

# LTA Online Tournament Entry & PayPal

## User Guide

The screenshot shows the LTA website interface. At the top, there are logos for LTA BRITISH TENNIS and AEGON, along with a search bar and a 'Log in' link. Below the navigation menu, there are tabs for different age groups: MINI TENNIS 5-10 YRS, BOYS' 11-18 YRS, GIRLS' 11-18 YRS, MEN, and WOMEN. A 'Find a competition' button is visible. The main content area features a 'Competitions for everyone' section with a 'Login and we'll find the competitions for you.' message and a 'Not logged in' warning. Below this, there are six event categories: Mini Tennis (ages 5-10), Boys (ages 11-18), Girls (ages 11-18), Men's (ages 18+), Women's (ages 18+), and Team Competition for all ages. Each category has a 'View events' button. The footer contains copyright information and various links like 'press centre', 'about LTA', 'sponsors', 'contact us', 'careers', 'terms & conditions', 'privacy and cookie policy', 'site map', and 'feedback'. A bottom navigation bar includes a 'Log in now, it's easier' link, a search bar for 'Tournament code or name', and buttons for 'Competition calendar' and 'Basket (0)'.

**PayPal**<sup>™</sup>

Further support is available online at  
[www.LTA.org.uk/OTE](http://www.LTA.org.uk/OTE)



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## Welcome

The Online Tournament Entry with PayPal system was introduced in 2010 to allow competitors to enter and pay online and for tournament organisers to easily manage and withdraw entry fees for their competitions. The system is housed on the LTA website [www.lta.org.uk/Competitions/Search/](http://www.lta.org.uk/Competitions/Search/) and uses PayPal to process the payments. Modifications were made in 2012 to automatically refund an entry when a player withdrew provided settings are entered into the PayPal account.

PayPal is one of the world's leading online payment providers. It is important to note that PayPal charges a fee per transaction which should be considered when deciding on your entry fees. PayPal fees are currently:

| Minimum entry fees received (monthly) | Maximum entry fees received (monthly) | Fee per transaction |
|---------------------------------------|---------------------------------------|---------------------|
| £0.00 GBP                             | £1,500.00 GBP                         | 3.4% + 20p GBP      |
| £1,500.01 GBP                         | £6,000.00 GBP                         | 2.9% + 20p GBP      |
| £6,000.01 GBP                         | £15,000.00 GBP                        | 2.4% + 20p GBP      |
| £15,000.01 GBP                        | £55,000.00 GBP                        | 1.9% + 20p GBP      |
| N/A                                   | Above £55,000.00 GBP                  | 1.4% + 20p GBP      |

This guide will provide guidance to Tournament Organisers using Online Tournament Entry with PayPal. The Competition Support team have highlighted tips and important information throughout the guide and hope you find it useful.

Further support is available from the British Tennis Services Team who can be contacted on 020 8487 7000 or by emailing [info@lta.org.uk](mailto:info@lta.org.uk).

## Setting up a PayPal Account

Tournament organisers must ensure they set up your PayPal account (and [remove limits](#)) well in advance of your tournament opening for accepting entries so that they have time to complete all necessary steps and check that the account is functioning properly.

The decision about which PayPal account to choose is dependent upon how you intend to run your tournament and where the event fees will be transferred to.

1. As an **individual** you will need to create a [PayPal Premier account](#). This will allow you to withdraw entry fees to a personal bank account under the same name.
2. If you are running tournaments on behalf of a club you will need to create a [PayPal Business account](#) (website payments standard). This will allow you to withdraw funds to a club bank account. You will need to work with the treasurer of the tennis venue to verify a PayPal Business account.

It is advisable to create a new email account when setting up PayPal so that it can be easily identified as being associated with your PayPal account. An example would be [nationaltenniscentre@yahoo.com](mailto:nationaltenniscentre@yahoo.com) instead of [john123@yahoo.com](mailto:john123@yahoo.com) so that players can identify transactions in their bank accounts.

**Please note: the information about PayPal in this chapter has been produced to help you run competitions. Please refer to the help section of the PayPal website or contact PayPal directly if you have any specific PayPal questions.**

Once you have setup your PayPal account you will need to add a bank account and get [verified](#). Becoming 'Verified' is necessary to remove limits on sending, receiving and withdrawing money from your PayPal account. Once verified your bank account is fully linked to your PayPal account.

If several people are using your PayPal account you are advised that you allocate some as [managed users](#) which means you can give them limited access, such as the ability to review the account and process refunds. For example the club treasurer is likely to be the main PayPal account holder and add the club administrator a managed user. Adding managed users is only available with PayPal business accounts. The alternative would be to set up a new bank account just for your competition.


## Set up a PayPal Premier account

1. Go to [www.paypal.co.uk](http://www.paypal.co.uk) and click **Sign Up**
2. Ensure the country or region is correct and click **Premier**

### Sign up with PayPal

Secure 

Your country or region

United Kingdom 

Your language

English

|   |  |
|---|--|
| <h4>PayPal for your personal use</h4> <p>An account for your individual payment needs.</p> <ul style="list-style-type: none"><li>• Sign up and use PayPal for free.</li><li>• Shop or send money with your mobile.</li><li>• Receive money and get paid straight into your PayPal account.</li></ul> <p><a href="#">Get Started</a></p> | <h4>PayPal for your business</h4> <p>For businesses of all sizes that want to pay and be paid online.</p> <ul style="list-style-type: none"><li>• Sign up to PayPal for free.</li><li>• Access our range of professional payment solutions.</li><li>• Accept payments quickly and easily.</li></ul> <p><a href="#">Get Started</a></p> |
|---|--|

3. Enter your details
4. Enter your contact details and click **Agree and Create Account**

Please view, print or save the documents linked below.

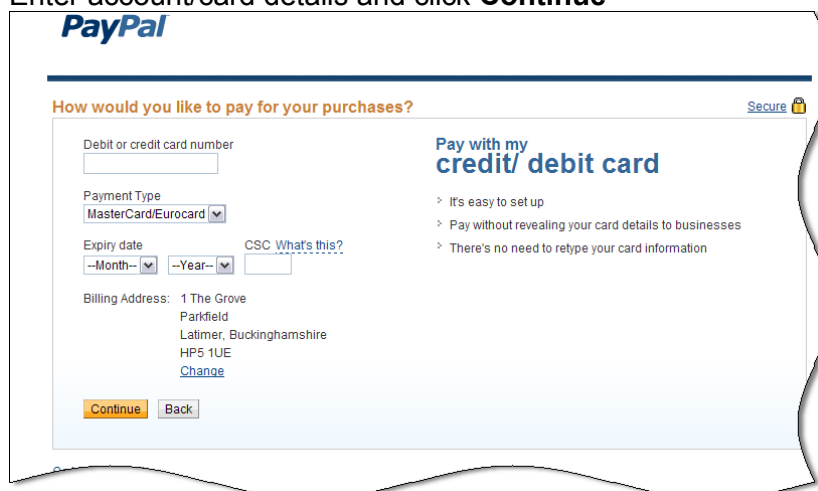
For more information about PayPal, please read our [Key Payment and Service Information](#).

By clicking the button, you:

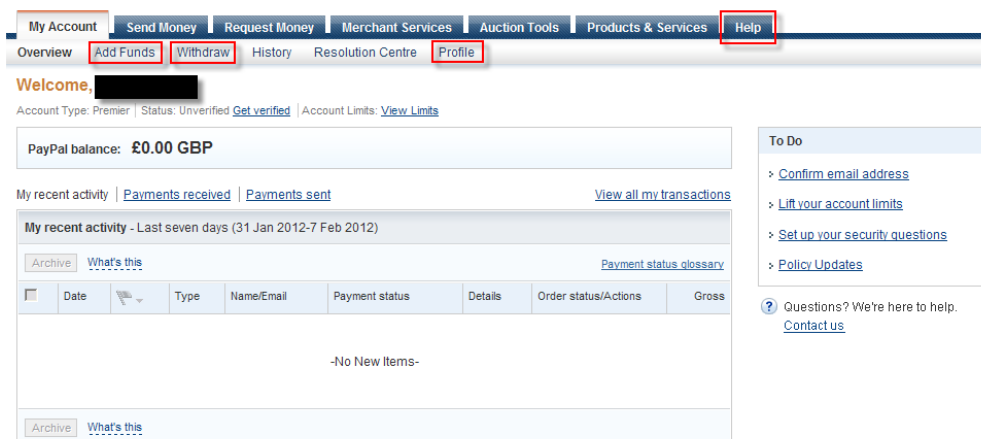
- Agree and consent to the terms of the [User Agreement](#), its policies and the [Privacy Policy](#)
- Expressly instruct PayPal to communicate specific information about you and your account to third parties in accordance with the Privacy Policy
- Specifically and expressly consent to the use of website tracking methods, including cookies, and to the safe and secure transmission of your personal information outside the European Union in accordance with the Privacy Policy

[Agree and Create Account](#)

5. To add a bank account click on the appropriate **Continue** button
6. Enter account/card details and click **Continue**



7. You can now **Add funds, Withdraw Funds** and update your **Profile** and do much more. As players enter your events their transactions will be viewable on this screen.



