Teampay
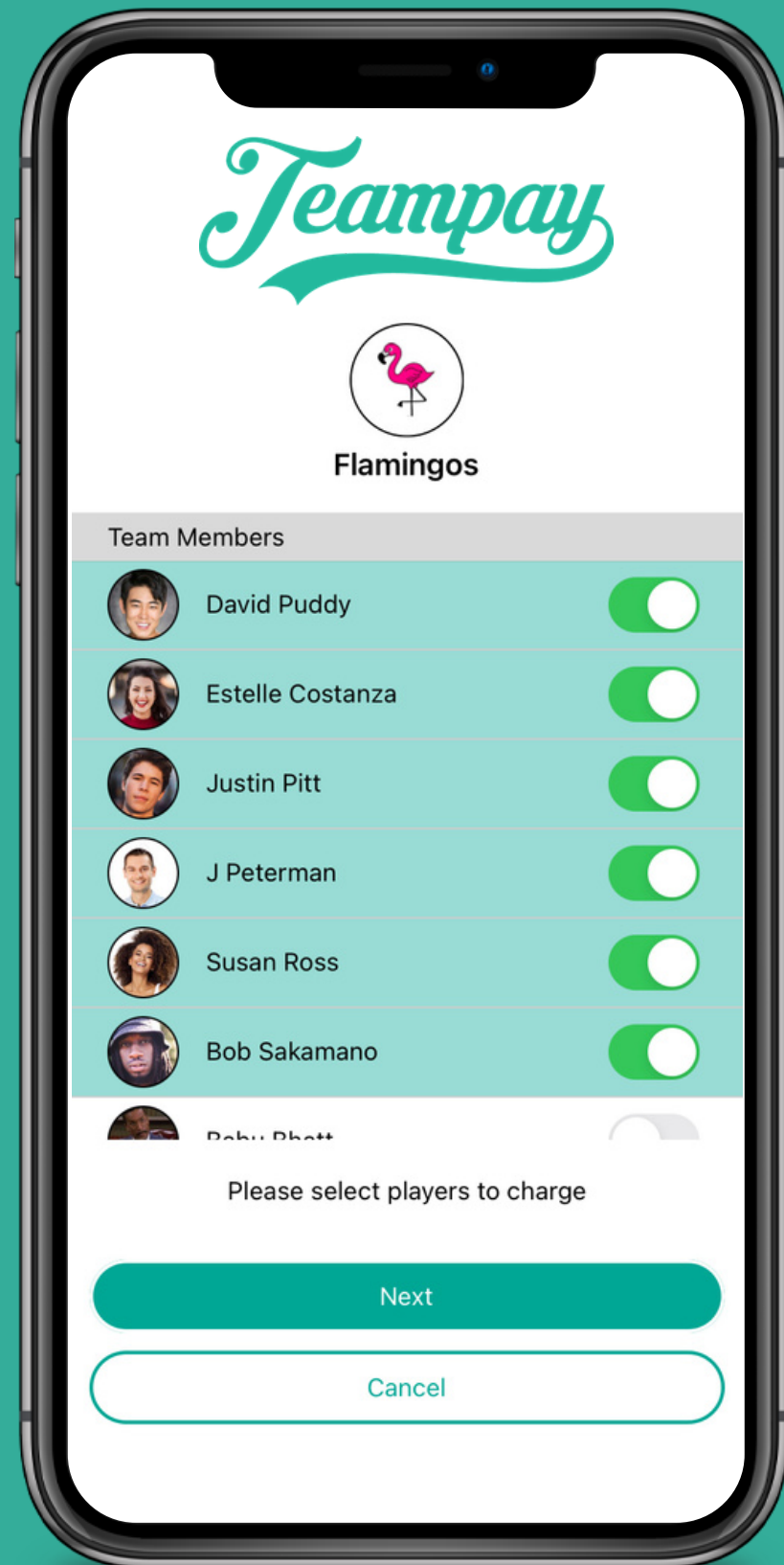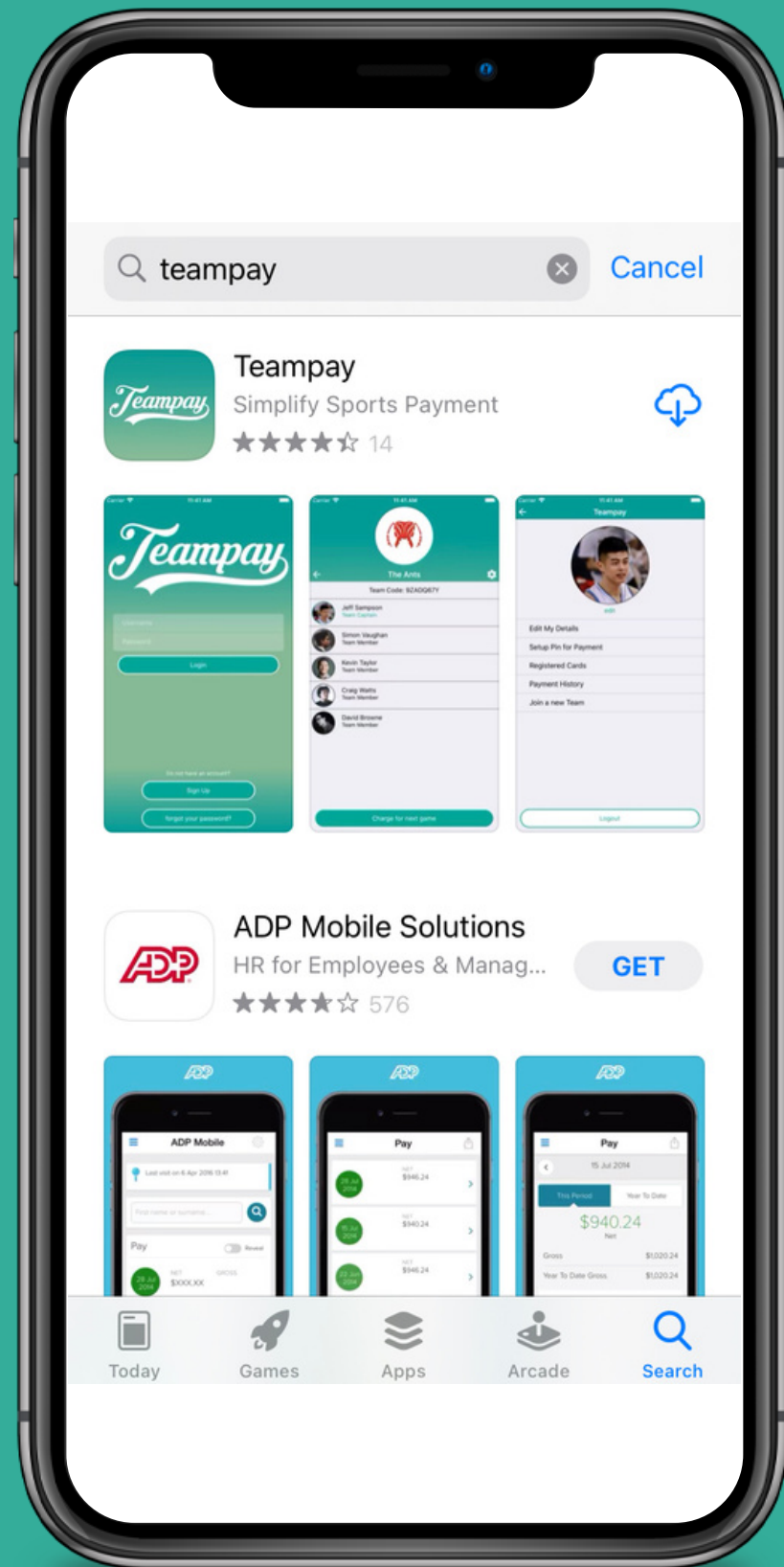
Game Day Support
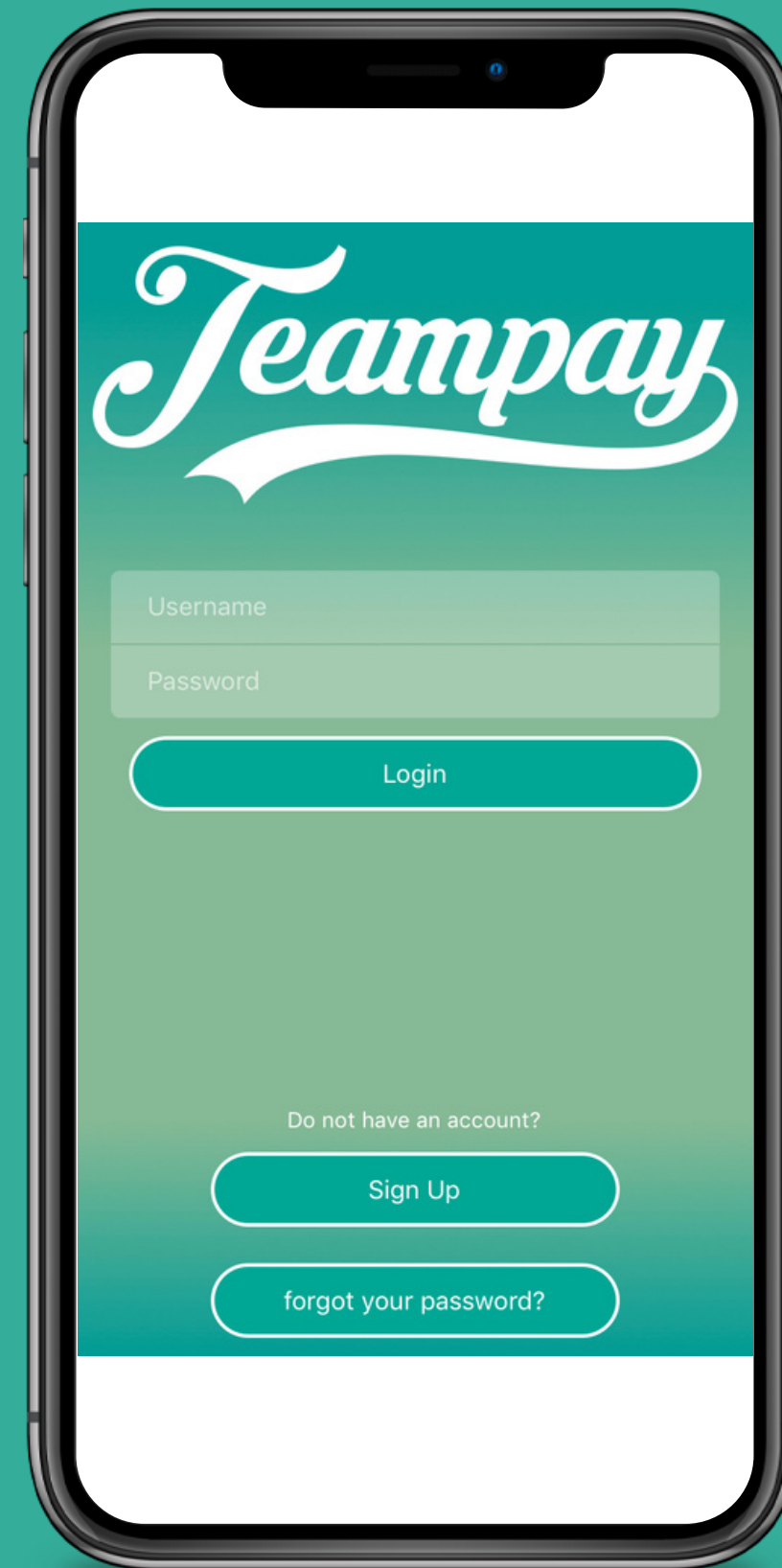
Team Manager

Welcome to Teampay

Being a team manager is often a stressful responsibility. Our endeavour is to make the money collection and payment process as simple and easy as possible for you and your team.
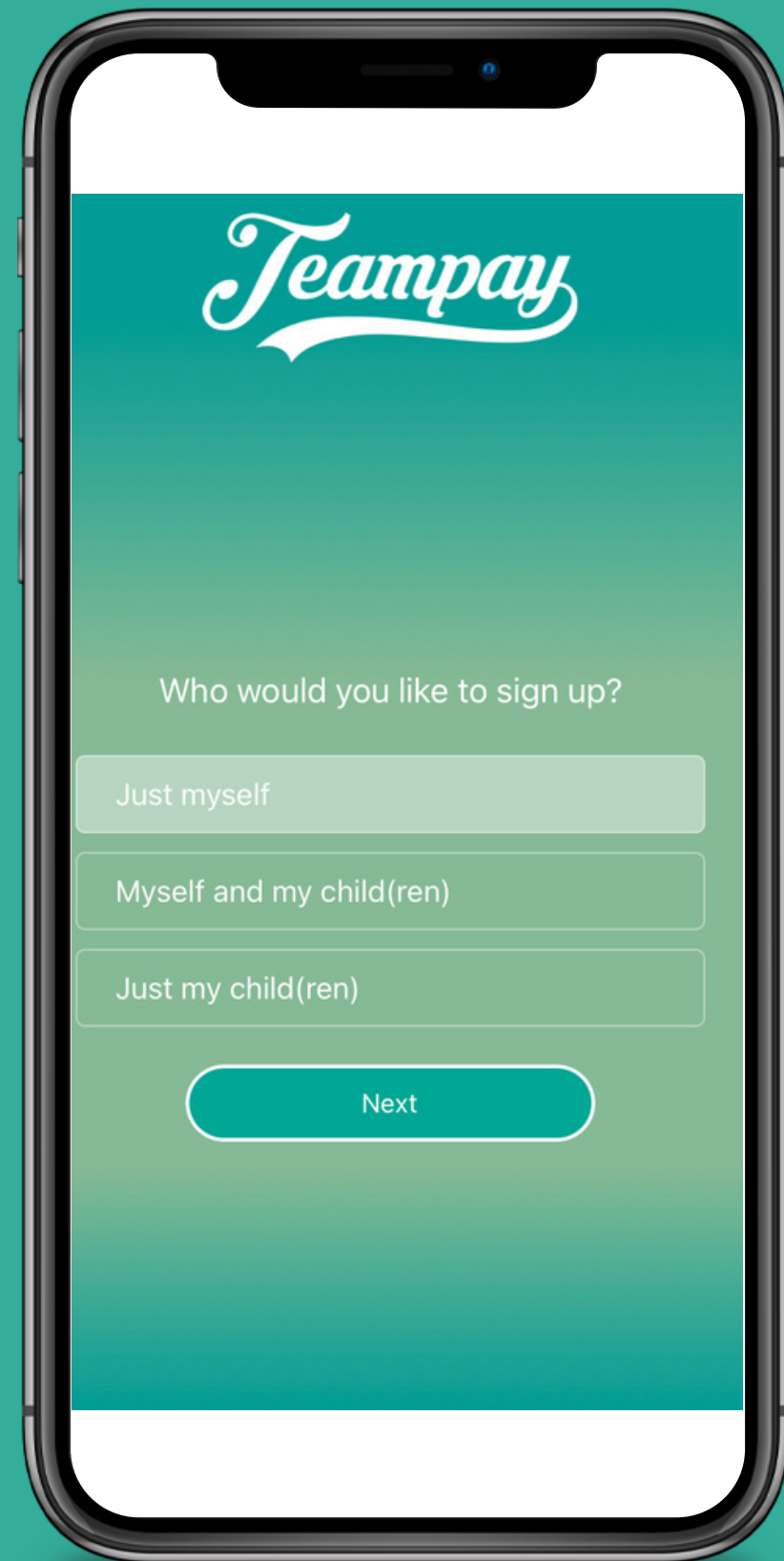
How To Sign Up

To begin download the Teampay app from the IOS App or Android Play store

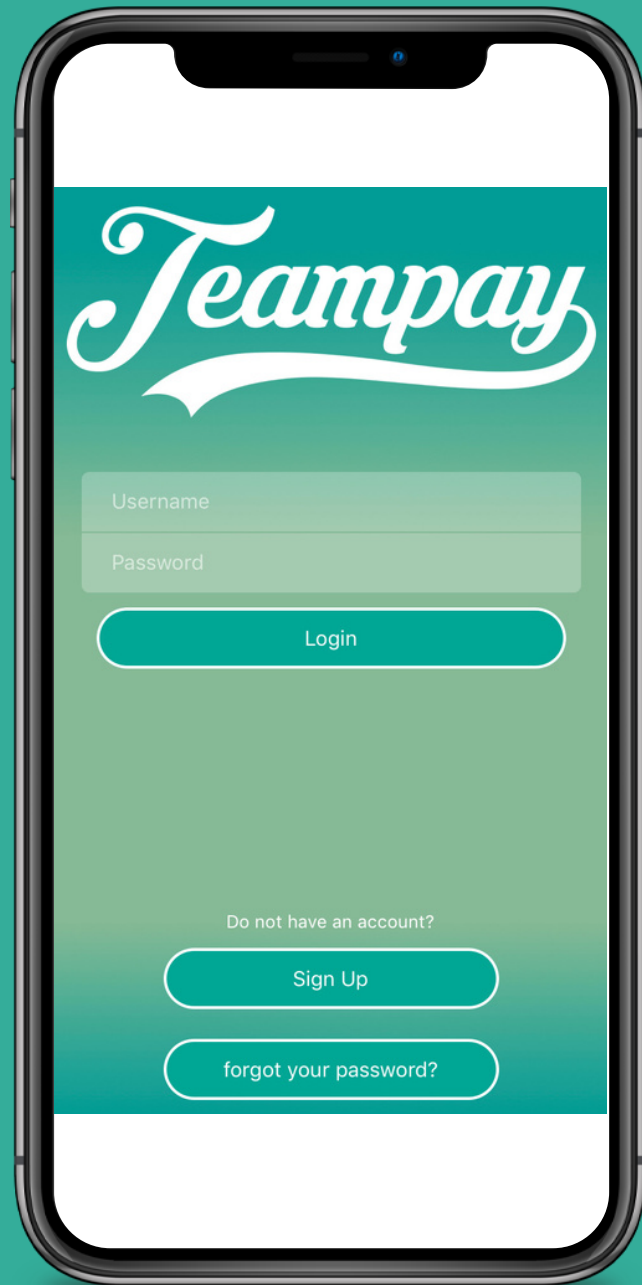Open the app and select Sign Up down the bottom

How To Sign Up

If you are just Team Manager select 'Just Myself'

If you are Team Manager and also have kids playing select 'Myself and my child(ren)'

How To Sign Up

1

Teampay

Username

Password

Login

Do not have an account?

Sign Up

forgot your password?

Click on the 'Sign Up' tab at the bottom of the page

2

Teampay

Who would you like to sign up?

Just myself

Myself and my child(ren)

Just my child(ren)
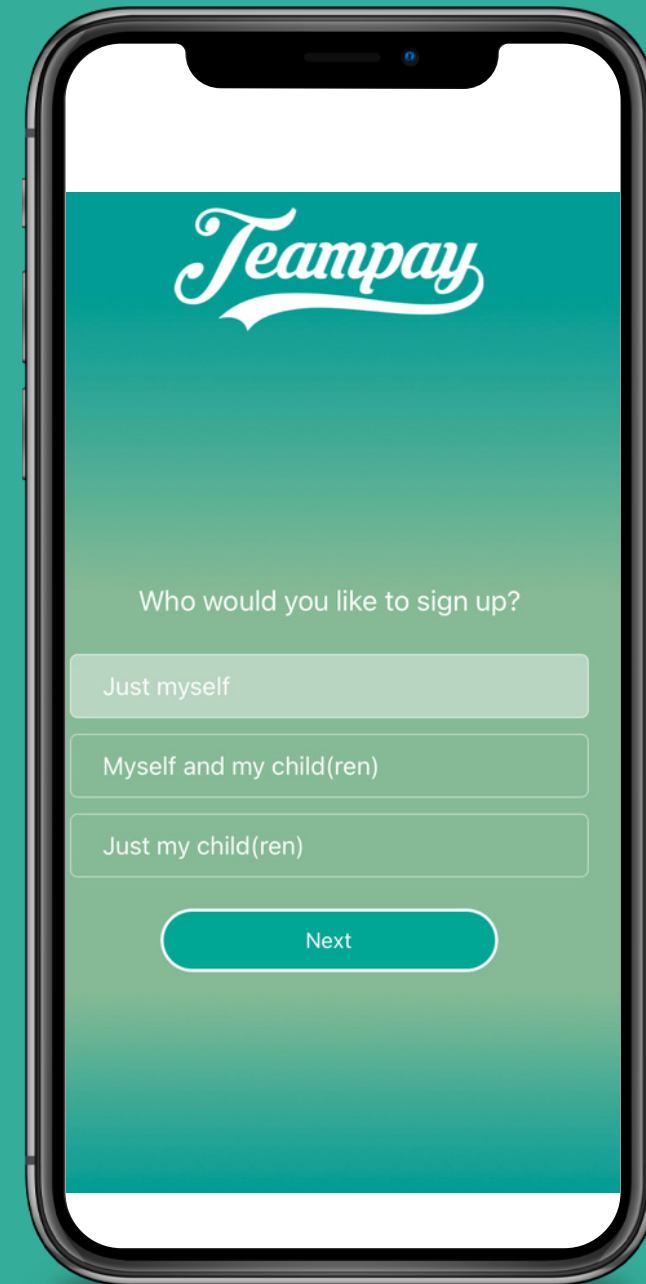
Next

Choose who you would like to sign up and tap 'next'

3

Teampay

Create your account

First Name

Last Name

Date of Birth (optional)
DD   MM   YYYY

Next

Cancel
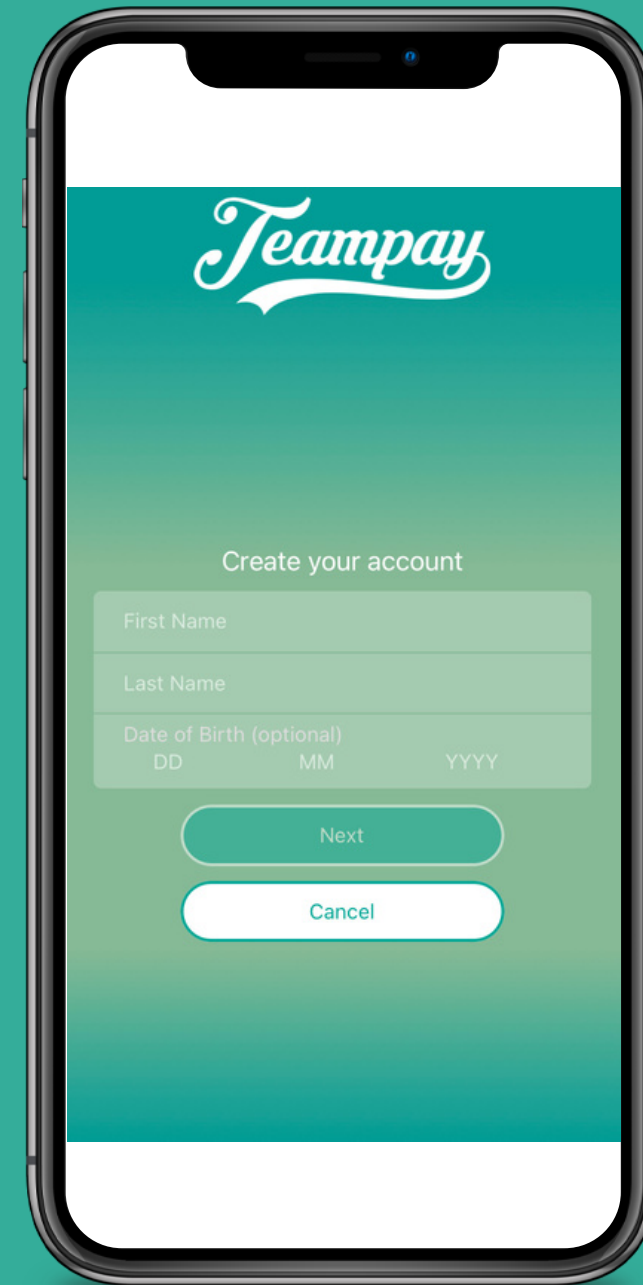
Enter your details and tap 'next'

