SIGNIVENT

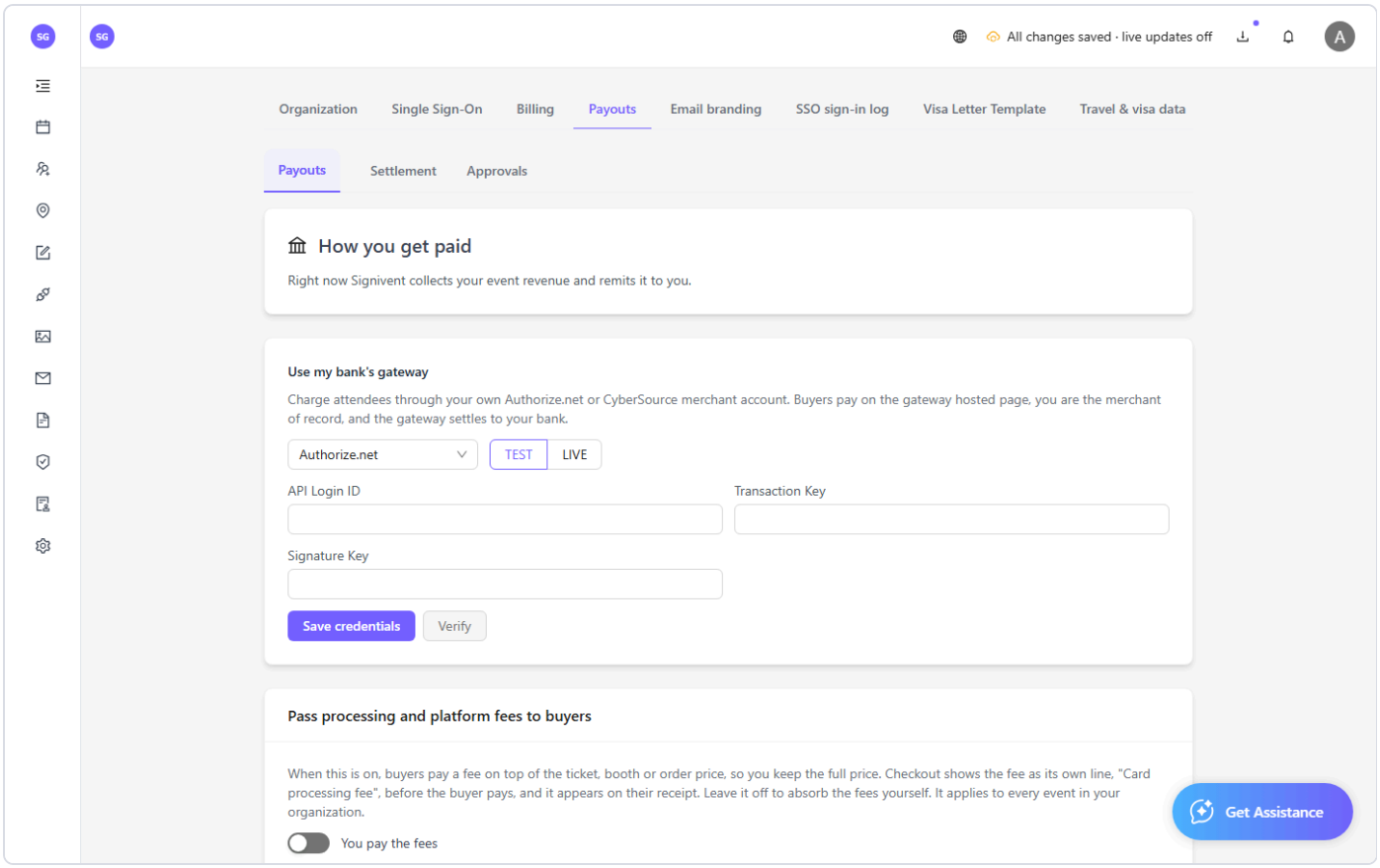
Payouts and payment processors

Signivent · Last updated October 25, 2026

Organization Settings > **Payouts** covers the money your events take in: who collects it, how card fees are handled, what was paid and refunded, and who must approve sensitive changes. It has three tabs: **Payouts**, **Settlement** and **Approvals**. (What you pay Signivent is on Billing.)

