



## Products & Questions | FAQs

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### Products

#### How do I process an offline payment?

Firstly, in order to allow a product to be processed manually as an offline payment, the product must have the Payment Option set to 'Payment Gateway or Manually set Product as Paid'. This setting can be found following the steps below:

*In the left-hand menu, click **Products & Questions** > **Edit** the relevant product > Scroll down to find the **Payment Option Is** field*

Once this setting is applied, you can apply a manual transaction against a member record in your GameDay database. Click [here](#) to learn how to process an offline payment.

#### Can I re-use the same product across multiple seasons?

It is not recommended to use the same product across multiple seasons or registration periods, as this can cause the following issues:

- Returning members who purchased the product in the previous season will have their product recognised as paid, restricting registration in some cases.
- Creating new products for each new season allows you to maintain a cleaner set of data and provides additional reporting flexibility within the system.

It is recommended to either [create a new product](#) or [clone existing products](#) when you are setting up registrations for a new season.

#### Can I only show a product to members who already purchased the equivalent product last season?

Yes, if you want to make a certain product available only to members who purchased a specific product from a previous season (e.g. products targeting retained members), you can do so by applying a [Conditional Product](#) rule to the relevant product you are setting up for the new season.

#### Can I only show a product to members with certain characteristics?

Yes, you can apply [Display Rules](#) to a product so that it only shows to members of a certain gender, age range or member type. When display rules are applied to a

product, the system will automatically recognise whether the member has selected a specific gender, age range or member type on the first page of the registration form, which subsequently shows or hides the product conditionally at the end of the registration form.

### **How do I factor my processing fee into the price of my product?**

Given GameDay Processing Fees are deducted from organisation settlements, you will need to account for this fee in your product price if you want to receive a specific settlement amount from each product purchase. To calculate your product price accounting for processing fees, you can use the formula below:

*Product Price/(1 - Processing Fee)*

So, let's assume that you want to receive \$100.00 from each sale of a specific product, and you pay a processing fee of 3.5%. We can then apply the formula below:

$\$100/(1 - 0.035) = \$103.63$

By setting your product price to \$103.63, you will then receive \$100 in your bank account from the product purchase ( $\$103.63 - 3.5\% = \$100$ )

### **Questions**

#### **Can I show a question only to members who have selected a specific product?**

Yes, you can show or hide specific questions on a Membership or Event Form based on the product they choose to purchase earlier in the registration process. You can learn how to configure this [here](#).

#### **Can I show a question only to members with certain characteristics?**

Yes, you can choose to show or hide questions on a Membership or Event Form based on the member's gender, age or member type. You can learn how to configure this [here](#).

#### **Can I show a question only to members based on their response to a different question?**

Yes, you can choose to show or hide questions on a Membership or Event Form based on the member's response to a previous question. You can learn how to configure this [here](#).

#### **What's the difference between Question Name and Question Display Name?**

When you are looking at your Question List in GameDay, you will see two different name columns for the question. The **Question Name** is the name of the question as displayed to administrators in your GameDay database, whilst the Question Display

Name is the name of the question as displayed to registrants completing a registration form.

How do I add custom responses for Picklist or Multiple Choice questions?

You can add your own custom responses for Picklist or Multiple Choice questions by following the process outlined [here](#).

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