

SKYCOURT FITNESS

Box League #1

Group A

Session complete

League Player	Brock vs Opponent	Points	Session Record
Brock Lee	---	6	1-1
Mario Speedwagon	2-3	3	1-0
Paul Molive	3-1	1	0-1
Terry Aki	-?	0	0-0
Anna Mull	??	0	0-0
Cliff Hanger	??	0	0-0

Configuring your club for selling

[Record Score](#) | [View Standings](#) | [Step Out](#) | [MANAGE](#)

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Overview

SkyCourt is an online club management system. Part of SkyCourt's functionality is collecting money from your club members on your club's behalf. These fees may be for club memberships, league participation, camps, or other events. This guide will explain how to configure your club to accept online payment.

SkyCourt uses [Stripe](#) to process online payment. This allows SkyCourt to leverage the expertise of a premier online payment processing platform to handle the transactions. As a result, the PCI requirements are handled by Stripe on SkyCourt's behalf. Stripe provides tokens for any of your member's financial information to SkyCourt and SkyCourt only ever stores these tokens. As a result, SkyCourt does not keep, store, or ever touch your member's financial information. That information goes directly from your member's computer to Stripe.

This means that to get started with payment processing on SkyCourt, you start with signing up for a free Stripe account. As of the time of writing, there are no monthly or yearly fees with your stripe account, there are only per transaction fees that will be discussed later, in the Payment Handling configuration / Payment processor section.

SkyCourt supports three payment methods: credit card (most expensive method), pre-authorized bank debit for Canadian

customers, and offline payment (no-cost method). This is detailed in the Payment processor section.

Payment Handling configuration

All payment handling is configured on the Payment Handling page. You can navigate to this page by following these steps.

1. *Log into SkyCourt with a club administrator account*
2. *Click on Club Admin from the main navigation menu*
3. *In the Club Setting tile, click on Payment Handling*

This page is setup with a left-hand navigation model. The different choices are along the left. These include:

- *Summary*
where you enable and disable payment handling for your club.
- *Currencies*
Where you configure the currency that your club transactions will be in. If your currency of choice is not in the drop-down list, please contact SkyCourt Support.
- *Taxes*

Where you define any sales taxes that are applicable in your region

- *Sales Pages*

Where you define what the membership sales pages look like.

- *Payment Processor*

Where you configure your stripe account and all of the various payment options, such as which forms of payment you will accept.

- *Bookkeeping Accounts*

Where you define how various payments will be classified in the reports. Defining the correct bookkeeping accounts will make updating your accounting software a breeze.

Please remember to click the “Save” button at the bottom of the page each time make a change to these settings. This is a common approach in SkyCourt, that all changes must be saved explicitly.

SUMMARY

SkyCourt can be used to charge your members for various activities such as league entrance fees, or club memberships. To use SkyCourt for charging or tracking these fees, you must first enable payment handling below.

Enable Payment Handling in SkyCourt

Use the [Currencies tab](#) to select which currency your club will use.

Use the [Taxes tab](#) to define local taxes that need to be applied to purchases.

Use the [Sales Page tab](#) to configure the sales page for your club, including banners and titles.

Use the [Payment Processor tab](#) to create a link between SkyCourt and your account with a payment processor such as Stripe.

The summary page is very simple with a single on/off switch for your club. If “Enable payment handling in SkyCourt” is enabled, then members will be able to pay for item through SkyCourt. If you have payment handling enabled and you need to quickly turn it off, this is the master on / off switch.

This page also provides handy links with descriptions to the other panels on the page.

CURRENCIES

Select your club's currency in the drop-down list. Then select "Only allow default currency" to make sure all of your transactions are in this currency.

Select the default currency the club uses. You can choose between accepting all currencies or only accepting your default currency for online transactions.

Default currency for fees

\$CAD ▼

Only allow default currency

If your club uses multiple currencies, you can leave the "Only allow default currency" unchecked. Then each time you specify a price, you can specify the currency.

Please note that a customer's cart can only contain items of a single currency. If they need to purchase items in multiple currencies, they will have to make multiple purchases.

TAXES

Each region has their own sales taxes. You can define the taxes that are applicable to your region on the Taxes panel.

