

LTA COMPETITION MANAGEMENT SYSTEM

**CREATING, CUSTOMISING & CONNECTING
YOUR STRIPE ACCOUNT**

Environment: Production
Version: 1.1
Published: 11 August 2020



INTRODUCTION

In order for your tournaments to display on the Competitions Portal and receive online payments you must register an account with our new payment provider Stripe. This guide is written to support competition organisers, competition providers and venues in setting up their Stripe accounts.

This guide is broken down into 3 sections:

- Section 1 – Setting up a Stripe account
- Section 2 – Customising your Stripe account
- Section 3 – Connecting your Stripe account to a tournament

If you already have a Stripe account that you wish to use as a Competition Organiser proceed to section 3 of this guide to connect your account.

SECTION 1 – SETTING UP A STRIPE ACCOUNT

1. Go to the Stripe website - <https://dashboard.stripe.com/register>
2. Fill in the basic details (Email, Name and Password) to create an account, agree to the Terms & Conditions and click **Create account**
3. You will be sent a verification email from stripe and select the **Verify email address button**
4. When you log in to your Stripe dashboard you will see a list of steps you need to take to verify your account. Having completed step 3 above your email address should now be verified. Select **Activate your Stripe account** which will take you through the onboarding process dependant on your circumstances.
5. Provide Stripe with the details requested in each of the following sections:
 - Business Structure
 - Business Details
 - Credit Card Statement
 - Bank Details
 - Two-step Authentication
 - Summary

Other tabs may appear dependant on the type of organisation you select in Business Structure.

Here is some guidance on completing certain fields in the application process:

- **Type of business** - tennis venues will mostly fall under the 'Individual / Sole Trader' category, however other categories are: Nonprofit (for a registered Charity), Partnership/LLP, Private Limited Company.
- **Company & VAT numbers** are optional and may not apply to you or your venue.
- **Business Website** – please enter *competitions.lta.org.uk*
- **Product Description** – please enter *Online Tournament Entry System for LTA Sanctioned Competitions by the Lawn Tennis Association, national governing body for tennis in GB.*

- **Credit card statement details** – this is what you would want to appear on a customer’s card statement e.g. NTC Comps.
- **Bank Details** - these are the venue’s or your competition business details where funds will be deposited.

Please Note:

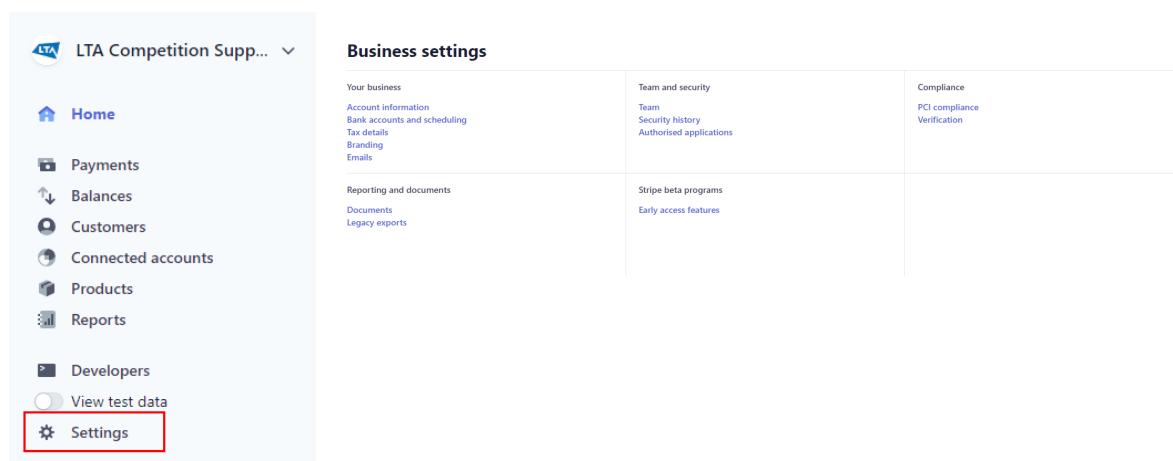
If you have a bank account for your organisation that requires authorisation from multiple people (2 or more), it should still be fine to connect to your Stripe account.

The one thing you’ll need to do is ensure that everyone who’s authorization is required for direct debit withdrawals to work from that account gives their signature and approval through your bank. This includes your financial institution as well. Stripe do not present an option for multiple signatories from their end, or paper instructions, because they don’t require this for connecting a bank account.

SECTION 2 – CUSTOMISING YOUR ACCOUNT

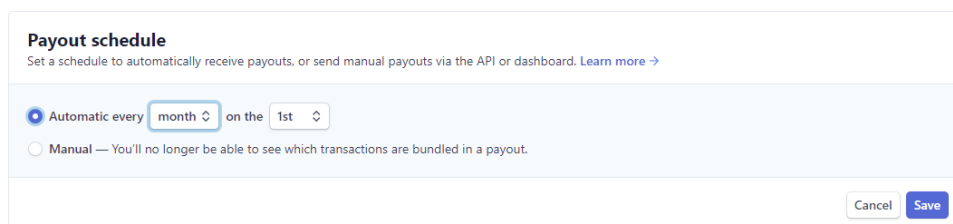
We’ve suggested some customisations that are recommended for using the new Competition Management System and based on our business set up.

1. From the Admin Dashboard in the **Business Setting** section, select **Settings** in the left hand side menu



2. Stripe sends the money to your bank account automatically and will recall money if there are insufficient funds in the account. We recommend you keep automatic payouts but they are set to monthly.

To update this select the **Bank accounts and scheduling** from the Settings page and click **Save**.



3. You'll need to enable customer emails for successful payments and refund transactions.

To update this select **Emails** from the Settings page and click **Save**.