How you get paid

The **How you get paid** card at the top of the Payouts tab says how your event revenue is handled today. By default Signivent collects your event revenue and remits it to you, so there is nothing to connect before you sell tickets.



The Payouts tab: How you get paid, and Use my bank's gateway with Authorize.net, TEST and LIVE, and the credential fields

Use your own bank's gateway

If you have your own merchant account with **Authorize.net** or **CyberSource**, buyers can pay through it instead. They pay on the gateway's hosted page, you are the merchant of record, and the gateway settles to your bank.

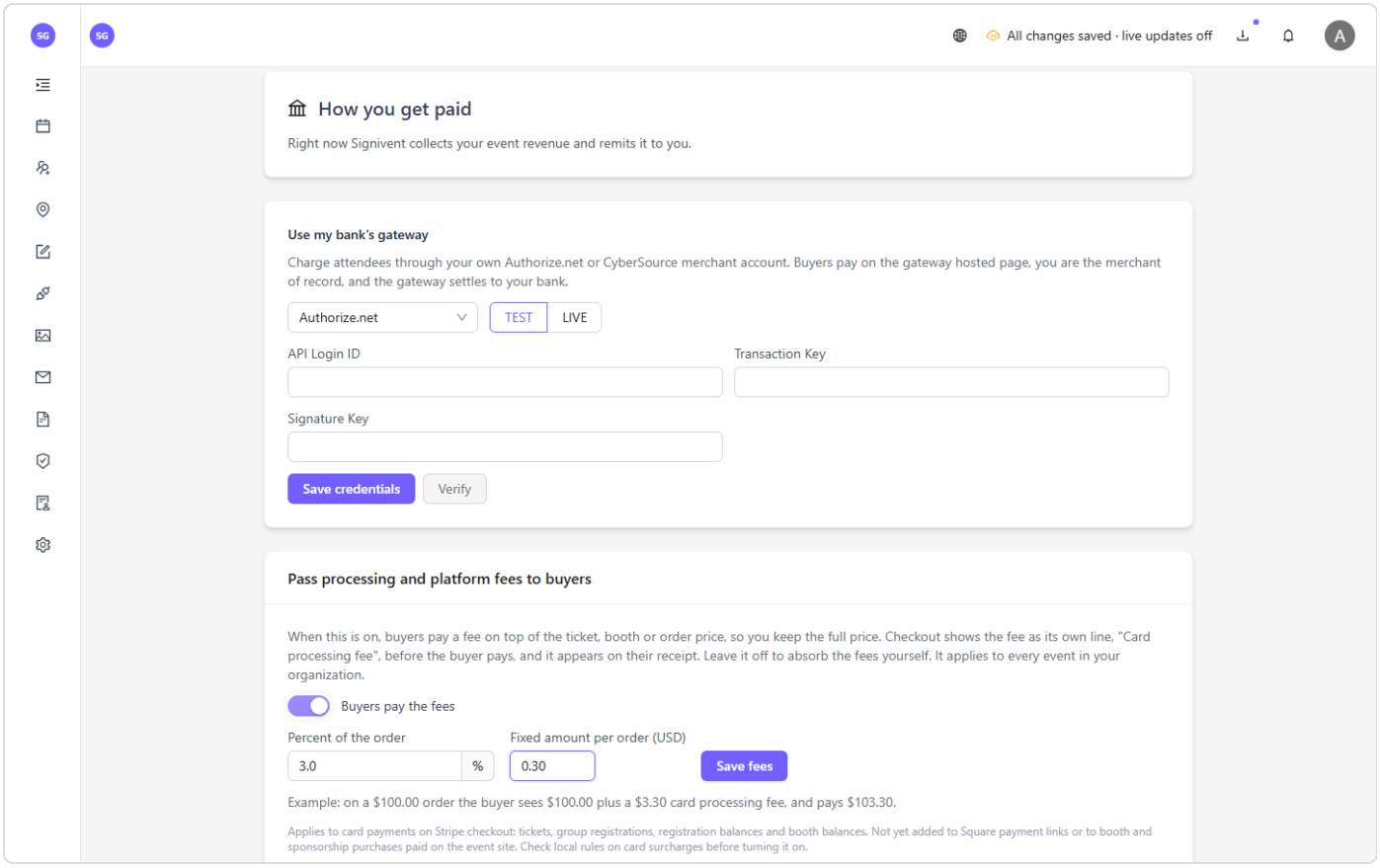
1. Under **Use my bank's gateway**, pick **Authorize.net** or **CyberSource**.
2. Pick **TEST** while you try it with your gateway's sandbox account, or **LIVE** for real payments.
3. Enter the credentials from your gateway's merchant portal. For Authorize.net: **API Login ID**, **Transaction Key** and **Signature Key**.
4. Click **Save credentials**, then **Verify** to check them with the gateway.

