

Tips on Payment with New “One-Click” system for 2018

1/8/17 John McClelland

All of you should have heard of the new “One-Click” Registration system we have implemented for 2018. It replaces having to click on the RSVP button and fill out your email/name information, then clicking on the Payment button to pay.

We now have a single Registration link to our Event Management software called EventZilla. Many of you have used it already if you signed up for the Frank Lloyd Wright trip, the Run to the Pines trip, Mystery Trip or the January Dinner.

The intent was to streamline the process of Registration for our Activities, making it easier for Members, Trip Leads, and the Board Members involved with the process, mostly myself and Brenda.

We use PayPal Express for both PayPal account payments and non-account Credit/Debit cards. You do not have to have a PayPal account to use this for Credit/Debit Cards if you don't want to. Or you can use your PayPal account just as you have in the past.

While most Members register without any problems, some Members have experienced difficulties making payments through PayPal. This note is to provide some tips in avoiding pitfalls. ***Remember: You are not confirmed for the Event until you see the EventZilla Confirmation Screen that says “Congratulations! Your registration was successfully processed” and have received your email Confirmation with Tickets.***

I've included screen shots so if you run into problems, you can look here at the steps that led up to the point that may have caused problems and the tips I may have had for it. You can always drop me a line if you are having difficulties at JohnMcCSCC@gmail.com.

The Registration Process –

Picking the Tickets

When you click on the Registration Link in an email Announcement or on the Website, it sends you to the EventZilla website. Here you will see the “Tickets” available for this Activity. Just like other forms you have used, use the drop down menu to select the number of Tickets you want:

The screenshot shows a registration form with two ticket options:

- SCC MONTHLY DINNER - COUPLE - \$47.00
Available Tickets: 02 | Sales and Inv: 01/07/2018 | Quantity: 1
- SCC MONTHLY DINNER - SINGLE - \$23.50
Available Tickets: 04 | Sales and Inv: 01/07/2018 | Quantity: 0

Summary:

- Sub Total: \$47.00
- FEE: \$0.00
- TOTAL AMOUNT: \$47.00

A green button labeled "REGISTER NOW" is visible at the bottom.

There may be Couples Tickets (per couple) and Singles Tickets (per person), or just Singles Tickets depending on the event. Use of a Couples Tickets reduces the number of tickets sold and saves the Club money. You can only buy 1 each of these. You cannot register for someone else. All attendees must be Club Members. Events with limited registration may have a Waiting List Ticket. Select this if the Ticket is Sold Out, with the number of people you are responding for. It is a free ticket. If a slot opens up, you may be contacted and offered that slot.

Clicking on “**REGISTER NOW**” takes you to the Registration Summary page where you confirm the tickets you want and fill out your email/name information.

The screenshot shows a registration summary page with a 15-minute timer and a total amount of \$47.00. The summary table is as follows:

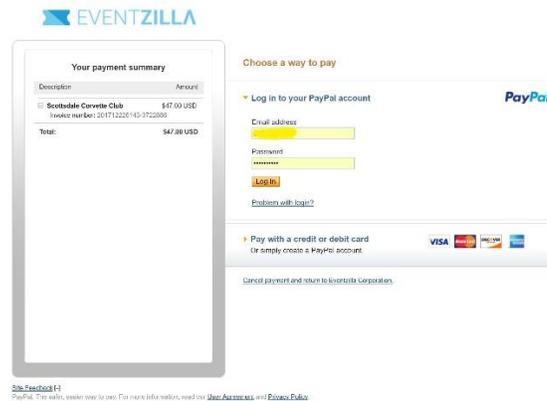
TICKET TYPE	PRICE	FEE	TICKET	TOTAL
SCC Monthly Dinner - Couple	\$47	\$0	1	\$47.00
TOTAL AMOUNT				\$47.00

Below the summary is the "REGISTRATION INFORMATION" section with the following fields:

- Your Email Address *
- First Name *
- Last Name *

The Payment Process

At the bottom of this page, it will automatically select PayPal as your Payment Method. Click the **“COMPLETE REGISTRATION”** button to begin the payment process. Here you will have the option of either using your PayPal account to pay or use your Credit/Debit card without a PayPal account.



The screenshot shows the EventZilla payment interface. On the left, a 'Your payment summary' box contains a table with the following data:

Description	Amount
Scottsdale Corvette Club Invoice number: 20171220145-372289	\$47.00 USD
Total:	\$47.00 USD

On the right, the 'Choose a way to pay' section offers two options:

- Log in to your PayPal account:** Includes a 'Log In' button, a 'Forgot your login?' link, and the PayPal logo.
- Pay with a credit or debit card (or simply create a PayPal account):** Includes logos for VISA, MasterCard, and American Express.