Customer emails

Email customers about... Successful payments ⓘ Refunds
To manage emails about invoices, failed payments, and more, visit [Billing settings](#) →

Debit emails Send Bacs mandate and debit initiation emails ⓘ

Support email Email replies will go to nationalcompetitions@lta.org.uk based on your [Account settings](#) →

Default language ⓘ English ▾

[Having trouble sending email receipts?](#) → Save

4. You can authorise access to other users.

To add other users select **Team** from the Settings page and select **New Member**.

Settings > Team

Filter by name or email... All roles ▾ + New member Export team

TEAM MEMBER	ROLE	LAST LOGIN	TWO-STEP ⓘ
Chris Mann You chris.mann@lta.org.uk	Administrator	28 minutes ago	Enabled
LTA Operations Ltd - Competition Support competitionsupport@lta.org.uk	Administrator (Owner)	last month	Enabled
Krisztina Ivan krisztina.ivan@lta.org.uk	Administrator	last month	Edit Remove...

3 members Previous Next

SECTION 3 – CONNECTING YOUR STRIPE ACCOUNT TO A TOURNAMENT

From your Organiser Portal:

1. Select the tournament you are wishing to connect to your Stripe account.

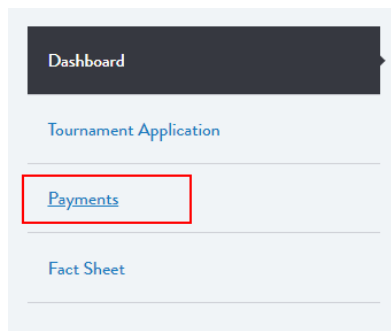
Grade 6 Matchplay Competitions
15/05/2020 to 29/09/2021
Application until 30/10/2020 23:59:59 + (144)

Current applications

Showing 1 to 14 of 14 entries

WK	Name	Date	Type	Venue	Entries
2020 36	Test	01/09/2020 to 01/09/2020	Matchplay	National Tennis Centre (London, SW15 5AQ)	0

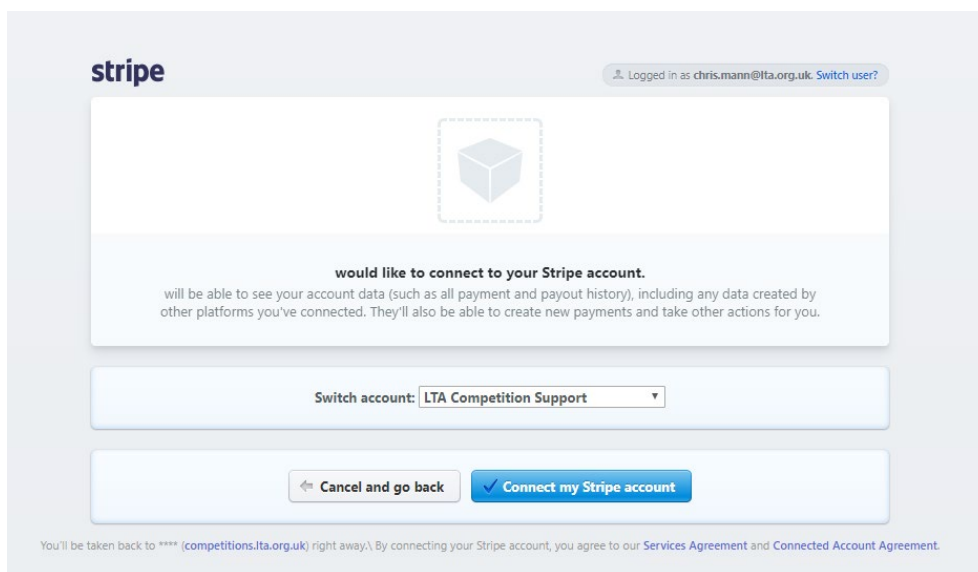
2. Select the **Payments** tab which will only become available in the Organiser Portal once your tournament has been approved and published by the LTA Competitions Team.



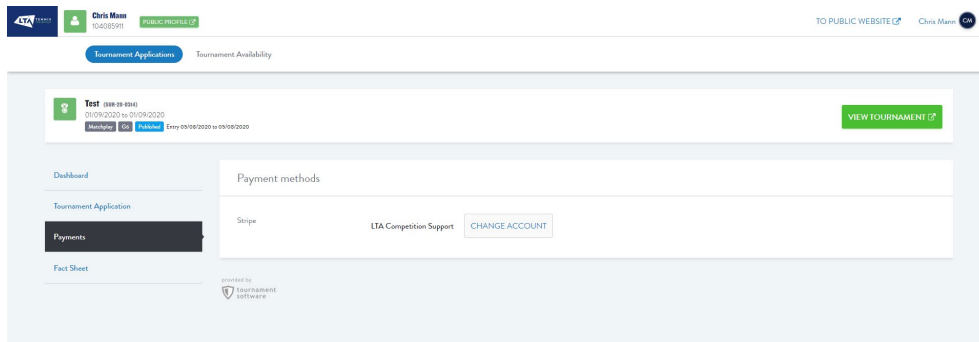
3. Ensure you are logged in to your Stripe account.
4. Click the **Connect Account** button



5. Follow any prompts by Stripe to select the correct account if your user has access to multiple accounts.



6. The Stripe account will be listed on the **Payments** tab of the **Tournament Dashboard** you can change the Stripe account from here too.



FURTHER SUPPORT

Should you have any queries in relation to setting up your Stripe account please visit [Stripe Support](#).

Should you have any queries in relation to the Competition Management System please visit the [Competition Management System Support webpage](#) where you can find User Manuals, How to Guides and Videos as well as FAQs.