If your club is required to charge local taxes, you can define those taxes here. You can define up to three taxes for your club. When you define prices for various items, you can select one or more of the taxes defined here to be applied to the price.

[+ Add a tax rate](#)

Name	Rate (%)		
HST	13		

Use the “Add a tax rate” button to add a row to the taxes table. Then give the tax a name and enter the rate as a percentage. In the image above, a tax called HST is defined, and it will add 13% as a sales tax to the items that have been configured to have HST applied. This means that the final price for that item will be 1.13 times higher.

You can have up to three taxes defined. If your region has more than three taxes, please contact SkyCourt Support for assistance.

SALES PAGE

Enable a sales page on SkyCourt if you are selling club memberships, or events through SkyCourt. You can give the page a name for the top menu bar where the link to the page will appear.

Enable the sales page for your club [i](#)

Name to use in top menu for the sales page

Enable the public facing sales page for your club [i](#)

Internal Sales Page banner [i](#)



This panel allows you to configure how the sales page for club memberships is displayed.

If you want to sell club memberships through SkyCourt, you must enable the sales page. Make sure that “Enable the sales page for your club” is checked. This is also a way to quickly turn off membership sales if you need to.

The next text field allows you to give your internal sales page a name in the main navigation menu. For instance, you might enter “Memberships” here to add a “Memberships” menu item to the main navigation menu.

Your club can have two types of membership sales pages, an internal sales page, and a public sales page. The internal sales page is only visible to existing members of your club – people who already have a SkyCourt account that is already associated with your club. This is

good for selling these members renewals, or to allow them to add additional friends and family members to the club.

However, to sell to the public, you will want to enable a public sales page. This is a page that is visible to anyone with a web browser. They do not need to already have a SkyCourt account. When they try to make a purchase, they will be asked to create a SkyCourt account and once they have verified their email address, they can proceed with purchasing a membership. Once they have paid for the membership, their SkyCourt account will be linked to your club, and they will be granted whatever Membership Type you have configured for the package they purchased. See the other document "Defining Membership packages for sale" to see how to define a Membership Package.

You can customize each of these sales pages by creating an HTML banner and footer. Each page can have its own banner and footer, or you can have the public page use the same banner and footer as the internal page.

It is useful to put any restrictions or notes that the future member should understand before making the purchase in the footer for the sales page.

As you will discover in the guide on "Defining Membership packages for sale", you can specify membership packages that only show up on the internal page or only show up on the public page. This allows you to only have renewal packages for existing members and only have new member discount packages on the public page.

When you enable a public page, a section will be revealed that includes a link to the public page, both in URL form and QR code form. The URL form of the link can be sent to whoever manages your club's marketing page so that they can link to the public sales page from your club's marketing website. The QR code can be copied and pasted

into a word document to create a flyer that might be put up at the club during renewal season.

PAYMENT PROCESSOR

SkyCourt can help club finances in a variety of ways. SkyCourt can process credit card transactions (through Stripe or CardConnect), or it can track fees and payments for things like leagues and lessons with members paying offline.

Select a Payment Processor

- Only allow Offline payments
- Stripe - connected to your own Stripe account
- Stripe - using SkyCourt's stripe account
- Card Connect (temporarily unavailable)

The payment processor panel allows you to configure the type of payment processor that will be used. At the moment, this is either “offline only” or Stripe. Card Connect is another payment processor like Stripe, but they charge a monthly fee when you sign up an account. This becomes worthwhile for high-volume, year-round payment processing, but Stripe ends up being a more cost-effective choice for the other scenarios.

If you choose “Only allow Offline payments”, then you will need to fill out the offline instructions and your members will have to pay for all their items by following these offline instructions. In the instructions, you should instruct your members how to get the funds to you and how to refer to the SkyCourt transaction identifier in their payment. This allows you to match up their payment with their SkyCourt transaction so that the transaction can be fulfilled.