4

Teampay

Email Address

Password

Confirm Password

☐ I Agree to the Terms and Conditions

Sign Up

Back
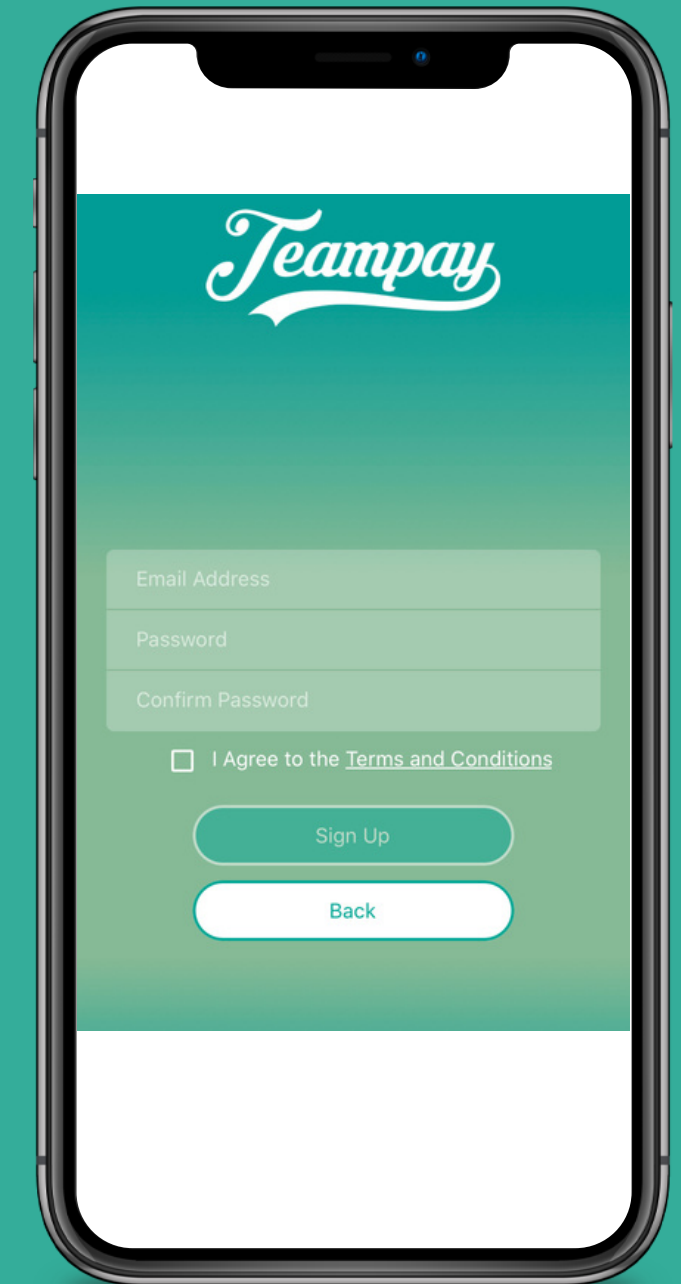
Register your email that you wish to use as your username and select 'Sign Up'

How To Sign Up

5

Account Setup

Select a profile picture

edit

Skip >>

Profile Picture   Contact Details   Payment Method   Team Code
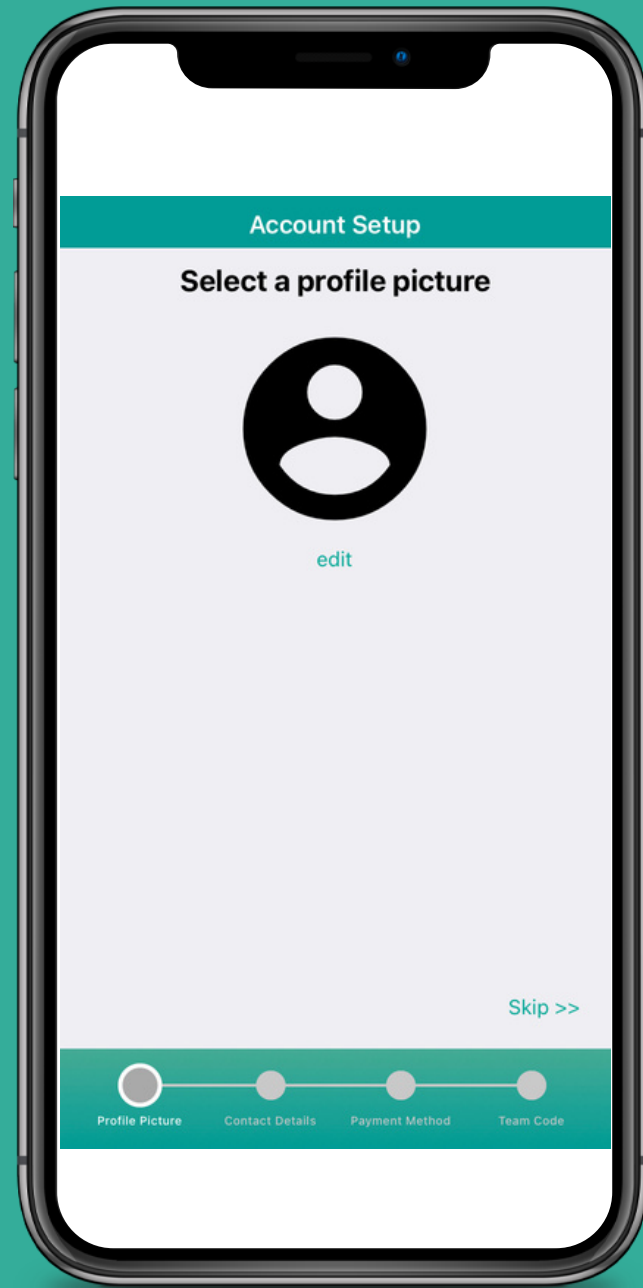
You can add a profile
picture if you like

6

Account Setup

Add your contact details

Mobile Number

Save

Skip >>

Profile Picture   Contact Details   Payment Method   Team Code
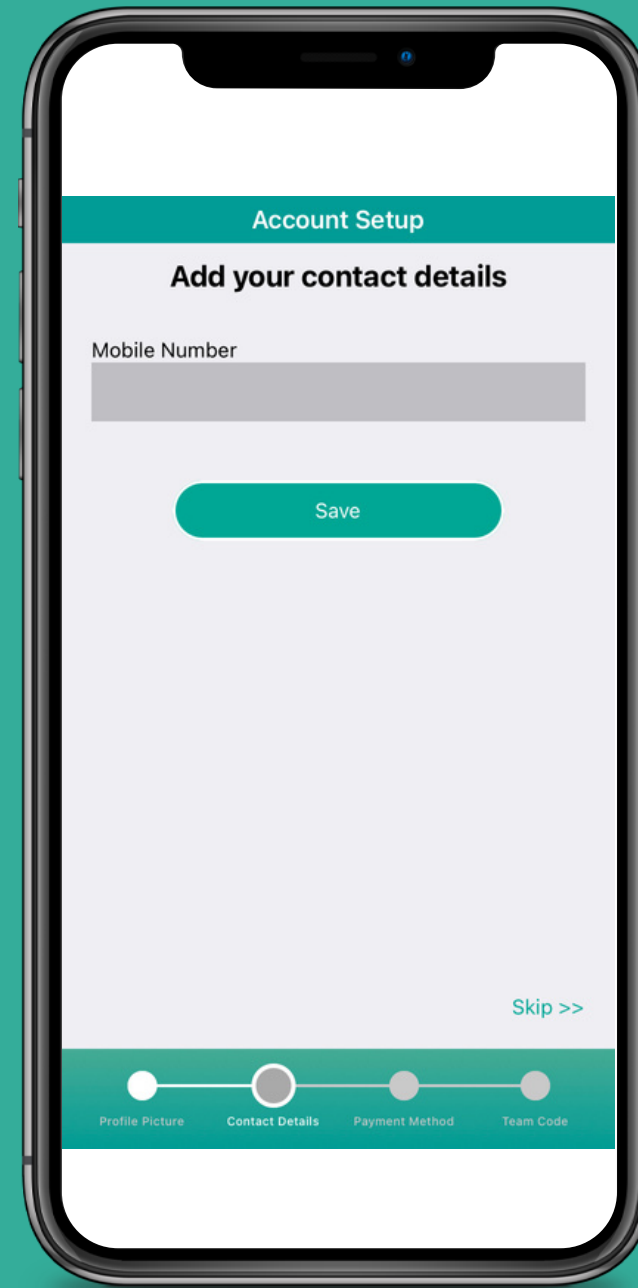
Enter your phone
number

7

Add Card

Name on Card

Name on card

Card Number

Card Number

Expiry
MM   YYYY   CVC

MM   YYYY   CVC

add card

Cancel
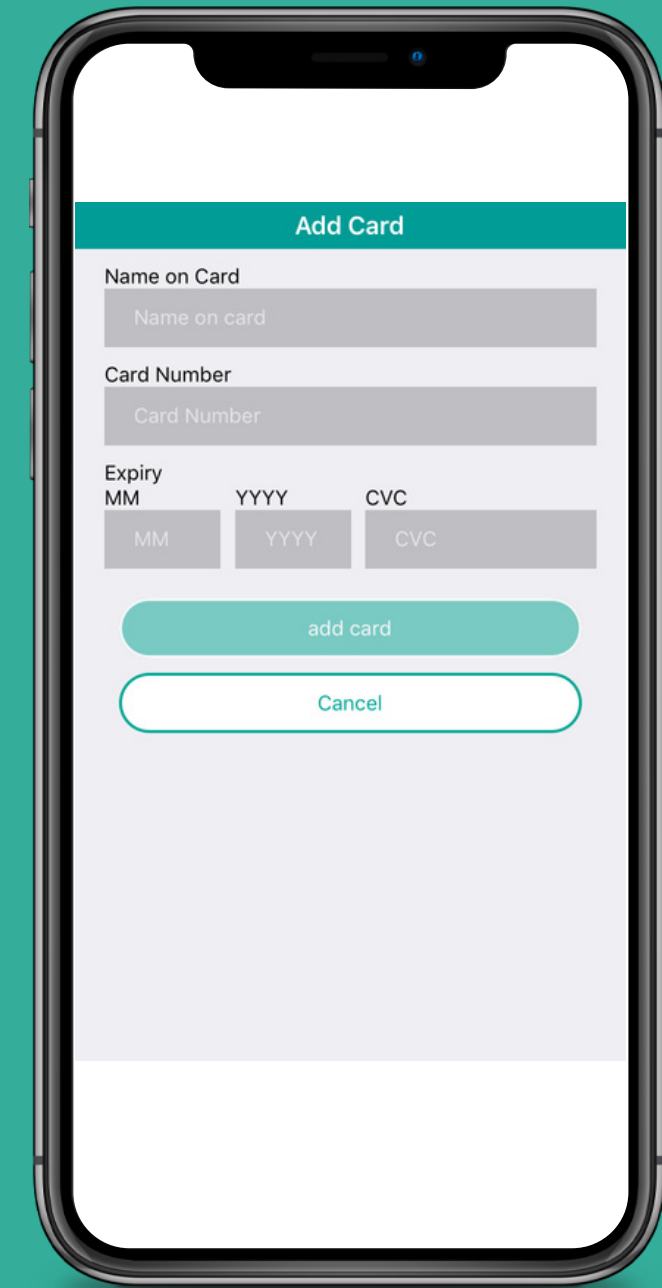
Register your debit or
credit card and tap 'add card'

How To Sign Up

8

Account Setup

Add a team code

Join as
John Doe   Select Child ⌄

Enter your TeamCode

Teamcode

JOIN

Skip >>

Profile Picture — Contact Details — Payment Method — Team Code
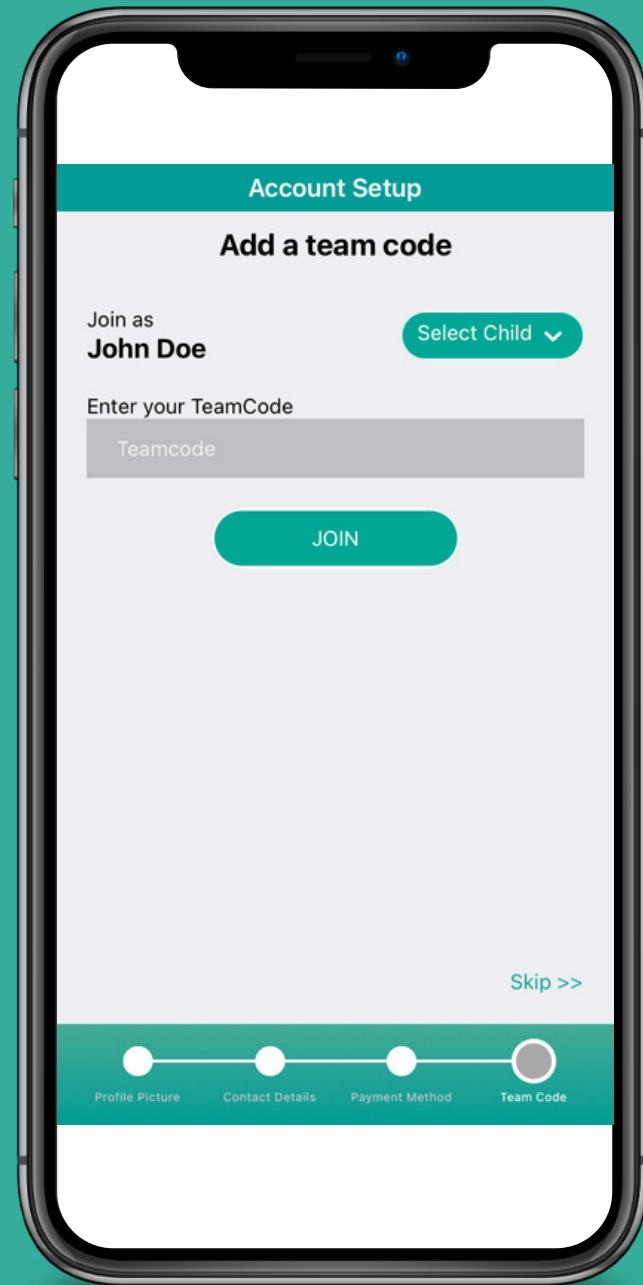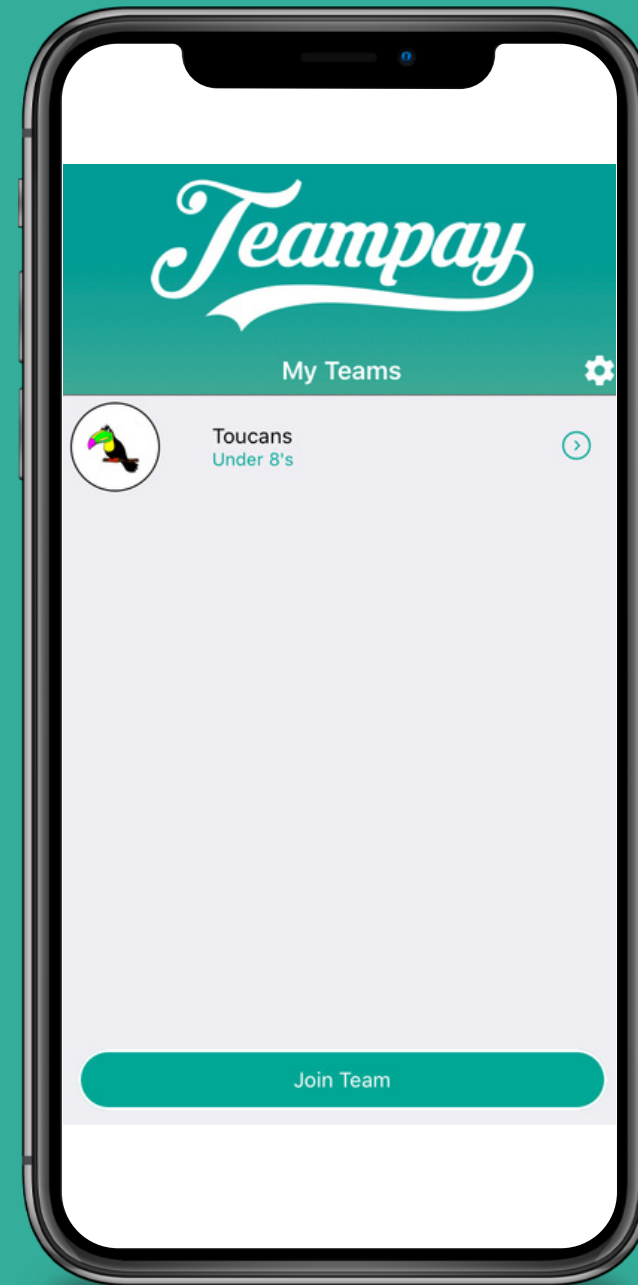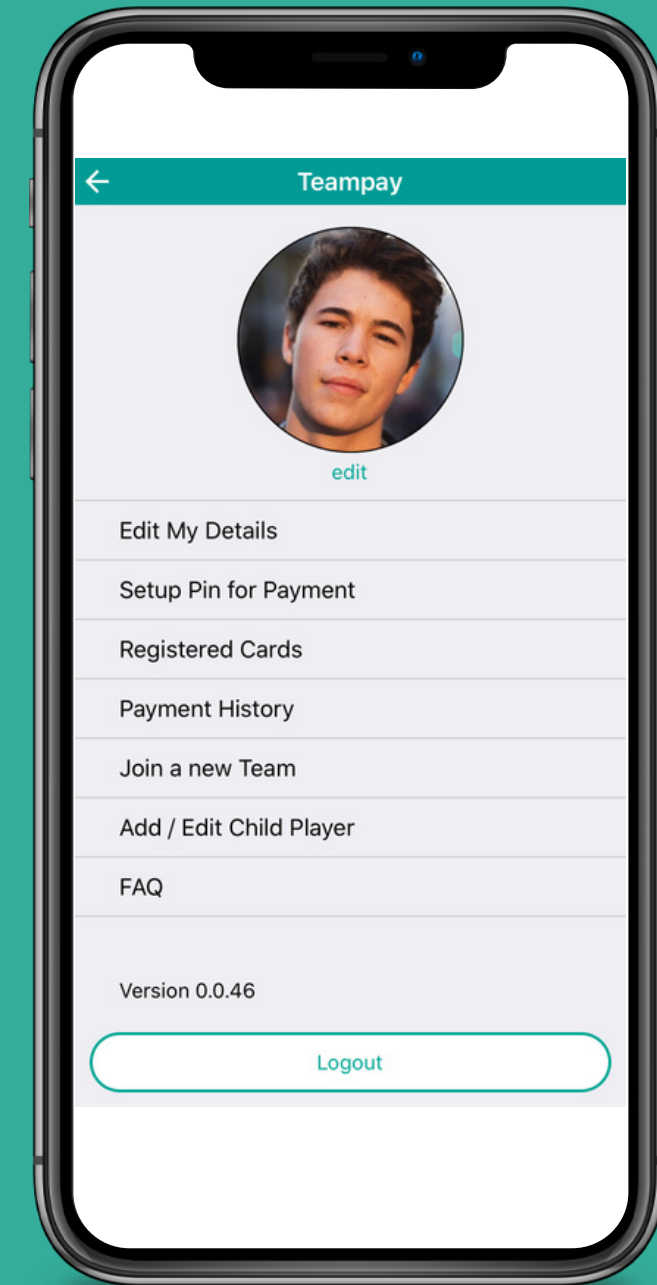
The last step is to join your team using your unique team code. Enter you team code and tap 'Join'

9

Teampay

My Teams   ⚙

Toucans
Under 8's   ›

Join Team

It will then display your team on the homepage

10

← Teampay

edit

Edit My Details

Setup Pin for Payment

Registered Cards

Payment History

Join a new Team

Add / Edit Child Player

FAQ

Version 0.0.46

Logout

You can log out at anytime by clicking the setting toggle in the right corner

Making Payment
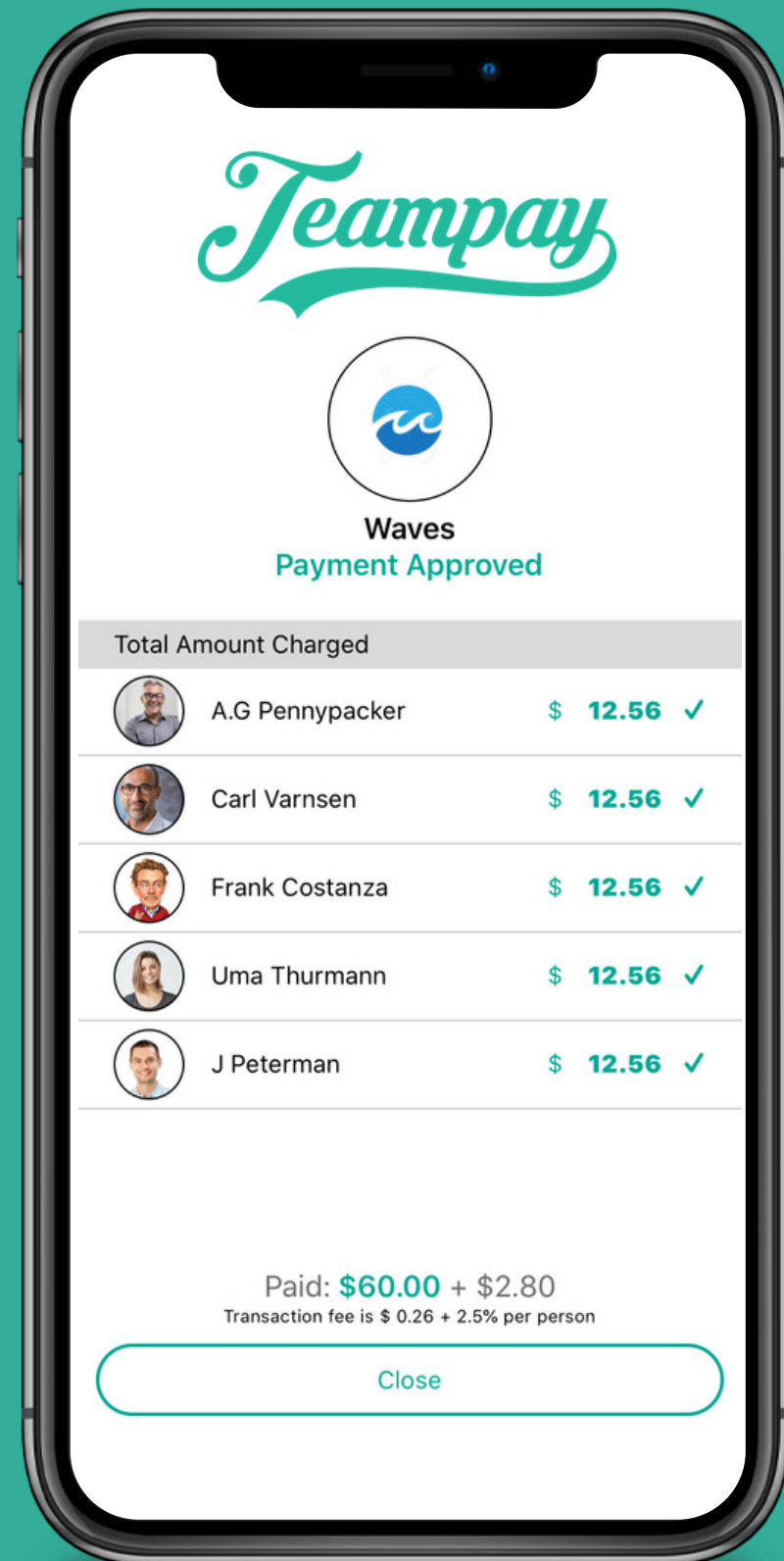
When can I make payment?

You can make payment for the team at anytime. Once you know who is playing, you can log in and process the payment. Often team managers will pay a day in advance or the morning of competition, it's really up to you.

How do I know payment went through?

Once you hit confirm and payment processes, make sure to keep your app open until the payment approval screen appears. Check that you have green ticks next to everybody's name. If there is a payment that failed, it will clearly show a red X next to that payment and the decline code from the bank.

How long does the process take?