Run a test purchase on a draft event before switching to LIVE.

Pass card fees to buyers

By default your organization absorbs processing and platform fees. To have buyers pay them on top of the price instead:

1. In **Pass processing and platform fees to buyers**, turn the switch on. Its label changes from **You pay the fees** to **Buyers pay the fees**.
2. Enter a **Percent of the order**, a **Fixed amount per order**, or both.
3. Check the example line below the fields, for instance "on a $100.00 order the buyer sees $100.00 plus a $3.30 card processing fee, and pays $103.30".
4. Click **Save fees**.

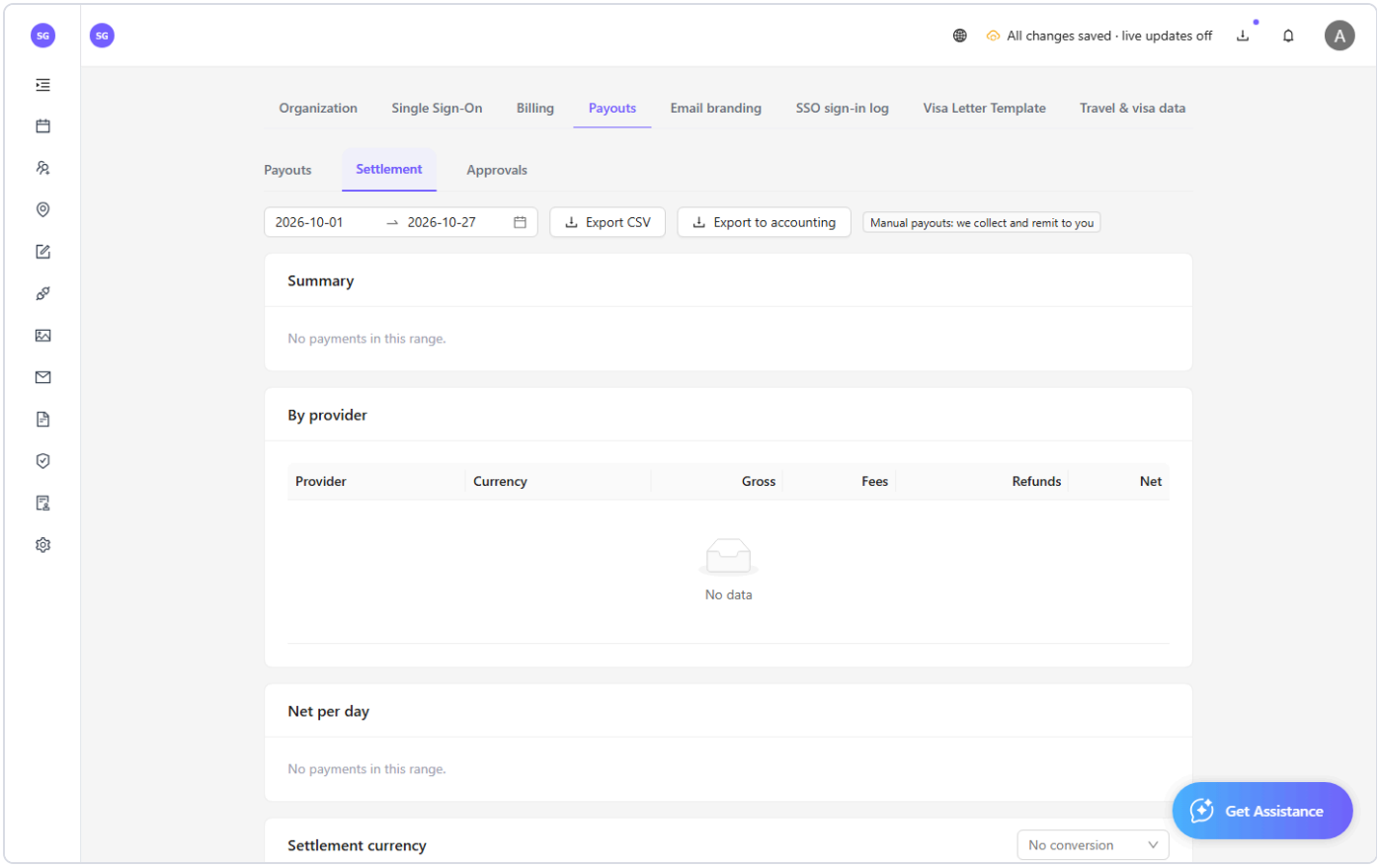


