Michigan State Youth Soccer Association

MSYSA – RM Voucher Codes
Information Sheet

A Risk Management voucher is a voucher 'account' and code set up by MSYSA and a club, which allows a club to pre-pay for background checks for staff and/or volunteers from their club. This allows the user to enter a specific voucher code during the background check application process, so the person does not have to pay for the background check themselves (via credit card).

Each RM voucher is administered as a club-specific "Background Check" Billing Account in GotSport. This means your club will have access to view your voucher balance, reload your voucher balance via credit card payment, and view voucher usage – all from within your own club account.

Voucher billing accounts are not automatic. The MSYSA State Office must set one up for your club in advance, upon request. To get set up with a voucher billing account for your club, please contact the MSYSA State Office.

How to View/Access Your Voucher Billing Account

Once the voucher account is created, you can typically access your voucher account information right from your Club Dashboard, under 'Registration Billing.' Look for an account with the category, "Background Check." You can also access the voucher account by clicking on the Billing tab of your left-side Dashboard menu, and selecting Payor Accounts. Click the Account Number of your voucher billing account in order to view detailed information for the account.

Note: Many fields on your voucher billing account cannot be edited by the club. Please contact the MSYSA State Office in order to make changes.

How to View Your Voucher Account Balance

To find out how much money is remaining on your RM voucher, use the instructions above to view your voucher billing account. Once on your account page, the **TOTAL BALANCE** is the amount remaining and available for use. It should show as a negative amount, to reflect a credit. Note: Clubs must pre-pay for voucher uses. This means a voucher cannot be used if there are insufficient funds to cover the cost of a background check.

How to View/Change Your Voucher Code

To view or make changes to your voucher code, use the instructions above to view your voucher billing account. Once on your account page, look for field in the top section that says 'Voucher Code.' This field is easily editable, but you must click the 'Save' button for the changes to go into effect. Use caution in editing your RM voucher code. Once a voucher code is changed on this page, any previous code will no longer work during the background check process.

How to Reload your Voucher Account

There are two steps required when reloading a voucher account. First, Add a Payment Method to your voucher billing account (if none is already stored/saved). Second, Submit a New Payment.

1. Add a Payment Method
    - To add or change the Payment Method, use the instructions above to view your voucher billing account. Once on your account page, click on the button in the top section that says 'Change Payment Method.' A new screen will open.
    - Only credit cards are accepted** to reload voucher billing accounts. Enter the Credit Card Information. Once complete, click the blue 'Change Payment Method' button. Note: during this step, the credit card is not being charged.
2. Submit a New Payment
    - Once you've added a credit card, return back to your voucher billing account page in GotSport. You may need to refresh the page before moving onto the next step.
    - Scroll down past all the Invoices, and find the section labeled Payments. It will be near the bottom of the page. Click on the "New Payment" button.
    - A small window will appear. Fill out the amount you wish to add (preferably in an increment of $7.50) and click Pay. The payment should process right away.
    - You will know that the payment went through because your TOTAL BALANCE will update on your main voucher billing account page.

**If your club prefers to mail a check as voucher payment, contact the MSYSA State Office to coordinate this.

How to View Your Voucher Code Usage

To review who has used your club's RM voucher, use the instructions above to view your voucher billing account. Find the Invoices section. This will show a list of all the invoices ($7.50 each) charged to your voucher billing account (i.e., for all the users who utilized your club's voucher code).

How to View Voucher Payments Your Club Has Made

Any time your club submits payment towards your voucher billing account, it will be listed on voucher billing account page. Scroll down past all the Invoices, and find the section labeled Payments. Each payment will be listed there. Note: If you used RM vouchers in the GotSoccer Legacy system, the first payment shown could be any remaining balance that MSYSA transferred over from the old system.

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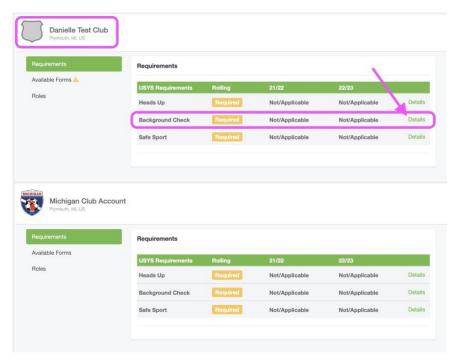Email: stateoffice@michiganyouthsoccer.org

Other Important Notes

- A person will only be able to use your club's voucher code if they have a role (e.g., coach, manager, or staff/admin) with your club. In other words, a coach from Club A cannot use Club B's voucher code if that coach does not have an assigned role with Club B in GotSport.
- If a coach's assigned club doesn't utilize RM vouchers at all (i.e., the club has no voucher billing account), the coach won't be shown the option to enter a voucher code during the background check process. Their only option will be 'Credit Card Checkout.'
- A person will only be able to use your club's voucher code if they are **accessing their background check through their role with your club**. This is important when a person is affiliated with multiple clubs. Here's an example:

This coach has roles with two clubs, Danielle Test Club and Michigan Club Account. If Danielle Test Club gave the coach a voucher code to use for their background check, the coach needs to click the "Details" button *under Danielle Test Club* in order to use Danielle Test Club's voucher code. If the coach clicks the 'Details' button under Michigan Club Account instead, they <u>will not</u> be able to use Danielle Test Club's voucher code during the background check process (because they accessed the background check through their role with Michigan Club Account).

Updated 02/22/2022