CHAPTER

03

Setting up payments

Before you can charge for a course or a membership, you activate payments. This is how learner money reaches your bank account. This chapter walks through every box on **Manage → Payments**, the billing details that go on your receipts and invoices, the GST rule that matters as your sales grow, and what happens to a learner's money from the moment they pay to the moment it reaches your bank.

WHERE	TIME NEEDED	BEFORE YOU START	PLAN
Manage → Payments	About 10 minutes	Your bank account number, IFSC code and the account holder's name exactly as the bank has it; your PAN card; your business address with PIN code; your GSTIN if you have one	Every plan

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How the money reaches you

RacingOwl works with **Razorpay**, its payment partner, to take your learners' payments. When you activate payments, RacingOwl registers you with Razorpay as a receiving account of your own. From then on:

1. **A learner pays on your site,** by card, UPI, net banking or wallet, in Razorpay's payment window, on your course or membership page.
2. **Razorpay takes its fee.** Razorpay's fee on each payment is currently 2%, and GST on that fee is 18%, so 2.36% of each payment in all. A card issued outside India costs more: as of now about 3.9% of the payment, GST included. Razorpay sets these rates and GST is set by law.
3. **The rest is sent to your account at the moment of payment.** The payment splits straight to you. RacingOwl never holds your money, and RacingOwl does not take a percentage of your sales.
4. **You see it under Manage → Earnings,** with the sale, Razorpay's fee and what reached you, beside every payment. See Your dashboard and earnings.

Razorpay also charges a small separate fee for sending your share to your account. RacingOwl pays that one; it is never taken from you. So the only thing deducted from a learner's payment is Razorpay's fee on the payment and the GST on it.

What you pay RacingOwl for your plan is a completely separate thing, billed to you monthly (see Choosing your RacingOwl plan). It is never taken out of your learners' payments.

> **TIP.**
> You can build courses before you activate payments, and you can publish free courses without it. But nobody can buy a priced course or join a paid membership until payments are active, so do it before you publish anything you charge for.

Before you start: what to have to hand

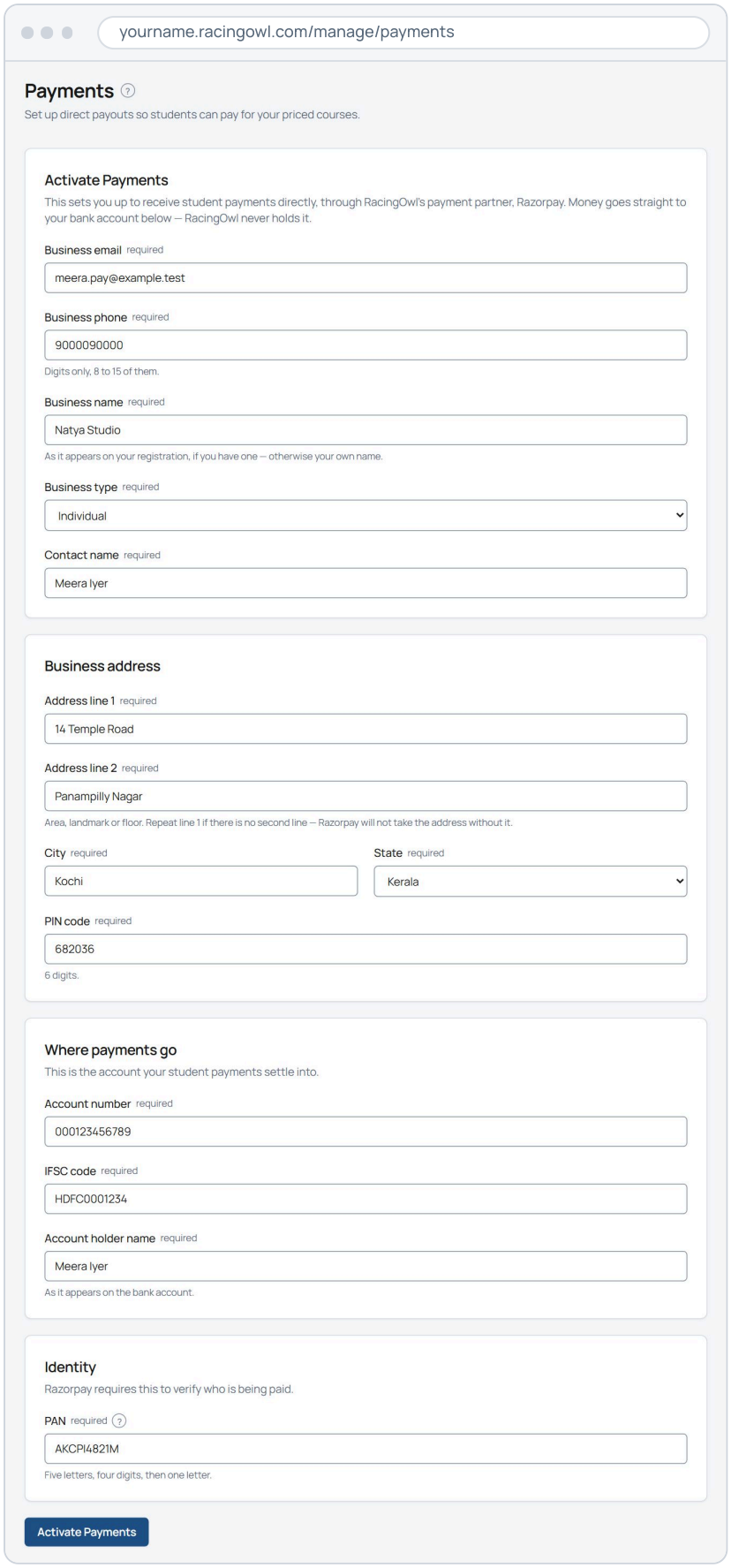
The form has fourteen boxes in four groups, and every one of them is required. Razorpay needs each one, by law, to know who it is paying. Have these ready:

- **Your business email and phone number.** These can be your own.
- **Your business name and type.** If you are not a registered business, that is fine: use your own name, and choose `Individual`.
- **Your address**, including an area or landmark for the second line, and your PIN code.
- **Your bank details:** account number, IFSC code, and the account holder's name exactly as the bank has it. A cancelled cheque or your passbook has all three.
- **Your PAN.** Use the PAN that matches the bank account. A mismatch between the PAN and the bank account is the most common reason Razorpay refuses an activation.

Activating payments, step by step

Open Manage → Payments. The Manage menu lists it under **Money**, as **Payments** ("Where your payouts go"). The page is headed **Payments**, and the first time you open it a short tour explains the page and points out its two parts. The **?** beside the heading explains what activating does.

1. **Fill in your business details.** In the first box, headed **Activate Payments**, fill in **Business email**, **Business phone**, **Business name**, choose your **Business type**, and fill in **Contact name**.
2. **Fill in your business address.** Under **Business address**: **Address line 1**, **Address line 2**, **City**, choose your **State** from the list, and type your **PIN code**.
3. **Tell RacingOwl where the money goes.** Under **Where payments go**, the account your learners' payments settle into: **Account number**, **IFSC code** and **Account holder name**.
4. **Give your PAN.** Under **Identity**, type your **PAN**. The **?** beside it explains why it is needed.
5. **Check everything once.** Especially the account number, the IFSC code and the PAN. These are the three that decide whether your money arrives.
6. **Press Activate Payments.** The button stays busy while RacingOwl sets you up with Razorpay, saying **Setting up with Razorpay — this can take ten seconds…**. Wait for it; do not press it twice or close the page.



The payments form, filled in: business details, business address, where payments go, and identity, with the Activate Payments button at the foot.

Every field, and what to put in it

Field	What to put in it
Business email	An email address for your teaching business. Your own is fine.
Business phone	Digits only, 8 to 15 of them. A `+` at the start is allowed; spaces and dashes are not.
Business name	As it appears on your registration, if you have one; otherwise your own name. At least four characters.
Business type	One of **Individual**, **Sole proprietorship**, **Partnership**, **LLP**, **Private limited company**, **NGO**, **Trust**, **Society** or **Other**. Most solo trainers are **Individual**.
Contact name	The person Razorpay should deal with, usually you. Use your full name: at least four characters.
Address line 1	House or flat number and street.
Address line 2	Area, landmark or floor. Razorpay will not take the address without a second line, so if you have none, repeat line 1.
City	Your town or city.
State	Choose from the list of states and union territories. It is a list rather than a box to type in because Razorpay refuses a state spelled any other way.
PIN code	Exactly 6 digits.
Account number	Your bank account number, digits only.
IFSC code	Your branch's 11-character code: four letters, a zero, then six letters or numbers, for example `HDFC0000053`. It is printed on your cheque book and passbook.
Account holder name	The name on the bank account, exactly as the bank has it.
PAN	Five letters, four digits, then one letter, for example `AAAPZ1234C`. Use the PAN that matches the bank account. Do not type the textbook example `ABCDE1234F`: the form accepts its shape, but Razorpay refuses it as a known fake.

