



Frequently Asked Questions and Fact Sheet

How much does it cost?

FinishLine has no direct charges to the race promoter or event hosts. Each participant pays a small service fee at the time they pay the event registration fee. The service fee is charged to help cover the on-going costs for providing the race data management services that are offered through the FinishLine by Abooma suite of products.

How is the transaction processed?

The FinishLine Registration product processes the transaction in your name. The participants get a confirmation message upon completing the registration as well as a confirmation email. Registrants will see a charge from WWW.ABOOMA.COM for your event/activity on their billing statement.

Do I need to set up a merchant account or provide other financial information?

No. The FinishLine Registration product manages the entire credit card authorization process from start to finish.

How is the service fee collected?

The most common way is to add the service fee to the registration fee during the registration process. That way the person registering for your activity or event pays your registration fee plus the small FinishLine service fee at the same time. You receive the full amount of your registration fee and it doesn't cost you a penny.

You can also choose to include the service fee with the registration fee. In this case, the event/activity registrant doesn't see the service fee added to the registration fee. They simply pay a registration fee. We subtract the service fee from the registration fee when we settle your account.

How do I get paid?

Abooma will mail you (or whomever you designate as the payee) a check on the first and the fifteenth of each month for registrations processed during the previous registration period. You always have online access to the registration results including a transaction summary to help keep track of funds.

How do I put a registration link on my web site?

We provide you or your webmaster with the information required to link registrants to the event/activity-specific registration interface. Your timing system vendor will also have all the information about your event and how to register on their site.

How do I get my registrant information?

Your event registration data is stored in the FinishLine central database. Using the FinishLine Event Reporter, you can easily access your registration data at any time from any computer with an Internet connection.

Simply login with your administrator username and password and select the report that you would like to view.

Finishline by Abooma also has an optional interface that can allow race hosts to post registration information for access by anyone. This can provide a useful listing that allows current and potential participants to see who is participating in your event.

How do participants access the online registration?

Most activities/events are community or regionally based. Potential participants to these events find out about these events through their local clubs, community organizations, or on online or electronic communities. Your timing system vendor is a local hub of information about upcoming events in your community. Having your event information on their site is great exposure for your event.

A unique link to the registration interface for your specific event is automatically generated when your event is created. This link can be easily placed on any sites. The best part is that the link takes your potential participant directly to your registration interface without annoying pop-ups or attempts to entice them to purchase products or participant in other events.

How do I handle refunds?

Abooma pays you for all processed the registrations on the first and fifteenth of each month. If a refund request occurs before the individual registration has been settled to your account, Abooma will manage the refund. Any individual refund requests that occur after Abooma has settled your account will be managed between you and the registrant.

What are the fees?

Our processing fees are 6.5% of the total transaction with a minimum transaction fee of \$2.00. This is less than that charged by other registration service companies that are not providing all the services that are available through FinishLine.

What about foreign registration?

The FinishLine Registration software processes all registration payments in US dollars and settles all accounts in U.S. dollars.

How do I get started?

Work with your event management services provider/timing system vendor to get started. FinishLine is simple to use and you can get started with your next event right away.

What is your privacy policy?

Abooma has a very strict privacy policy. As is stated in our formal Privacy Policy posted on the Abooma website (www.abooma.com), we do not sell, exchange, or trade account information with any third parties such as advertisers, investors, or partners.

Abooma does not promote, or produce any newsletters, webzines, or bulk mailings that are sent out to registrants disguised as information but are primarily used for direct-marketing and advertising.

Are online transactions secured?

The FinishLine Event Registration product provides an efficient and safe way to register participants and collect event fees. Each transaction is secured by VeriSign, an Enterprise Class Secure Socket Layer (SSL) provider that uses a high-security, fully redundant data center to provide the safest transactions in the industry.

As a secondary measure, Abooma does not store or archive any customer credit-card information on any Abooma database or other equipment. All references to individual credit card transactions are identified by the last four digits of the credit card. This means that in the unlikely event that our security systems are breached, our customer's personal transaction information is not exposed because it is not stored on systems owned or managed by Abooma.