There are two types of Stripe options. One uses your club’s account and the other uses SkyCourt’s Stripe account. SkyCourt Fitness Inc highly recommends that you sign up for your own Stripe account and link it to SkyCourt. The advantages of this are that you will be able to

get a wealth of information from the Stripe Dashboard that you will not have access to when using the SkyCourt Fitness Inc Stripe Account. Your club will also receive payouts in a timelier manner with your own Stripe account.

See the section Connecting your Stripe Account for details on how to connect your Stripe account to SkyCourt.

Once you have connected your Stripe account to SkyCourt, you will see more options:

Select the payment methods to allow

Credit Cards

Credit Card surcharge percentage %

To ensure a membership does not expire, how many days in advance should a credit card be charged?

Canadian Bank Pre-Authorized Debit

Delay fulfilling orders until Pre-Authorized Debit funds are received [i](#)

Pre-Authorized Debit surcharge percentage %

To ensure a membership does not expire, how many days in advance should a bank account be charged?

Offline

Show a custom banner on the cart page above the payment type selection

You can enable the different types of payments that your club will support:

- *Credit Cards*

Enabling this allows your members to pay via credit card. This comes with a 2.9% + \$.30 per transaction fee.

This method supports recurring charges.

Your club receives money without additional delays when purchases are made via credit cards.

You can also specify how many days in advance of subscription renewal dates should the payments be processed. For credit card purchases, we recommend one or two days ahead so that if something goes wrong, the person has a chance to rectify the situation before their membership expires.

- *Canadian Bank Pre-Authorized Debit*

Enabling this allows your members to pay directly from their bank account. The buyer authenticates to their bank account (using a Stripe provided workflow) and agrees to the withdrawal from their account.

This comes with a 1% + \$.40 per transaction fee. There is also a \$1 bank account verification fee that happens once per customer.

Payment takes longer with this form of payment. There is usually a 3-5 day processing time.

This method supports recurring charges.

You can also specify how many days in advance of subscription renewal dates should the payments be processed. For bank debit purchases, we recommend 6 or 7 days ahead so that if something goes wrong, the person has a chance to rectify the situation before their membership expires.

- *Offline*

You provide instructions that are presented to your buyer during checkout. These instructions should tell the buyer how to get the money to the club. SkyCourt will take care of displaying the SkyCourt transaction identifier to them. Your instructions should reference the transaction identifier and tell them where to put the identifier on the payment that is provided to you.

If you enable Credit Cards or Pre-authorized Debit, you can also configure a surcharge that will be passed along to your customers when they check out. You can use the surcharge to cover some of the costs associated with accepting these types of payments. The surcharge can be different for each type of payment.

If you do not want to charge a surcharge, then leave the surcharge value at zero.

Finally, you can configure a banner that is displayed to the user when they are checking out. You can use this banner to give them one final warning of what they are agreeing to when they make the purchase, or you can display a welcoming message as they become new members of your club. The choice is yours.

Here is what the checkout page will look like with a custom banner and offline payment instructions.

Checkout

Order Summary

Adult One time fee: \$185.00 Show Details 	\$185.00
This item will be applied to your account 	
HST	\$24.05
Total	\$209.05

 This is a custom checkout banner.

 BANK PAYMENT CREDIT CARD OFFLINE PAYMENT

Your SkyCourt order number is: **Ya6kGY6L**
Please pay: **\$209.05**

 These are the offline payment instructions.

Commit to Pay

BOOKKEEPING ACCOUNTS

The final panel on the payment handling page is for configuring bookkeeping accounts. These accounts are used in the Payout Report. By creating these bookkeeping accounts, you can have SkyCourt automatically tally the amounts of each payout that goes into each of these bookkeeping accounts. This makes transferring the payout information into your accounting software much easier.

You can use the “Add an account” button to create an account. By default, the new accounts will be enabled and ready for use. If you find that you no longer need an account, you can disable the account, so it does not appear as a choice when configuring membership packages and events.

You do not have to specify the bookkeeping account for each membership package. Instead, you can configure the default account for Stripe payment fees, Membership revenue and membership initiation revenue on this panel. By doing this, you can leave the settings on each membership package to the default value, which is to use the values set here on this bookkeeping accounts panel.

See the section on the Payout report for more information about how the bookkeeping accounts are used.