It should only take 2-3 minutes to do the whole process from logging in to confirmation of payment.
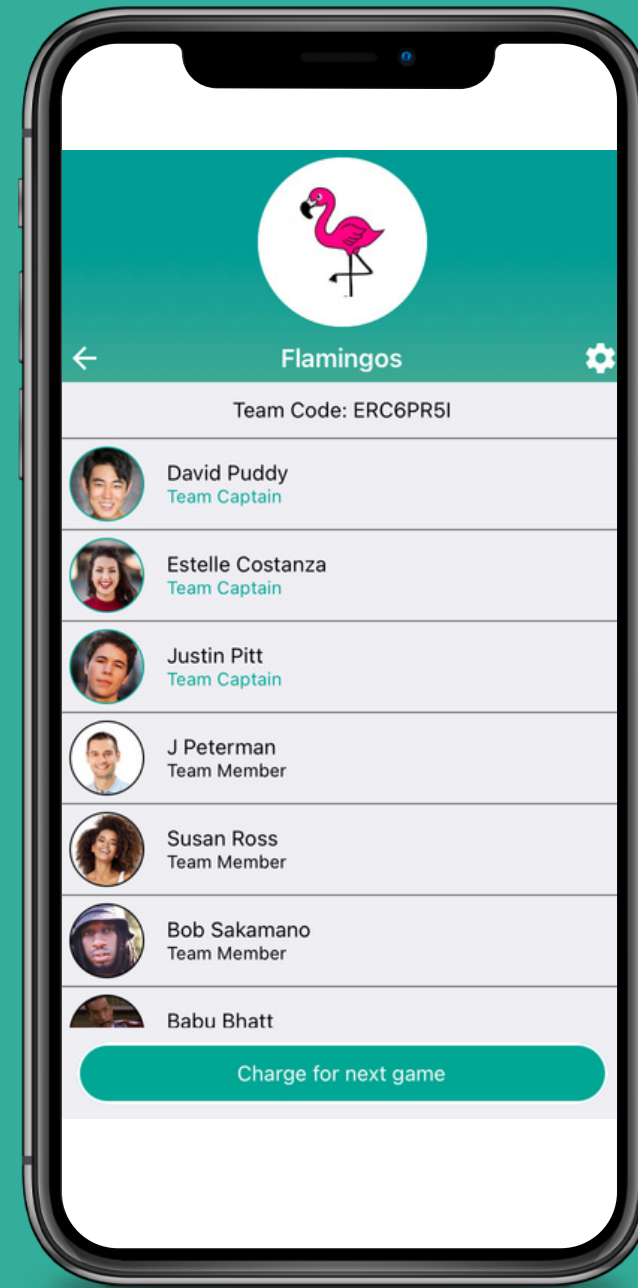
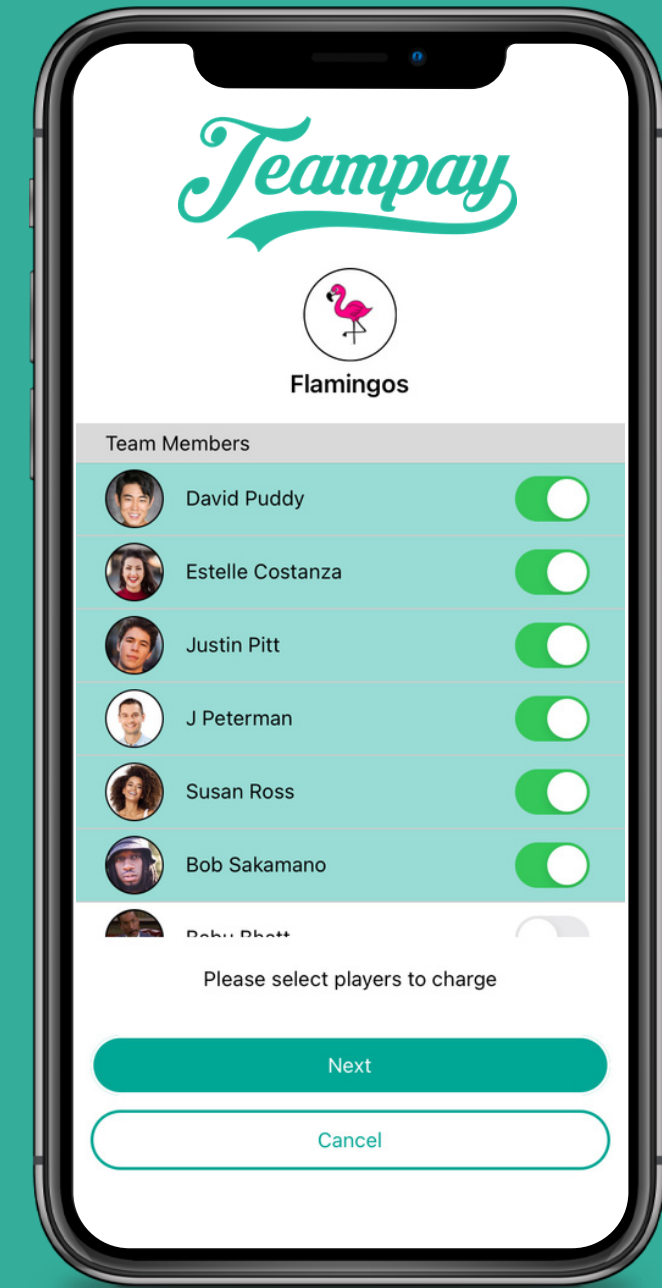# How To Make Payment - Team Captain/Manager

1
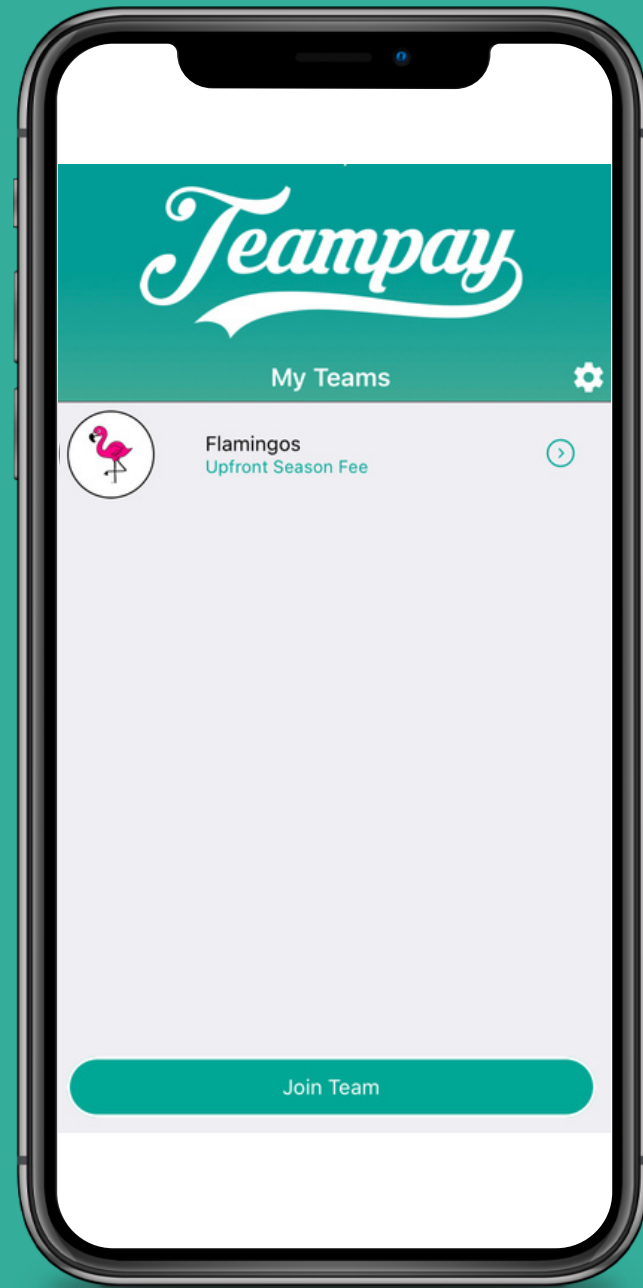
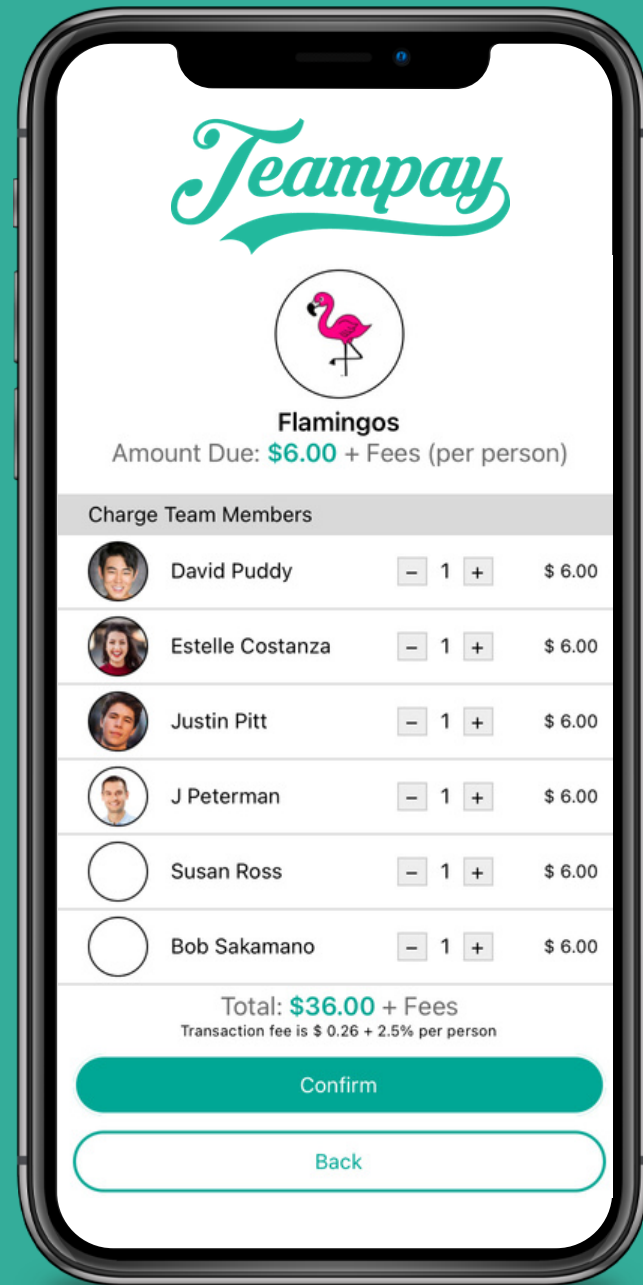Click on the team you wish to make payment for

2

Select 'Charge for next game'

3

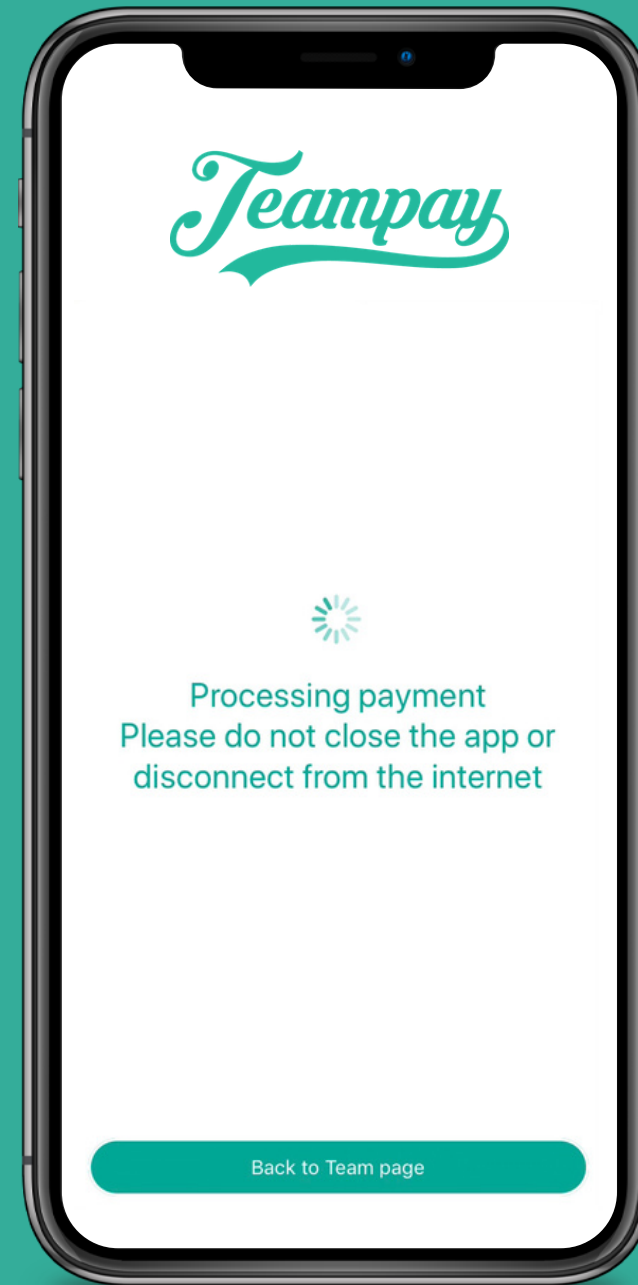Select the team members you would like to charge for the game and click 'Next'

How To Make Payment - Team Captain/Manager

4

Teampay

Flamingos
Amount Due: **$6.00** + Fees (per person)

Charge Team Members		
David Puddy	− 1 +	$ 6.00
Estelle Costanza	− 1 +	$ 6.00
Justin Pitt	− 1 +	$ 6.00
J Peterman	− 1 +	$ 6.00
Susan Ross	− 1 +	$ 6.00
Bob Sakamano	− 1 +	$ 6.00

Total: **$36.00** + Fees
Transaction fee is $ 0.26 + 2.5% per person

Confirm

Back

5

Teampay

Processing payment
Please do not close the app or
disconnect from the internet

Back to Team page

6

Teampay

Flamingos
Paid for: **6** players

Total Amount Charged		
Bob Sakamano	$	**6.41** ✓
David Puddy	$	**6.41** ✓
Estelle Costanza	$	**6.41** ✓
J Peterman	$	**6.41** ✓
Justin Pitt	$	**6.41** ✓
Susan Ross	$	**6.41** ✓

Paid: **$36.00** + $2.46
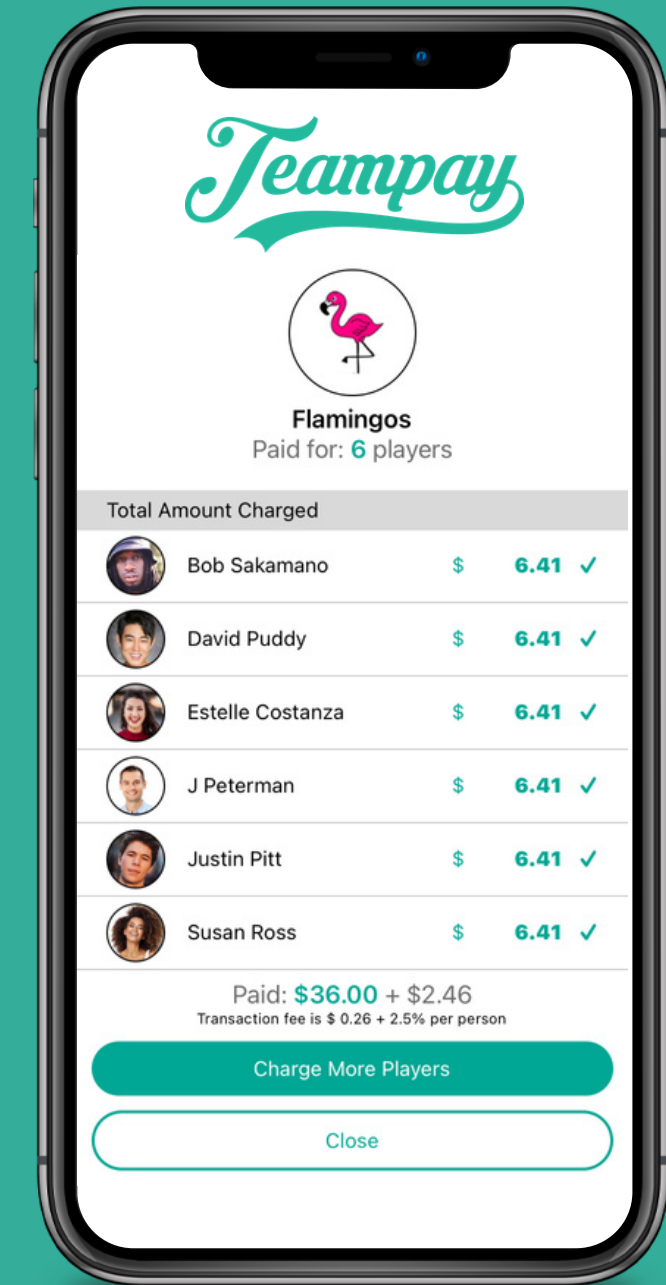Transaction fee is $ 0.26 + 2.5% per person

Charge More Players

Close

The fees will be applied to each player selected. Click 'Confirm' to process payment

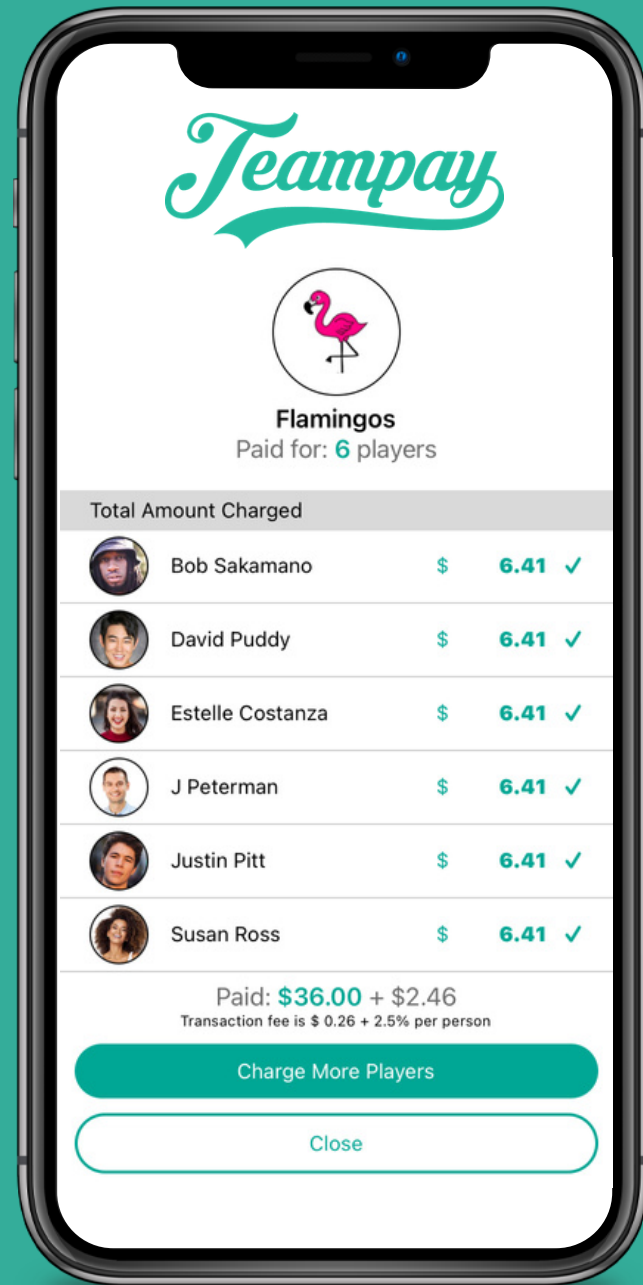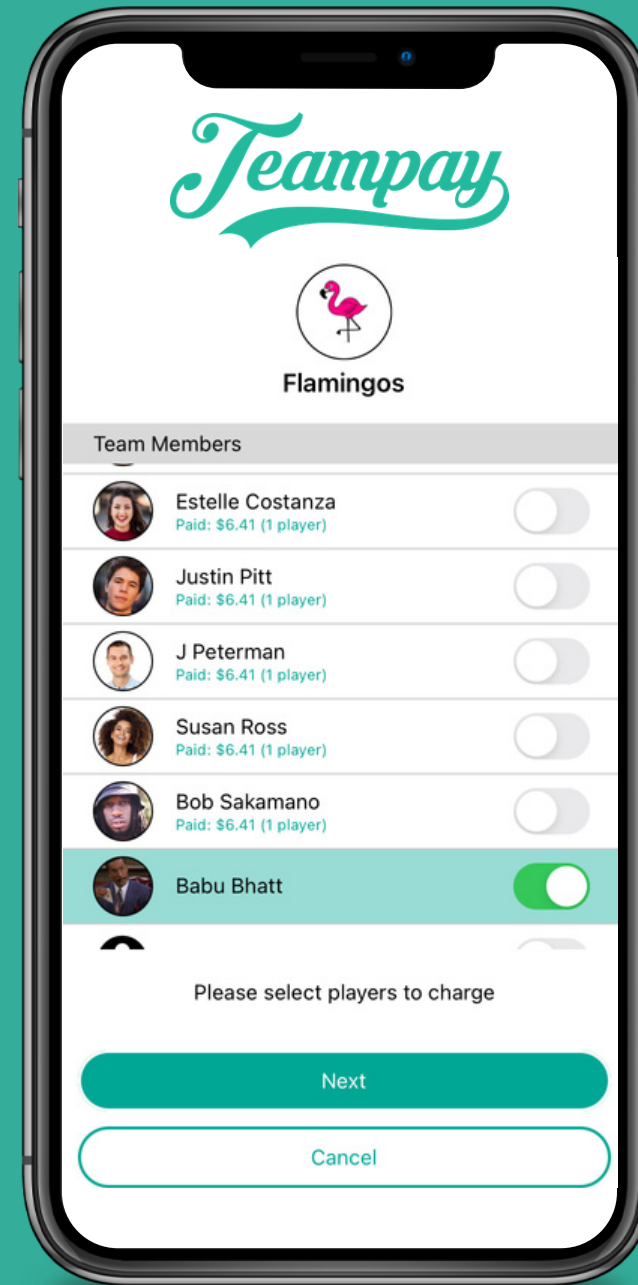Payment will then process. This can take up to a minute so don't close out of your app

A payment approval screen will then appear displaying each payment that has gone through
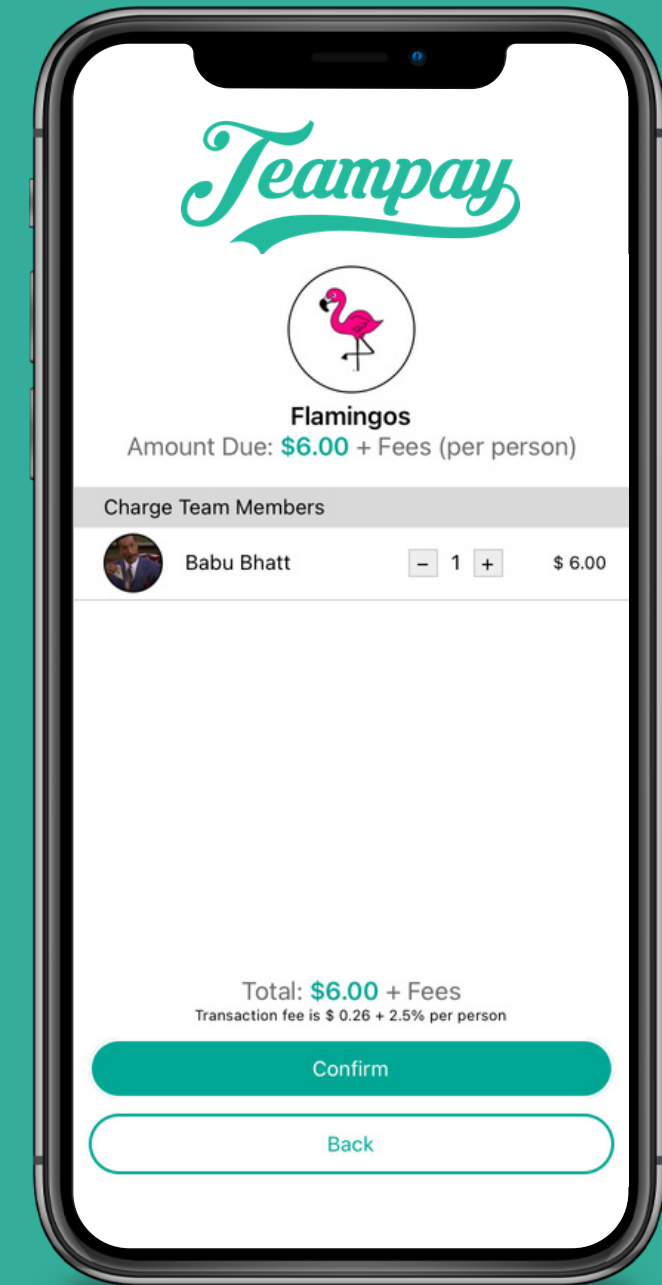
How To Make Payment If More Teammates Arrive