8. Confirm all your details are correct; you will then be sent a validation email in which you will be asked to activate your account.

**IMPORTANT:**

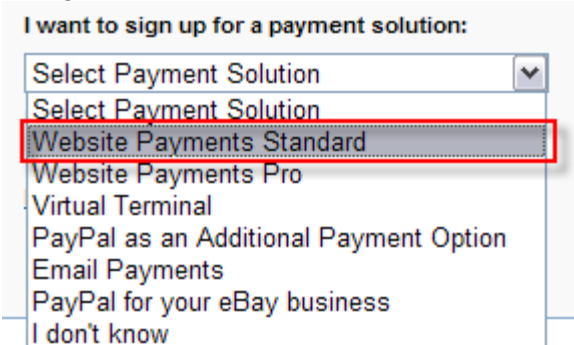
Once your account is active you need to set payment options so that players can pay with a credit card or PayPal account:

1. Go to the PayPal website and log in to your account.
2. Click "Profile" at the top of the page.
3. Click the "Website Payment Preferences" link in the Selling Preferences column.
4. Select the PayPal Account Optional "On" radio button.
5. Click "Save".

This will ensure the 'Pay with Credit Card or Log in' option is shown.

**Set up a PayPal Business account**

1. Go to [www.paypal.co.uk](http://www.paypal.co.uk) and click **Sign Up**.
2. Ensure the country or region is correct and then click **Sign up now**
3. Using the drop down menu select **Website Payment Standard** and then click **Continue**



- Complete all the required details about the tennis venue or business and click **Continue**. We recommend that business name matches bank account name. If you choose non profit as a business category PayPal assumes you are a charity and asks you to prove this status. We advise you to select **Sport and Outdoor**
- Confirm all your details are correct. Once you have done this you will be sent a validation email in which you will be asked to activate your account. To complete the validation process you will need to log out and then log back in to your PayPal account.

**IMPORTANT:**

Once your account is active you need to set payment options so that players can pay with a credit card or PayPal account:

- Go to the PayPal website and log in to your account.
- Click "Profile" at the top of the page.
- Click the "Website Payment Preferences" link in the Selling Preferences column.
- Select the PayPal Account Optional "On" radio button.
- Click "Save".

This will ensure the 'Pay with Credit Card or Log in' option is shown.

## Adding Managed Users

If several people are using your PayPal account we advise that you assign some as '**managed users**' which means you can give them limited access, such as the ability to review the account and process refunds. For example the venue treasurer is likely to be the main PayPal account holder and he/she can add the club administrator as a managed user.

Adding managed users is only available with PayPal business accounts. The alternative would be to set up a new bank account just for your competition.

- Go to **profile**, click on **My account settings** and on **Manage users** click on **Get started**.

The screenshot shows the PayPal 'My Profile' page. The 'Profile' link in the top navigation bar is highlighted. In the left-hand menu, 'My account settings' is highlighted with a red box. In the main content area, the 'Manage users' row is highlighted with a red box, and the 'Get started' button next to it is also highlighted with a red box.

| Section                | Description                           | Action        |
|------------------------|---------------------------------------|---------------|
| My business details    | Account type: Business                | Close account |
| My money               | Digital goods at checkout             | Update        |
| My account settings    | Mobile devices and push notifications | Get started   |
| My selling preferences | Communication preferences             | Update        |
|                        | Customer Service ID                   | Update        |
|                        | Manage users                          | Get started   |
|                        | Security key                          | Get started   |
|                        | Preferred Sites                       | Change        |
|                        | Time zone                             | Update        |

- Click on **add user**

3. Complete the details of the user you are going to add and what privileges they need. **Click save.**

PayPal

Log Out | Help | Safety Advice

My Account | Send Money | Request Money | Merchant Services | Auction Tools | Products & Services

Overview | Add Funds | Withdraw | History | Resolution Centre | Profile

### Add Users

Provide the user's information below, and tick the box next to each privilege you'd like to give this user. [What privileges do we recommend?](#)

Create login

User's first and last name

User ID  
8-16 characters, no special characters, must be unique

Re-enter user ID

Password  
8-20 characters, case sensitive, special characters allowed

Re-enter password

[What are PayPal account privileges?](#)

Accounting

- Send Money
- Request Money
- Add Funds
- Refunds
- Withdraw Funds
- Cancel Payments
- Mass Payments
- Recurring Payments

Administration

- View Balance
- View Profile
- Edit Profile
- Discuss account with Customer Service
- Handle authorisations & settlements

Integration

- API Activation & Authorisation

Virtual agent

- Schedule and download Transaction History, and run Settlement Report  
(Must be the only permission given to this user)

Delivery agent

- Use PayPal Postage  
(Note: Send money and Cancel payments are automatically included with this privilege.)

[Mobile](#) | [Mass Pay](#) | [Referrals](#) | [About Us](#) | [Account Types](#) | [Fees](#) | [Privacy](#) | [Safety Advice](#) | [Contact Us](#) | [Legal Agreements](#) | [Developers](#) | [Gift Vouchers](#)

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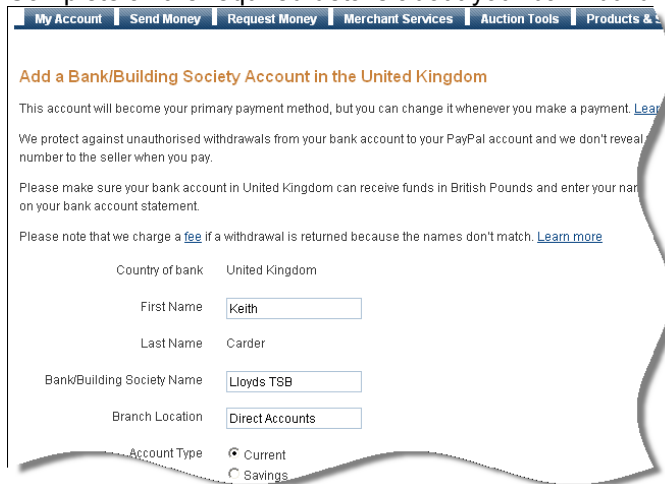
## Get verified by linking and confirming your bank account

### STAGE 1

Once you have signed up to PayPal you will be asked to **Get Verified**.

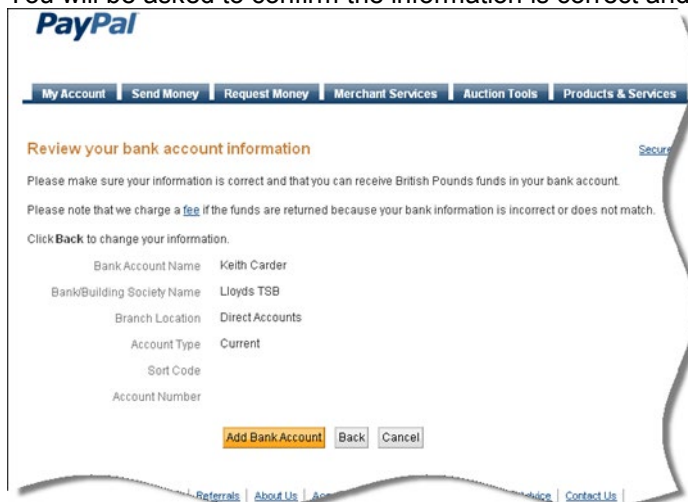
You get verified by linking and confirming your bank account. This will enable you to transfer money from your PayPal account.

1. Complete all the required details about your bank/building society account.



The screenshot shows the PayPal interface for adding a bank account. At the top, there is a navigation bar with links: My Account, Send Money, Request Money, Merchant Services, Auction Tools, and Products & Services. The main heading is "Add a Bank/Building Society Account in the United Kingdom". Below this, there is explanatory text: "This account will become your primary payment method, but you can change it whenever you make a payment. [Learn more](#)". Another line of text states: "We protect against unauthorised withdrawals from your bank account to your PayPal account and we don't reveal your account number to the seller when you pay." A third line says: "Please make sure your bank account in United Kingdom can receive funds in British Pounds and enter your name as it appears on your bank account statement." A fourth line notes: "Please note that we charge a [fee](#) if a withdrawal is returned because the names don't match. [Learn more](#)". The form fields are: Country of bank (United Kingdom), First Name (Keith), Last Name (Carder), Bank/Building Society Name (Lloyds TSB), Branch Location (Direct Accounts), and Account Type (Current, Savings). The "Current" option is selected.