If the form says no

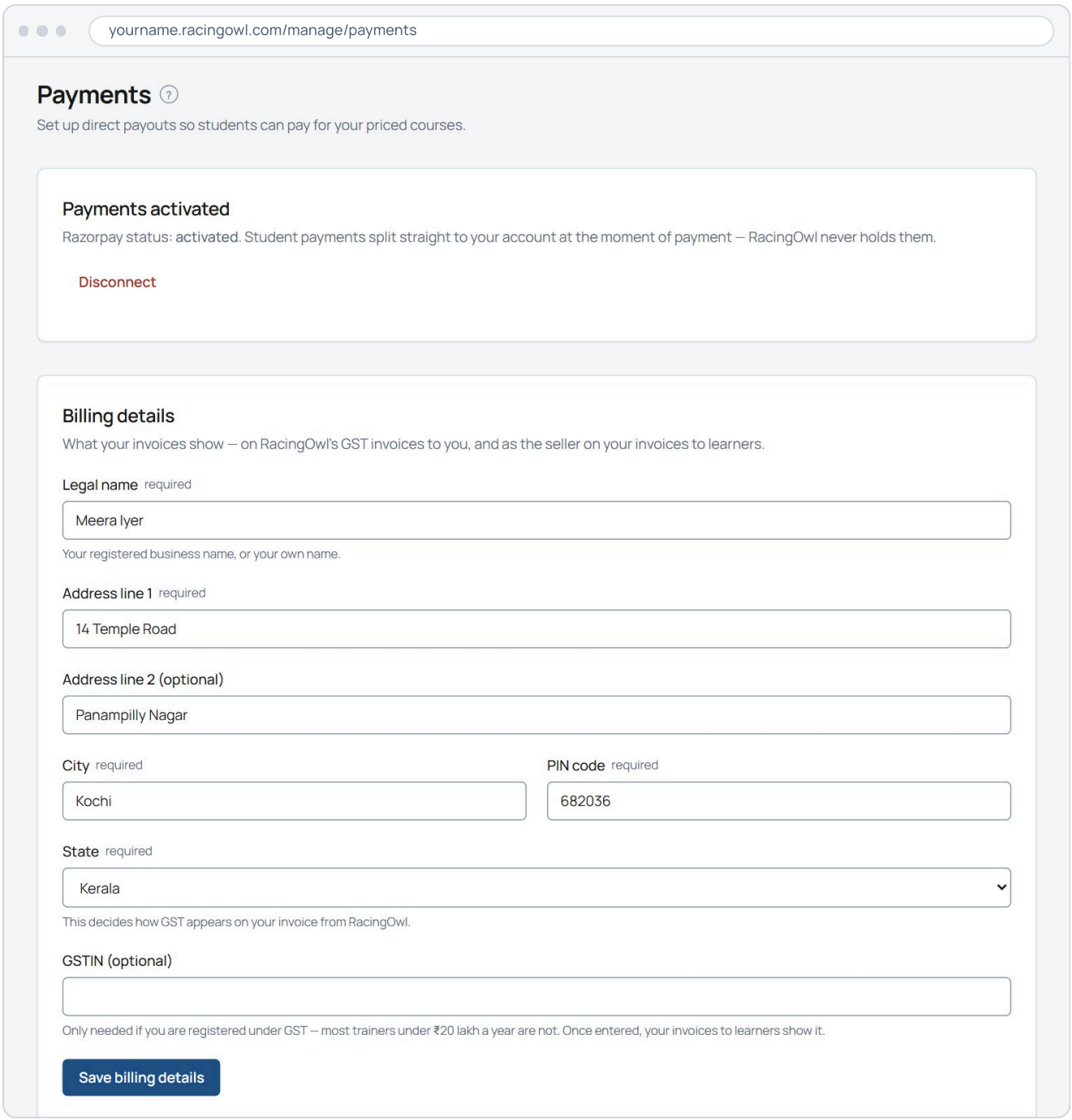
The form never throws away what you typed. Every return keeps your answers in the boxes, so you correct only what is wrong.