Connecting your Stripe Account

This section shows you how to connect your club's Stripe account to SkyCourt so that SkyCourt can start processing payments on behalf of your club. Stripe then handles the payout of those funds to your club.

Please note that when you first start receiving payments via SkyCourt/Stripe, your first payout will happen 7 days after the first transaction. All transactions will then be delayed 7 days from the purchase date. Bank Pre-authorized Debit transactions will incur an additional 3-5 business day delay on top of this 7-day delay.

CONNECTING YOUR ACCOUNT

To connect your Stripe account, first sign up for a stripe account at www.stripe.com.

Once you have your Stripe account follow these steps to get the account connected to SkyCourt

- *Log into SkyCourt with your club administrator account*
- *Click on Club Admin on the main navigation menu*
- *In the Club Settings tile, click on the Payment Handling button*

- *This brings you to the Payment Handling page*
- *Enable payment handling on the Summary page*
- *Click Save at the bottom of the page*
- *Navigate to the Payment Processor panel using the left-hand navigation*
- *Click on the option "Stripe – connected to your own Stripe account"*
- *Click on the "Connect with Stripe" button*

This will bring up a page that is hosted by Stripe. It will look like this:

SkyCourt partners with **Stripe** for secure payments.

[← Return to SkyCourt](#)

Get started with Stripe

If you're completing this form on behalf of a business, it must be completed by the business owner or someone with significant management responsibility of that business.

Email

me@example.com

Have a Stripe account? You can use the same email.

Continue →

Powered by **stripe** ⓘ

[Terms](#)

[Privacy](#)

English (CA) ↕

This page is asking you to login with your Stripe credentials. Enter your Stripe email address in the Email field and click continue. Then enter your password in the password field and click continue.

At this point, Stripe will have logged in and will fetch and display the business entities that you have defined in your Stripe account. There will typically only be one business entity defined here, especially if this

is a new Stripe account. We recommend that you have a Stripe account that is used strictly for SkyCourt. If you collect payments through another system for other purposes that also uses Stripe, it is ok if that is a separate Stripe account.

At this point, select the business entity that you want connected to Stripe and click the "Connect ->" button.

This is the final step. Stripe makes the connection between your selected Stripe Account and SkyCourt and returns you to the Payment Handling page on SkyCourt.

You will then see a section on the page that shows you your "Connected Account Status". It should say the status is "Connected". It will show you your Stripe account number. You can verify this with the account number displayed in your Stripe dashboard. And it tells you who performed the last Stripe account connection action.

Congratulations, you now have your Stripe account connected to SkyCourt and you are ready to finish configuring the system to accept transactions.

Reporting

SkyCourt provides three different reports to help you manage your transactions.

- *Outstanding Payments*
Lists all purchases where your club has not yet received funds. This report is used to confirm offline payments
- *Purchases*
Lists all purchases that have been made or committed to during a period or for a specific individual. This report is used to get an overview of the purchases for a period or to find a specific payment.
- *Payouts*
Lists all of the payouts Stripe has performed to your bank account. This report can be used to reconcile your accounting software.

To get to the reports, follow these steps:

- *Log into SkyCourt with your club administrator account*
- *Click on Club Admin on the main navigation menu*
- *In the Reporting tile, click on the Payments button*
- *Select the report you want from the left-hand navigation*
- *Click on the "Generate Report" button view the report*

OUTSTANDING PAYMENTS

Use this report to reconcile your offline payments such as Interac or cheque payments against the outstanding orders placed by your members. You can use the Order Number as a reference, or you can use the member's name and the amount.

When you have located the order that corresponds to the payment you have received, you can click on "Record Payment", to mark the order as paid and to start the fulfillment process.

There are two reasons that an order might not be paid yet. If you are using offline payment, then you will have to manually mark the order as paid using the "Record Payment". If you are using Pre-Authorized Debit bank payments, then there is 3-5 days between the time the member places the order and the money being transferred from their account to our payment processor. During this period, the order will show up on this report.