2. You will be asked to confirm the information is correct and then add bank account.



The screenshot shows the PayPal interface for reviewing bank account information. At the top, there is a navigation bar with links: My Account, Send Money, Request Money, Merchant Services, Auction Tools, and Products & Services. The main heading is "Review your bank account information". Below this, there is explanatory text: "Please make sure your information is correct and that you can receive British Pounds funds in your bank account." Another line of text states: "Please note that we charge a [fee](#) if the funds are returned because your bank information is incorrect or does not match." A third line says: "Click **Back** to change your information." The form fields are: Bank Account Name (Keith Carder), Bank/Building Society Name (Lloyds TSB), Branch Location (Direct Accounts), Account Type (Current), Sort Code, and Account Number. At the bottom, there are three buttons: "Add Bank Account", "Back", and "Cancel".

3. PayPal will confirm that you have added the bank account. You need to click **Continue** to complete the setup of bank funding.

**Set Up Bank Funding - Read Instructions and Continue**

You have added this bank account:  
Lloyds TSB, x-4448

Click Continue to complete setup of bank funding. PayPal will make two small deposits (less than £1.00) to your bank account. Confirming these amounts ensures that you own this bank account.

**How to Set Up Bank Funding**

1. Submit the Direct Debit Agreement to enable PayPal to make two deposits.
2. Look up the amounts on your bank statement - online, by phone or ATM.
3. Enter the two deposit amounts after logging in to PayPal.

**Why Bank Funding?**

It is a safe way to pay. PayPal will only debit your bank account when you authorise a payment with PayPal.

**What can I do now?**

You can withdraw funds from your PayPal account to your bank while waiting to complete the process.

**Why do I need to set up bank funding?**

- Make instant payments funded from your bank account
- Transfer funds from your bank account to your PayPal account.
- You are half-way to being Verified, which removes sending and withdrawal limits.

[Continue](#) [Go to My Account](#)

4. Review the direct debit details.

My Account | Send Money | Request Money | Merchant Services | Auction Tools | Products & Services

**Review and Submit Direct Debit Details**

Please confirm all information and submit if correct. If you have any questions, please contact customer service at [directdebit@paypal.co.uk](mailto:directdebit@paypal.co.uk).

**Originator's Name**  
JPMC Re PayPal Pte Ltd.

**Originator's Address**  
PO Box 714  
Richmond TW9 1WS  
United Kingdom

**Name(s) of Account Holder(s)**  
Keith Carder

**Instruction to Your Bank or Building Society to Pay by Direct Debit**

**Originator's Identification Number**  
6 7 9 8 4 8

**Account Number**  
3 4 A F Y 6

5. PayPal will now make two small deposits to your bank account to confirm that the account is yours. It can take 2-3 days for the amounts to appear on your bank statement.

My Account | Send Money | Request Money | Merchant Services | Auction Tools | Products & Services

**Direct Debit Agreement Submitted - Read Instructions for Next Action**

PayPal has made two small deposits (less than £1.00) to your bank account. Please wait 2-3 working days to complete funding. Confirming these amounts ensures that you own this bank account. Only you can know what amounts have been deposited to your account by PayPal.

**How to Set Up Bank Funding**

1. This step is complete. Wait for 2-3 days for the deposits to appear on your bank account.
2. Look up the amounts on your bank statement - online, by phone or ATM.
3. Enter the two deposit amounts after logging in to PayPal.

**Why Bank Funding?**

It is a safe way to pay. PayPal will only debit your bank account when you authorise a payment with PayPal.

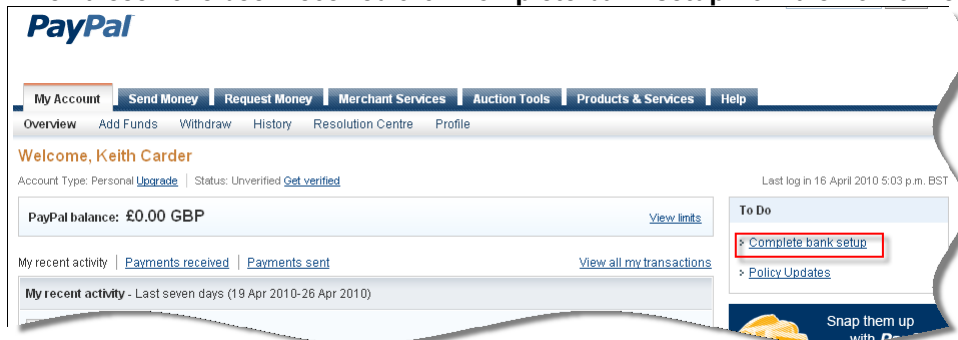
**What can I do now?**

You can withdraw funds from your PayPal account to your bank while waiting to complete the process.

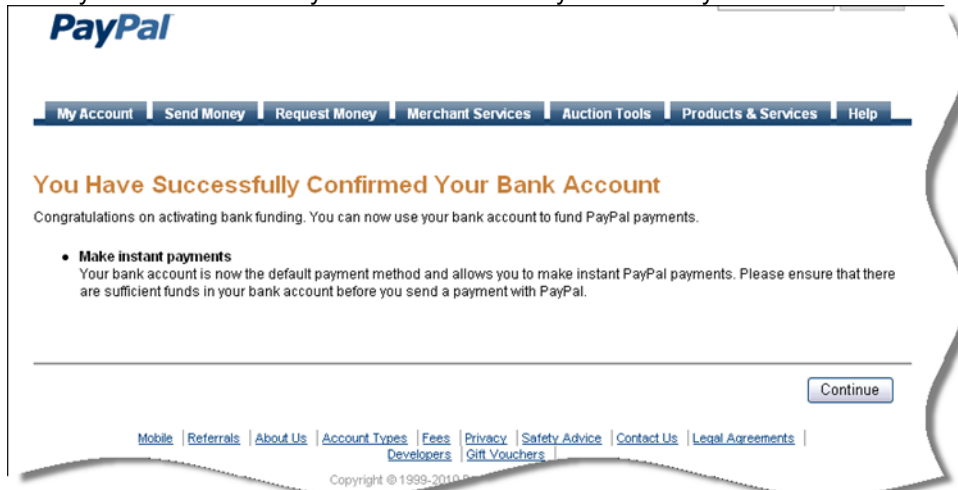
## STAGE 2

Once you have received the two small payments (this takes 2-3 days) into your bank account you need to complete bank set up.

1. When these have been received click **Complete bank setup** from the To Do menu



2. PayPal will ask you to type in the two payment amounts.
3. Once you have done this you have successfully confirmed your bank account.



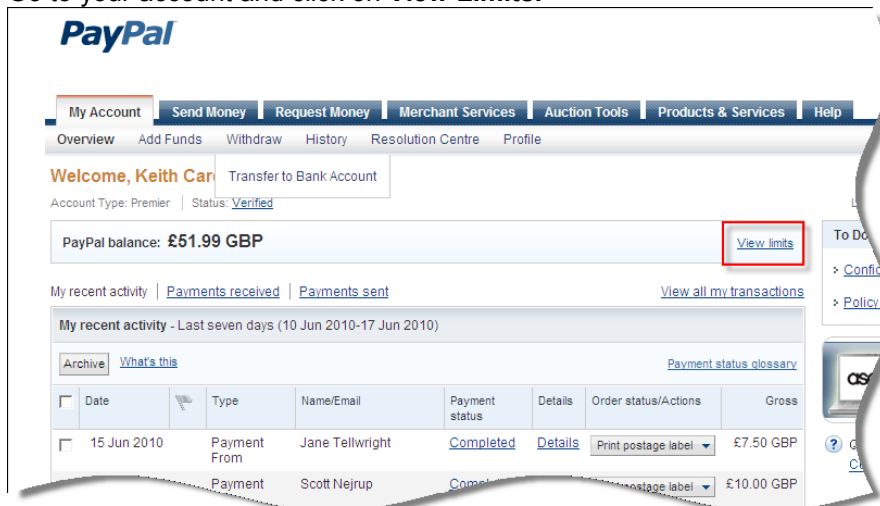
## Removing Limits

Although your account is now active and you can start taking entries you will need to remove limits if you are running a large number of competitions or a big tournament.

