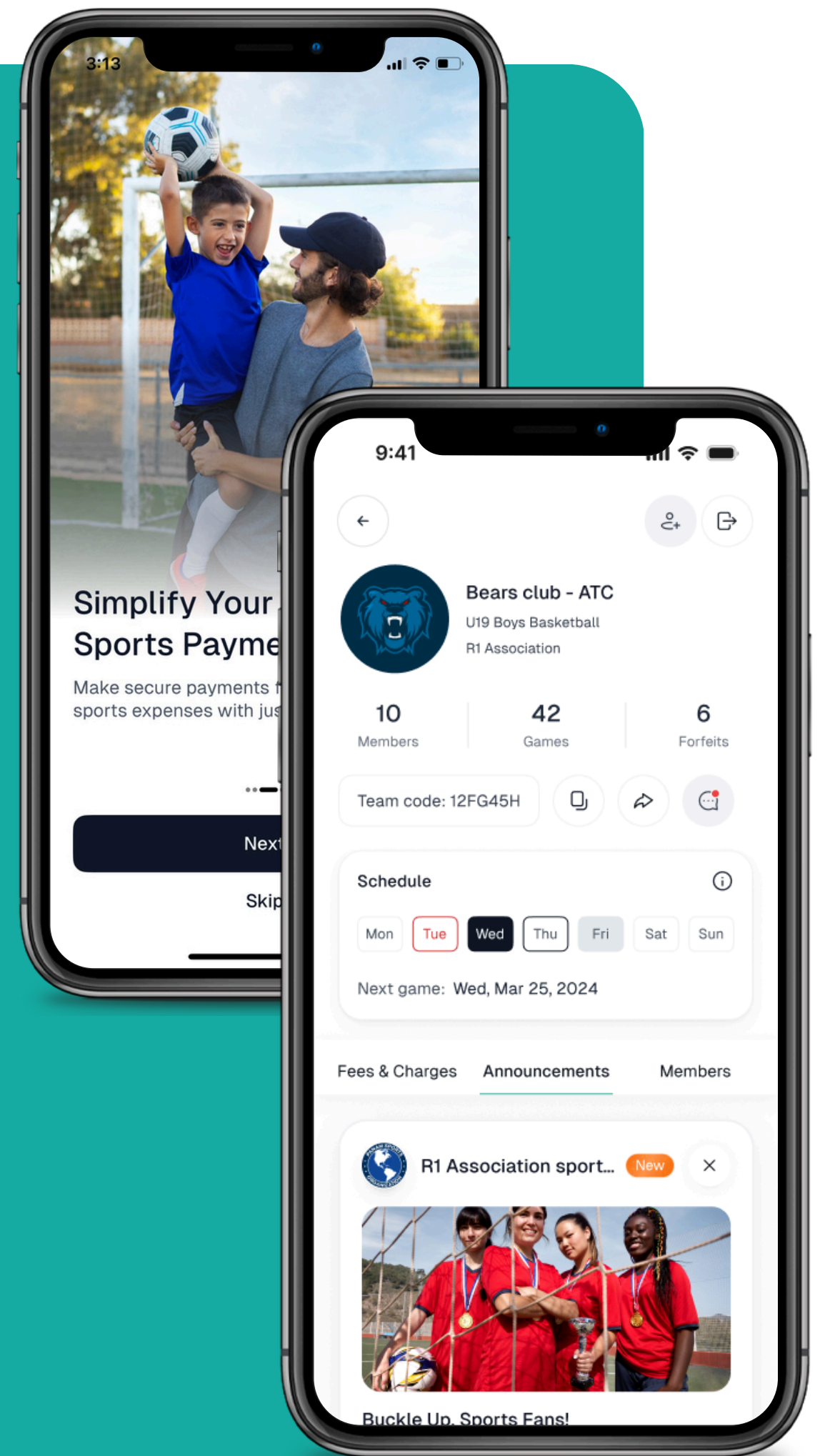


Teampay

User Guide

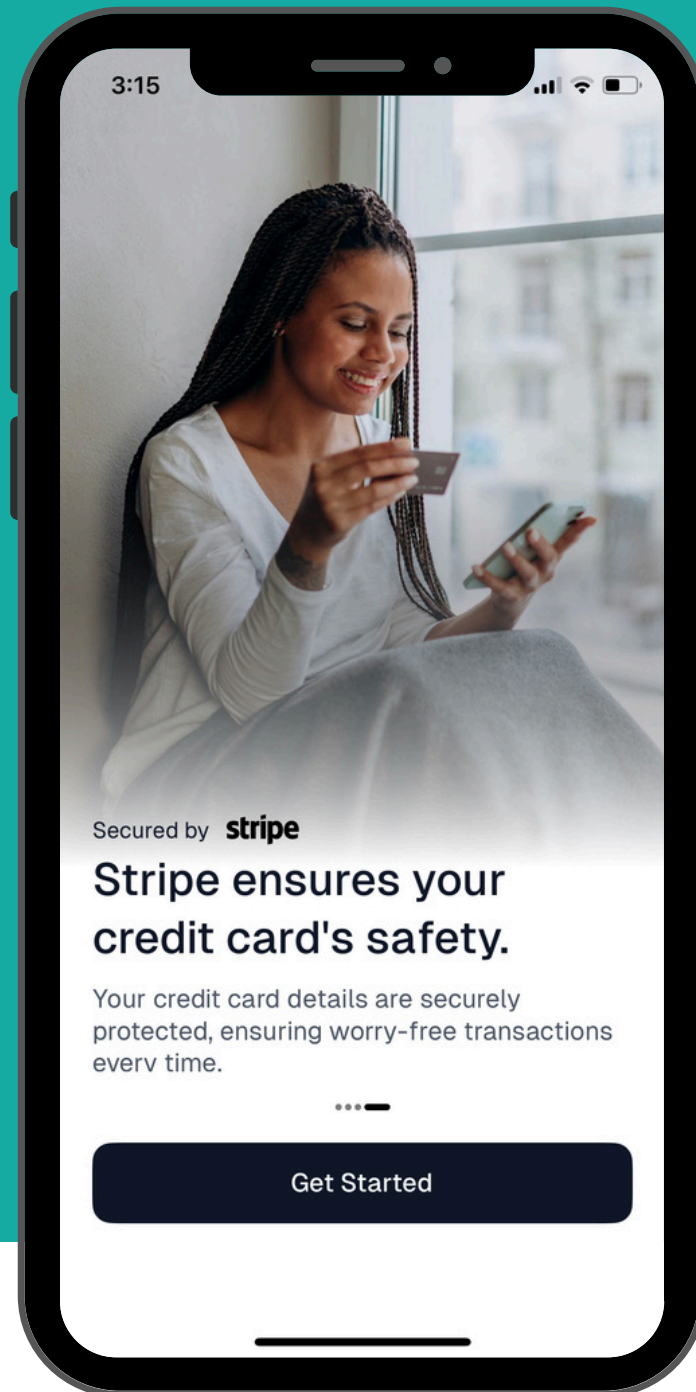


How to sign up