Refresh 🔍

Order Number	Member	Amount Owed	Purchase Date	Purchase Method	
> Ya6kGY6L	Fred Flintstone	\$209.05	Tue, Dec 6, 2022 5:03 PM	Offline	Record Payment Send Reminder Cancel Order
> AXx5a1xE	Barney Rubble	\$209.05		Bank Payment	

Rows per page: 50 1-2 ⏪ < 1 > ⏩

In this example we see two outstanding purchases. The first purchase is an offline purchase by Fred Flintstone. This payment is waiting for the funds to be received by the club in whatever offline method the club has chosen. Once those funds arrive, you can use the outstanding payments report to record the payment for Fred Flintstone. You do this by clicking on the "Record Payment" button. This will bring up a dialog that confirms the payment details and allows you to specify the date

the funds were received. Once you confirm the date of the payment, the system will fulfill the order. If this is a membership package purchase, this means that Fred will be added to your club if he is not already, and he will be granted membership into the membership type the package provides.

The other options for this offline payment include sending a reminder email and cancelling the order. If it has been a while since Fred committed to paying for the order, you may send a reminder email to encourage payment. If Fred has vanished and is no longer responding, you can cancel the order to remove the order from your report. Do this when you give up waiting for Fred to provide payment.

The other payment in the report is a bank payment. This is a Bank Pre-authorized Debit transaction where the buyer has entered their bank information successfully and we are now in the period between authorization being granted and payment being received. This is typically 3-5 days. There is nothing for you to do about this order except wait for the funds to be transferred to your account. This will happen automatically, without your intervention. Once it does, the purchase will be removed from the outstanding payments report.

For each purchase on the report, you can view the details by clicking on the ">" at the beginning of the row. This will open up the row to review the details of the purchase.

When the details are revealed, you will see the cart as it was when the member checked out. You will see any details about the payment method. And at the bottom of the details, you will see a link to the Stripe Dashboard where you can get further information about the financial transaction.

Refresh Q

Order Number	Member	Amount Owed	Purchase Date	Purchase Method	
> Ya6kGY6L	Fred Flintstone	\$209.05	Tue, Dec 6, 2022 5:03 PM	Offline	Record Payment Send Reminder Cancel Order
▼ AXx5a1xE	Barney Rubble	\$209.05		Bank Payment	

Order - #AXx5a1xE

Adult One time fee: \$185.00 Show Details	\$185.00 This item will be applied to your account ↗
	HST \$24.05
	Total \$209.05

Payment Method

Bank **STRIPE TEST BANK** Account number **** 6789
 Created On **Tue, Dec 6, 2022 5:05 PM**
[View payment details for: pi_3MC9GfBOXweGoYy0G41JDJP](#) [↗](#)

PURCHASES

Use this report to see all the purchases that have been paid for or committed to be paid for. You can use the filter (click on "show filter") to specify a time period or a specific individual. Once you setup the filter, click on the "Search" button to run the report with the new filter parameters.

Here is an example of the Purchases report:

Refresh [Show Filter](#) Q

Order Number	Member	Amount	Payment Date	Fulfilled Date	State
> VPBnG0DI	Anna Mull	\$396.63	 Tue, Dec 6, 2022 5:21 PM	Tue, Dec 6, 2022 5:24 PM	Fulfilled
> AXx5a1xE	Barney Rubble	\$209.05	 Tue, Dec 6, 2022 5:05 PM 		Waiting for funds from the bank
> Ya6kGY6L	Fred Flintstone	\$209.05	 Tue, Dec 6, 2022 5:03 PM 		Waiting for funds from the member

Rows per page: 5 1-3 ⏪ < 1 > ⏩

There are three purchases, the two outstanding purchases we saw earlier and a completed credit card purchase.

Notice the yellow warning icons beside the two outstanding purchases. These icons indicate that the Payment date is not the date that the

club received the money, but rather the date that the buyer committed to paying the club.

You will also notice that Anna Mull's name is a link. Clicking on her name will take you to her membership profile. There you will be able to see the membership types that she belongs to, when she became a member of the club, her purchase history and much more.

Showing the details of a purchase will reveal the same details that were illustrated in the Outstanding Payments report section.

The other action you can take on this report is to use the filter to limit the report to a specific date range and/or to search for a particular buyer.