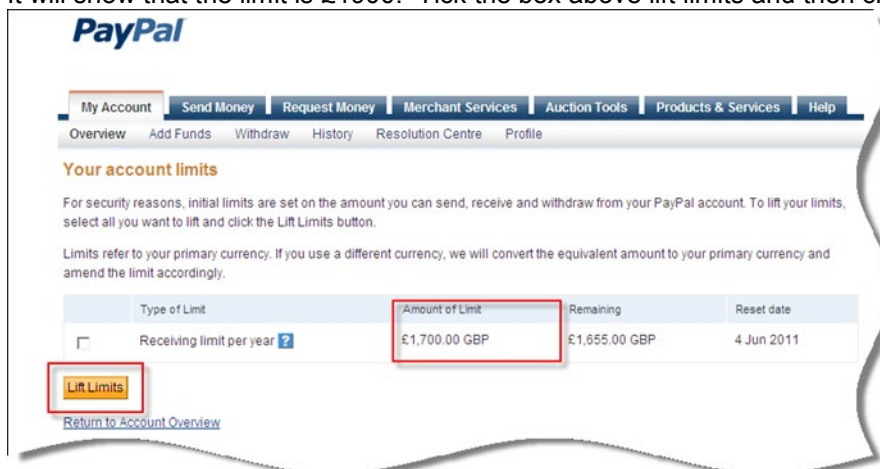
PayPal has a standard limit of £1,900 and requests further information (such as a photo of your driving licence) for you to continue taking entries once you pass this limit. PayPal will also ask for a credit card number in the process. If you are using a Business Account it is unlikely that you will have a credit card for the business (tennis club/centre) so you will need to call PayPal customer service. If you explain the circumstances and that you do not have a business credit card they will manually remove the requirement for a credit card number.

**TIP:** You are strongly advised to remove this limit in advance otherwise you could have a period of time when players cannot enter your competition.

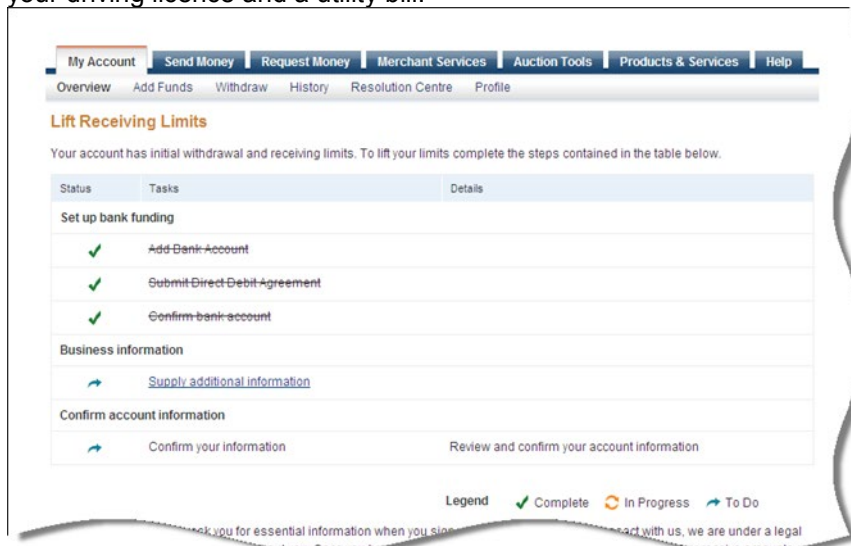
1. Go to your account and click on **View Limits**.



2. It will show that the limit is £1900. Tick the box above lift limits and then click on lift limits.



3. It will then show what you need to do to remove your limits. This could involve uploading a picture of your driving licence and a utility bill.



**TIP:** We advise that you do this in advance of you reaching the limit; if you have any difficulties please call PayPal customer services.

4. To make the process of removing limits for PayPal Business Account users as easy as possible we suggest you have both a business and home address on your account. This because, when you are required to upload a picture of your driving licence, the address will not match your business address. To add or edit address go to profile **add or edit address**.

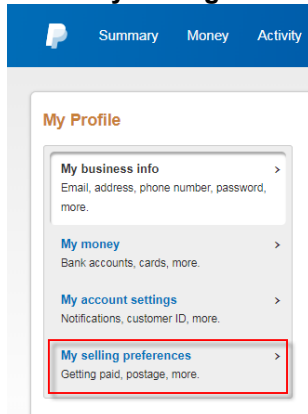
## Changing your PayPal settings for Automatic Refunds

You will need to update your PayPal settings in order to use the new refund process and enable automatic refunds to players who withdraw before the withdrawal deadline. Only payments made after the settings have been updated will be refunded automatically if a player withdraws. To update your settings:

1. Log into your PayPal account, click on the **Settings** icon in the navigation menu



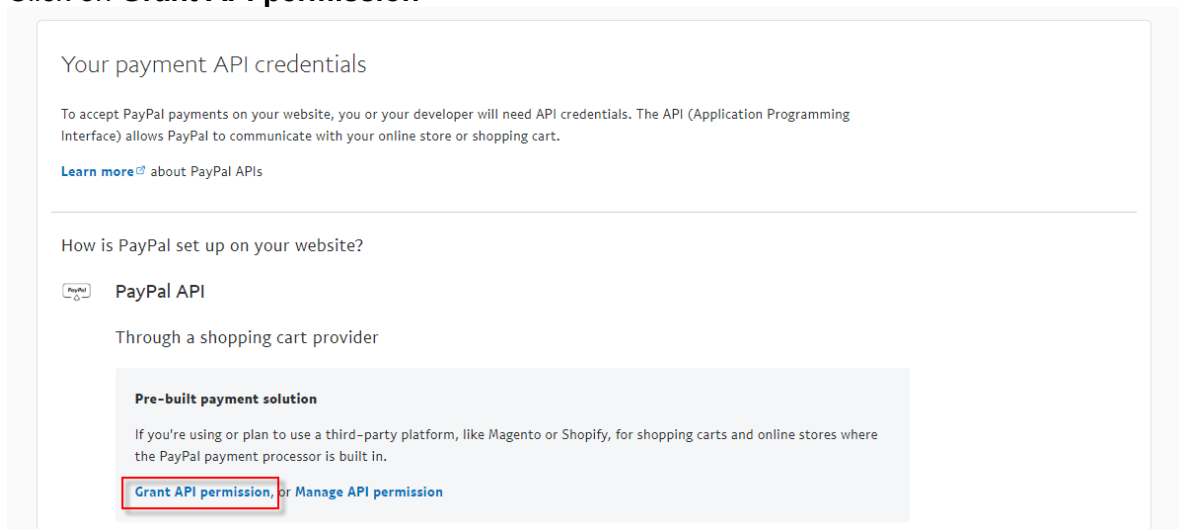
2. Select **My Selling Preferences** from the four options on the left hand side of the My Profile page



3. Go to **Update your API access**

|                     |  |        |
|---------------------|--|--------|
| Website preferences | Bring customers back to my website after they pay with PayPal. | Update |
| API access          | Configure how my website communicates with PayPal.             | Update |
| Invoice templates   | Create and manage my invoices.                                 | Update |

4. Click on **Grant API permission**



5. Add the third party Username as shown below and click **Lookup**

**rob.dearing\_api1.lta.org.uk**

Do not put in your own name.

#### Add New Third Party Permissions

Manage permission given to a third-party application to access specific information in your account and take actions on your behalf.

For more information about the permissions you are granting, see [Third Party Permissions](#).

Third Party Permission Username

6. Tick the **Issue a refund for a specific transaction** box and click **Add**

#### Add New Third Party Permissions

Manage permission given to a third-party application to access specific information in your account and take actions on your behalf.

For more information about the permissions you are granting, see [Third Party Permissions](#).

Third Party Permission Username

Organisation


#### Available Permissions

See the [Third Party Definitions](#) for help.

- Use PayPal Express Checkout to process payments.
- Issue a refund for a specific transaction.
- Process your customers' debit or credit card payments.
- Authorise and capture your PayPal transactions.
- Create and manage PayPal payment buttons on your website.
- Obtain your PayPal account balance.
- Obtain information about a single transaction.
- Search your transactions for items that match specific criteria and display the results.
- Charge an existing customer based on a prior transaction.
- Create and manage Recurring Payments.
- Obtain authorisation for pre-approved payments and initiate pre-approved transactions.
- Accept or refuse a pending transaction.
- Issue a refund for any prior transaction.

7. You should then see the following screen

#### Manage Third Party Access

 You have successfully added rob.dearing\_api1.lta.org.uk.

Manage permission given to a third-party application to access specific information in your account and take actions on your behalf.

For more information about the permissions you are granting, see [Third Party Permissions](#).

| Third Party Username        | Organisation            |   |
|-----------------------------|-------------------------|---|
| rob.dearing_api1.lta.org.uk | Lawn Tennis Association | <input type="button" value="Edit Third Party"/> ▼ |

## Activating your tournament for PayPal

Activating your tournament to accept online entry with all entry fees processed by PayPal is very simple.