At the bottom, a link reads 'Cancel payment and return to EventZilla Corporation.'

Use the **“Log In”** button below your PayPal email and Password if you want to use your PayPal account. Use the **“Pay with a credit or debit card”** to use your card.

There have been a few instances of people getting an error when using their PayPal account to pay. It says **“We can't process your payment right now, so please try again later. We're sorry for the inconvenience.”** Neither PayPal nor EventZilla are able to explain this. Sometimes using your Credit/Debit Card instead lets you proceed.

I will assume you chose to use your card in the following.

This next page sometimes causes problems. PayPal seems to take every advantage to get you to sign up for an account. One place is at the top of this page. Even though you clicked to use your card, if you have a PayPal account it may once again ask you to Log in to your PayPal account. Choose to **“Pay with credit or debit card”** again.

EVENTZILLA

Your payment summary

Description	Amount
Scottsdale Corvette Club Invoice number: 001712226143-3722868	\$47.00 USD
Total:	\$47.00 USD

Choose a way to pay

Log in to your PayPal account

Pay with a credit or debit card Secured checkout by **PayPal**
Or simply create a PayPal account.

Country: United States

Your language: English

Card number:

Payment types:

Expiration date: mm yy

CSC:

What is this?

First name:

Last name:

Address line 1:

Address line 2 (optional):

ZIP code:

City: State: ▼

Phone: e.g. 555-555-5555

Now fill out the form. At the bottom of the page, after the information you filled out, there is a box checked to ***“Save this information with a PayPal account”***.

Uncheck this box!

Address line 1:

Address line 2 (optional):

ZIP code:

City: State: ▼

Phone: e.g. 555-555-5555

Mobile:

Email address:

Save this information with a PayPal account
It's easy and free to sign up. [Learn more about PayPal](#)

Password: [Password tips](#)

Reenter password:

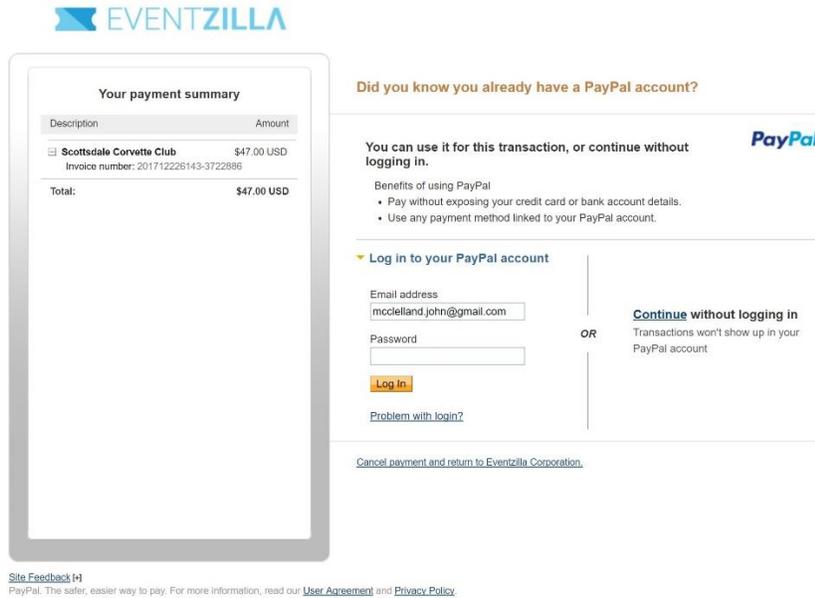
Yes, I've read and agree to the following:

- PayPal's [User Agreement](#), [Privacy Policy](#), and [Acceptable Use Policy](#).
- The [Electronic Communications Delivery Policy](#).
I understand that PayPal will provide me with information about my account electronically. I confirm that I can access emails, web pages, and PDF files.

Agree and Continue

[Cancel payment and return to Eventzilla Corporation.](#)

Click **“Review and Continue”** at the bottom. If you already have a PayPal account you may see the following screen trying to get you to use your account. Select **“Continue without logging in”**.