1

Teampay

Flamingos
Paid for: **6** players

Total Amount Charged		
Bob Sakamano	$	**6.41** ✓
David Puddy	$	**6.41** ✓
Estelle Costanza	$	**6.41** ✓
J Peterman	$	**6.41** ✓
Justin Pitt	$	**6.41** ✓
Susan Ross	$	**6.41** ✓

Paid: **$36.00** + $2.46
Transaction fee is $ 0.26 + 2.5% per person

Charge More Players

Close

2

Teampay

Flamingos

Team Members

Estelle Costanza	
Paid: $6.41 (1 player)	○
Justin Pitt	
Paid: $6.41 (1 player)	○
J Peterman	
Paid: $6.41 (1 player)	○
Susan Ross	
Paid: $6.41 (1 player)	○
Bob Sakamano	
Paid: $6.41 (1 player)	○
Babu Bhatt	●

Please select players to charge

Next

Cancel

3

Teampay

Flamingos
Amount Due: **$6.00** + Fees (per person)

Charge Team Members

| Babu Bhatt | – 1 + | $ 6.00 |

Total: **$6.00** + Fees
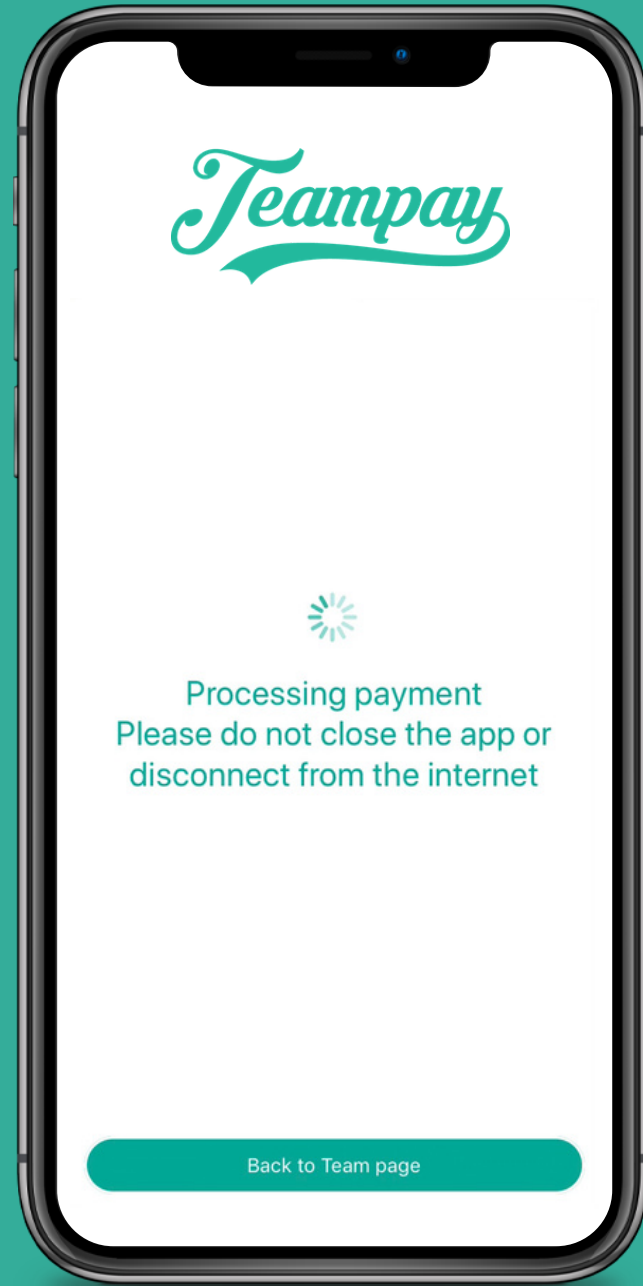Transaction fee is $ 0.26 + 2.5% per person

Confirm

Back

If other team members arrive late, you can still charge them by selecting 'Charge More Players'

Select the teammates you wish to charge and tap 'Next'

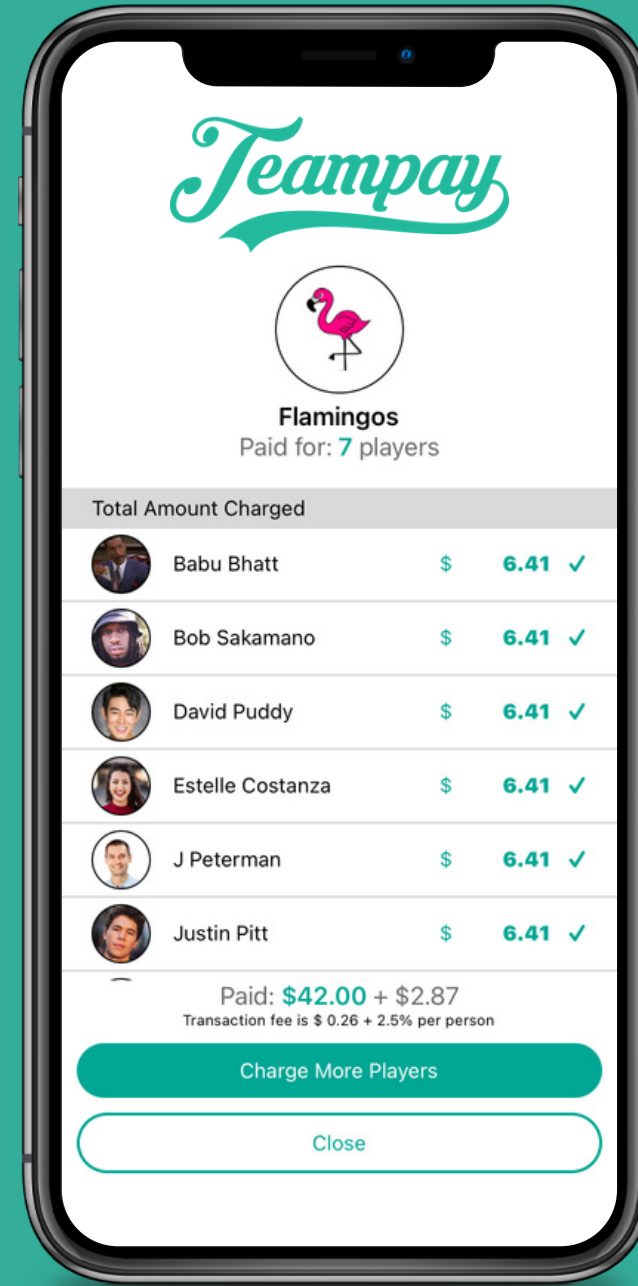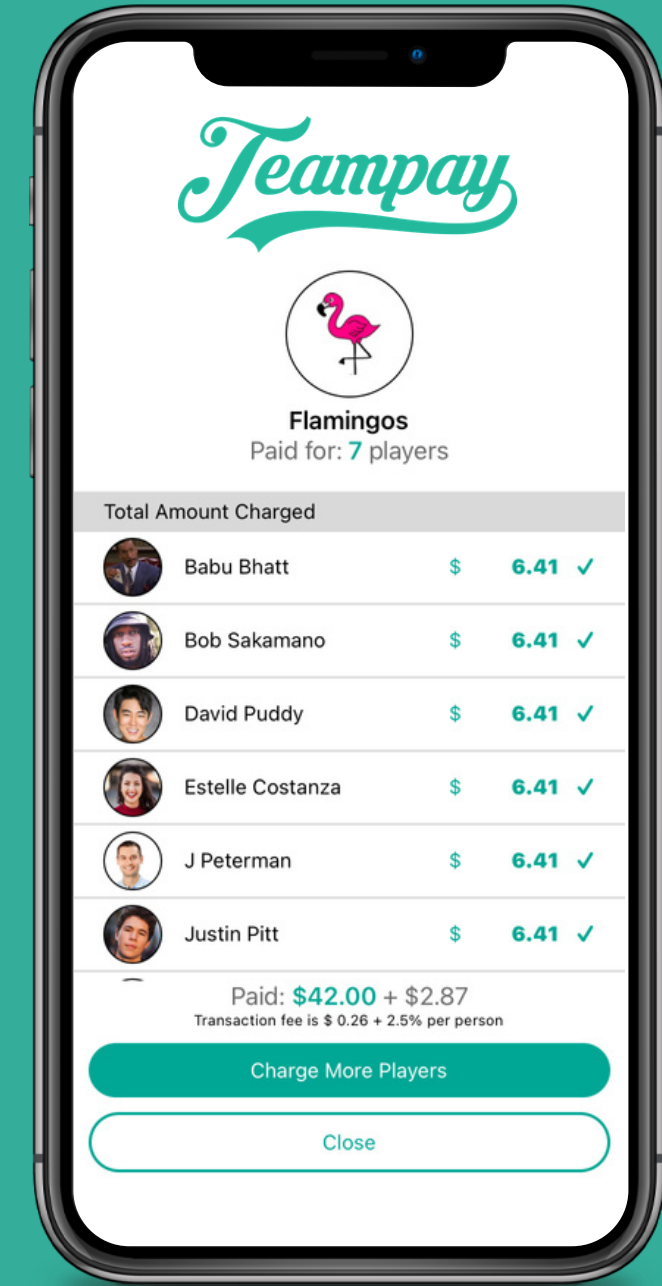The fees will be calculated for each player. Click 'Confirm' to process payment

How To Make Payment If More Teammates Arrive

4

Processing payment
Please do not close the app or
disconnect from the internet

Back to Team page

Payment will then process. This
can take up to a minute so don't
close out of your app

5

Flamingos
Paid for: **7** players

Total Amount Charged

Babu Bhatt	$	**6.41**	✓
Bob Sakamano	$	**6.41**	✓
David Puddy	$	**6.41**	✓
Estelle Costanza	$	**6.41**	✓
J Peterman	$	**6.41**	✓
Justin Pitt	$	**6.41**	✓

Paid: **$42.00** + $2.87
Transaction fee is $ 0.26 + 2.5% per person

Charge More Players

Close

A payment approval screen
will then appear displaying
each payment that has gone
through

6

Flamingos
Paid for: **7** players

Total Amount Charged

Babu Bhatt	$	**6.41**	✓
Bob Sakamano	$	**6.41**	✓
David Puddy	$	**6.41**	✓
Estelle Costanza	$	**6.41**	✓
J Peterman	$	**6.41**	✓
Justin Pitt	$	**6.41**	✓

Paid: **$42.00** + $2.87
Transaction fee is $ 0.26 + 2.5% per person

Charge More Players

Close

When your finished tap
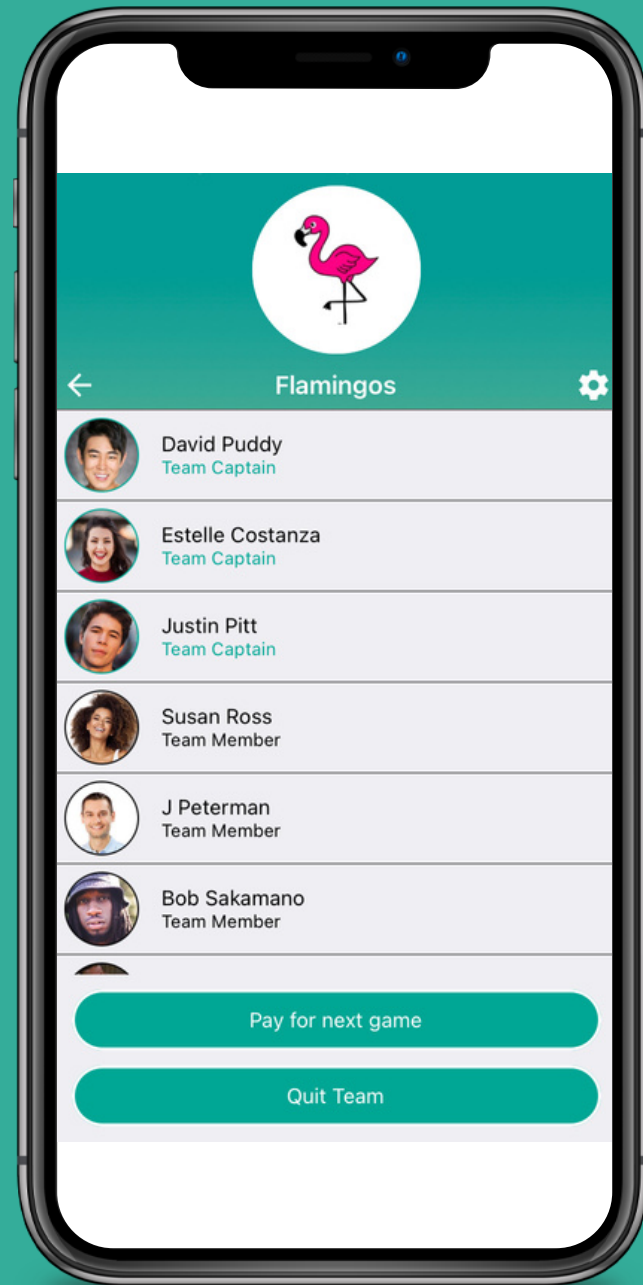'Close' and your all done
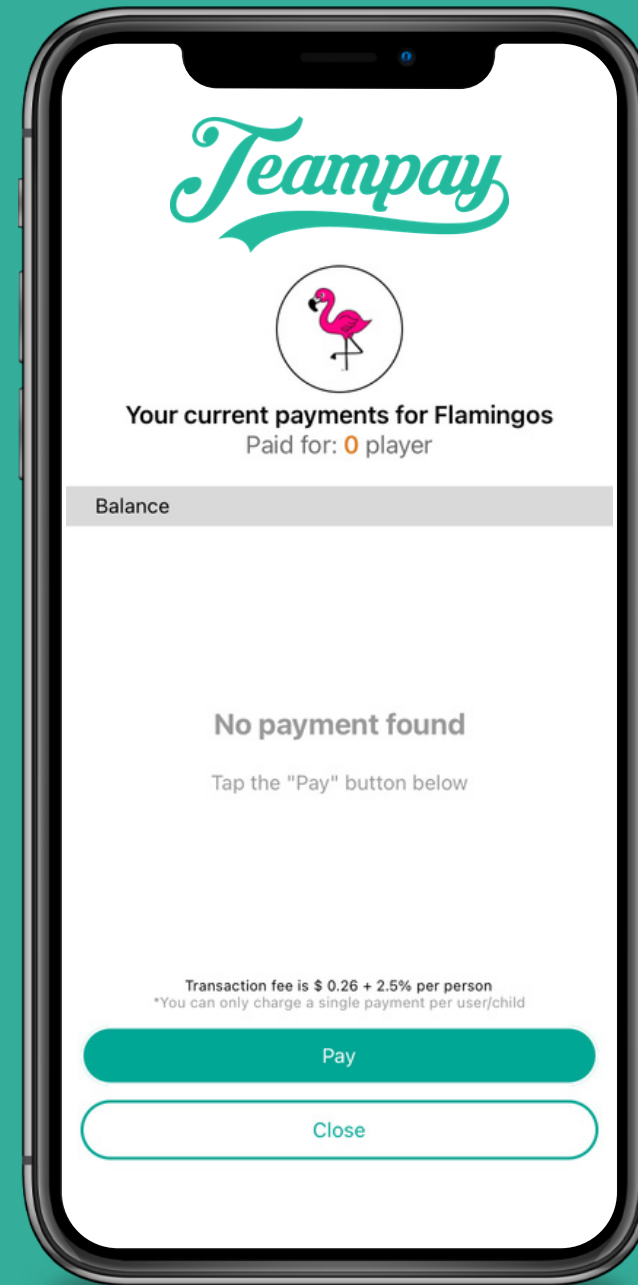
Making Individual Payment
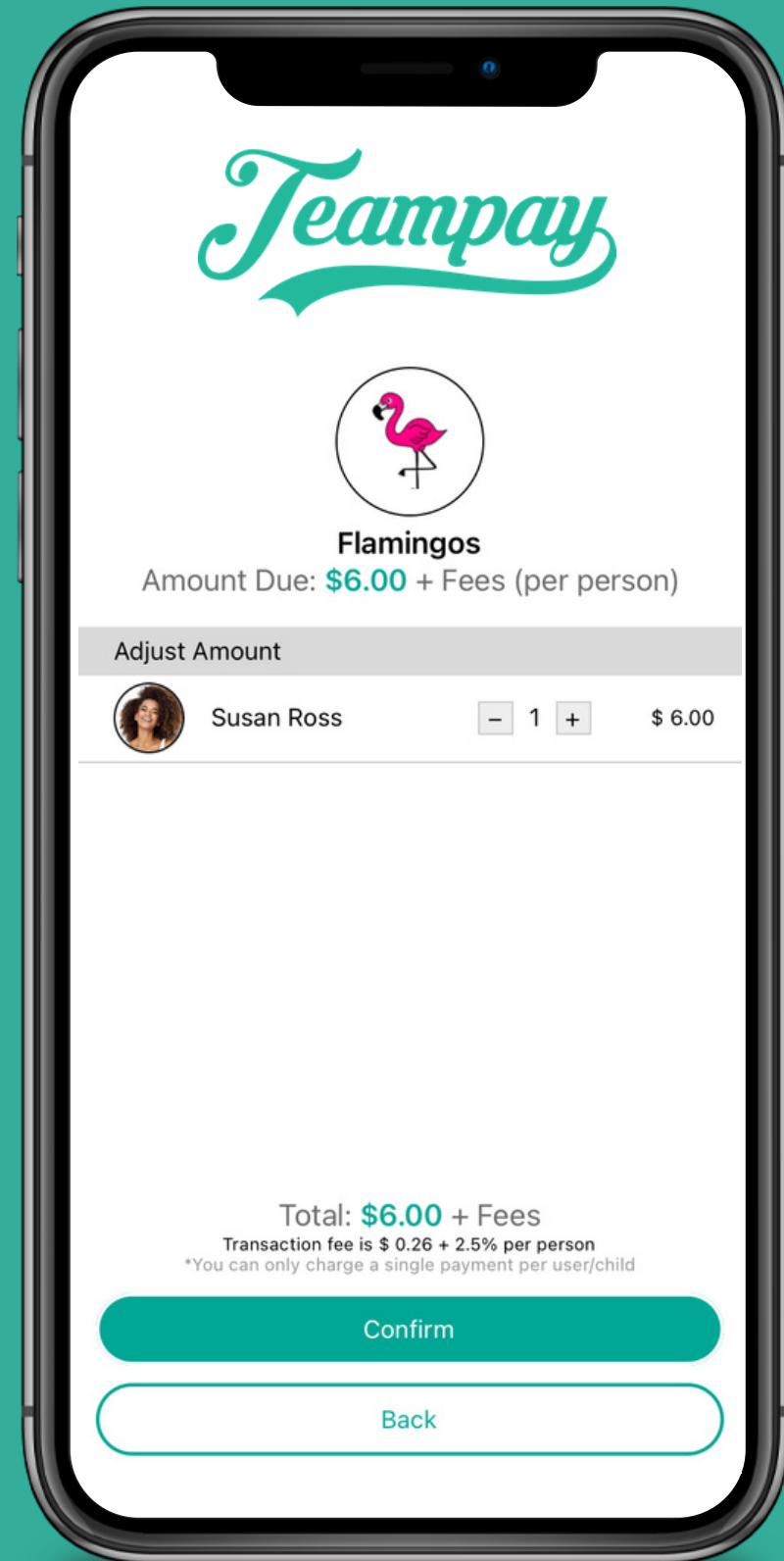
An individual can go in and make their own payment before the game
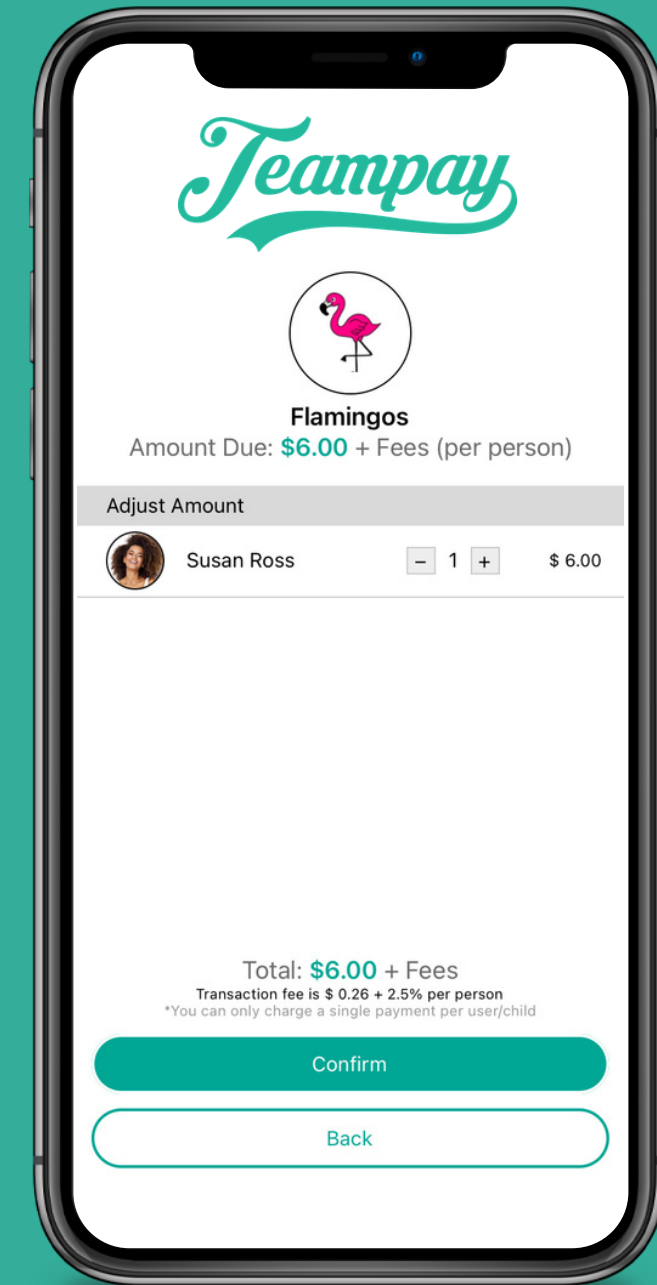
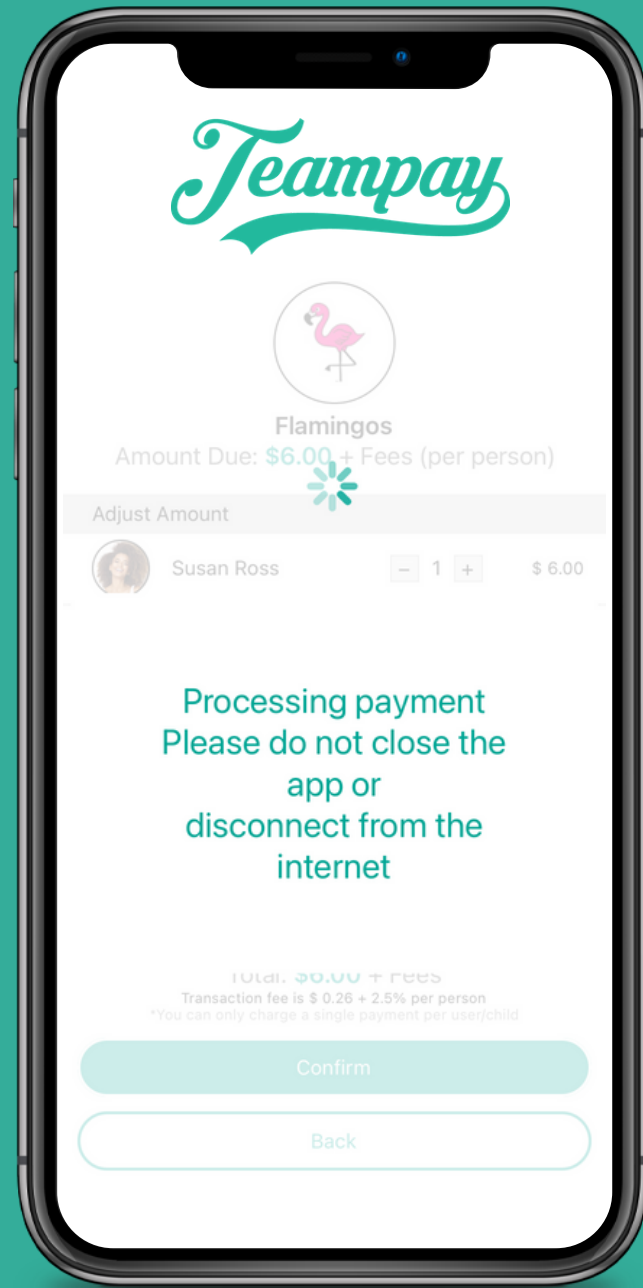# How To Make Individual Payment