- **A message under a box**, such as "Account number is required.", "Enter a 6-digit PIN code.", "Enter a valid IFSC code, e.g. HDFC0000053." or "Enter a valid PAN, e.g. AAAPZ1234C.", means that box needs fixing. Nothing has been sent to Razorpay yet.
- **A message beside the button** is Razorpay's own explanation, shown word for word because it is usually the most accurate one available. The commonest is about the PAN: check it matches the bank account holder and that you typed your real PAN. Fix what it names and press **Activate Payments** again. If the

message makes no sense, or it says something about RacingOwl's account rather than yours, write to RacingOwl through **Ask RacingOwl** and paste the message in.

Once payments are activated

When Razorpay accepts your details, the form is replaced by a box headed **Payments activated**. It shows **Razorpay status:** followed by Razorpay's own word for where your account stands, read live from Razorpay each time you open the page, and the reminder that learner payments split straight to your account at the moment of payment.



After activation: the Payments activated box with Razorpay's status and the Disconnect button, and Billing details below it.

Razorpay may take a little time to finish checking your details after you press the button. You do not need to wait for it to finish before publishing. If a learner pays before your account can receive money, the learner still gets their course straight away, and RacingOwl keeps trying to send your share to you every fifteen minutes, for up to thirty days, until Razorpay accepts it. If the status stays unchanged for more than a few days, write to RacingOwl through **Ask RacingOwl**.

> **WHAT YOUR LEARNER SEES.**
> On a priced course, a **Buy** button with the price on it. Pressing it opens Razorpay's payment window with the price (or the discounted price) and the course title. When the payment goes through they are enrolled and taken into the course, and they get a receipt by email in your site's name. If they close the window without paying, nothing happens and nothing is charged. Before you activate payments, pressing **Buy** tells them "This trainer has not activated payments yet."

Billing details

Below the payments box is a second form, **Billing details**: "What your invoices show — on RacingOwl's GST invoices to you, and as the seller on your invoices to learners." It has its own button and is saved separately from Activate Payments.

When you activate payments, RacingOwl copies the business name and address you typed into Billing details, if you have not filled them in before. So after activating, the form is usually filled in already. Check it, add your GSTIN if you have one, and press **Save billing details**. The form says **Saved.** when it is done. Changing Billing details later never touches your Razorpay account, and editing Billing details by hand is never overwritten by a later activation.

Field	Required?	What to put in it
Legal name	Yes	Your registered business name, or your own name. This is the seller's name on your learners' receipts, and the customer's name on RacingOwl's invoices to you.
Address line 1	Yes	As on your registration, or your own address.
Address line 2 (optional)	No	Area or landmark, if you have one. Here it is genuinely optional.
City	Yes	Your town or city.
PIN code	Yes	Six digits.
State	Yes	From the list. "This decides how GST appears on your invoice from RacingOwl": Tamil Nadu gets CGST and SGST, every other state IGST.
GSTIN (optional)	No	Only if you are registered under GST: 15 characters, like `33APDPR3633J2ZU`. Most trainers under ₹20 lakh a year are not. Leave it empty if you have none.

What your GSTIN changes

- **Without a GSTIN,** your learners' receipts carry no GST at all, and RacingOwl's invoices to you show you as unregistered.

- **With a GSTIN,** your learners' receipts show it, and show GST as **included in** the price the learner saw. Registering never makes your courses 18% dearer: a ₹1,000 course still costs the learner ₹1,000, and the receipt shows how much of it is GST.
- **On RacingOwl's invoices to you,** your GSTIN is printed as the customer's, which is what your accountant needs to claim the GST back.

If what you type does not look like a GSTIN, the form says "That does not look like a GSTIN — it should be 15 characters, like 33APDPR3633J2ZU."

> **TIP.**
> Fill in Billing details before your first RacingOwl plan charge and before your first sale. Receipts and invoices are raised the moment money moves, with whatever details are on file at that moment.

