

NEW ICEREG PAYMENT PROCESSOR: PAYSAFE

Speed Skating Canada's (SSC) online membership and events management platform provider, Interpodia (IceReg), is transitioning to a new payment processing partner, [Paysafe](#), as the payment processing services currently offered by Chase WePay will be shutting down on June 30, 2024. This means all PTSOs and clubs currently using Chase WePay to accept credit card payments in IceReg must transition to Paysafe as soon as possible.

No action is required by PTSOs and clubs using Stripe.

Important things to know

- There is no cost to open a Paysafe account.
- Chase WePay, Paysafe, and Stripe accounts have the same processing fees. Please see the [Welcome to IceReg](#) guide for more information on the processing fee structure.

How to transition to Paysafe

Step 1: Create a Paysafe account

Interpodia strongly recommends creating a Paysafe account before June 20, 2024, to ensure uninterrupted online payment processing in IceReg.

[Click here](#) to create a Paysafe account. For a step-by-step guide, [click here](#).

Step 2: Paysafe Account Approval

Once a Paysafe account has been approved by Paysafe, the contact person who created the Paysafe account as well as the IceReg support team are notified by email. Note the approval timeline can vary between a few hours to several business days depending on whether Paysafe requires additional information or documentation.

Step 3: Connection

Within approximately 2 business days of receiving the Paysafe account approval notification, the IceReg support team will then connect your organization's Paysafe account to your organization's IceReg dashboard. Note there will be no downtime as the IceReg support team switches your organization's payment processing accounts.

Step 4: Confirmation

Once the IceReg support team has successfully connected your organization's Paysafe account to your organization's IceReg dashboard, the contact person who created the Paysafe account will be notified by email.

Need help?

If you require assistance setting-up a Paysafe account, please email customersupport@paysafe.com.

If you continue to encounter roadblocks after communicating with the Paysafe support team, please send an email to the IceReg support team (info@icereg.ca) and CC Alicia (akrywiak@speedskating.ca). Please include as much information as possible within your email and the IceReg support team will do their best to help you navigate the set-up process.

FAQs

Can our organization transition to Stripe instead of Paysafe?

Yes, an organization can transition to Stripe. Note there is a \$60 fee to create a Stripe account.

What will change within the Financials & Accounting tab in the IceReg dashboard?

There will be no major changes, although the payouts / deposits shall reflect the relevant payment processing account.

It is currently July 1 or later. Our organization is actively accepting 2024/25 registrations in IceReg, although our Paysafe account is not approved yet – what will happen?

All IceReg transactions will be declined when the registrant reaches the cart, and your organization will need to contact info@icereg.ca for assistance finalizing the transition to Paysafe.

Our organization will only open 2024/25 registration in IceReg after June 30, 2024 – what should we do?

Interpodia strongly recommends creating a Paysafe account as soon as possible, so it's ready for when your organization opens registration in IceReg.



What will happen to our organization's Chase WePay account?

Chase WePay payment processing services will shut down on June 30, 2024. Organizations will continue to have access to their Chase WePay account until January 1, 2025. Organizations will have the ability to execute refunds (via IceReg) on Chase WePay transactions until December 31, 2024. Chase WePay payout / deposit reports shall be available via the IceReg dashboard until further notice.