There are two ways you can do this:

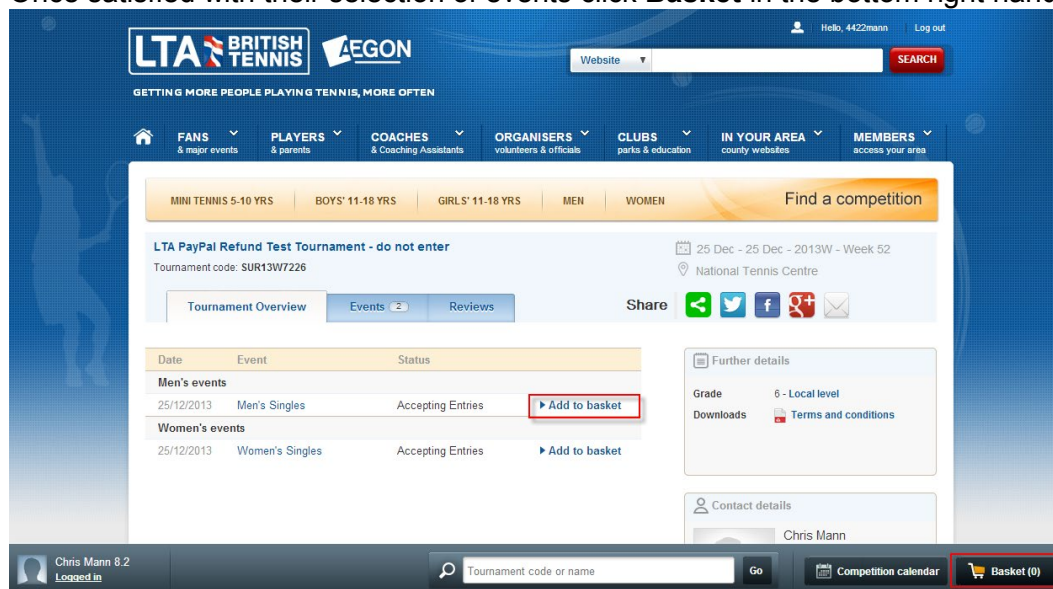
1. When you submit your online competition application you can let us know that you wish to use PayPal.
2. If you have not notified the LTA in the creation process that you wish to use PayPal for your tournament email your local county office stating the name and code of your tournament and they will activate PayPal.



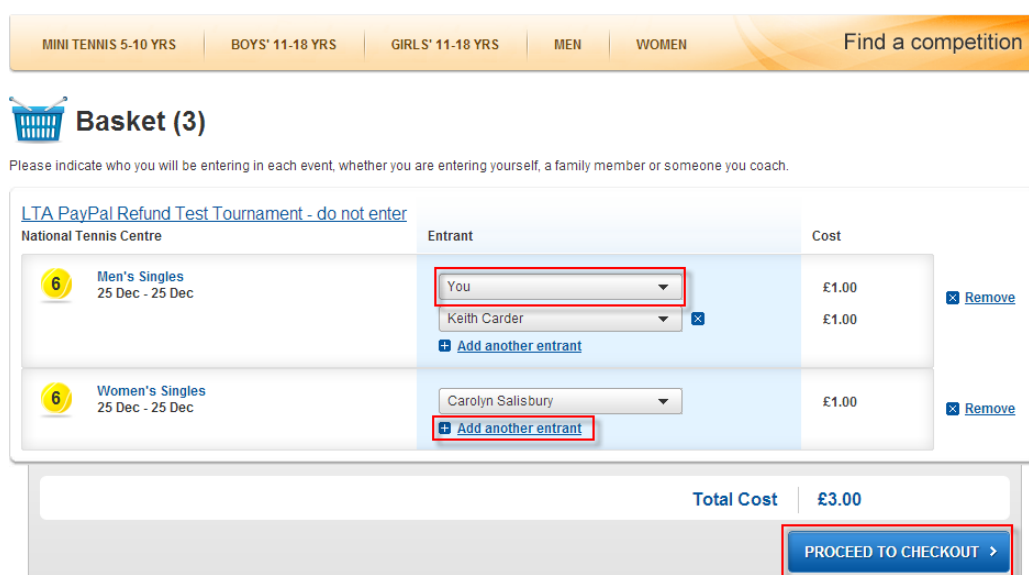
## Understanding the Online Tournament Entry Process

Players enter competitions using the Online Tournament Entry system on the LTA website (<http://www.lta.org.uk/Competitions/Search/>) and pay for the entry by PayPal. In this section of the user guide we explain the process the user takes to making an online entry.

1. Player finds the competition and adds the event's he/she wishes to enter to the basket. Once satisfied with their selection of events click **Basket** in the bottom right hand corner.



2. In the basket select the player you wish to enter. You can add multiple entrants by clicking **Add another entrant**. Once finished click **Proceed to Checkout**.



- If you need to add a player not available on your dropdown list select **Add Player** on the list which will open a new window.

### Basket (4)

Please indicate who you will be entering in each event, whether you are entering yourself, a family member or someone you coach.

[LTA PayPal Refund Test Tournament - do not enter](#)  
National Tennis Centre

|                                      | Entrant                    | Cost              |                        |
|--------------------------------------|----------------------------|-------------------|------------------------|
| 6 Men's Singles<br>25 Dec - 25 Dec   | You                        | £1.00             |                        |
|                                      | Keith Carder               | £1.00             | <a href="#">Remove</a> |
|                                      | Please select a player     | £1.00             |                        |
| 6 Women's Singles<br>25 Dec - 25 Dec | Please select a player     |                   |                        |
|                                      | You                        |                   |                        |
|                                      | Web Test                   |                   |                        |
|                                      | Chris Drew                 | £1.00             | <a href="#">Remove</a> |
|                                      | Carolyn Salisbury          |                   |                        |
|                                      | Keith Carder               |                   |                        |
|                                      | Amanda King                |                   |                        |
|                                      | <a href="#">Add Player</a> |                   |                        |
|                                      |                            | <b>Total Cost</b> | <b>£4.00</b>           |

[PROCEED TO CHECKOUT >](#)

To find the player start entering their name or BTM number. Once found select the player and click **Add Player**.

#### Manage Players

Add and remove players from your list of saved connections

**Find a player**  
Name or BTM number

[Add player](#)

|                                       |                        |
|---------------------------------------|------------------------|
| <b>Web Test</b><br>103455142          | <a href="#">Remove</a> |
| <b>Chris Drew</b><br>101641809        | <a href="#">Remove</a> |
| <b>Carolyn Salisbury</b><br>101399087 | <a href="#">Remove</a> |
| <b>Keith Carder</b><br>104185539      | <a href="#">Remove</a> |
| <b>Amanda King</b><br>102449351       | <a href="#">Remove</a> |

[Done](#)

- Once you have selected the players you wish to add, click **Proceed to Checkout** at this point the system validates the entries against the rules set up in the system to ensure players are eligible to enter the events they have selected. If an entry fails the validation a red cross symbol will show. A user will be unable to proceed until to the next step unless all events pass the validation check with a green tick.

5. Review the order in the checkout prior to clicking the **PayPal** button which sends the player to PayPal to pay.



## Checkout

Please check your entries carefully before continuing.

[Back to basket](#)

| Tournament                                       | Event           | Entrant           | Eligible | Cost         |
|--|-----------------|-------------------|----------|--------------|
| LTA PayPal Refund Test Tournament - do not enter | Men's Singles   | You               |          | £1.00        |
| LTA PayPal Refund Test Tournament - do not enter | Men's Singles   | Keith Carder      |          | £1.00        |
| LTA PayPal Refund Test Tournament - do not enter | Women's Singles | Carolyn Salisbury |          | £1.00        |
| <b>Total cost:</b>                               |                 |                   |          | <b>£3.00</b> |

Please note: All payment enquiries and refunds are managed entirely by the relevant tournament organiser for your events.

To pay: £3



6. Once directed to PayPal, the user is able to login to PayPal and pay or pay without logging in.

LTA | British Tennis

£3.00

### Log in to PayPal

Forgotten your password?

Don't have a PayPal account?

## New. Faster. Easier.

Welcome to the new PayPal checkout!  
The security you rely on – now even faster.  
It's everything checkout should be.

[Cancel and return to LTA | British Tennis.](#)

[Terms](#) [Privacy](#) [Feedback](#)

© 1999 - 2013

- a. Enter your **PayPal Email Address** and **Password** and click **Log In**.

PayPal then will ask you to select your payment method or to add one. Finally click **Continue**.

- b. If you don't have a PayPal account click **Check out as a guest**.

PayPal then directs you to it's original login page where you should click **Pay with a debit or credit card**.