Here is what the filter looks like:

Specify a date range

Dates for the report

 Thu, Dec 1, 2022 - Sat, Dec 31, 2022

Specify a person



Order Number	Member	Amount	Payment Date	Fulfilled Date	State
> VPBnG0DI	Anna Mull	\$396.63	 Tue, Dec 6, 2022 5:21 PM	Tue, Dec 6, 2022 5:24 PM	Fulfilled

PAYOUTS

The payouts report is used to reconcile the daily payouts that come from Stripe with the purchases made in SkyCourt.

Each time that Stripe creates a payout to your club, Stripe informs SkyCourt of this payout object. SkyCourt then keeps track of those payout objects and determines which purchases were lumped together into the payout. Stripe will payout all purchases that became available on that day, so each payout could have many SkyCourt purchases in it.

SkyCourt also keeps a “cleared” flag for each payout. This allows you to keep track of where you are in your reconciliation process. For each payout that you transfer to your accounting software, you should mark that payout “cleared” in SkyCourt. When you come back to SkyCourt the next day, or week, you know that any payout that is not marked “cleared” has to be reconciled with your accounting software.

Here we see many days of payouts for the club. Notice that the most recent payout has a status of “in transit”. This means that the funds have not yet been confirmed to be in your account. The other payouts are all marked paid, meaning that they have been deposited into your club’s account.

In this image, the top 5 transactions have not been marked cleared. This means that the bookkeeper should look at those top 5 payouts only to bring the books up to the current date, likely skipping the most recent payout since it has not been deposited yet.

[Refresh](#)

Stripe Id	Amount	Created On	Status	Cleared
> po_1MBpnwLGNHt82FPHqnfOjglc	\$3,191.91	Mon, Dec 5, 2022 8:18 PM	in_transit	<input type="checkbox"/>
> po_1MBTYALGNHt82FPHtHkyNzEK	\$1,938.27	Sun, Dec 4, 2022 8:32 PM	paid	<input type="checkbox"/>
> po_1MB79hLGNHt82FPH6mx1zSQz	\$2,761.46	Sat, Dec 3, 2022 8:38 PM	paid	<input type="checkbox"/>
> po_1MAK6JLGNHt82FPHXISbpWEI	\$1,192.83	Fri, Dec 2, 2022 8:01 PM	paid	<input type="checkbox"/>
> po_1MANoHLGNHt82FPHv9B5cGbm	\$927.45	Thu, Dec 1, 2022 8:13 PM	paid	<input type="checkbox"/>
> po_1M9f46LGNHt82FPHZgpl0qJy	\$4,142.01	Tue, Nov 29, 2022 8:26 PM	paid	<input checked="" type="checkbox"/>
> po_1M9IhCLGNHt82FPHdpw8jIMF	\$1,938.27	Mon, Nov 28, 2022 8:33 PM	paid	<input checked="" type="checkbox"/>

Expanding a payout will provide the details of the payout. SkyCourt uses the bookkeeping accounts to provide an account classification table. For instance, if you create a bookkeeping account called Membership Income for all the revenue that comes from memberships, and you have defined a tax called HST and another bookkeeping account for Stripe fees called Credit/Debit Card fees, your account classification section might look like this:

Refresh

Stripe Id	Amount	Created On	Status	Cleared
po_1MBpnwLGNH82FPHqnfOjglc	\$3,191.91	Mon, Dec 5, 2022 8:18 PM	in_transit	<input type="checkbox"/>

Account classifications	
Membership Income	\$2,903.08
HST	\$377.40
Credit/Debit Card fees	\$88.57
	\$3,191.91

Summary				
	Count	Gross	Fee	Total
Charges	4	\$3,280.48	-\$88.57	\$3,191.91
Total				\$3,191.91

Transactions						
Type	Gross	Fee	Net	Member	Description	Date

This makes it easy to then transfer to your accounting software. You would allocate this deposit as: \$2903.08 to the Membership Income, \$377.40 to your HST tax account and \$88.57 to your Credit/Debit Card Fees account.

The summary table shows how many SkyCourt purchases went into this payout. In this case, it was 4 purchases.

The transactions table then shows the list of those 4 transactions, filling out each of the columns of the table.