Pass processing and platform fees to buyers: the switch on, 3 percent plus $0.30, and the example line for a $100 order

Checkout then shows the fee as its own line, "Card processing fee", and it appears on the buyer's receipt. It applies to every event in your organization, for card payments on Stripe checkout: tickets, group registrations, registration balances and booth balances. It is not yet added to Square payment links, or to booth and sponsorship purchases paid on the event site. Check local rules on card surcharges before you turn it on.

Read the settlement statement

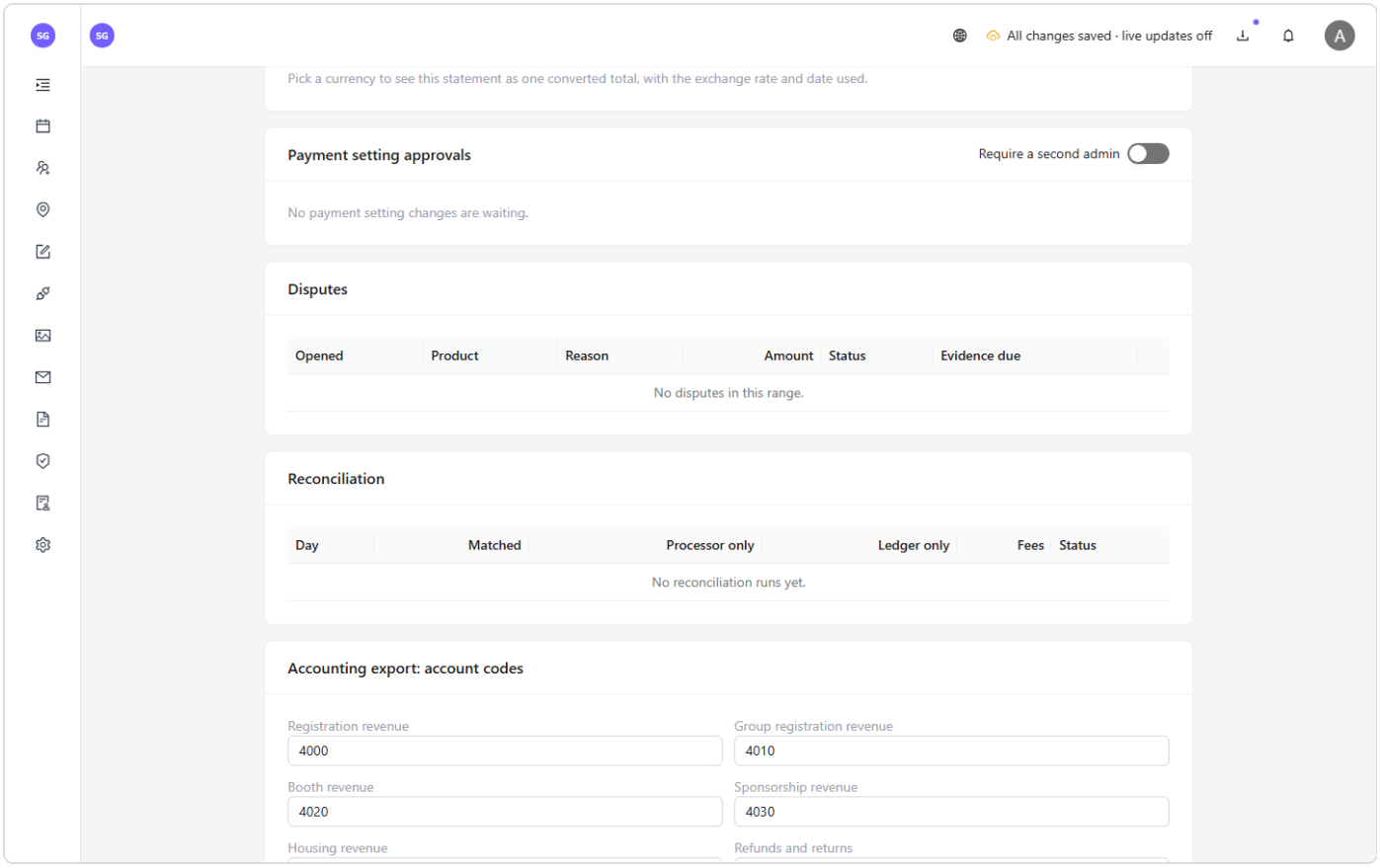
Open the **Settlement** tab and pick a date range at the top.