LTA | British Tennis

### Your order summary

| Descriptions   | Amount                 |
|--|------------------------|
| LTA PayPal Refund Test Tournament - do not enter<br>Item price: £1.00<br>Quantity: 1 | £1.00                  |
| LTA PayPal Refund Test Tournament - do not enter<br>Item price: £1.00<br>Quantity: 1 | £1.00                  |
| LTA PayPal Refund Test Tournament - do not enter<br>Item price: £1.00<br>Quantity: 1 | £1.00                  |
| <b>Item total</b>  | <b>£3.00</b>           |
|  | <b>Total £3.00 GBP</b> |

### Choose a way to pay

#### Pay with my PayPal account

Log in to your account to complete the purchase

Email

PayPal password

This is a private computer. [What's this?](#)

[Login](#)

[Forgotten your email address or password?](#)

#### Pay with a debit or credit card

(Optional) Sign up to PayPal to make your next checkout faster

[Cancel and return to LTA | British Tennis.](#)

[Site Feedback](#)  
PayPal: Safer. Simpler. Smarter.  
For more information, see our [Privacy Policy](#), [User Agreement](#) and [Key Payment and Service Information](#)  
Copyright © 1999-2013 PayPal. All rights reserved.

You'll then be asked to enter your card and address details prior to clicking the **Continue** button.

7. Having entered your PayPal details the user is returned to the LTA website to accept the terms and conditions prior to the order being processed. To make the entry click **Confirm Entries**.



## Order Summary

Please check your entries carefully before continuing.

[Back to basket](#)

| Tournament                                       | Event           | Entrant           | Eligible                            | Cost         |                          |
|--|-----------------|-------------------|-------------------------------------|--------------|--------------------------|
| LTA PayPal Refund Test Tournament - do not enter | Men's Singles   | You               | <input checked="" type="checkbox"/> | £1.00        | <input type="checkbox"/> |
| LTA PayPal Refund Test Tournament - do not enter | Men's Singles   | Keith Carder      | <input checked="" type="checkbox"/> | £1.00        | <input type="checkbox"/> |
| LTA PayPal Refund Test Tournament - do not enter | Women's Singles | Carolyn Salisbury | <input checked="" type="checkbox"/> | £1.00        | <input type="checkbox"/> |
| <b>Total cost:</b>                               |                 |                   |                                     | <b>£3.00</b> |                          |

**Please note:** All payment enquiries and refunds are managed entirely by the relevant tournament organiser for your events.

By ticking this box I confirm that I am over 18 and agree (whether on my own behalf or on behalf of the player if I am the player's parent/guardian or coach/representative) to observe and comply with the [Terms and Conditions of Online Entry](#), the [LTA Competition Regulations](#), the [Rules of Tennis](#), and the [LTA Rules](#). If I am a parent/guardian or coach/representative I also confirm that I am authorised to enter the player on his/her behalf and that the player has read and understood these documents.

I can confirm on behalf of the players mentioned above that they and their supporters are agreeing to follow the Fair Play values [Enjoy and Respect](#)

£3 will be taken by PayPal when you confirm

[CONFIRM ENTRIES >](#)

8. Finally, the user will receive an onscreen confirmation of their entry and an email.



## Confirmation

Your entries were successful.

[Print confirmation](#)

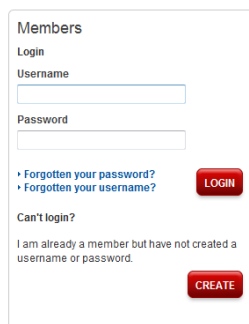
| Payable today                                    |                 |                   |              |
|--|-----------------|-------------------|--------------|
| Tournament                                       | Event           | Entrant           | Cost         |
| LTA PayPal Refund Test Tournament - do not enter | Men's Singles   | You               | £1.00        |
| LTA PayPal Refund Test Tournament - do not enter | Men's Singles   | Keith Carder      | £1.00        |
| LTA PayPal Refund Test Tournament - do not enter | Women's Singles | Carolyn Salisbury | £1.00        |
| <b>Total cost:</b>                               |                 |                   | <b>£3.00</b> |

**Please note:** All payment enquiries and refunds are managed entirely by the relevant tournament organiser for your events.

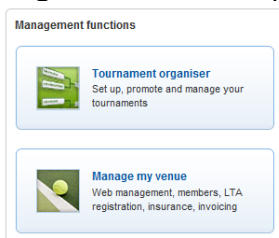
## Using the Tournament Organisers 'Logged in Area' to manage your tournament

This chapter explains how to make best use of the other features available.

1. To access your Tournament Organisers' section go to the login page on the LTA website which can be found in Members area on home page. Enter your login details in the fields provided and click 'Login'. Your login details are the ones you use for LTA Player Validation in TTP. *If you don't have a username and password, click on the 'Create' button in the 'Can't Login' section.*



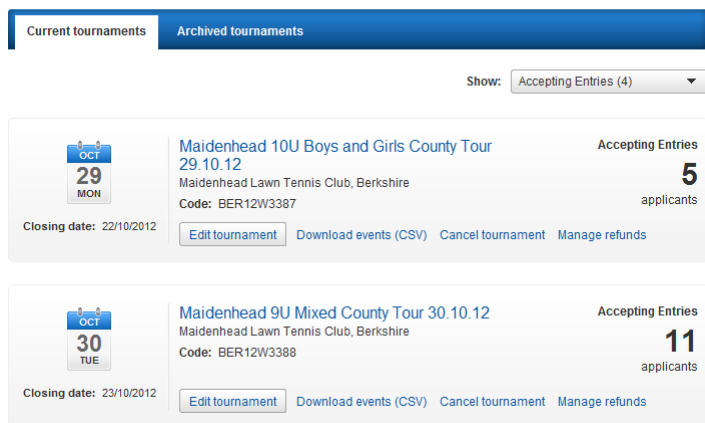
2. Within the **British Tennis Members' Area** click on the **Tournament Organiser** section; (you will not necessarily have all the items shown here). If you cannot see the **Tournament Organisers** section, please contact [your local County Office](#).



3. The following **Tournament Manager** screen will appear with a list of all Current Tournaments available. You can filter this list just to show tournament of a particular status. If your tournament is not listed please contact your local county office to check that you have been set up correctly as the tournament **primary contact** and you are stated as the **Tournament Organiser** in contacts.
4. To view and edit tournament details click on the **Edit tournament** button under the respective tournament.

### Tournament Manager

Manage your tournaments in this section. Use TTP to manage your entrants and upload your results.



5. The Tournament, Venue, Contact and Entry Details will appear as they were set up on the LTA's database, Siebel.
- To edit these details click on the **Edit Tournament Details** link for Tournament and Venue details.
  - To amend the tournament personnel **Edit Contacts** link.
  - To add or edit documents the **Edit Documents** link.
  - To add or edit Events **Edit Events** link.

## Review

Please review your tournament details before saving any changes.

[Edit tournament details](#)
[Edit contacts](#)

**About the tournament**

Dates: 29th October 2012 - 29th October 2012  
 Grade: Grade 5  
 Category: County Tour  
 Venue: Maidenhead Lawn Tennis Club  
 Online entries: Yes (PayPal)

**Contacts**

Christopher Mann (Tournament Organiser) PRIMARY

[Edit documents](#)

**Documents**

No documents uploaded

**Events (2)** [Edit events](#)

| Event             | Starts     | Ends       | Timings Info | Entry Fee | Closes            | Withdrawal Deadline | Ratings | Grade | Venue                     |
|-------------------|------------|------------|--------------|-----------|-------------------|---------------------|---------|-------|---------------------------|
| 10U Boys Singles  | 29/10/2012 | 29/10/2012 |              | £11.00    | 22/10/2012 2:00PM | 24/10/2012 10:00AM  | Any     | 5     | Maidenhead Lawn Tennis... |
| 10U Girls Singles | 29/10/2012 | 29/10/2012 |              | £11.00    | 22/10/2012 2:00PM | 24/10/2012 10:00AM  | Any     | 5     | Maidenhead Lawn Tennis... |

By submitting this tournament I undertake that, in the event of the application being granted, the Tournament will be conducted in strict accordance with the Rules of Tennis, the Rules of the Lawn Tennis Association and the LTA Competition Regulations.

[BACK TO COMPETITION LIST >](#)

6. The **Edit Tournament Details** page contains of the tournament and generic event information.

### Tournament Information

The following fields can be edited:

- Tournament Name
- Tournament Sponsor
- Tournament Description – which filters through to ‘More Details’ on the tournament home page which the player will see when entering

### Entry Information

The following fields can be edited:

- Entry Fee
- Open of Entries date
- Entry closing date & time
- Withdrawal deadline date & time

### Tournament details edit

Please edit your Tournament details below. Depending on the Tournament Status some fields will not be editable.