1

2

3

The individual clicks on the team they wish to make payment for and hit 'Pay for next game'

Select 'Pay'

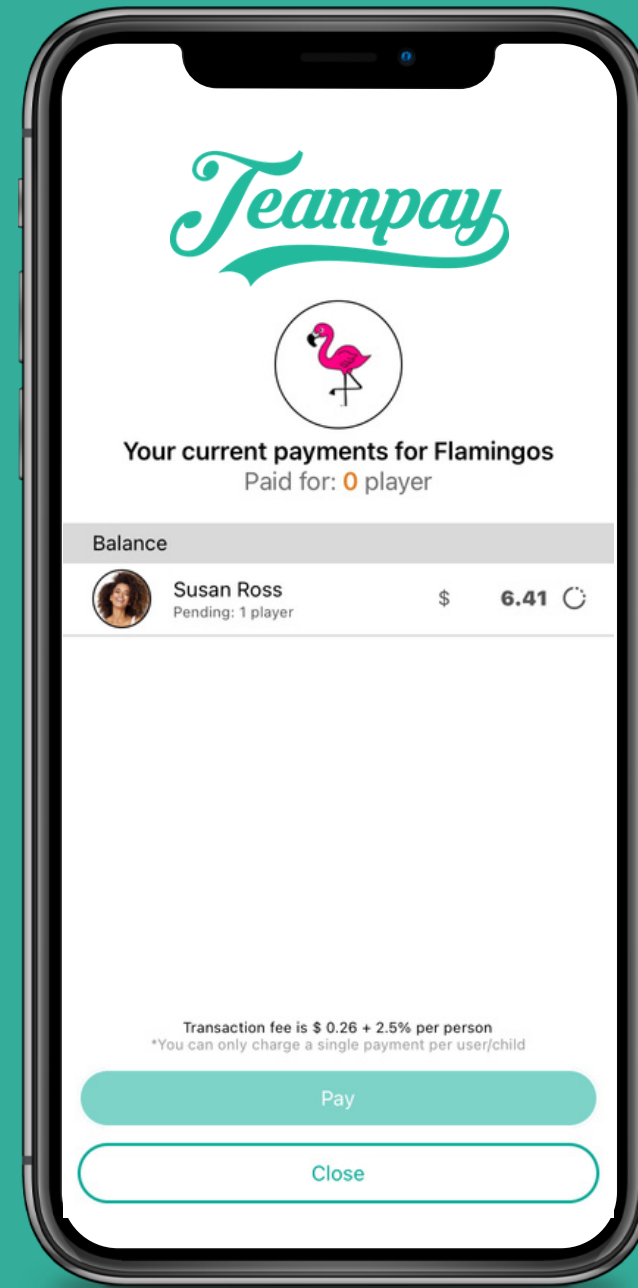It will only give them the option to charge themselve. Tap on the + button to allocate your payment and tap 'Confirm'
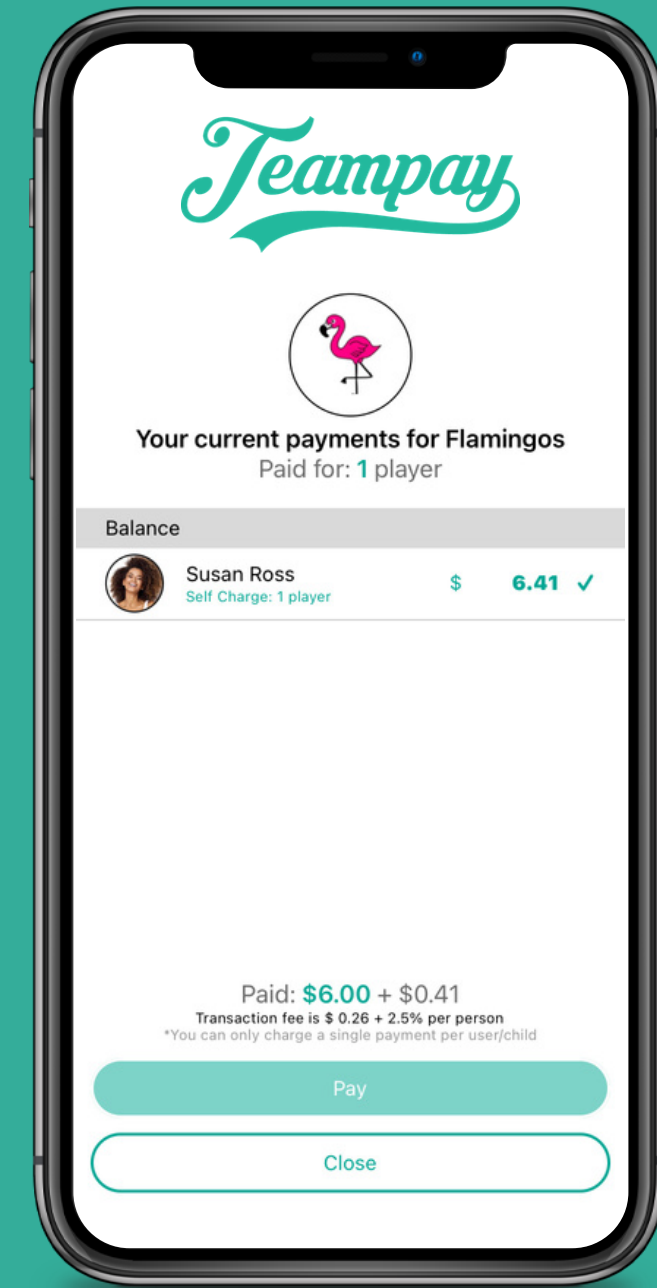
How To Make Individual Payment

4

Teampay

Flamingos
Amount Due: $6.00 + Fees (per person)

Adjust Amount

Susan Ross   − 1 + $ 6.00

Processing payment
Please do not close the
app or
disconnect from the
internet

Total: $6.00 + Fees
Transaction fee is $ 0.26 + 2.5% per person
*You can only charge a single payment per user/child

Confirm

Back

Payment will then process

5

Teampay

Your current payments for Flamingos
Paid for: 0 player

Balance

Susan Ross $ 6.41
Pending: 1 player

Transaction fee is $ 0.26 + 2.5% per person
*You can only charge a single payment per user/child

Pay

Close

This can take up to a
minute so don't close out
of your app

6

Teampay

Your current payments for Flamingos
Paid for: 1 player

Balance

Susan Ross $ 6.41 ✓
Self Charge: 1 player

Paid: $6.00 + $0.41
Transaction fee is $ 0.26 + 2.5% per person
*You can only charge a single payment per user/child

Pay

Close

A payment approval screen will
then appear with a green tick
indicating payment has gone
through successfully

Displaying Individual Payments
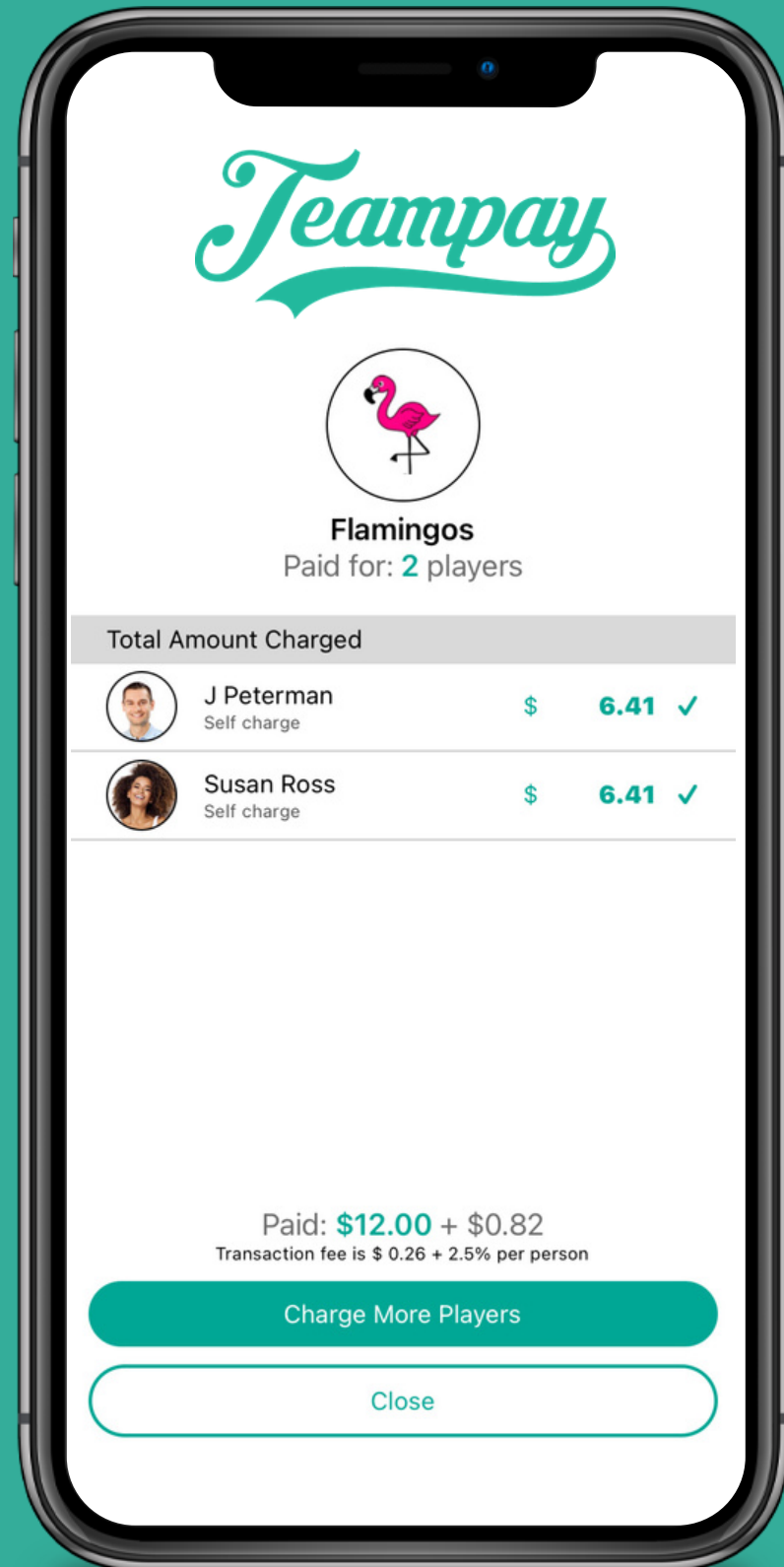
As team manager when you log in to make payment and hit charge for next game, it will clearly display who from the team has already made payment. You can then select 'Charge more Players'
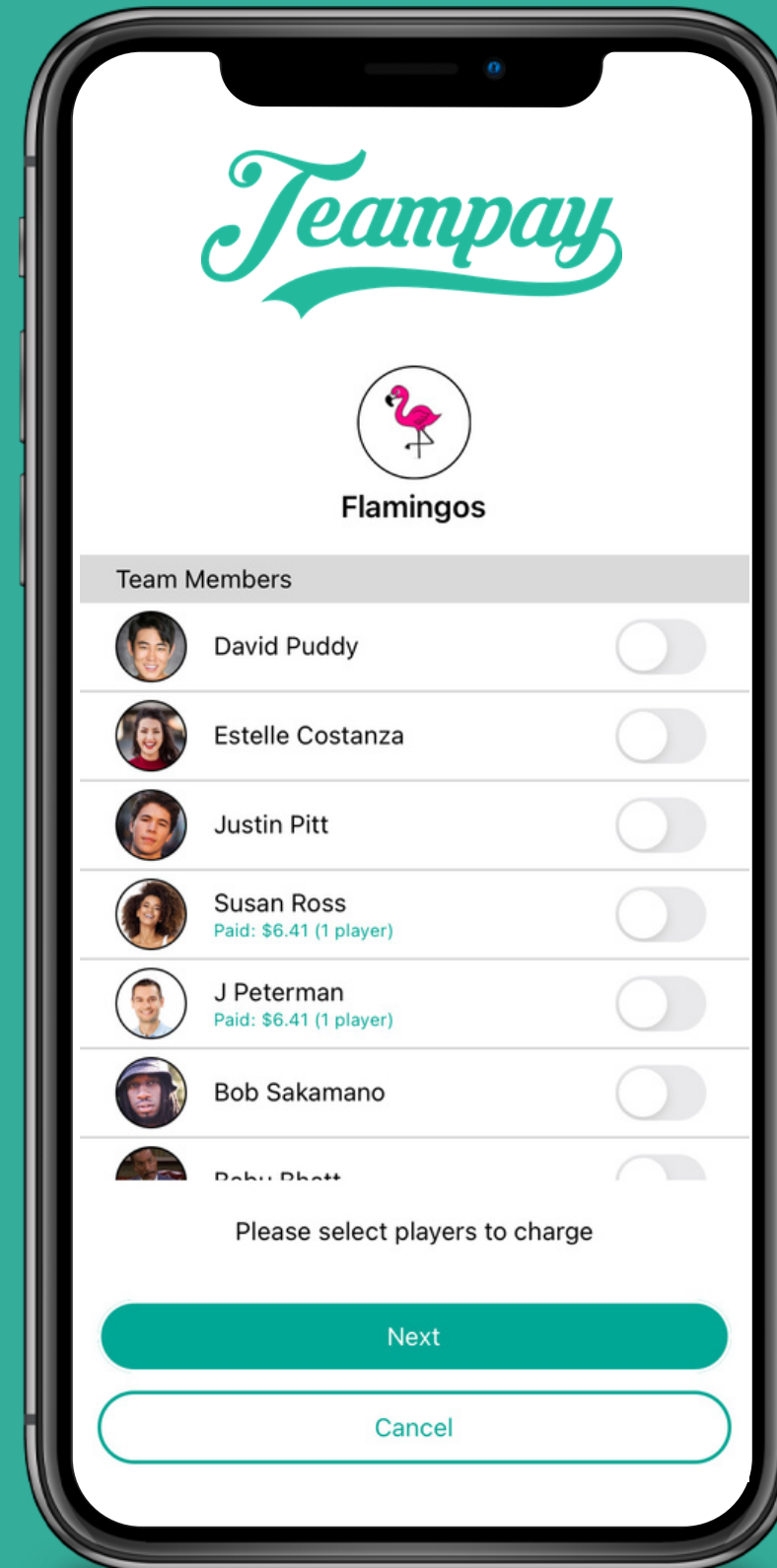
When you select who to charge, it will again display who has already made payment from the team
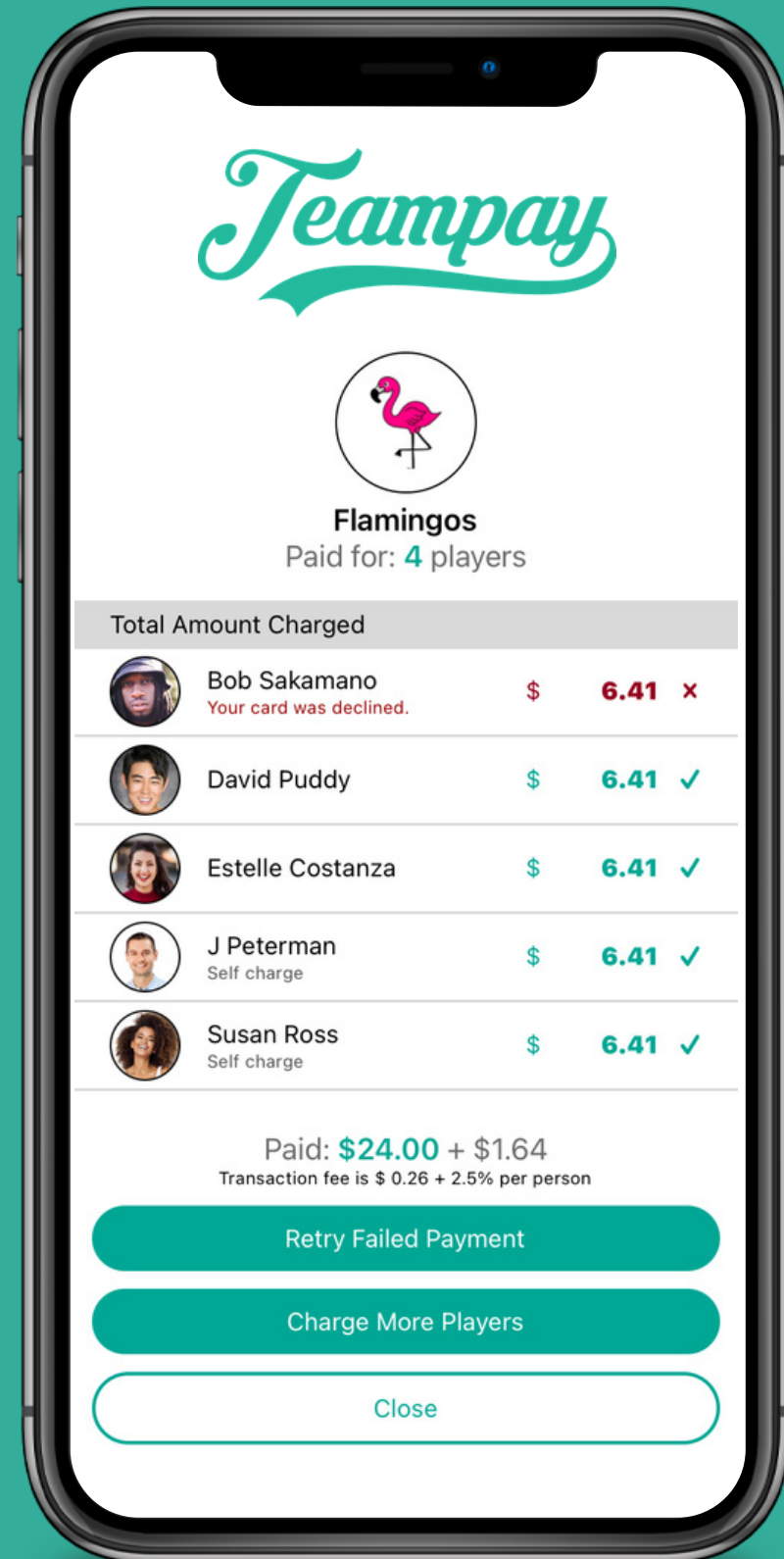
Failed Payment

If a payment comes back as failed for an individual/s, then money has not been debited from that individuals' account.
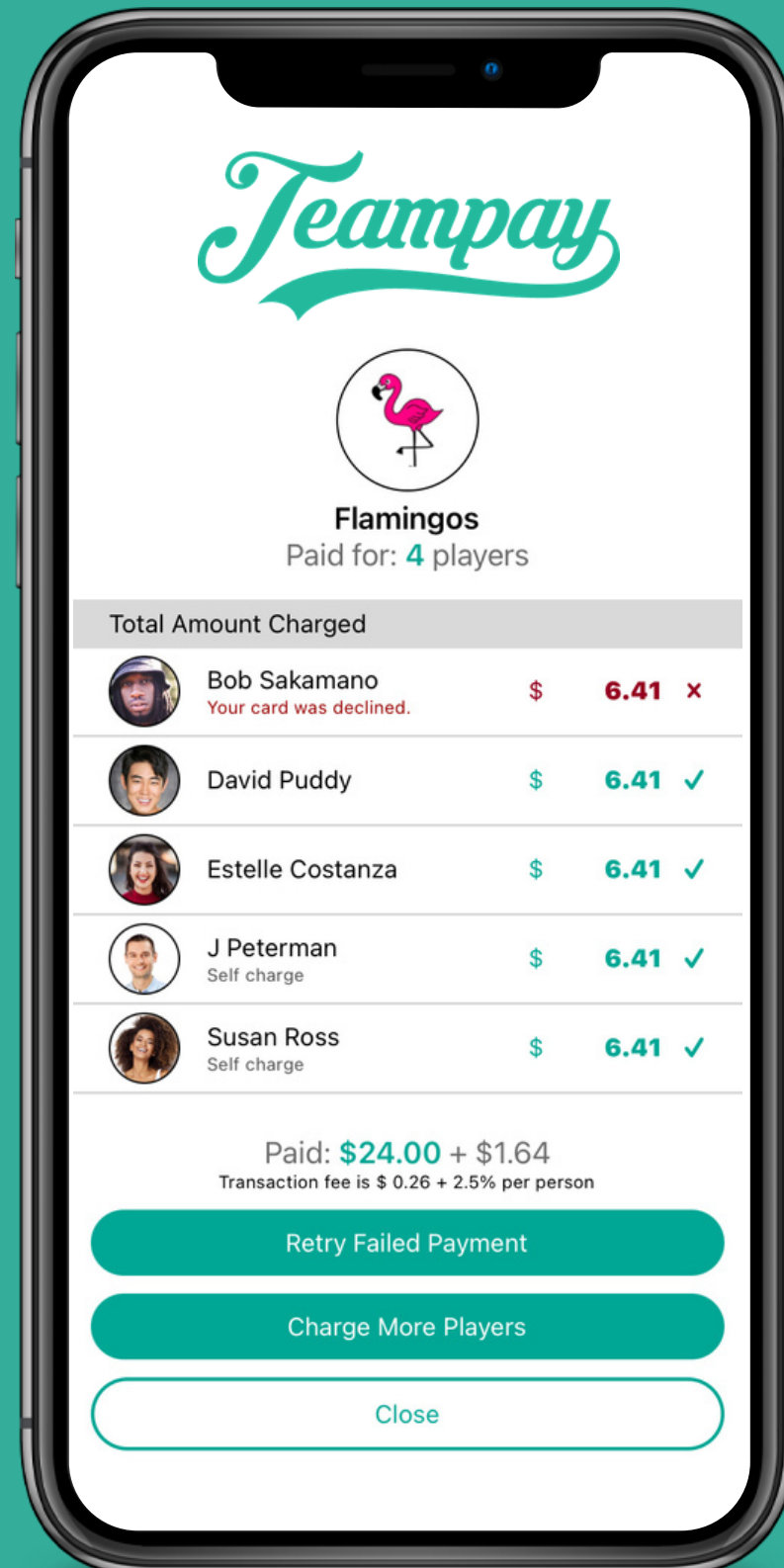
Most Common Reasons For A Failed Payment:

- Expired credit/debit card
- Insufficient funds in the registered account
- Incorrect card details in setup

Failed Payment

What do I need to tell the parent if a payment declines?

Have the parent check their account to ensure there is enough funds available and that their card hasn't expired. It will display the decline reason code from the bank on your app.

What do I need to do as Team manager once this is sorted?

After the parent has checked their account, you can select the Retry Failed Payment button to re-attempt payment for the failed payee(s). This will only attempt to take payment from anyone who's payment initially failed.

What if the payment fails again?

You can reattempt the payment at anytime, so once it's been resolved with the failed payee you can try again.