Settlement: date range, Export CSV, Export to accounting, Summary, By provider and Net per day

Section	What it shows
Summary	Totals for the range
By provider	Gross, fees, refunds and net for each payment provider and currency
Net per day	Net amount per day
Settlement currency	Choose a currency to see the statement as one converted total, with the exchange rate and date used. **No conversion** keeps each currency separate
Disputes	Chargebacks: when opened, product, reason, amount, status and when evidence is due
Reconciliation	Each day's match between the payment processor and your ledger: matched, processor only, ledger only and fees

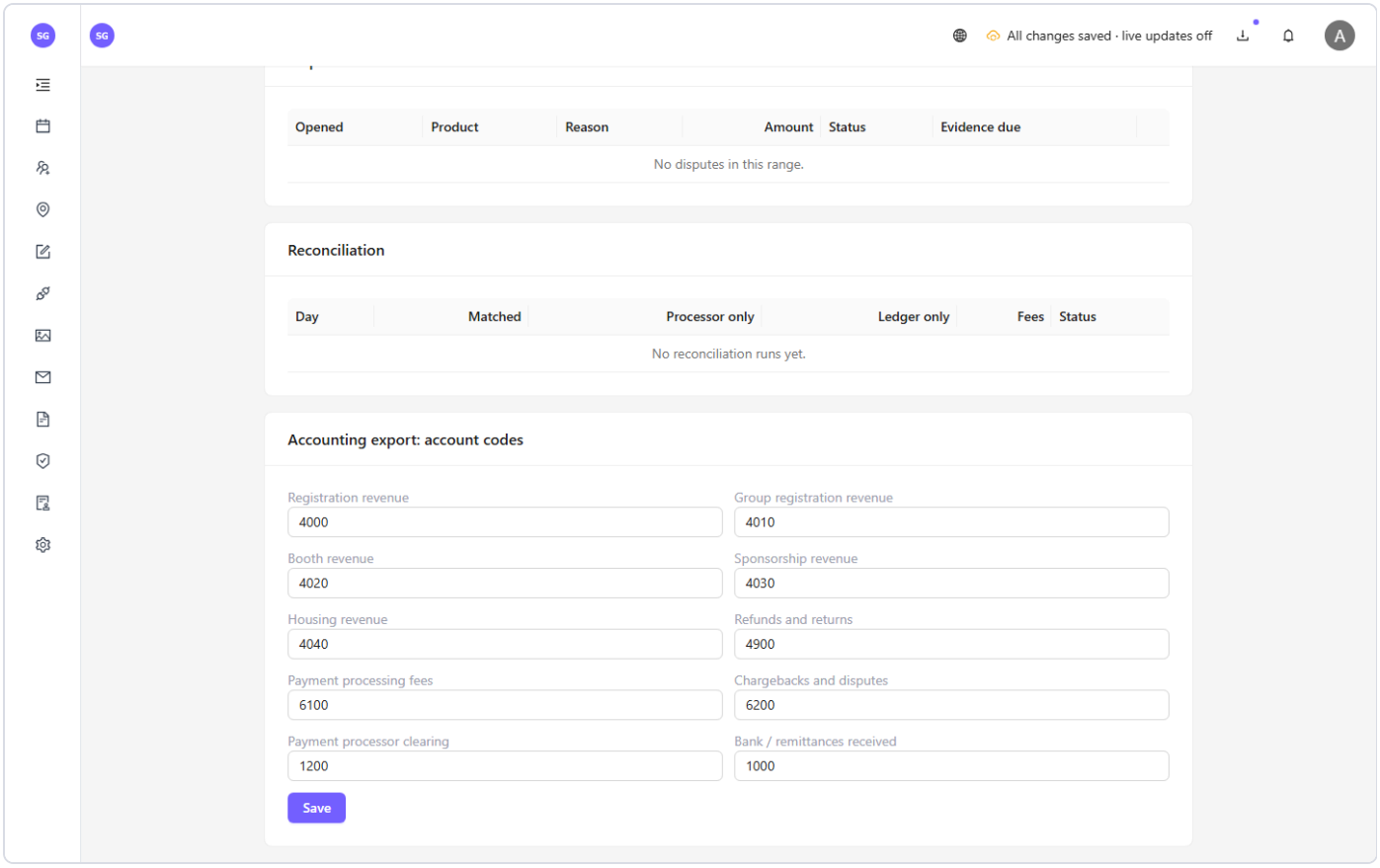
Export CSV downloads the statement for the range. **Export to accounting** downloads a journal for the range, built with your account codes, as **CSV**, **QuickBooks (IIF)**, **Xero (CSV)** or **NetSuite (CSV)**. The small tag next to it (for example **Manual payouts: we collect and remit to you**) shows the settlement mode on record for your organization.



Settlement, lower sections: Payment setting approvals with Require a second admin, Disputes, Reconciliation and the start of the account codes

Set your account codes

At the bottom of **Settlement**, **Accounting export: account codes** maps each kind of money to an account in your chart of accounts: registration, group registration, booth, sponsorship and housing revenue, refunds and returns, payment processing fees, chargebacks and disputes, payment processor clearing, and bank or remittances received. Change the codes to match your books and click **Save**.

