

# Registration Payment Plan FAQ

## HOW DO I REQUEST A PAYMENT PLAN IN MY REGISTRATION?

You will be able to request a payment plan in your registration during the [Registration Request](#) form process.

## HOW FLEXIBLE ARE THE PAYMENT PLANS?

SportsEngine payment plans require a “due upon purchase” amount that will be charged right away upon completion of the registration. This fee is usually a good chunk of the overall fee, but some organizations have it set to as little as \$1.

The remaining installments will be split up *evenly* depending on how many installment dates you offer.

Ex) Total registration fee is \$500 with \$100 due upon purchase. The remaining \$400 amount will be split up evenly depending on installment dates (e.g. May 15th - \$200 and June 15th - \$200).

**NOTE:** The entire processing rate will be applied to the “due upon purchase” amount.

## WHERE DOES A REGISTRANT SEE THE OPTION TO CHOOSE A PAYMENT PLAN?

It depends on how your registration session is setup. Some organizations have the user select that option while registering; others have them select that from the shopping cart page.

You are able to specify how you want the user to see your payment options when you fill out the [Registration Request form](#).

## CAN I CHANGE THE AMOUNT A REGISTRANT OWES AFTER THEY ARE ATTACHED TO A PAYMENT PLAN?

No. You *can not* adjust a user’s payment plan after they have signed up.

If you have registrants that require financial aid, scholarships, or special rates, we advise that you create [discount codes](#) for that user *before* they register.

## HOW ARE DISCOUNT CODES APPLIED TO PAYMENT PLANS?

A discount code applied to a payment plan will try to even out all the installments, and take away as much as it can from the due upon purchase amount.

Ex) Total registration fee is \$500 with \$100 due upon purchase. The remaining \$400

amount will be split up evenly on two installments. If the discount is \$50 off, the due upon purchase amount would be \$90 and the two installments would be \$180 each after the discount code has been applied.

The discount code took \$10 off the due upon purchase amount, while subtracting \$20 from each installment.

## **ARE REGISTRANTS NOTIFIED BEFORE THEIR ACCOUNT IS CHARGED AN INSTALLMENT?**

Yes. Registrants will be emailed 5 days prior to the payment being withdrawn from the account on file.

## **CAN A REGISTRANT CHANGE THEIR CREDIT CARD THAT IS ON FILE?**

Yes. Click [HERE](#) to view how.

## **CAN AN ADMIN UPDATE A REGISTRANTS CREDIT CARD FOR THEM?**

No. For data integrity purposes, the registrant must update that information.

## **WHERE CAN I VIEW FAILED PAYMENTS?**

Click [HERE](#) to read how you can view failed payments.