The screenshot shows the Eventzilla logo at the top left. Below it is a box titled "Your payment summary" containing a table with the following data:

Description	Amount
Scottsdale Corvette Club Invoice number: 201712226143-3722886	\$47.00 USD
Total:	\$47.00 USD

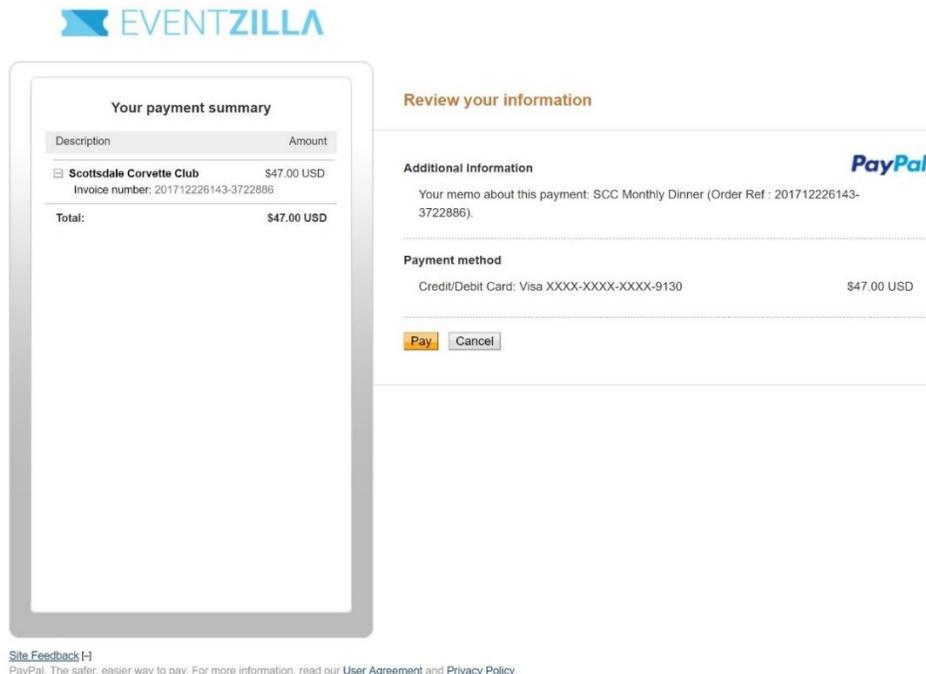
To the right of the summary box is a section titled "Did you know you already have a PayPal account?". It includes the text "You can use it for this transaction, or continue without logging in." and the PayPal logo. Below this, it lists "Benefits of using PayPal":

- Pay without exposing your credit card or bank account details.
- Use any payment method linked to your PayPal account.

There are two main options: "Log in to your PayPal account" and "Continue without logging in". The login option has input fields for "Email address" (containing "mcclelland.john@gmail.com") and "Password", with a "Log In" button and a link for "Problem with login?". The "Continue without logging in" option is highlighted in blue and includes the text "Transactions won't show up in your PayPal account". At the bottom of this section is a link: "Cancel payment and return to Eventzilla Corporation".

At the bottom of the entire screenshot, there is a "Site Feedback" link and a footer: "PayPal. The safer, easier way to pay. For more information, read our [User Agreement](#) and [Privacy Policy](#)."

This brings you to the Review your Information page. Click **“Pay”** if all is OK.



The screenshot shows the Eventzilla logo at the top left. Below it is a box titled "Your payment summary" containing a table with the following data:

Description	Amount
Scottsdale Corvette Club Invoice number: 201712226143-3722886	\$47.00 USD
Total:	\$47.00 USD

To the right of the summary box is a section titled "Review your information" with the PayPal logo. It contains the following information:

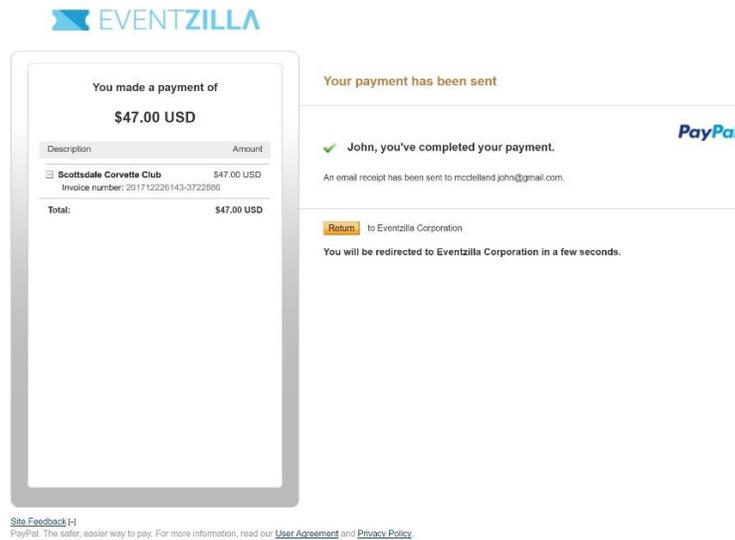
Additional Information
Your memo about this payment: SCC Monthly Dinner (Order Ref : 201712226143-3722886).