How To Make Payment - Pin Protection

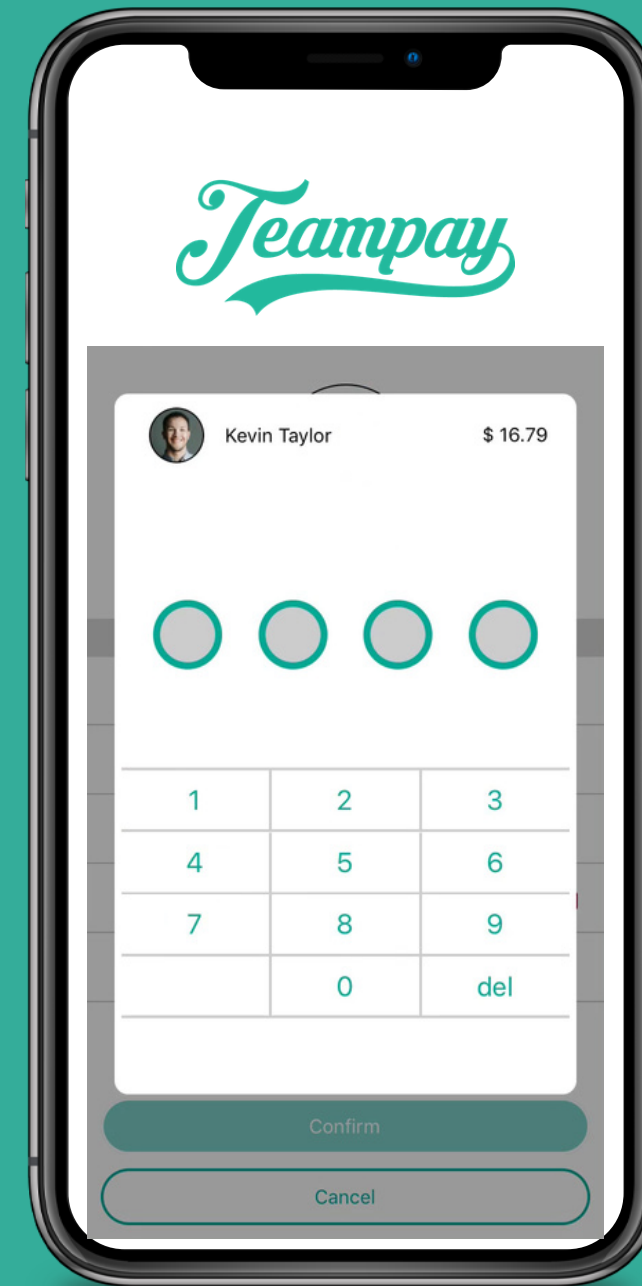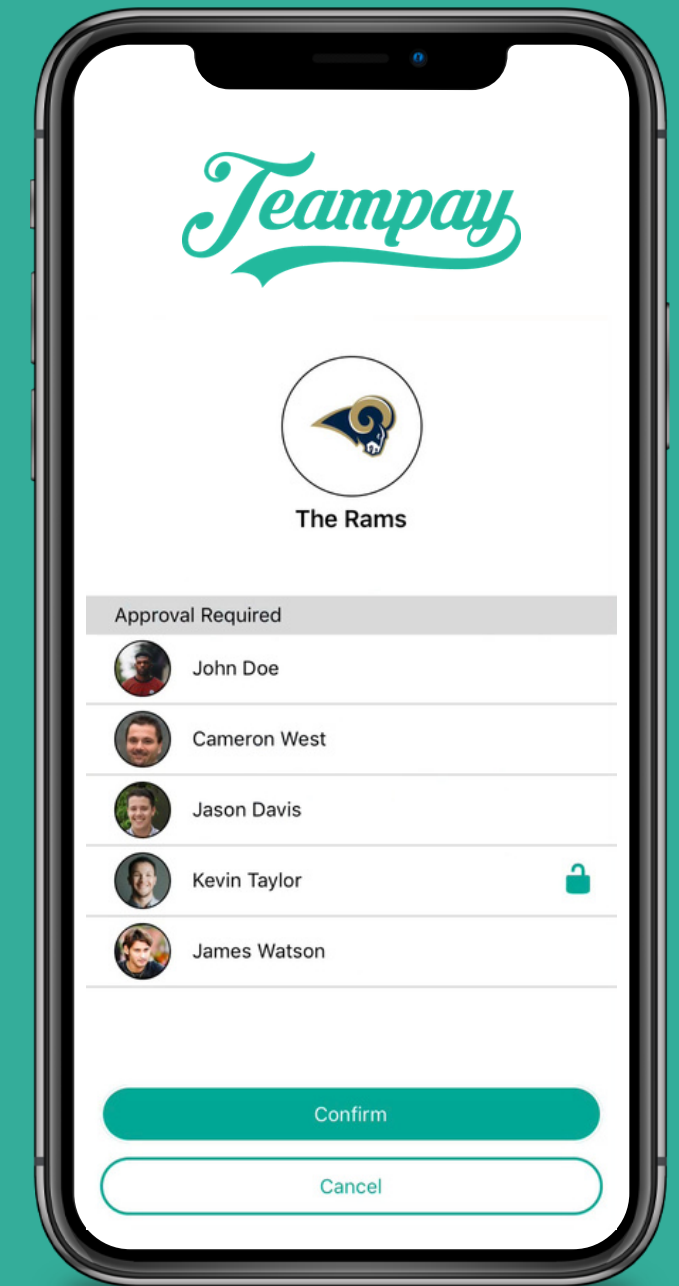If a player has a pin protection a red padlock will appear before any payments are processed

1
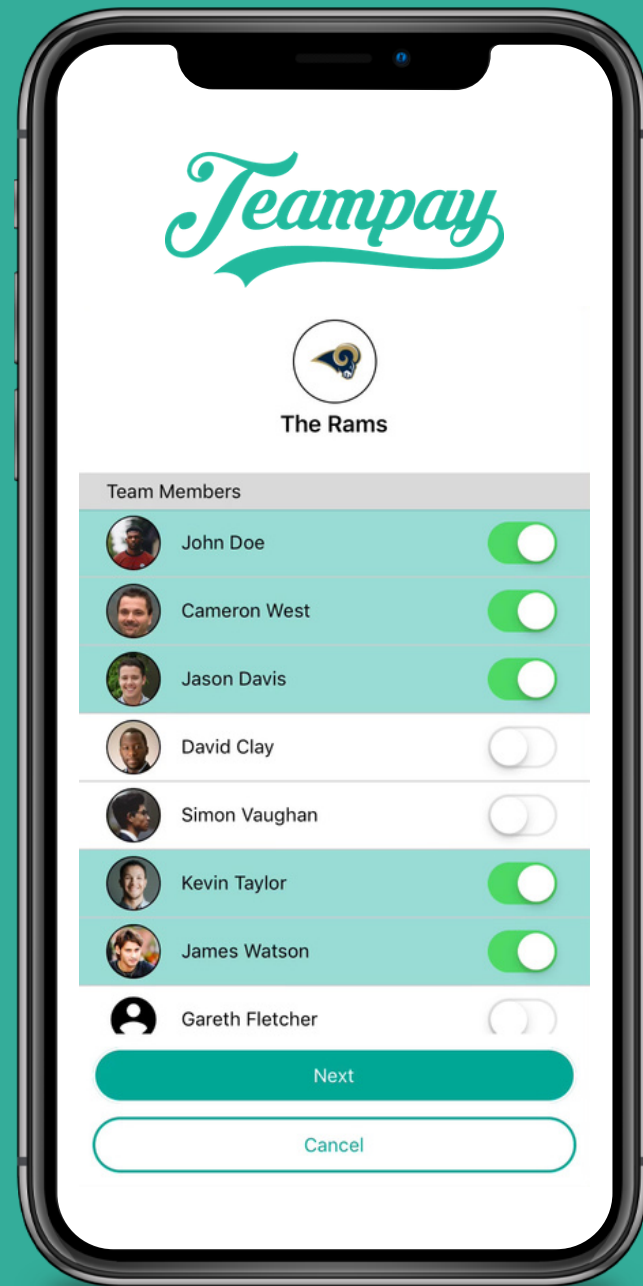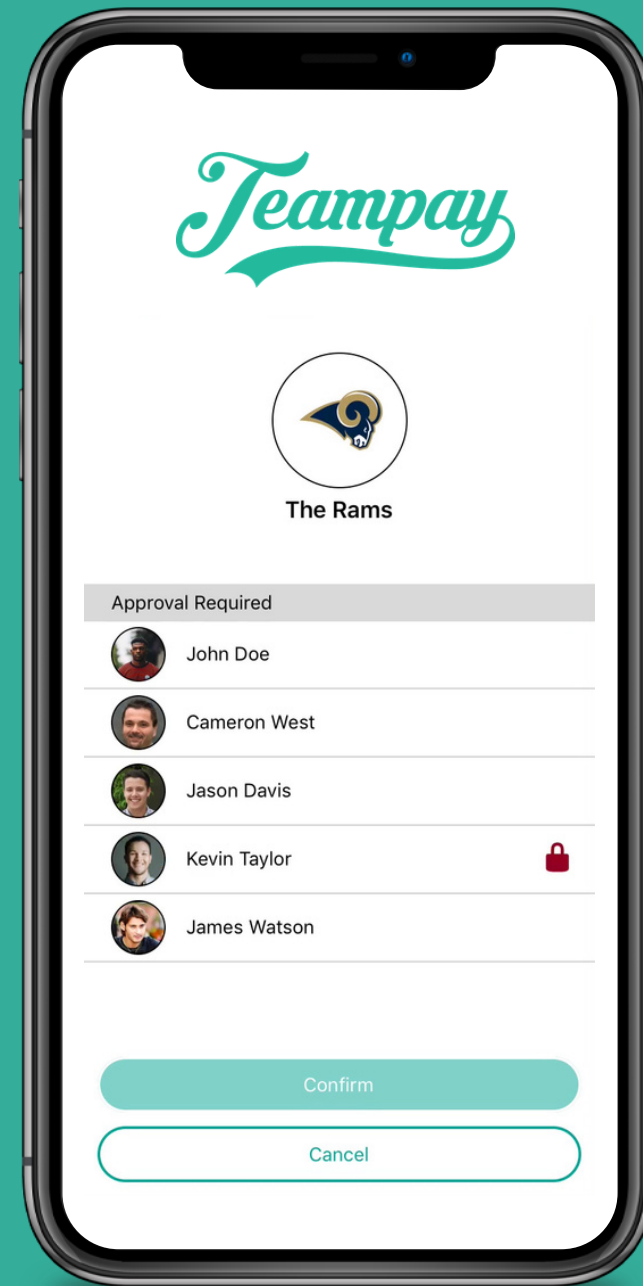
Follow the normal process to make payment and tap 'Next'

2

A red padlock will appear next to anyone that has a pin protection

3

Tap on the red padlock and have your teammate enter their 4 digit pin code

4

A green padlock will then allow you to tap confirm and process payments

Pin Protection
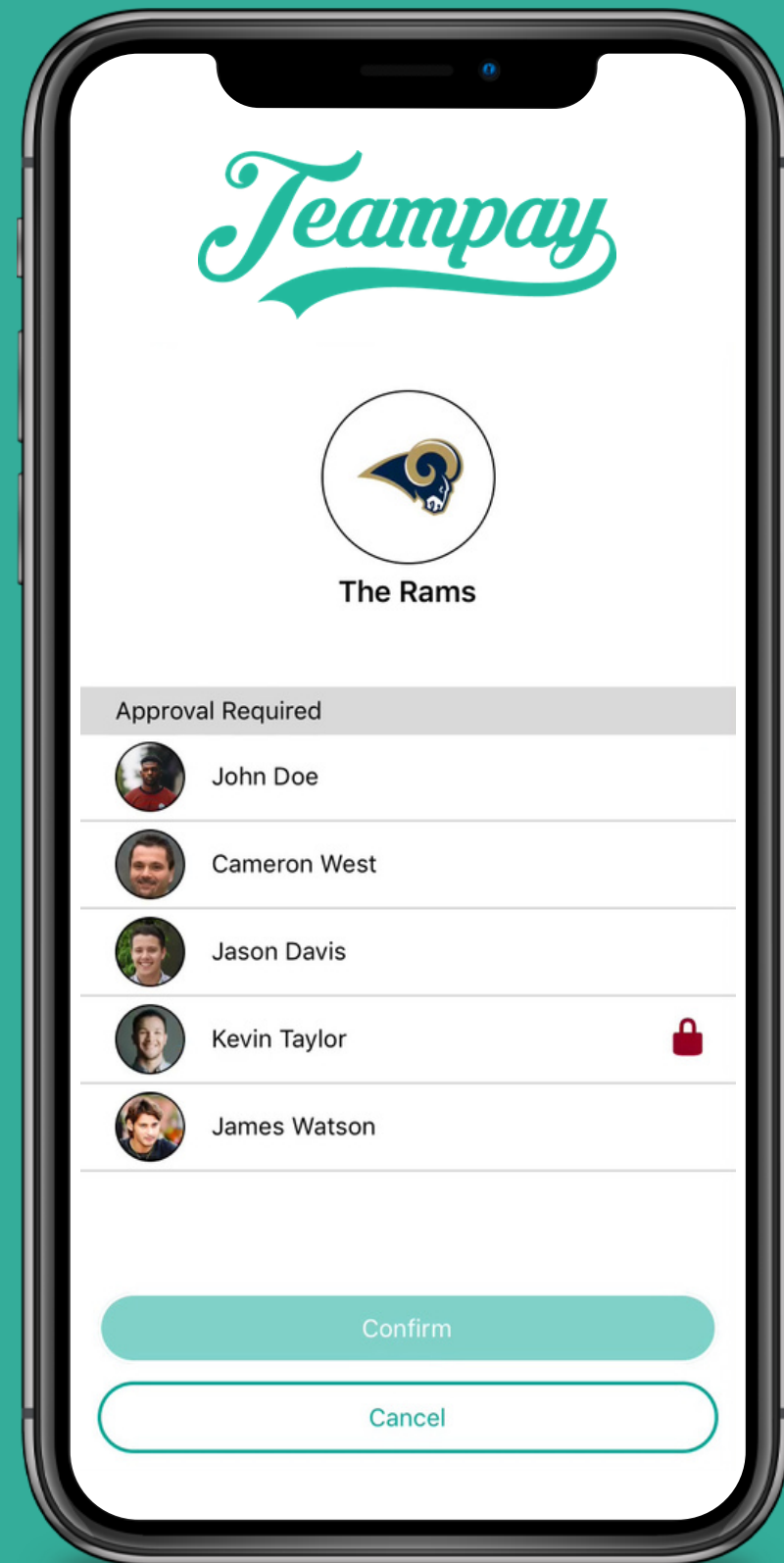
What if the parent isn't available to enter the pin code?

Ask the child if they know the pin code and get them to enter it. If the child doesn't happen to know the pin, you can go back out and deselect that child.

Can they remove their pin code?

A parent can easily remove their pin code by logging into their app and clicking on the settings toggle. This will give them an option to add/remove pin

Updating card details
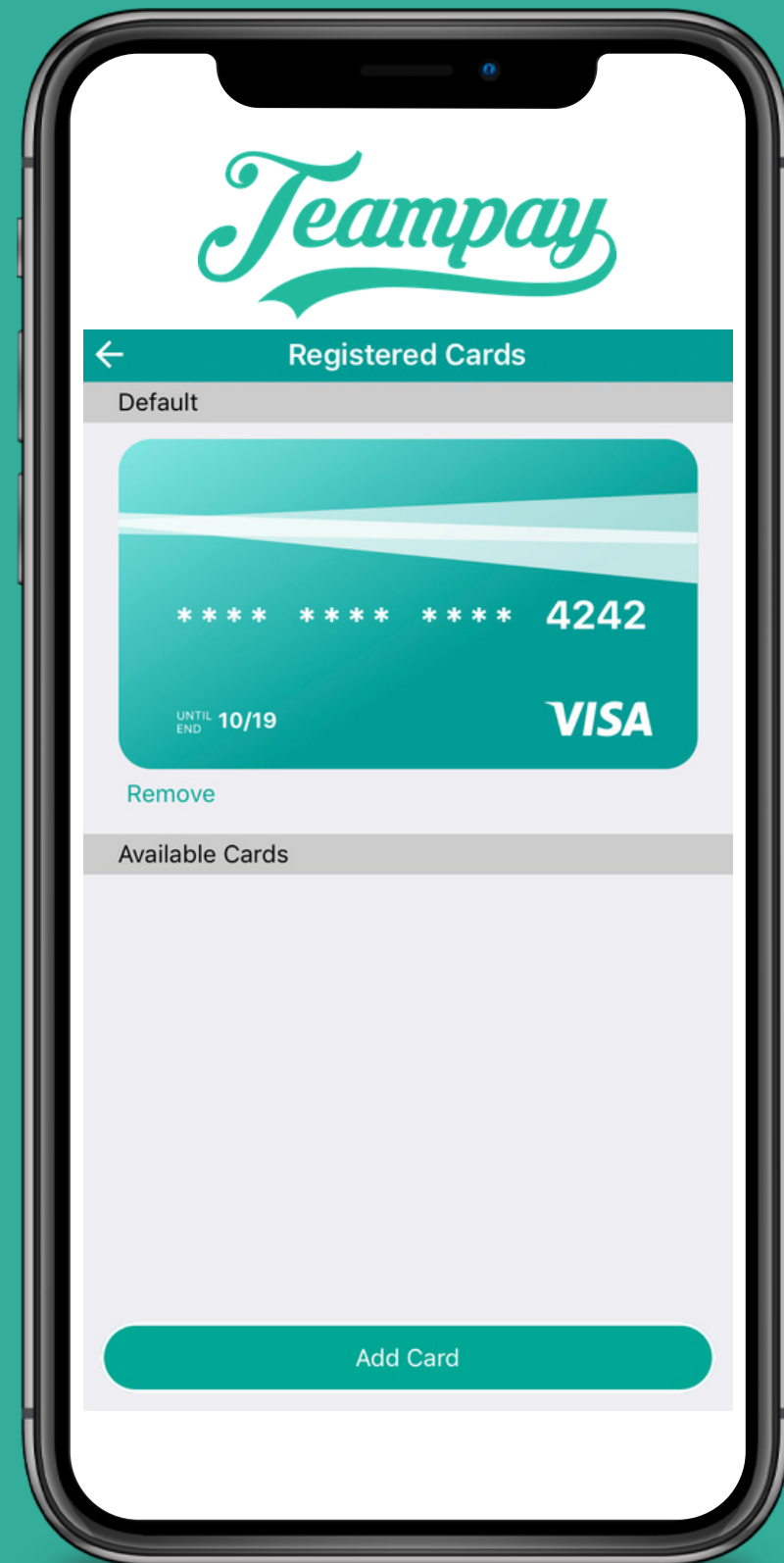
Can a parent update their card details immediately?

Yes a parent can log into the app and update their card details straight away. The steps on how to do this can be found on the next page.

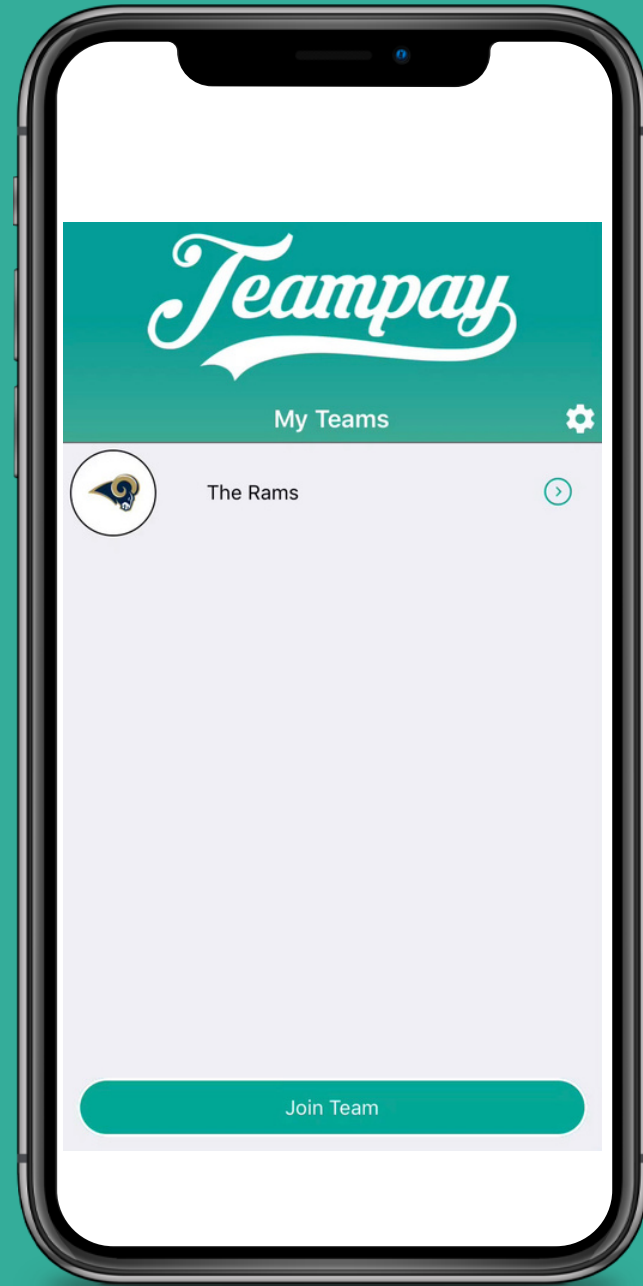## What type of card can they use?

Any Australian Visa or Mastercard will work

As Team manager do I have to register a card?

If you aren't personally making any payments for your team, then you don't have to register a card. Simply skip the register card step in the sign up.
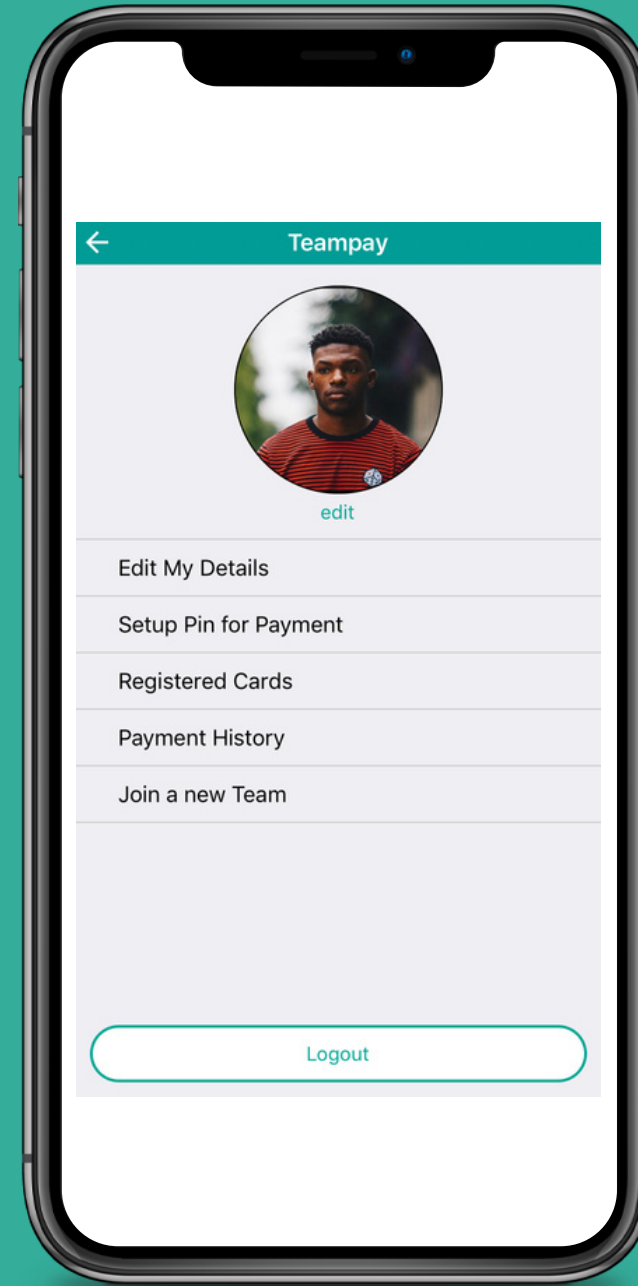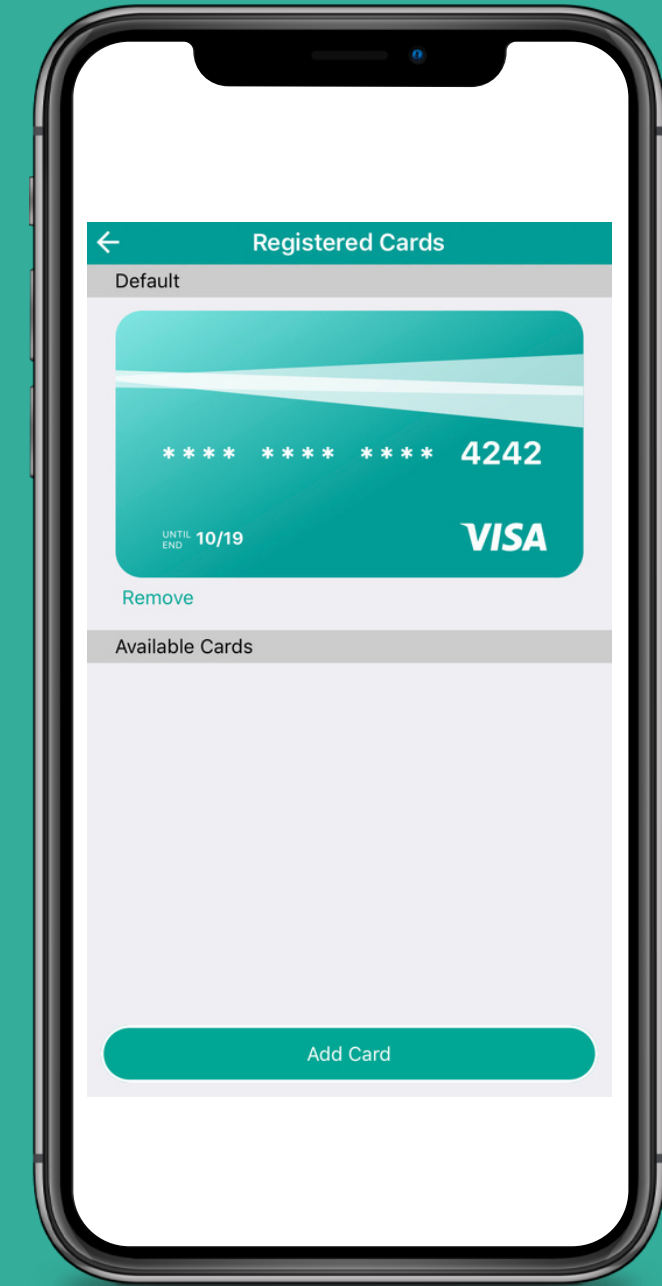
How To Update Payment Details

