How do I create a Merchandise Product?
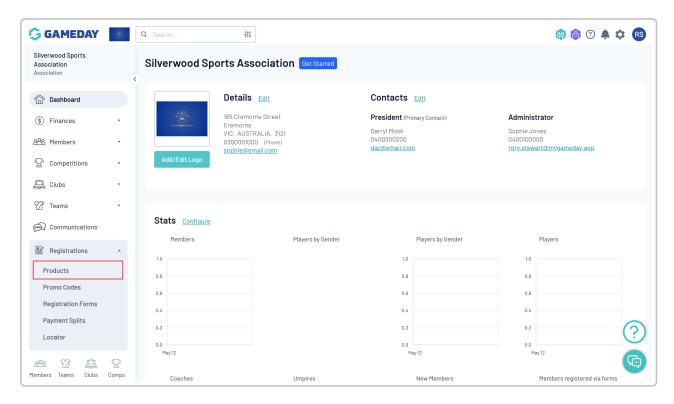
03/12/2025 12:40 pm AEDT

Overview

Products refer to fees that can be purchased by members as part of your registration process. Examples of products may include registration fees, playing gear, merchandise or event tickets.

Merchandise Products can be created within any organisation's back end Passport database and attached to Registration Forms in order to surface additional products or packs that you might want to include as part of the registration.
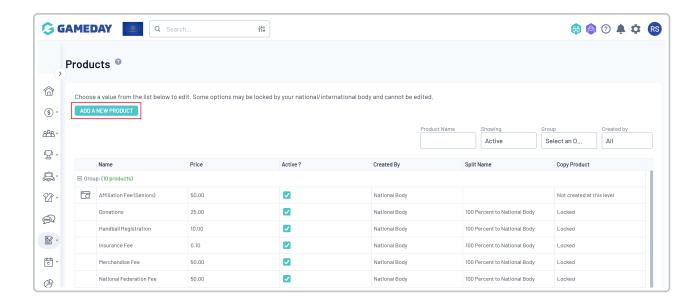
Step-by-Step

Step 1: Open your Product list

On the left-hand menu, click **Registrations**, then select **PRODUCTS**

Step 2: Create your product

Click the **ADD A NEW PRODUCT** button

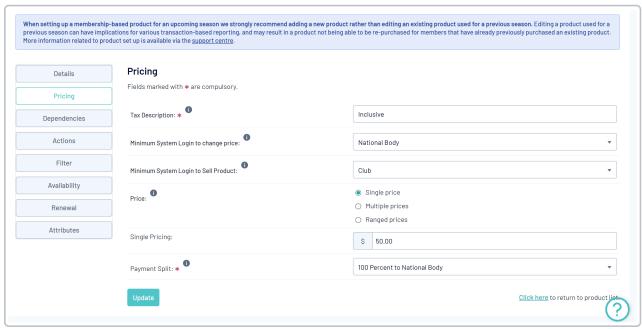## Step 3: Complete the Details tab

- **Name:** This will be the name of the product as will be displayed to members
- **Product Reporting Season:** The season that the product applies to. For example, if your product is active for your 2023 Winter season, select this in this drop-down selection. This will assist in reporting on which products were purchased in which season.

- **Grouping Category:** This will allow your products to be grouped together on your registration form and back end product list. For ease of navigation on your Product List, you might want to add 'Merchandise' or something similar for this product and other merchandise items.
- **Product Type**: Select **Merchandise**
- **Allow Multiple time purchasing:** This will allow a product to be purchased on more than one occasion. For example, a member can log in to the form in March to purchase the product, then come back in June and purchase the same product again.
- **Allow Multiple quantity purchasing:** This will allow a quantity of more than one to be purchased within the same registration.
- **Notes:** This will allow you to include any additional information about the product which can be seen by members when the product is attached to a registration form.
- **Product Image**: You might like to upload an image which displays the merchandise the member is purchasing.
- **Image Caption**: Add any additional text to explain the image.

> **Note**: In order to upload an image to a product, you must have a Bank Account entered into your database.

