Do you charge for customer support?

No, all GroupNet Solutions' agreements include our 5-star support at no additional fee. Please note that this also includes weekend support by e-mail.

How do we receive our registration fees?

You will receive gross registration dollars within 48 business hours of your participant making online payment – debit card or credit card! (E-check processing does take additional 4 business days and e-check expense is deducted from your proceeds)

Customized, what does that mean?

GroupNet Solutions will tailor your registration form to include all of your data desired to be collected, incorporate error checking to ensure accuracy, fee calculations correctly tabulated whether early discounts, late fees, multi-family discount, maximum family amount, membership annual fee, volunteer credits and more. All database reports will reflect your filters and columns of information based upon how you do business.

May we have sports open for multiple seasons vs. only same season?

Absolutely!

Do you offer waitlist once I receive a set number of registrants in a program?

Yes! You may shut down or go to wait list by any individual program based upon number of registrants, date, and/or when you simply 'check the box' for shut down or wait list by each individual program.

Does your program integrate with QuickBooks?

Yes, our gateway solution for your online credit card and debit card registrants provides QuickBooks integration.

We require uniform payments for uniform sets for new registrants and optional pieces for returning registrants as part of one of our sports' registrations. Can GroupNet Solutions include the services, reports and tracking of respective fees for this sport's complex uniform section?
Yes!

Our President desires access to the database reports, but I do not want him to be able to change anything! Can he just see and e-mail, but not be permitted to change information or record payments?
Absolutely! GroupNet Solutions provides multiple levels of access – for example, view only, view and edit - as well as access to only certain reports or certain programs based upon each unique access user.

We are considering using recurring billing for our registrants that elect 'installment payments.' Do you offer?
Yes! GroupNet Solutions clients love the recurring billing payment services. Our team can assist you in confirming you have the proper disclosures agreed to by your registrants and have an additional report to assist in your recurring billing services.

Does GroupNet Solutions offer team registration?
Yes! Many of our clients use our team registration for either tournament or adult/youth league play.