1

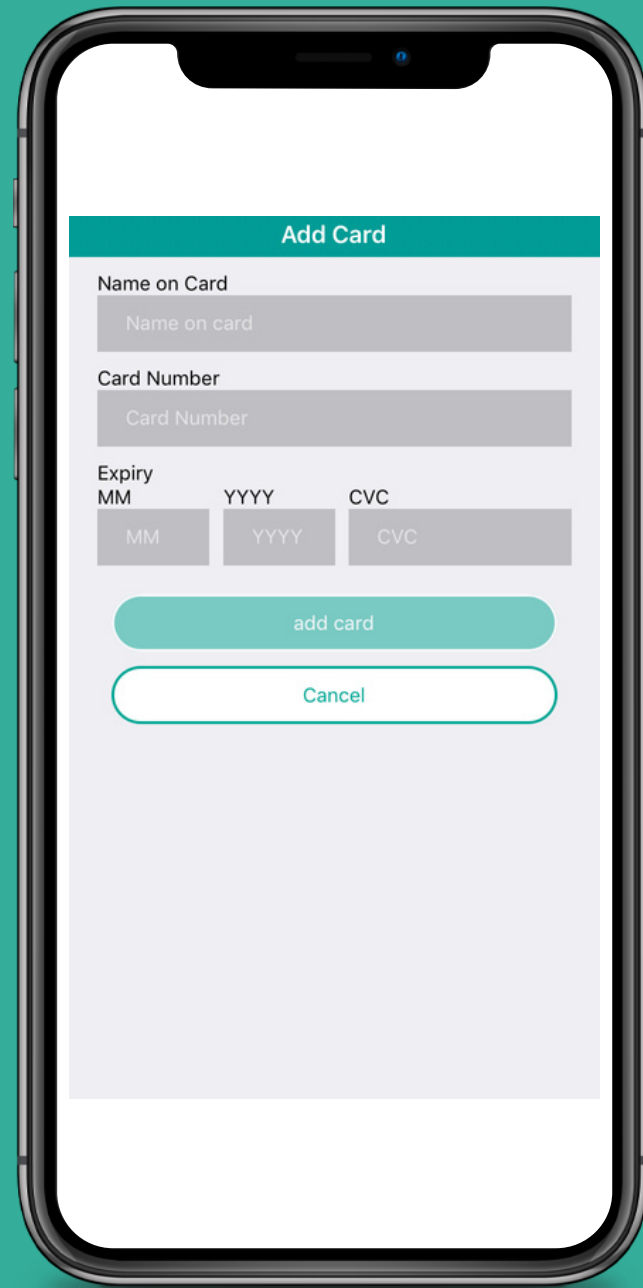Begin by clicking on the settings toggle

2

Select 'Registered Cards'

3

Select 'Add Card' down the bottom
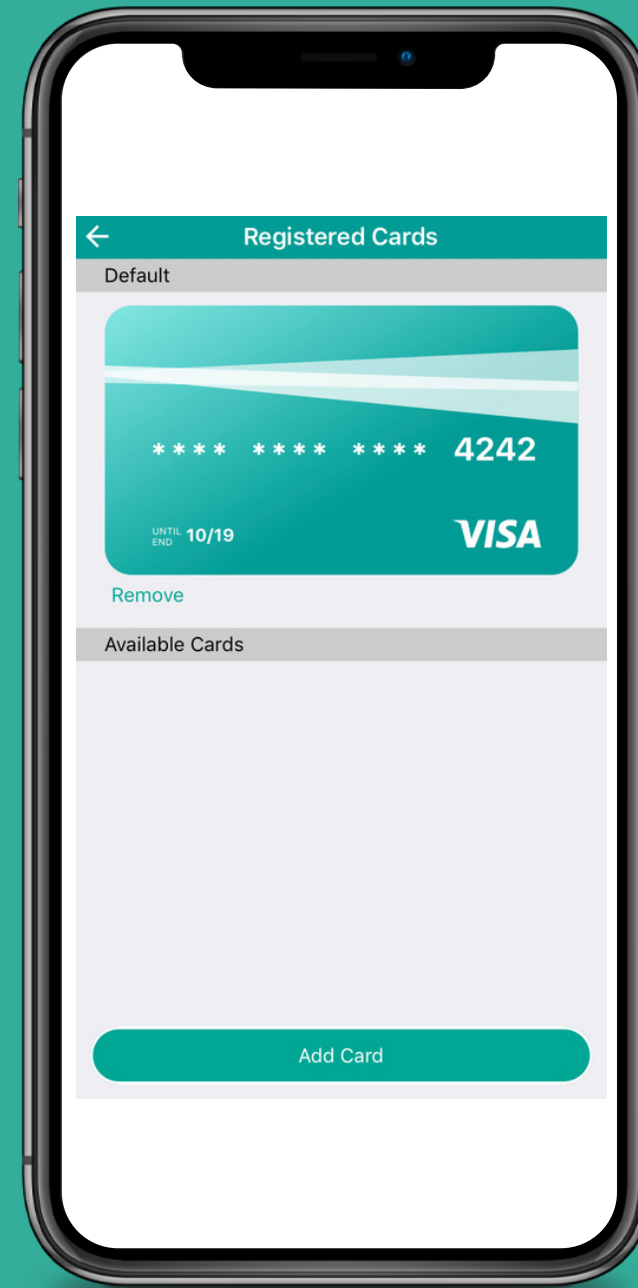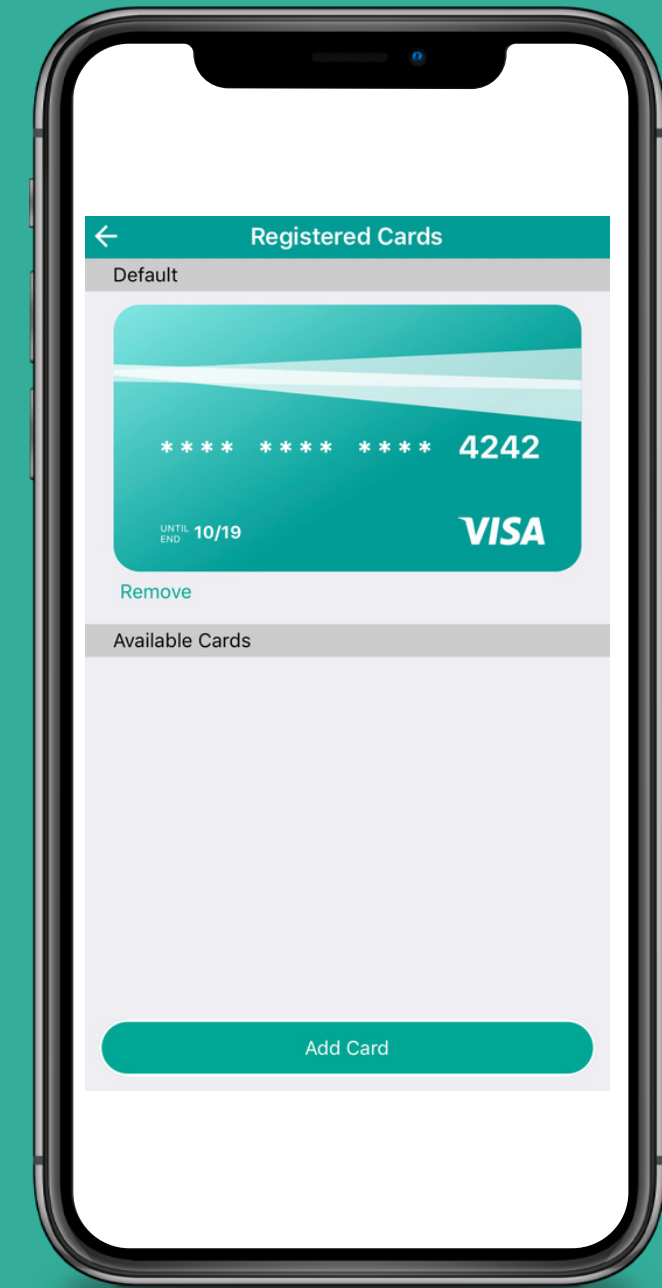
How To Update Payment Details

4

Add Card

Name on Card

Name on card

Card Number

Card Number

Expiry
MM   YYYY   CVC

MM   YYYY   CVC

add card

Cancel

Enter your Debit/Credit
card details - select 'Add Card'

5

Registered Cards

Default

**** **** **** 4242

UNTIL END 10/19   VISA

Remove

Available Cards

Add Card

Your card will be stored
securely with only the last 4
digits visible

6

Registered Cards

Default

**** **** **** 4242

UNTIL END 10/19   VISA

Remove

Available Cards

Add Card

To remove a card simply
select on the remove button
below the card

Team Captain/Manager
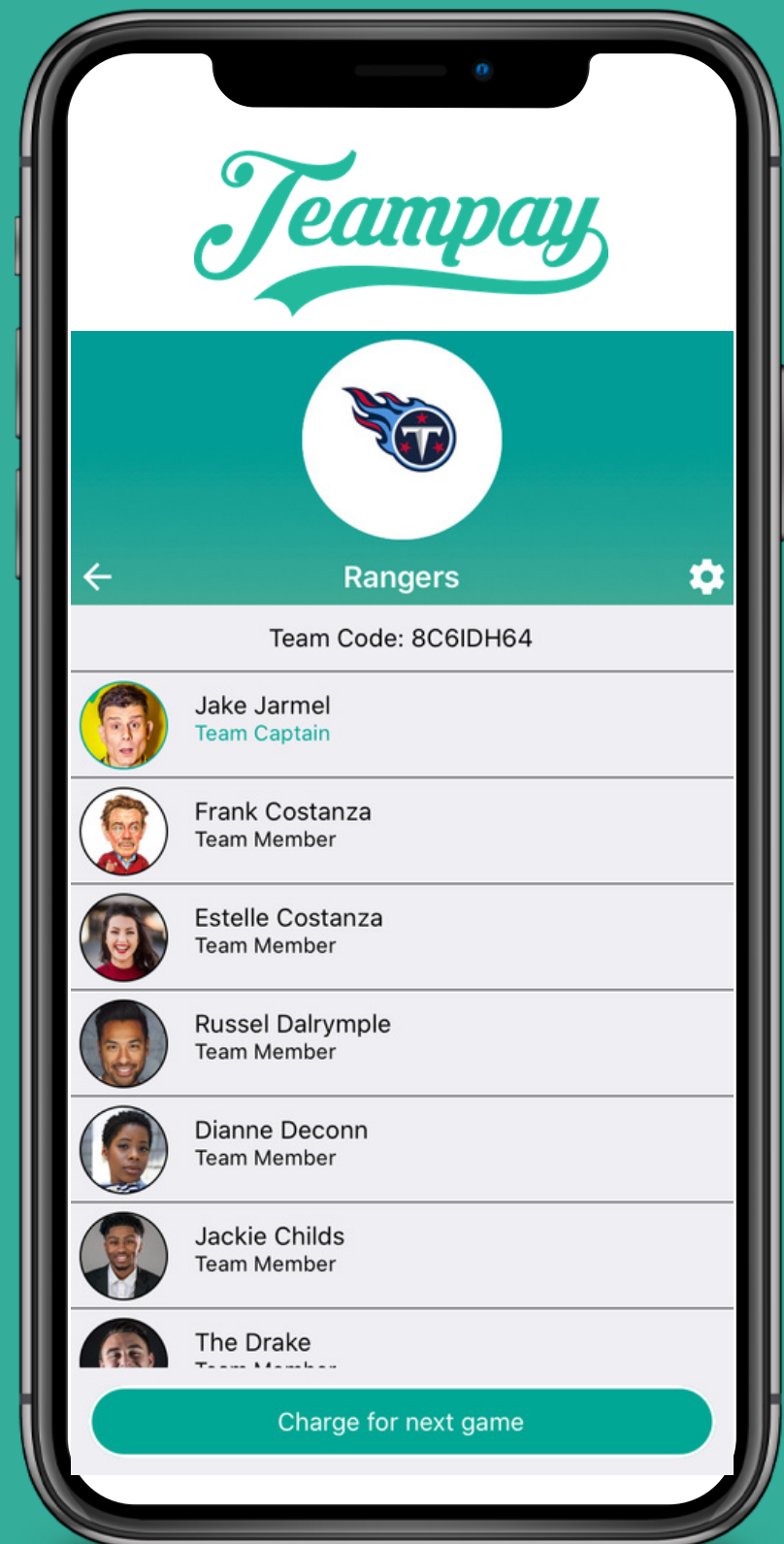
The first person to join the team will automatically default to Team Captain
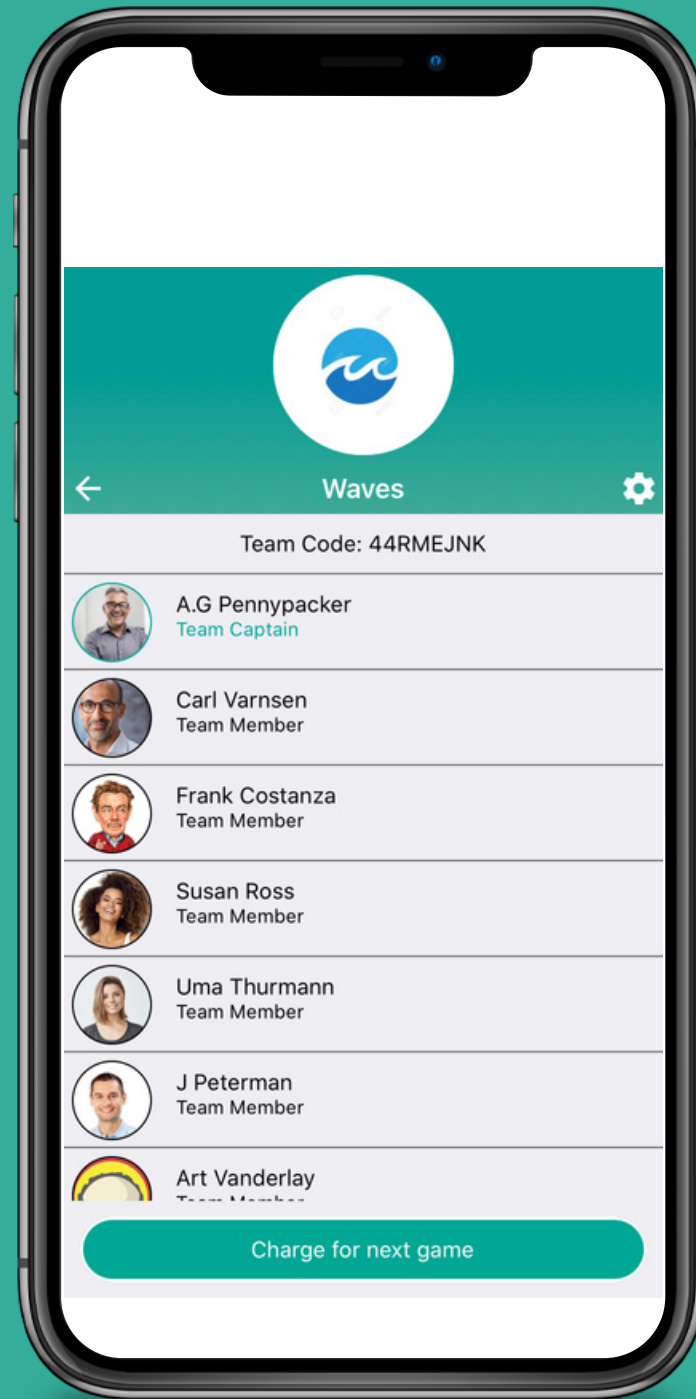
You can assign multiple teammates to Team Captain

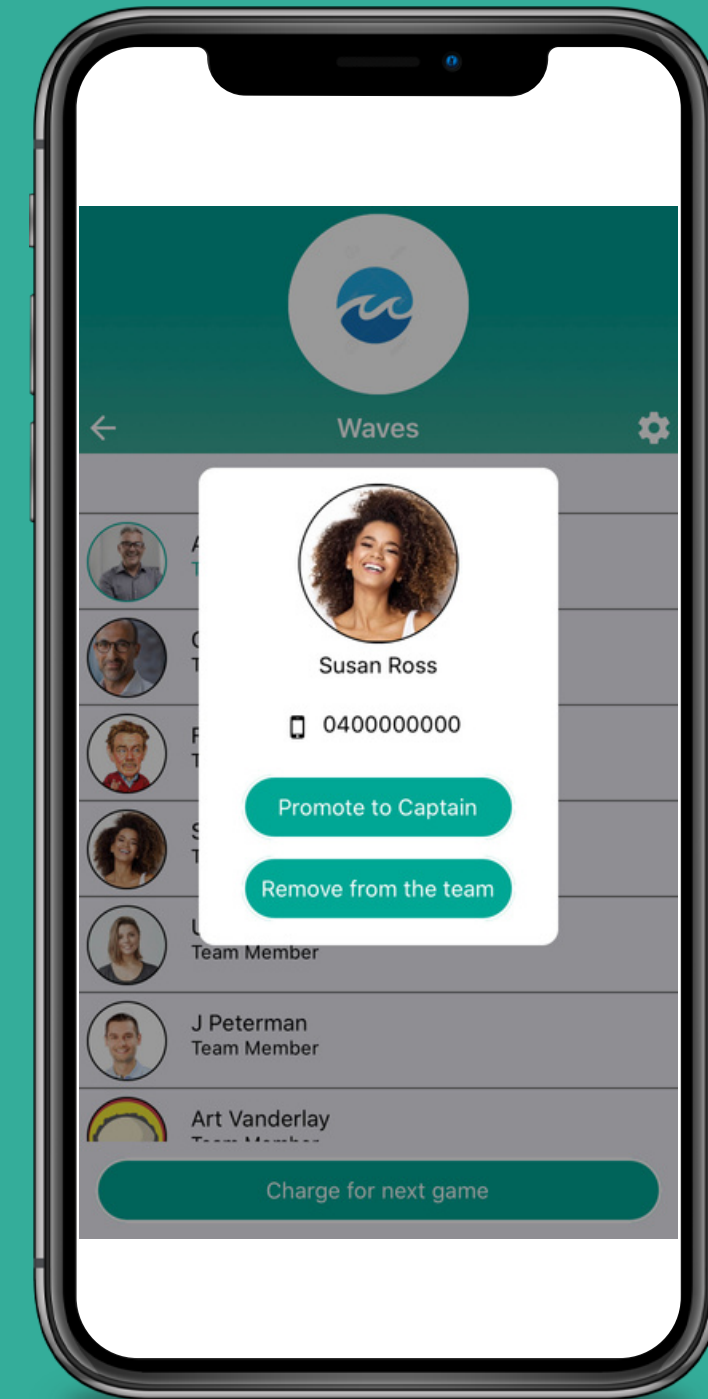Only Team Captains can make payments on behalf of the team

*Please note that a Child cannot be promoted to team captain for safety reasons

How To Promote a Team Captain

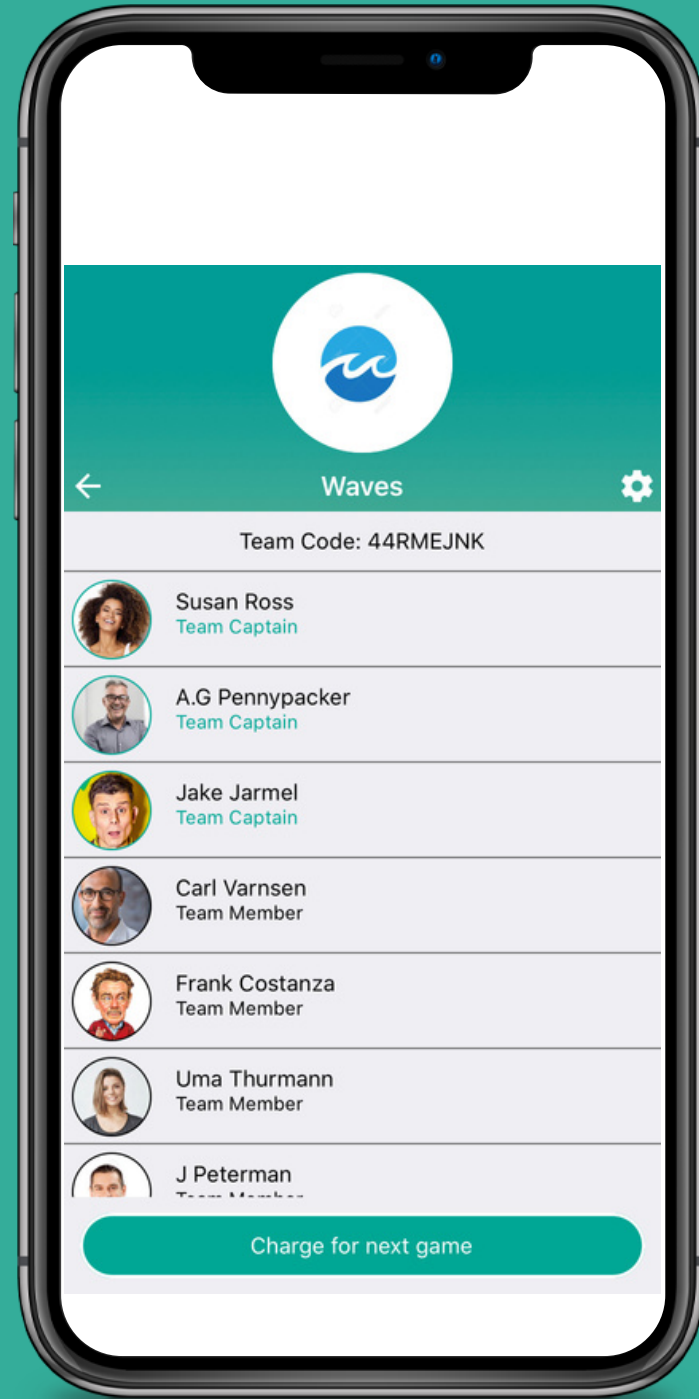As Team Captain click on the player you wish to promote
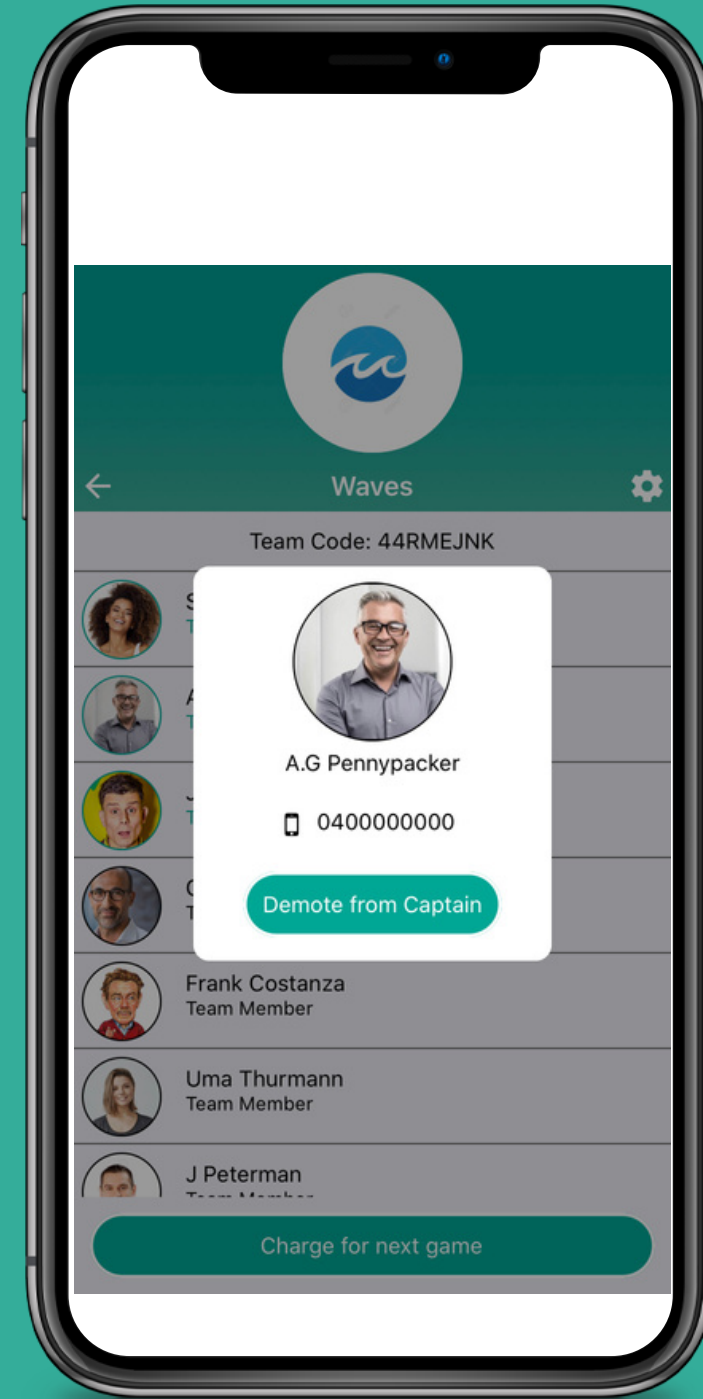
Select 'Promote to Captain'

The person who has been promoted to captain will then need to log out and log back into their account for it to reflect as Team Captain.