Step 4: Complete the Pricing tab

- **Tax Description:** This option should be set to Inclusive, and displays on payment confirmation emails received by members
- **Minimum System Login to change price:** The level at which the price of the product can be changed. If for instance an association sets up a product and sets this option to **Association**, the organisations under the association in the hierarchy won't be able to change the price of the product.
- **Minimum System Login to sell product:** The minimum level at which a product can be added to registration forms.
- **Price:** Select whether the product is a single price or multi-price (i.e. discount for multiple registrations)
- **Single Pricing:** Price of the product if single pricing is selected
- **Multiple Pricing:** Allows you to create a multiple pricing system, whereby the first adult or child's price can differ from that of the second, third or subsequent member registered as part of the same registration session,

as shown below:

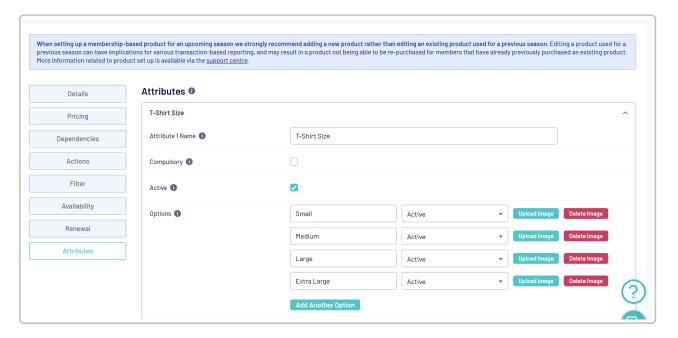- **Payment Split**: Determines where the funds for this product will be sent, based on the bank account added to Passport at each level. For example, selecting 100% to Club will ensure all incoming funds for this product are distributed to the bank account added within the club database.

> **Note**: We're phasing out product-based Payment Splits so the Payment Split field is may be locked and cannot be edited. This is to ensure transparency for purchasers and will allow more orders to be refunded. We recommend Products to be created at each Organisation in the hierarchy to receive payouts for their own products.

Multiple Pricing:				
First Adult	$ 50	First Child	$ 50
Second Adult	$ 40	Second Child	$ 40
Third Adult	$ 30	Third Child	$ 30
Subsequent Adult	$ 10	Subsequent Child	$ 10

Even if you are only accepting one type (adult or children) please add pricing to both columns to ensure that the correct amount is visible in all areas of the system and for safety if this product is added to an adult form.

Step 5: Complete the Attributes tab

The **Attributes** tab gives administrators the ability to offer additional add-on items for a specific merchandise product, such as a T-Shirt or a Cap.

When setting up a membership-based product for an upcoming season we strongly recommend adding a new product rather than editing an existing product used for a previous season. Editing a product used for a previous season can have implications for various transaction-based reporting, and may result in a product not being able to be re-purchased for members that have already previously purchased an existing product. More information related to product set up is available via the support centre.

Details
Pricing
Dependencies
Actions
Filter
Availability
Renewal
Attributes

Attributes ⓘ

T-Shirt Size

Attribute 1 Name ⓘ	T-Shirt Size
Compulsory ⓘ	☐
Active ⓘ	☑

Options ⓘ	Small	Active ▼	Upload Image	Delete Image
	Medium	Active ▼	Upload Image	Delete Image
	Large	Active ▼	Upload Image	Delete Image
	Extra Large	Active ▼	Upload Image	Delete Image

Add Another Option

Attributes: Add the question you wish to ask (eg. T-Shirt Size)

Compulsory: Select whether the item is required to be selected by members

Active: Select whether the item is to be shown on the form for members

Add Another Option: Add each selectable option (e.g. Small, Medium, Large)

Note: Whilst not essential, you may also want to review the Dependencies, Actions, Filter, Availability and Renewal tabs in the product creator. Click here for more information on the complete functionality available when creating a product.

Once you've finished creating your product, click **UPDATE**

To make your Product available for purchase, you will now need to attach it to a Registration Form