#### About the tournament

Tournament name:

Maidenhead 10U Boys and Girls County Tour 29.10.12 ?

Is there a corporate sponsor of your event?

No  Yes, include sponsor details

Start date

29/10/2012

End date

29/10/2012

Primary Venue:

Maidenhead Lawn Tennis Club

Category:

County Tour ?

Grade:

5

Ratings guide:

Any to Any

Mini Tennis Ratings guide:

Any to Any

The Ratings guide is a recommendation to entrants and is not restriction to entering the tournament. If you are unsure please leave it as Any to Any. If you need to amend the ratings range for specific events this can be done in the next stage of the form. The rating on the left should be the lower rating and the rating on the right should show the upper rating e.g. 2.1 to 6.1.

Description

255 characters remaining

Do you want your tournament to appear on the LTA website?

This is a public event (Will appear on the LTA website)  
 This is a private event (Hidden on the LTA website. Invitees only)

#### Entry information

Default event entry fee (£):

11.00

Do you want to enable online entries?

Yes  No

Payment method

PayPal (recommended)

PayPal account:

maidenhead-ltc.competitions@ndmtennis.co.uk

Other

Open for entries:

13/09/2012

Entry closing date:

22/10/2012

Time of day:

14:00

Withdrawal deadline:

24/10/2012

Time of day:

10:00

Open for entries is defaulted to 46 days before the start date to enable refunds. Withdrawal deadline is defaulted to 7 days before the start date. Note if you open earlier than this you may not be able to refund withdrawals via PayPal.

UPDATE >



7. The **Edit Contact** page contains of the tournament personnel.

From here you can:

- Add another contacts
- Change the primary contact – person picking up the TTP file
- Remove a contact

#### Contacts edit

Please add your tournament contacts here. The contact marked as primary will be the person who can pick up the TTP file for this tournament.

| Role                 | Name             | Tel            | Email                      | Primary                          |
|----------------------|------------------|----------------|----------------------------|----------------------------------|
| Tournament Organiser | Christopher Mann | +4407872639567 | chris.mann@ndmtennis.co.uk | <input checked="" type="radio"/> |

[Add new contact](#)

When adding new contacts please remember to state their role.

8. The **Edit Documents** allows you to provide up to 5 tournament documents.

From here you can:

- Add a new document click browse, locate your file and click upload
- Amend, delete the original and reload

#### Tournament documents (optional)

You can attach documents (a maximum of 5) you would like to appear on your tournament listing on the LTA site.

Uploaded documents:

1

Upload a document:  
Documents must be in either PDF, DOC/DOCX or XLS/XLSX format and less than 500KB in size

No file selected... [Browse](#)

[Upload document](#)

[CONTINUE >](#)

9. The **Edit Event Details** allows you to add, edit or delete events.

When editing an event you can edit:

- Event type
- Age group
- Grade
- Ratings range
- Closing date & time
- Withdrawal Deadline date & time
- Venue
- Entry fee
- Timing info

### Event details

Event type:  Age group:

Grade:  Ratings range:  to

Start date:  End date:

Closing date:  Closing time:

Withdrawal deadline:  Deadline time:

Venue:  Entry fee (£):

Timings info:  ?

[Save event](#)

## Refunding Players

Provided you have amended your PayPal settings as explained in [section 2](#) above, players who withdraw online before the withdrawal deadline will now get refunded automatically. Refunds must be made within 60 days of the player entering your tournament. PayPal will retain 20p of the transaction fees. After 60 days the refund option will no longer be in the Tournament Manager area or against the player's transaction in your PayPal account please see a [later section](#) of this user guide for refunding after 60 days.

To refund players who do not get accepted or were an unused reserve please follow the process below.

1. Log in to your members' area and find the relevant tournament in **Tournament Manager** select **Manage Refunds** for the respective tournament

Home > Members' Area > Competition Organiser > Competition Listings

### Tournament Manager

Manage your tournaments in this section. Use TTP to manage your entrants and upload your results.

Current tournaments Archived tournaments

Show: All current tournaments (4)

**DEC 25 WED**  
Closing date: 10/12/2013

**test - do not enter**  
St Edwards Royal Free Middle School, Berkshire  
Code: SUR13W5396

Accepting Entries **2** applicants

[Edit tournament](#) [Download events \(CSV\)](#) [Cancel tournament](#) [Manage refunds](#)

**DEC 25 WED**  
Closing date: 14/12/2013

**LTA PayPal Refund Test Tournament - do not enter**  
National Tennis Centre  
Code: SUR13W7226

Accepting Entries **3** applicants

[Edit tournament](#) [Download events \(CSV\)](#) [Cancel tournament](#) [Manage refunds](#)

**JAN 18 SAT**  
Closing date: 30/12/2013

**Berkshire 9U County Tournament**  
Cox Green Leisure Centre, Berkshire  
Code: BER13W1218

Accepting Entries **43** applicants

[Edit tournament](#) [Download events \(CSV\)](#) [Cancel tournament](#) [Manage refunds](#)

**Create a new tournament**

**Watch a 'How-To' video on creating a tournament**

Find tips and advice for setting up your new tournament

[Need help with using TTP?](#)

**Please Note**  
The new Competition Organiser section will only display your tournaments created through the online creation system for the 2012W season and onwards. The old Tournament Organiser section will continue to display your current 2012S tournaments until the end of the 2012S season when it will be switched off.

2. Find the relevant **event** using the list box filter as shown below

Home > Members' Area > Competition Organiser > Competition Refunds

### Refunds

LTA PayPal Refund Test Tournament - do not enter (SUR13W7226)

Men's Singles

Filter:  Withdrawn  Not Accepted  Reserve

Open Mens Singles  
Open Mens Singles  
Open Womens Singles

| Player       | Rating | County                    | Status         | Fee | Refund                   |
|--------------|--------|---------------------------|----------------|-----|--------------------------|
| Chris Mann   | 8.2    | Buckinghamshire           | Entry Received | £1  | <input type="checkbox"/> |
| Keith Carder | 7.2    | Hampshire & Isle of Wight | Entry Received | £1  | <input type="checkbox"/> |

**REFUND**

### 3. Tick the players who need a refund and click the **Refund** button

Home > Members' Area > Competition Organiser > Competition Refunds

#### Refunds

LTA PayPal Refund Test Tournament - do not enter (SUR13W7226)

##### Men's Singles

Filter:  Withdrawn  Not Accepted  Reserve

Open Mens Singles

| Player       | Rating | County                    | Status         | Fee | Refund                              |
|--------------|--------|---------------------------|----------------|-----|-------------------------------------|
| Chris Mann   | 8.2    | Buckinghamshire           | Entry Received | £1  | <input type="checkbox"/>            |
| Keith Carder | 7.2    | Hampshire & Isle of Wight | Entry Received | £1  | <input checked="" type="checkbox"/> |

REFUND >

**TIP:** You can use the filter tick boxes above the list of players to select those players who have withdrawn, haven't been accepted or are on the reserve list by ticking the box.

Home > Members' Area > Competition Organiser > Competition Refunds

#### Refunds

LTA PayPal Refund Test Tournament - do not enter (SUR13W7226)

##### Men's Singles

Filter:  Withdrawn  Not Accepted  Reserve

Open Mens Singles

### 4. You will be asked to confirm you are happy to proceed, click **Yes**

The screenshot shows the LTA website interface. At the top, there are logos for LTA BRITISH TENNIS and AEGON. Below the logos, there is a navigation bar with links for FANS, PLAYERS, and MEMBERS. A search bar is also present. The main content area displays the 'Refunds' page for the 'LTA PayPal Refund Test Tournament - do not enter (SUR13W7226)'. The page shows a table of players with columns for Player, Rating, County, Status, Fee, and Refund. The 'Refund' column for Keith Carder is checked. A confirmation dialog box is overlaid on the page, asking 'Are you sure you would like to refund these players?' with 'NO' and 'YES' buttons. The 'YES' button is highlighted with a red box. Below the dialog box, the 'REFUND >' button is visible.