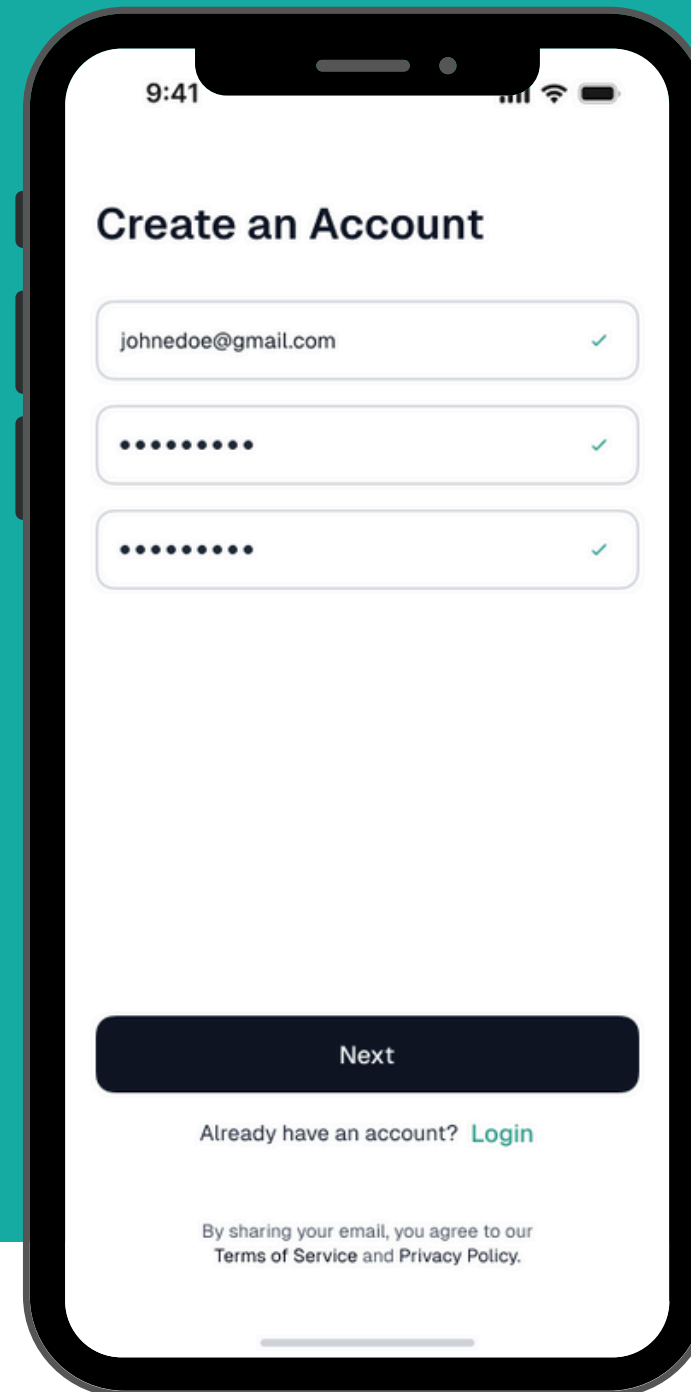


To begin, download the Teampay app from the Apple App Store or Android Play store