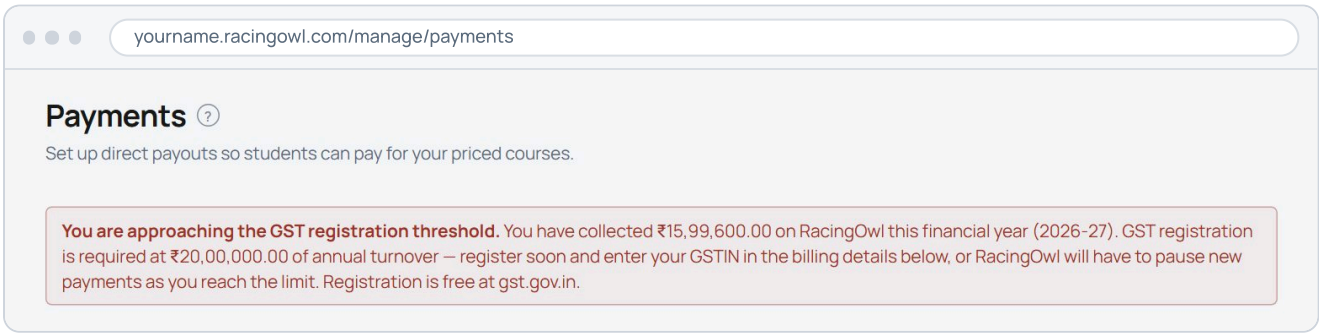
The ₹20 lakh GST limit

Indian law requires GST registration once your turnover passes ₹20 lakh in a financial year (1 April to 31 March). RacingOwl keeps an eye on this for you, so that you are never selling past the limit without knowing.

If you have **no GSTIN** on file, RacingOwl adds up everything learners have paid on your site this financial year, courses and memberships alike, and:

- **Warns you early.** Once your collections pass ₹15 lakh for the year, or pass ₹1.3 lakh in a single calendar month (a pace that heads for the limit), you are emailed and messaged once, and **Manage → Payments** shows **You are approaching the GST registration threshold.** with how much you have collected, the financial year, and the advice to register and enter your GSTIN. Registration is free at gst.gov.in.
- **Pauses new sales just under ₹20 lakh.** If your collections reach ₹19.5 lakh, just under ₹20 lakh, with still no GSTIN, RacingOwl pauses new payments on your site. It stops short of ₹20 lakh because RacingOwl sees only the money that comes through your site, and you may earn more elsewhere. You are emailed and messaged, and the Payments page says **New payments are paused.** Nothing already purchased is affected: every learner keeps what they bought.

Entering a GSTIN lifts the pause straight away. Type it into **GSTIN (optional)** under Billing details and press **Save billing details**. There is nothing else to reset. Once a GSTIN is on file, the warnings stop for good.



The warning at the top of the Payments page when collections approach the GST registration threshold.

> **WHAT YOUR LEARNER SEES**
> while new payments are paused: "This site cannot accept new payments right now. Please check back soon." The reason is not shown to them. Learners who have already paid carry on as normal.

Disconnecting payments

If you ever need to, you can **disconnect** your Razorpay account from the same **Manage → Payments** page.

1. **Press Disconnect** in the **Payments activated** box.
2. **Read the question.** "Disconnect payments?" Your courses stop taking payments until you fill the form in again. Learners who have already paid are unaffected, and money already settled has already reached your bank.
3. **Confirm or keep.** Press **Disconnect** again to confirm, or **Keep payments on** to leave everything as it is.

Orders already placed and payouts already made are not affected in any way. What changes is that new sales pause, course purchases and membership payments alike, until you connect again. Members' automatic monthly renewals are not charged while you are disconnected either. The page then shows the form once more, with the note "Payments are currently disconnected. Fill this in again to reactivate." Filling it in and pressing **Activate Payments** switches payments back on.

Disconnecting only stops RacingOwl's checkout using your account; it does not delete your account at Razorpay. Filling the form in again sets you up with Razorpay afresh, with the details you type, so Razorpay checks them again.

Changing your bank account

There is no separate "edit" for your bank details, because Razorpay has to check every new bank account. To change the account your money goes to, press **Disconnect**, then fill the form in again with the new bank details and press **Activate Payments**. Your new details replace the old ones. Between the two steps new sales are paused, so do it at a quiet time, and do both steps in one sitting.

What happens to the money, in detail

Course payments

When a learner buys a course, the payment goes through Razorpay, Razorpay's fee comes off, and the rest is sent to your account there and then. The learner is enrolled at once and emailed a numbered receipt in your site's name. You are emailed about the sale, and told on WhatsApp too if you have confirmed your number.

If a discount takes the whole price, nothing is paid and nothing passes through Razorpay; the learner is enrolled and gets a ₹0 receipt naming the code or discount that covered it. A fully discounted course works even before you activate payments. See Discounts and coupons.

Membership payments

If your site charges one monthly membership, each month a member pays reaches you the same way: straight to your account, less Razorpay's fee, with a receipt for each month. See Pricing your courses.

Learners outside India

A learner abroad pays on your site with a card issued where they live. Your price stays in rupees, their bank converts it, and the money reaches your bank account in rupees like any other payment. Razorpay's fee is higher on such a card, as of now about 3.9% of the payment with GST included, and **Manage → Earnings** shows the exact amount beside each payment.

