

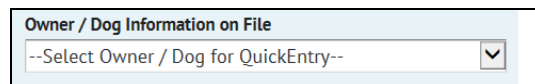
ShowEntries.info

Fact Sheet and FAQ about ShowEntries.Info Online SmartEntrySM

General Questions

- What do you mean by Online SmartEntrySM? The opportunity to enter trials online, rather than using a paper form, and pay online rather than sending a check.
- Do many people use Online SmartEntrySM? Yes, the majority of entries -- typically 70% or more -- are submitted through online entry when the club makes the option available.
- Is there a surcharge? There is no surcharge from ShowEntries.Info.
- Is ShowEntries.Info Online SmartEntrySM the same as entering through other online services? All entry fees are set by the hosting club, and most clubs apply no surcharge for online entries. This is always determined by the club.
- No. Other services add their own surcharge, which can be substantial. Also, you cannot enter matches or pre-order catalogs or lunches through other services.

- What is the "QuickEntrySM" list? An option on the first page of the entry form for returning exhibitors / dogs.



- Why is QuickEntrySM quicker? You do not have to enter the dog information or the owner information when the club already has this in their records.

- Simply select your dog from the list.
- In the list, if you type the first letter of your last name, the list will jump to that letter.
 - Then scroll down to your name / dog and click to select.

- What if something has changed? No problem. After selecting your dog, there will be a title update line to use.



For anything else, note the changes in the area for special instructions to the trial secretary. You may also send an email with the updated information after you receive your acknowledgement with the complete details that the club has on file.

What if I cannot use QuickEntrySM?

If your information is not listed, for new dogs, or if the club is not offering a QuickEntrySM list, simply do not make a selection. On the next page of the form you will enter all the details.

Do I have to fill everything in?

Yes please. The club may have your owner information on file, but it does not hurt to make sure it is updated.

What if I do not know the breed?

If the dog is registered with the AKC Canine Partners program, select "All American Dog"

What if I don't know the breeder?
Or sire? Or dam? Or birthdate?

For dogs with ILP, PAL, and Canine Partner (All American / Mixed Breed) registration numbers, these fields are not needed and will not be displayed. For other registrations, these fields are required, but you may type "Unknown" if not known.

Payment Questions

When do I pay?

If you are entering one dog, you pay immediately after you submit your entry. Choose the first option - to pay now.

Are you entering multiple dogs in the trials for this show weekend? You may make one combined payment when you submit your final entry. *

- Pay now for this entry -- and previous entries, if any -- this is my only dog or my final dog to be entered for these trials.
- Wait to pay - I will enter additional dog(s) for these trials in the next few minutes, and pay with the final entry.

If you are entering more than one dog for the same shows, you may wait to pay until you have made your final entry. For each except the last dog, choose the second option - to wait.

For the final dog, choose the first option.

How do I pay?

After you submit your final entry, you will be taken to the payment page, and your total fee will be filled in. The total, including amounts from prior entries, was shown on the review page.

Then, complete the process by entering your credit card name and number. You will receive a message if your card is invalid or rejected for any reason.

Don't forget, on the entry form review page, there is an option to "Go back" if you need to make changes before you move on to the payment page.

What if I did not complete payment after I submitted the entry form? How do I pay in that case?

Each club has a navigation page with links to the club information and the online entry form. On this page there is also a prominent green "Make Payment" box. You can use this to pay if you did

not complete payment the first time.

Click the "Make Payment" box to submit your payment.



How is the payment processed?

Payments are made either directly to the host club, or directly to ShowEntries.Info in connection with trial secretary services. ShowEntries uses Stripe for payment processing. Some clubs use Stripe and others use Paypal. Both are completely secure.

Neither the host club nor ShowEntries.Info will ever see, collect, or store any credit card or bank account information.

Do I have to set up a Stripe or Paypal account?

No. Both payment services you pay using a credit card without setting up an account.

Is paying online safe and secure?

Yes. Stripe or Paypal handle all aspects of the financial transaction through their system.

Neither the host club nor ShowEntries.Info will ever see, collect, or store any credit card or bank account information.

What is the difference between the SmartEntrySM form and the payment form?

The SmartEntrySM form is the detailed entry information - about the dog, the classes being entered, pre-orders, etc.

The payment form is for the financial transaction for the total amount you are paying.

How do I know how much I owe?

The entry form will calculate for you the total fee for all your entries and pre-orders.

This will be displayed at the bottom of the entry form review page, which is presented after the form is complete.

You may go back to make changes if necessary, and the total will be recalculated.

The total will also be included at the bottom of

the email copy of your entry form, which is sent to you immediately when you submit your entry form.

How do I do enter the payment amount if I am paying with the "Make Payment" box?

On the Make Payment form, fill in your entry email id and the amount you want to pay.

Then click Submit to move to the payment page.

How do you know what the payment is for?

Each payment is identified with an invoice number, which is tied to a unique entry form, or with the Make Payment information you provide.

I got knocked offline while I was filling out the payment form. Will I be charged twice?

No. If you finished to the point of getting charged, you will know because you will receive an email from Strip or Paypal.

Changes and Cancellations

What if I need to cancel? Can I get a refund?

Yes. Whether you entered online or via the US mail, you may submit changes and cancellations via email to the Trial Secretary

Requests for cancellations, withdrawals, and changes must be received by the closing date and time per AKC regulations.

How do I get a refund if I paid online?

ShowEntries.Info, or the host club, will process a refund back to you, usually through the same way you paid, either Stripe or Paypal.

The credit will go back to your credit card (or bank account), however you originally paid.