Payment method
Credit/Debit Card: Visa XXXX-XXXX-XXXX-9130 \$47.00 USD

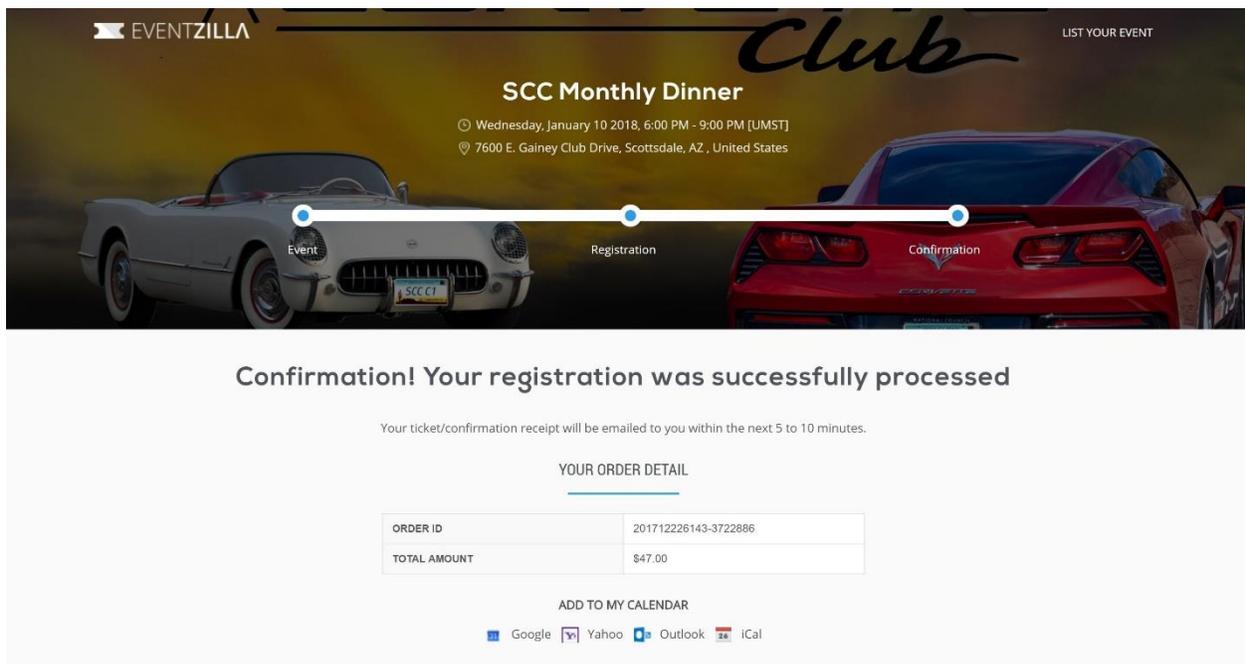
At the bottom of this section are two buttons: "Pay" (highlighted in orange) and "Cancel".

At the bottom of the entire screenshot, there is a "Site Feedback" link and a footer: "PayPal. The safer, easier way to pay. For more information, read our [User Agreement](#) and [Privacy Policy](#)."

If all went well, you will see a screen that tells you you've completed your payment. If you see an error message, copy it down, noting the page it appeared, so I may be able to help you. You can click "**Return**" to EventZilla or it will soon after bring you back automatically.



Once back in EventZilla, you will see a Confirmation Page. This means the entire process worked and you are registered. If there is an error message here, also copy it down and the page it appeared for later.



You will then get an email from PayPal confirming your payment and an email from EventZilla stating you are Confirmed.

Remember: You are not confirmed for the Event until you see the EventZilla Confirmation Screen that says "Congratulations! Your registration was successfully processed" and have received your email Confirmation with Tickets.

If you have trouble with this process, try again later. If it persists, send me an email (JohnMcCSCC@gmail.com) noting what went wrong, including the error messages you copied down. Sometimes I can help by using this information and looking at the PayPal and EventZilla account information.