How To Demote a Team Captain

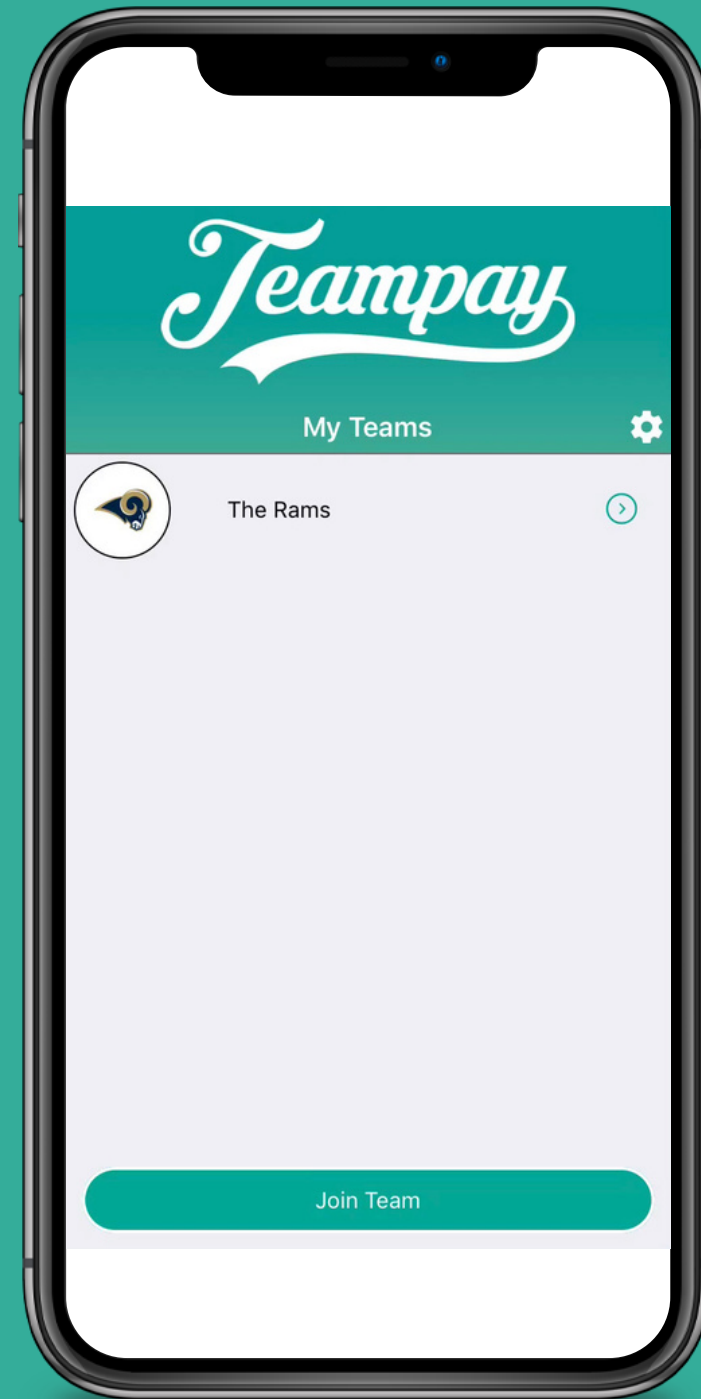As Team Captain click on the player you wish to demote
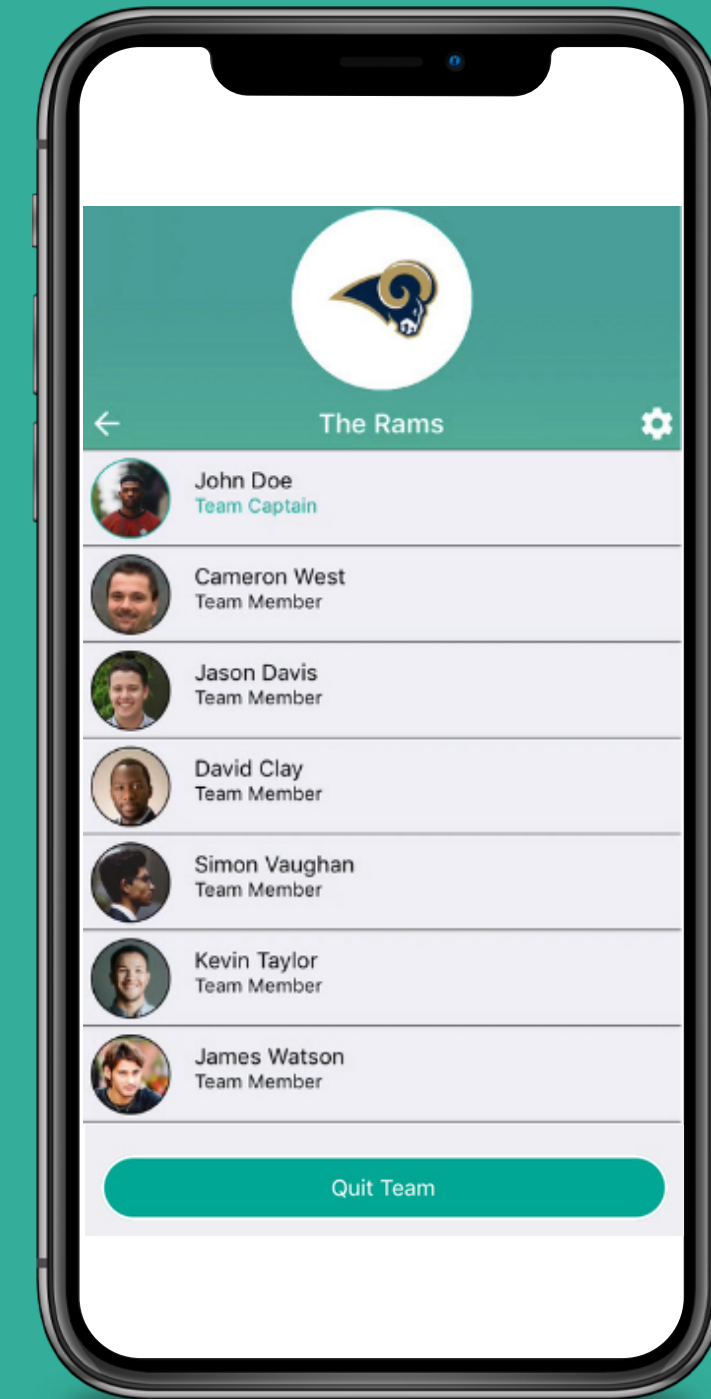

Select 'Demote from Captain'

The person who has been demoted from captain will then need to log out and log back into their account for it to reflect.

How To Leave A Team

Select the team you wish to leave
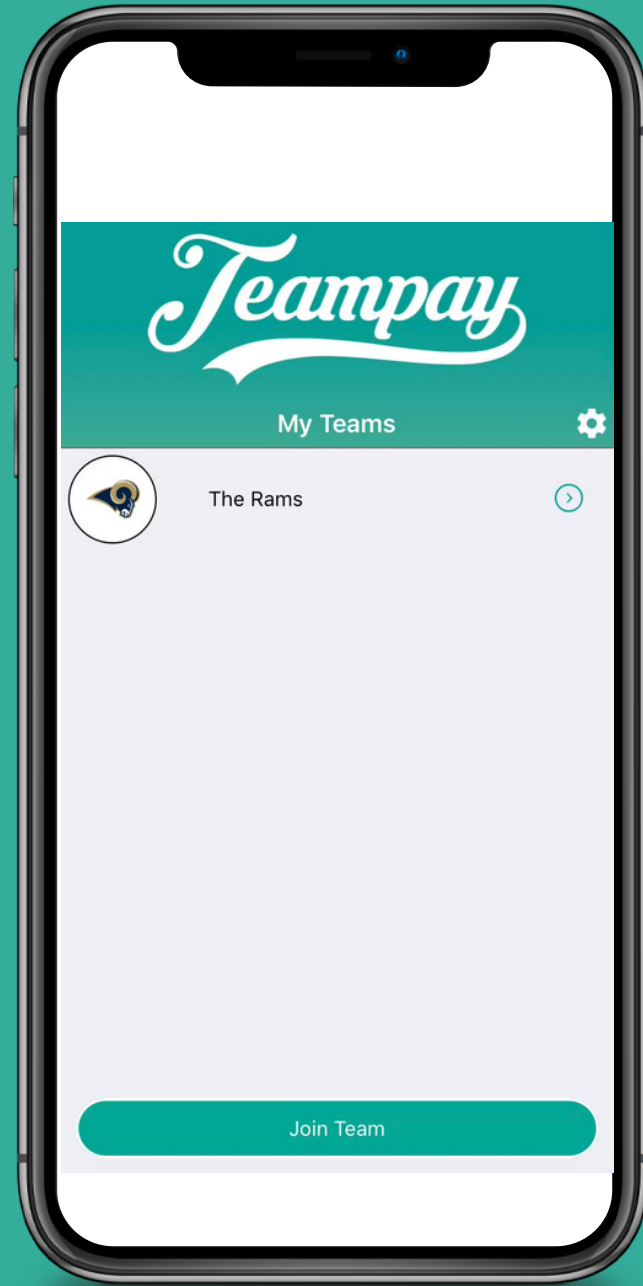
Select 'Quit Team' down the bottom

Please note that if you are the Team Captain you won't have the option to quit the team. Please see our instructions on how to be demoted from captain so you can then quit the team.
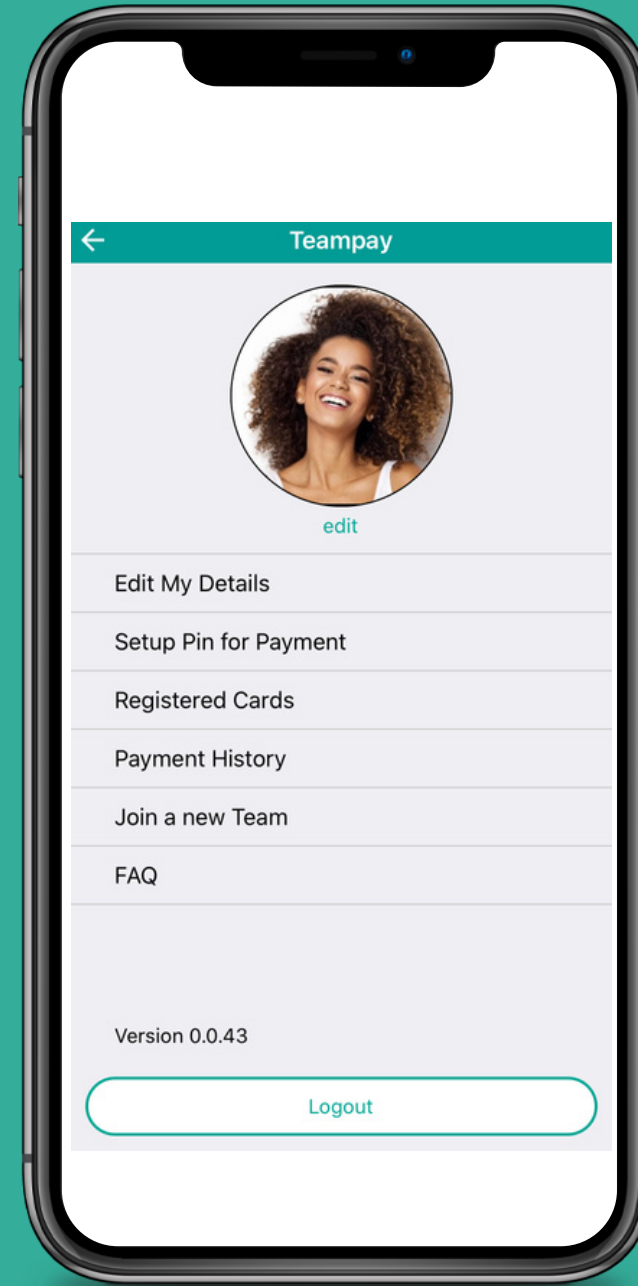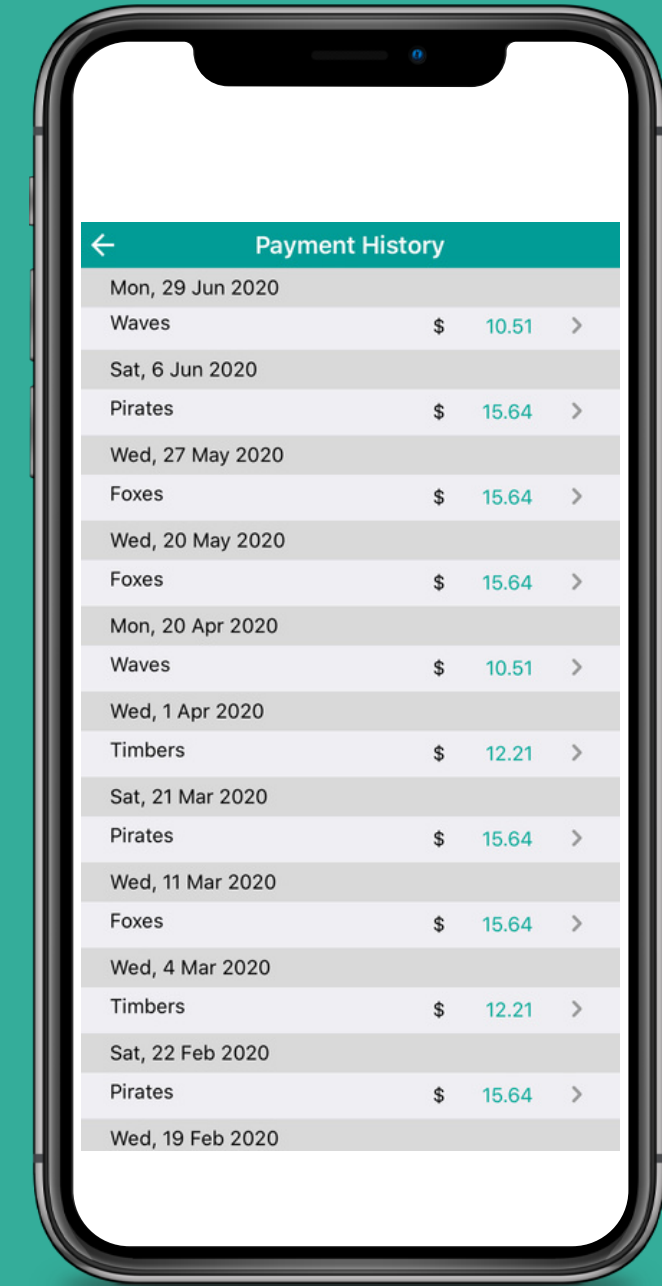
How To Check Payment History

1

Begin by clicking on the settings toggle
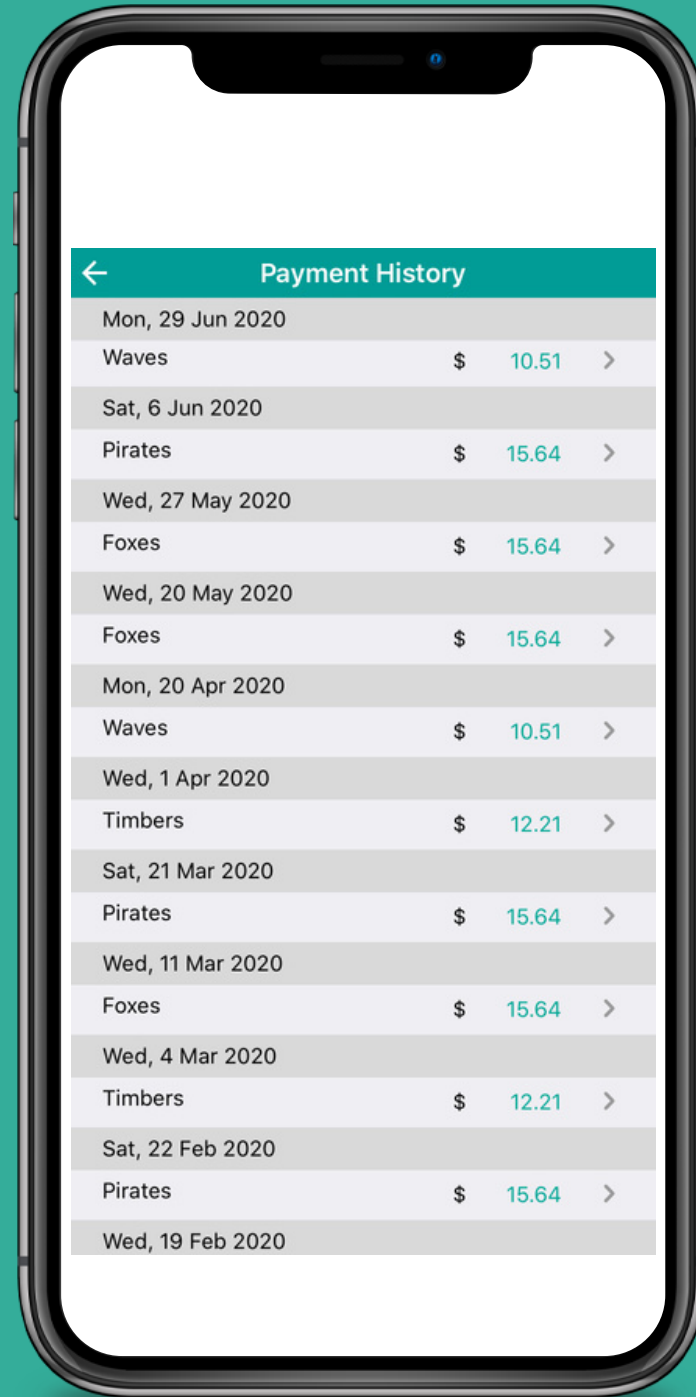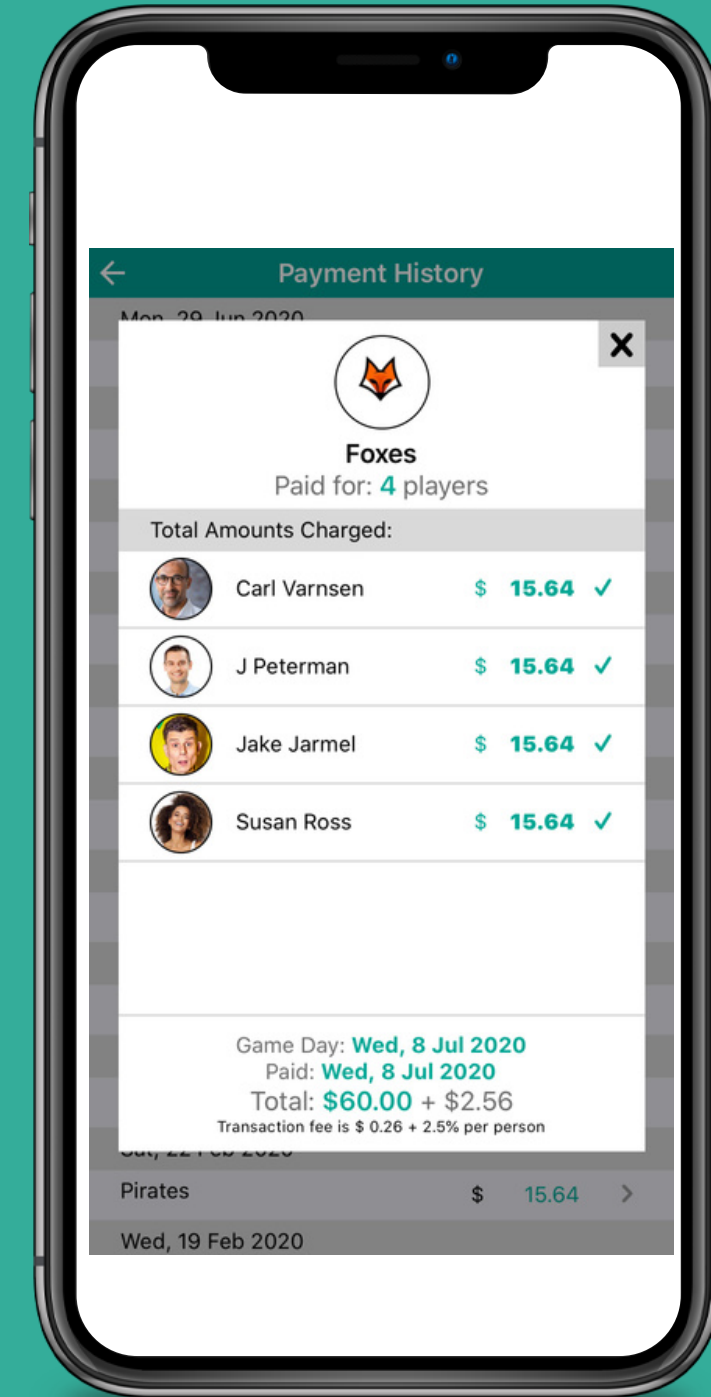
2

Select 'Payment History'

3

A summary of all your payments will display

How To Check Payment History

For further info you can select the value of a payment made

This will generate a list of each player that paid for that particular game

Payment History

Mon, 29 Jun 2020
Waves $ 10.51   >
Sat, 6 Jun 2020
Pirates $ 15.64   >
Wed, 27 May 2020
Foxes $ 15.64   >
Wed, 20 May 2020
Foxes $ 15.64   >
Mon, 20 Apr 2020
Waves $ 10.51   >
Wed, 1 Apr 2020
Timbers $ 12.21   >
Sat, 21 Mar 2020
Pirates $ 15.64   >
Wed, 11 Mar 2020
Foxes $ 15.64   >
Wed, 4 Mar 2020
Timbers $ 12.21   >
Sat, 22 Feb 2020
Pirates $ 15.64   >
Wed, 19 Feb 2020

Foxes
Paid for: 4 players
Total Amounts Charged:
Carl Varnsen $ 15.64 ✓
J Peterman $ 15.64 ✓
Jake Jarmel $ 15.64 ✓
Susan Ross $ 15.64 ✓

Game Day: Wed, 8 Jul 2020
Paid: Wed, 8 Jul 2020
Total: $60.00 + $2.56
Transaction fee is $ 0.26 + 2.5% per person

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There's also helpful instructional videos you can view.

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