SPORTSENGINE PAYMENTS FAQS

Where exactly do I go to complete the SE Payments onboarding process?
In order to complete the onboarding process, navigate to your team website, sign in, find "SE Payments Setup" in the left-hand navigation and follow the prompts on the screen.

What will my customers have to do in order to continue processing payments with my team?
Your customers will not have to do anything in order to continue processing payments with you. From their viewpoint, the experience will be identical and they won't have to make any changes.

Will all collected payments still be deposited into my current bank account?
Yes, you simply need to follow the onboarding process and verify your current bank account information to ensure all of your collected payments deposit into the same bank account.

If one of my customers made a payment through the old processor, I complete my onboarding for the new processor, and they require a refund afterwards, how do I honor that refund?
If you need to refund a transaction that occurred prior to you onboarding to SE Payments, you will need to manually refund to your customer via a check or cash, or you can add a credit to their account.

How long after I complete the onboarding process can I begin collecting payments?
After you complete the onboarding process there will be a 2-3 day approval process that must occur in order for you to begin processing. This is in place to ensure accuracy and security with all of your bank and business information

Does every Superuser that is part of my team need to update the settings?
No, not every Superuser that is part of your team needs to update your processor settings.

What does the onboarding process consist of?
The onboarding process for SE Payments will consist of three sections
- Selecting your business type
- Reading over and agreeing to the terms and conditions
- Verifying personal and bank account info

What should I be prepared with in order to complete the personal and bank account info section?
In order to complete this section you must have the following prepared:

- Business name
- Business bank account information
- Business tax ID #
- Social Security #*
- An image of a government-issued ID (i.e. a driver's license)*

*Your Social Security # and image of a government-issued ID will be needed to verify your identification and comply with the US Patriot Act. This information is only needed for the one-time settings update process and will not be permanently stored by TeamUnify or tied to your organization's payment processing settings for additional administrators to view.

How long will the onboarding process take?
The onboarding process should take approximately 5 minutes to complete as long as you have the above information available.

Within the onboarding process I see something that says "statement descriptor" what does this mean?
The statement descriptor is the description that will appear on your families credit card statements. It is important to put a name so that your families with recognize the specific transaction.

**How will I know if I successfully completed the onboarding process?**
You will receive an inline confirmation message. You will also receive an email receipt once you have been approved to begin processing. Alternatively, if there are any issues with your inputted information during the onboarding process, you will be notified via email, and then you will be able to log into your account, navigate to SE Payments Setup and complete the onboarding with proper information.

If I am a seasonal club and only operate for a portion of the year, am I able to turn off the payment processor?
If you are a seasonal organization you are not able to turn off the processor for portions of the year. However, if you don't use the payment processor for any given month, you will not incur the associated monthly fees.

If I run into any issues during the onboarding process, who should I contact for help?
If you run into issues with onboarding, please contact your account manager, or login to your team website and click the "need help?" button.
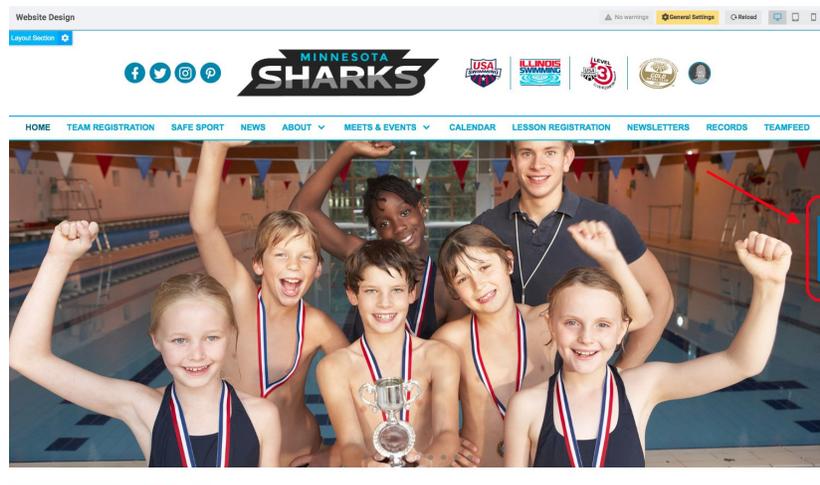
After I am approved for processing, where do I navigate to manage all of my transactions?
For information on transactions with SE Payments, please read this help article.

After I am approved for processing, where do I find more information about the enhanced reporting with SE Payments?
For information on enhanced reporting with SE Payments, please read this help article.

After I am approved for processing, who should I contact if I experience issues with SE Payments?
If you experience issues, you can access the help center for more information on SE Payments, or contact the TeamUnify Support Team via the "Need Help?" button located on the right-hand side of your team's back end. They are well-versed in the SE Payments platform and will be ready to assist.