

ONLINE MEET REGISTRATION

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Attention Meet Directors:

Benefits of Using Club Assistant for your Online Meet Registration

- 1 Save time, money, and stress! Less paper, less administrative work.
- 2 All USMS members who register for your meet will pass through a quick and easy USMS ID number validation within the Club Assistant online meet registration, saving you the headache of collecting copies of ID cards.
- 3 Race times of swimmers signing up for your meet are verified before their online registration is complete.
- 4 Swimmers pay for your meet with a credit card that is authorized on the spot. You don't make trips to the bank with piles of personal checks.
- 5 Produce meet rosters and psych sheets from your Club Assistant account at any point.
- 6 Export online entries in SDIF format from Club Assistant right into Hy-Tek Meet Manager or any meet management software.

Procedures for a Typical Swim Meet with Club Assistant

Before the Meet

- 1 Contact Club Assistant by phone or by email to request Online Meet Registration services.
 - Call us at 888-794-6638
 - Email us at Meets@ClubAssistant.com
- 2 Review the basics of your meet with Club Assistant staff, such as dates of meet, entry deadlines, entry fees (splash fees), and anticipated number of attendees.

Typical Fees for Online Meet Registration (current October 30, 2009)

- 1 Club Assistant now offers a \$0 Setup Fee for a typical Online Meet Registration.
- 2 Credit card merchant fees and Club Assistant service fees are typically 5% of total transaction amount and \$1.75 per swimmer. Fees for large meets and/or multiple-meet contracts are 5% and \$1.50 per swimmer.

Charge-Back Security Deposit

- 1 Club Assistant retains 5% of splash fees as a charge-back security deposit until after the meet. If there are no charge-backs*, the full 5% is refunded to you. If there are charge-backs*, Club Assistant will use a portion of this security deposit to pay for the charge-backs, and will then refund the remainder to you.
- 2 Thirty (30) days after your meet, Club Assistant reviews any charge-backs* that may have occurred, and deducts a \$30 processing fee per charge-back from your account plus any unrecovered splash fee**. After deductions, Club Assistant mails you a disbursement check for 2.5% of splash fees.
- 3 Sixty (60) days after your meet, the process above (at 30 days) is repeated, and then Club Assistant mails you a FINAL disbursement check for 2.5% of splash fees.

Sample Cash Flow for a Typical Swim Meet with Club Assistant

- A You charge a \$30 splash fee to each athlete entering your meet. 200 athletes enter the meet. Club Assistant retains 5% of the transaction and \$1.50 per athlete for credit card merchant fees and service fees. Remaining splash fees total \$5,400.00.
- B Two business days after the meet, Club Assistant mails you a check for 95% of the remaining splash fees = \$5,130.00.
- C Thirty days after the meet, if there are no charge-backs*, Club Assistant mails you a check for 2.5% of remaining splash fees = \$135.00.
- D Sixty days after the meet, if there are no charge-backs*, Club Assistant mails you a FINAL check for 2.5% of remaining splash fees = \$135.00.

Setting up Your Meet with Club Assistant

- 1 After review of all the details of your meet, and agreement on all service fees, your account will be set up in 2-5 business days.
- 2 Next we create your meet online with details such as splash fees, swimmer surcharges, and a list of race events. Club Assistant staff will administer all stages of setup, including the addition of a T-shirt order, and creation of reports and SD3 files for use in Hy-Tek Meet Manager or any meet management software.
- 3 Publish your meet! Club Assistant provides you the links to online meet registration that you need to publish with your meet announcements. Be sure to add an important note stating that credit cards will be charged by "ClubAssistant.com Event Billing".*
- 4 Throughout the meet entry process, go ahead and make use of your Club Assistant account to view billing and swimmer registration information. You can even do preliminary SD3 exports.
- 5 Once all entry deadlines are past, do a final import of all Club Assistant online entries into Hy-Tek Meet Manager or any meet management software, and begin setting up meet timelines and heat sheets.

After the Meet

- 1 The meet is done, and everyone had fun, especially you, the Meet Director, because your workload was lessened by Club Assistant.
- 2 It's time to collect your splash fees from Club Assistant. Two business days after the last date of the meet, Club Assistant mails you a disbursement check for 95% of splash fees we have held for you. At 30 days and 60 days post-meet, Club Assistant mails you the remainder of your meet fees.
- 3 Export meet results from Hy-Tek software or other meet management software, and easily import into Club Assistant. Create a variety of results reports to post online. Club Assistant will help you with all of these post-meet activities.

* In efforts to avoid charge-backs, it is recommended that all publications regarding your meet include large, clear notes such as:

"Your credit card will be charged by 'ClubAssistant.com Event Billing' for this swim meet."

** Club Assistant staff will make thorough attempts to recover splash fees from attendees who have processed a charge-back, but the charge-back processing fee, charged by the bank, is non-refundable.

Less Common Situations

- A *Many months lead time between setup and meet date:* If you set up a meet with Club Assistant 3 or more months prior to the meet date, you have the option to collect splash fees on a monthly basis. The same service fees indicated above will be applicable, but will be calculated on monies collected monthly, rather than on the total sum after the meet.
- B *Your meet is processed with checks only for payment of splash fees - no credit cards:* This situation will incur a Setup Fee to cover the service fees not collected from attendees' credit card charges. Ask a Club Assistant representative for an estimate of your Setup Fee.
- C *You would like to use your own Merchant Account to collect splash fees:* Your Merchant Account must be compatible with Club Assistant software.
- D *You would like to set up your own new Merchant Account:* Club Assistant will help set up a new Merchant Account. There will be additional monthly fees payable to the Merchant Account provider. Use of Club Assistant swim meet registration software will typically bill at \$1.50 per athlete.

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