. It is better to set the standard registration price higher and then offer the discount to bring the fee to your target level.

### ***When Should I Set Up Online Registration For Next Season?***

We can set up your online registration for the next season as early as you like. Many of our customers begin Spring registration at the end of the Fall season. The advantage of this approach is that you already have their attention.

Please be sure to give us at least two weeks lead time before you need your registration to be online (one month for new customers).