A membership's auto-renew works on these cards too, with one difference. No bank sends an advance notice for a card issued outside India, so the reminder before each charge comes from RacingOwl, and the charge is made about a day before the renewal date. The first time, the learner's own bank may hold the charge and ask them to confirm it. If it does, we email them what to do and try once more a day later.

When a learner closes the window early

Nothing is lost. RacingOwl hears about the payment from Razorpay itself, and checks again a little later, so the learner gets the course and the receipt on their own, usually within half an hour.

Settlement to your bank

Your share is sent to your Razorpay account at the moment of payment. Razorpay then pays it into the bank account you gave, on its own settlement schedule; RacingOwl does not hold it at any point. On **Manage → Earnings**, a payment still being sent to you is marked "on its way to you".

Refunds

Refunds are the site owner's to give, from **Manage → Earnings**. Razorpay returns the money to whatever the learner paid with, including the part already sent to you, and every refund raises a credit note to the learner. **Launch offer: RacingOwl pays the Razorpay fee on your refunds, until 19 April 2027.** Razorpay keeps its fee (about 2.36%, ₹23.60 on every ₹1,000) when a payment is refunded, and your learner still gets back everything they paid. From 20 April 2027, the fee on a refund is yours, and it is taken from your earnings. The whole refund process is in Your dashboard and earnings.

If your RacingOwl plan lapses

Money already settled is yours, whatever happens to your plan. A lapsed plan stops new enrolments and purchases on your site until you pay again; it never reaches back into money you have already received. See Choosing your RacingOwl plan.

If payments are not going through

- **Check that Activate Payments is complete.** Open **Manage → Payments**. You should see **Payments activated** with a Razorpay status, not the form. If you see the form, or "Payments are currently disconnected", fill it in and press **Activate Payments**.
- **Check for a pause.** A red notice at the top of the Payments page, **New payments are paused.**, means you have reached the GST limit without a GSTIN. Enter your GSTIN.

- **Check your plan.** A read-only site takes no new payments. **Manage → Your RacingOwl plan** says why.
- **The learner's bank or UPI may have declined.** Razorpay's window tells the learner the reason and that they have not been charged. They can try again with another card or UPI.
- **Still stuck?** Write to RacingOwl through **Ask RacingOwl** with the time the learner paid, and the course.

Common questions

Q Do I need a registered business or a current account?

No. Choose **Individual**, use your own name as the business name, and give a savings account in your own name with the PAN that matches it.

Q Do I need a GSTIN to start selling?

No. Most trainers under ₹20 lakh a year are not registered for GST. RacingOwl warns you well before you reach the limit, and pauses new sales just under ₹20 lakh only if you still have no GSTIN.

Q Does RacingOwl take a cut of my sales?

No. The only deduction is Razorpay's fee on each payment and the GST on it, currently 2% plus GST, 2.36% in all. What you pay RacingOwl for your plan is billed to you separately, and it never depends on your sales.

Q Is my PAN safe?

RacingOwl passes it to Razorpay, which is required by law to verify who is being paid, and uses it for nothing else.

Q Why does Address line 2 have to be filled in on the payments form but not on Billing details?

Razorpay will not accept a registered address without a second line. If you have none, repeat line 1. Billing details are only used on receipts and invoices, where a second line is genuinely optional.

Q I entered a GSTIN. Will my prices go up by 18%?

No. Your learners pay exactly the price shown. With a GSTIN, the receipt shows the GST included within that price.

Q Does a refund bring my ₹20 lakh count down?

No. The count is of what learners paid on your site this financial year, courses and memberships together, as the payments were made; a later refund is not taken off it. If you are close to the limit, the safest course is to register for GST and enter your GSTIN.

Q I disconnected by mistake. What now?

Fill the form in again and press **Activate Payments**. Nothing already paid was affected, and payments start again as soon as Razorpay accepts the details.

Q Where do I see what I have been paid?

On **Manage → Earnings**: your sales, Razorpay's fee on each, refunds, and every receipt and credit note, with a CSV download for your accountant. See Your dashboard and earnings.

Related: Choosing your RacingOwl plan, Pricing your courses, Your dashboard and earnings, If something isn't working.

THE REST OF THE GUIDE

This is chapter 3 of 17 of the RacingOwl Trainer's Guide. The full guide, every other chapter as its own PDF, and the online version are at racingowl.com/trainer-guide. Stuck? Press **Ask RacingOwl** at the bottom right of any Manage page.