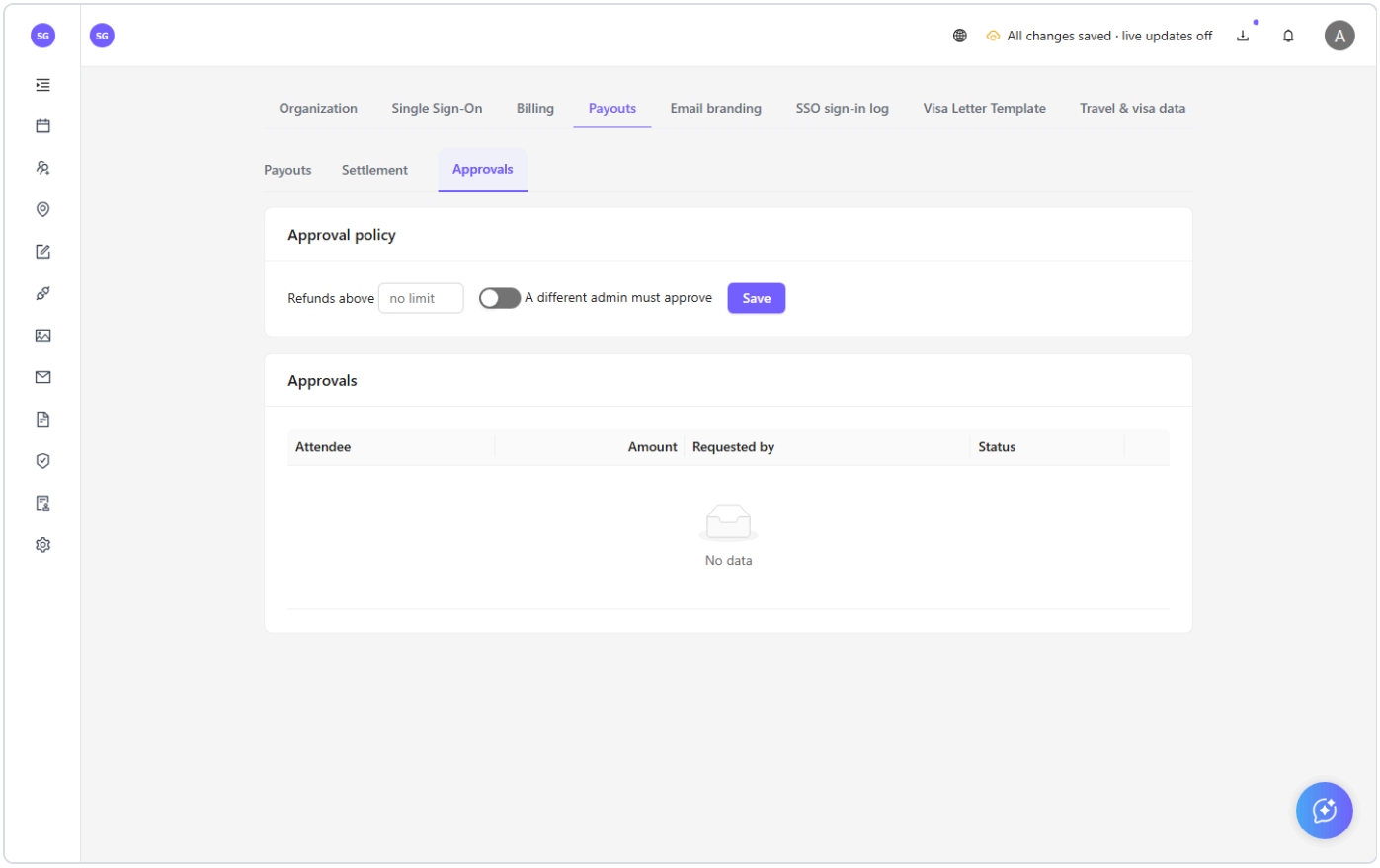


Accounting export: account codes, with a code for each revenue, fee, refund and clearing account

Require a second admin

Two controls stop one person from moving money alone.

- **Payment setting approvals** (on Settlement): turn on **Require a second admin** so a change to payment settings waits until a different admin approves it. Waiting changes are listed on the same card.
- **Approval policy** (on the **Approvals** tab): set **Refunds above** an amount and turn on **A different admin must approve**, then **Save**. Refunds over that amount wait in the **Approvals** list (attendee, amount, who asked, status) until another admin approves them. Leave the amount empty for no limit.



The Approvals tab: Refunds above, A different admin must approve, Save, and the list of refund approvals

Members with a Finance-style role can be given **Change payment settings**, **Issue refunds** and **Approve refunds**; see Team, members, roles and permissions.

Troubleshooting

You see	Why	Fix
Verify fails on the gateway	Wrong credentials, or TEST credentials used with LIVE (or the reverse)	Copy the keys again from the gateway portal and match TEST or LIVE
Buyers do not see a card fee	The switch is off, the change was not saved, or the payment is not on Stripe checkout	Turn it on, click Save fees, and check which payment method the event uses
"No payments in this range."	No payments were taken between those dates	Widen the date range
A refund is waiting	It is above your refund approval amount	Ask a different admin to approve it on Approvals

You see	Why	Fix
Saving the refund approval policy says "Organizer not found for this tenant."	A known problem with saving this policy	Contact support to set it for you
The Settlement tab shows "Something went wrong"	An occasional page error	Click **Try Again**