5. You will receive confirmation of the refunds you have just made to confirm they were successful

[Home](#) > [Members' Area](#) > [Competition Organiser](#) > [Competition Refunds](#)


## Refunds

LTA PayPal Refund Test Tournament - do not enter (SUR13W7226)

### Men's Singles

 [Print confirmation](#)

Your refunds were successful.

| Player       | Rating | County                    | Status         | Fee | Refunded  |
|--------------|--------|---------------------------|----------------|-----|---|
| Keith Carder | 7.2    | Hampshire & Isle of Wight | Entry Received | £1  |  |

6. When you go back to the entries page, you will now see the date the player was refunded on rather than a tick box

[Home](#) > [Members' Area](#) > [Competition Organiser](#) > [Competition Refunds](#)

## Refunds

LTA PayPal Refund Test Tournament - do not enter (SUR13W7226)

### Men's Singles

Filter:  Withdrawn  Not Accepted  Reserve

Open Mens Singles ▾

| Player       | Rating | County                    | Status         | Fee | Refund                   |
|--------------|--------|---------------------------|----------------|-----|--------------------------|
| Chris Mann   | 8.2    | Buckinghamshire           | Entry Received | £1  | <input type="checkbox"/> |
| Keith Carder | 7.2    | Hampshire & Isle of Wight | Entry Received | £1  | 06/12/2013               |

[REFUND >](#)

### How is a refund credited?

- If the sender used their PayPal balance or bank account the money will be refunded to their PayPal account balance
- If the sender used their credit or debit card, the money will be refunded to their card. This may take up to 30 days to appear on the card statement.
- For payments funded partially by credit or debit card and partially by balance, PayPal refunds the card portion back to the card and the remainder to the player's PayPal balance
- The refund will be credited to the sender in the currency of the original payment using the same conversion rate used for the original payment
- When you refund the money you received PayPal also refunds any fees that were charged to you.

## Troubleshooting

Q: I'm trying to refund an entry but it says **Refund Deadline Passed** and won't allow me to refund the payment.

[Home](#) > [Members' Area](#) > [Competition Organiser](#) > [Competition Refunds](#)

### Refunds

LTA PayPal Refund Test Tournament - do not enter (SUR13W7226)

#### Men's Singles

Filter:  Withdrawn  Not Accepted  Reserve

Open Mens Singles

| Player       | Rating | County                    | Status         | Fee | Refund                 |
|--------------|--------|---------------------------|----------------|-----|------------------------|
| Chris Mann   | 8.2    | Buckinghamshire           | Entry Received | £1  | Refund deadline passed |
| Keith Carder | 7.2    | Hampshire & Isle of Wight | Entry Received | £1  | 06/12/2013             |

A: PayPal only allows you to refund a transaction up to 60 days after the payment was made. The next section of this guide handles [issuing a refund after 60 days](#).

Q: I've tried to refund a transaction but I receive an error message saying **One of more of your refunds failed. Please try again or contact [info@LTA.org.uk](mailto:info@LTA.org.uk) for more information.**


[Home](#) > [Members' Area](#) > [Competition Organiser](#) > [Competition Refunds](#)


### Refunds

LTA PayPal Refund Test Tournament - do not enter (SUR13W7226)

#### Men's Singles

 [Print confirmation](#)

 One of more of your refunds failed. Please try again or contact [info@LTA.org.uk](mailto:info@LTA.org.uk) for more information.

| Player     | Rating | County          | Status         | Fee | Refunded  |
|------------|--------|-----------------|----------------|-----|---|
| Chris Mann | 8.2    | Buckinghamshire | Entry Received | £1  |  |

A: This usually happens when the communication between the database and PayPal has been interrupted. Please find the original transaction in your **account activity** in **PayPal** and check the status. If it says **Refunded** it has been refunded, if it says **Completed** proceed to refund in **PayPal**.

### Issuing a refund after 60 days

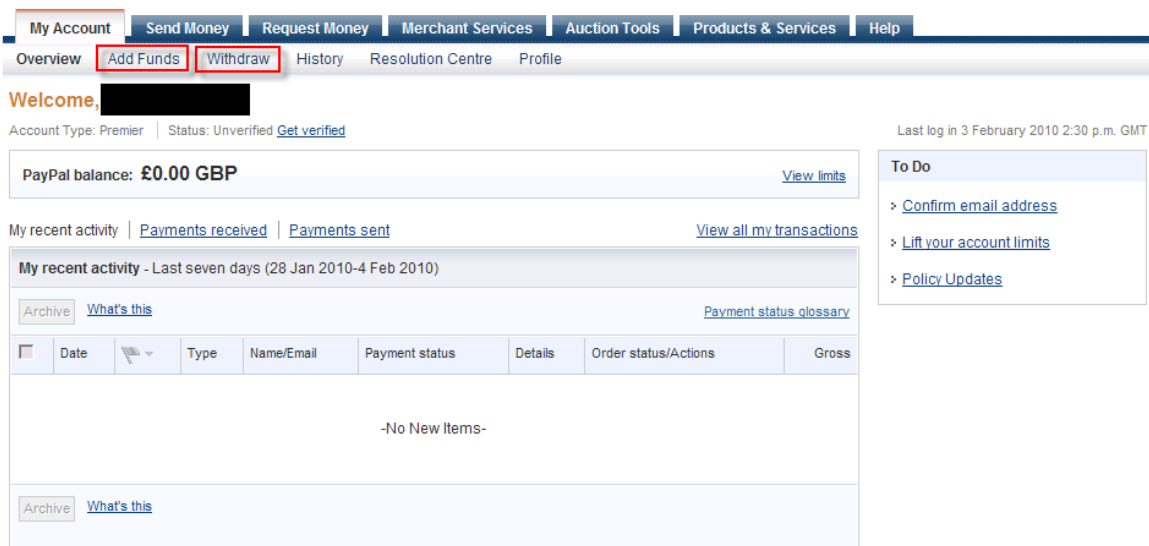
After 60 days it isn't possible to refund the player's transaction in your PayPal or in Tournament Manager. You will have to transfer the money directly to the player using the **Send Money** tab in PayPal which you will find to the right of the **My Account** tab in PayPal. However, the recipient will be charged a receiving fee (3.4% + 20p) so the organiser must calculate what this will be and add the amount to the refund. For a £10.00 entry fee you should send the player £10.54.

## Working with PayPal to add and withdraw funds and taking late entries

### Withdrawing funds

You can either transfer funds automatically to your bank account as you receive them (do this by attaching a bank account to your PayPal account) or, when you are ready, transfer a bulk amount from PayPal to your bank using the PayPal withdraw section in your PayPal account.

You will not be charged for standard withdrawals. To withdraw funds or find out more about withdrawing money click on the **Withdraw** link in your PayPal account.



The screenshot shows the PayPal account dashboard. The navigation menu at the top includes 'My Account', 'Send Money', 'Request Money', 'Merchant Services', 'Auction Tools', 'Products & Services', and 'Help'. Below this, a secondary menu has 'Overview', 'Add Funds', 'Withdraw', 'History', 'Resolution Centre', and 'Profile'. The 'Withdraw' link is highlighted with a red box. The main content area shows a 'Welcome' message, account type 'Premier', and status 'Unverified'. The PayPal balance is £0.00 GBP. There are links for 'View limits', 'My recent activity', 'Payments received', and 'Payments sent'. A table titled 'My recent activity' shows no new items. A 'To Do' list on the right includes 'Confirm email address', 'Lift your account limits', and 'Policy Updates'.

### Adding funds

If you have not attached a bank account to your PayPal account you can only make a refund to the value of your PayPal balance. You may need to add funds to make a refund to a player or perhaps purchase items online for your tournament.

Adding funds is very simple and free. However it does take 7-9 working days to process the transfer of funds and clear in your PayPal account ready for you to use. PayPal would prefer users to link a bank account to save them the effort of making these transfers hence the reason the transfer period is so long. It's advisable to plan well in advance.

To add money or find out more about adding funds click on the **Add Funds** link in your PayPal account.

## Taking Late Entries

If you decide to take a late entry, once the closing date has passed, a player will not be able to enter and pay online. You can obviously add the player manually to TTP and we suggest you use the PayPal **request money** feature to collect the entry fee. You can request a payment from anyone with an email address even if they do not have a PayPal account.

The screenshot shows the PayPal 'Request Money' interface. At the top, there are navigation tabs: 'My Account', 'Send Money', 'Request Money' (selected), 'Merchant Services', 'Auction Tools', 'Products & Services', and 'Help'. Below the tabs are links for 'Create a Money Request' and 'Create an Invoice'. The main heading is 'Request Money' with a 'Secure Transaction' lock icon. A message states: 'You can request a payment from anyone with an email address even if they do not have a PayPal account.' The form fields include: 'Recipient's email address' (text input), '-- OR -- Select a recipient' (dropdown), 'Amount' (text input) with a currency dropdown set to 'British Pounds', and radio buttons for 'Goods' and 'Services'. A 'Continue' button is located at the bottom left of the form.

Once the player/parent has paid you will receive confirmation from PayPal and then need to update your TTP file.

## Blocking eCheques

Occasionally players may wish to pay by eCheque for which the transaction charge is up to £3.50. In order to block eCheques go to **Profile** in your account, click on **Payment Receiving Preferences** and tick box adjacent to **Block the following payments: Pay with eCheque ....** and finally click **save**.