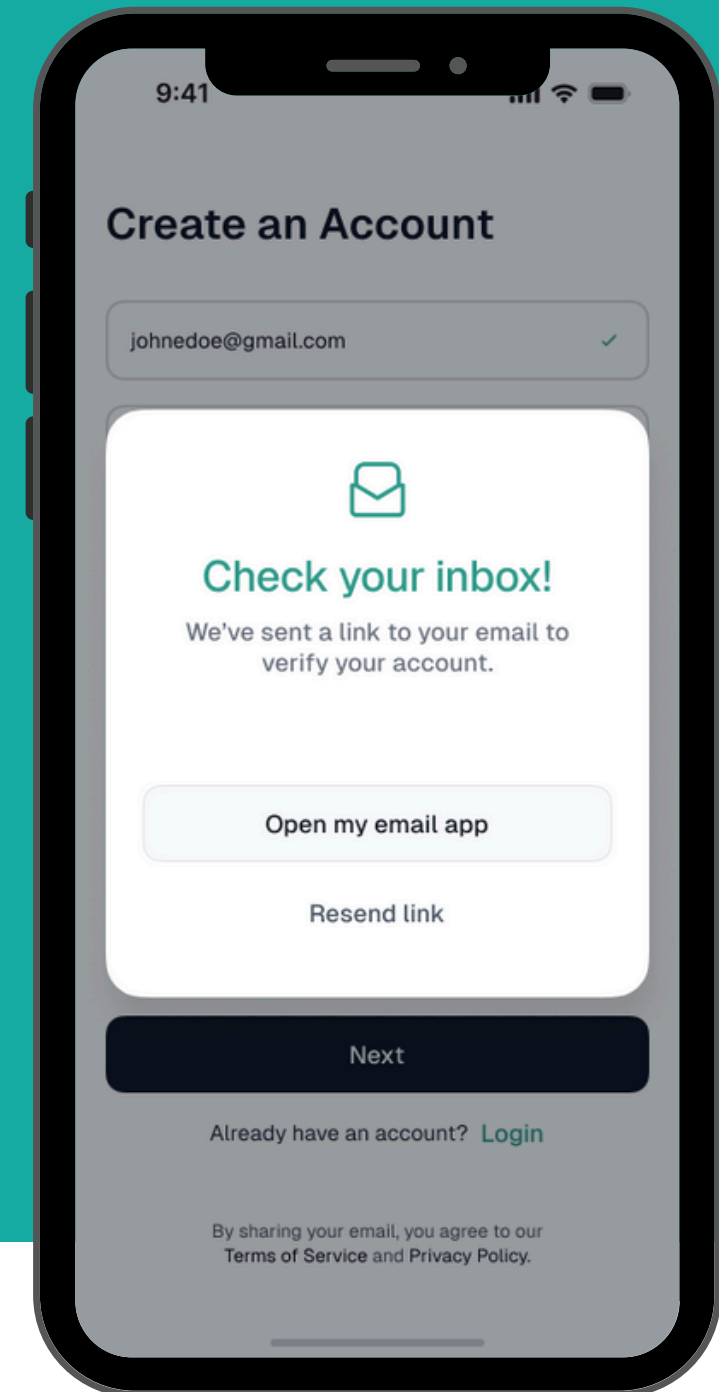
Create an account



Create an account by selecting 'Get Started'

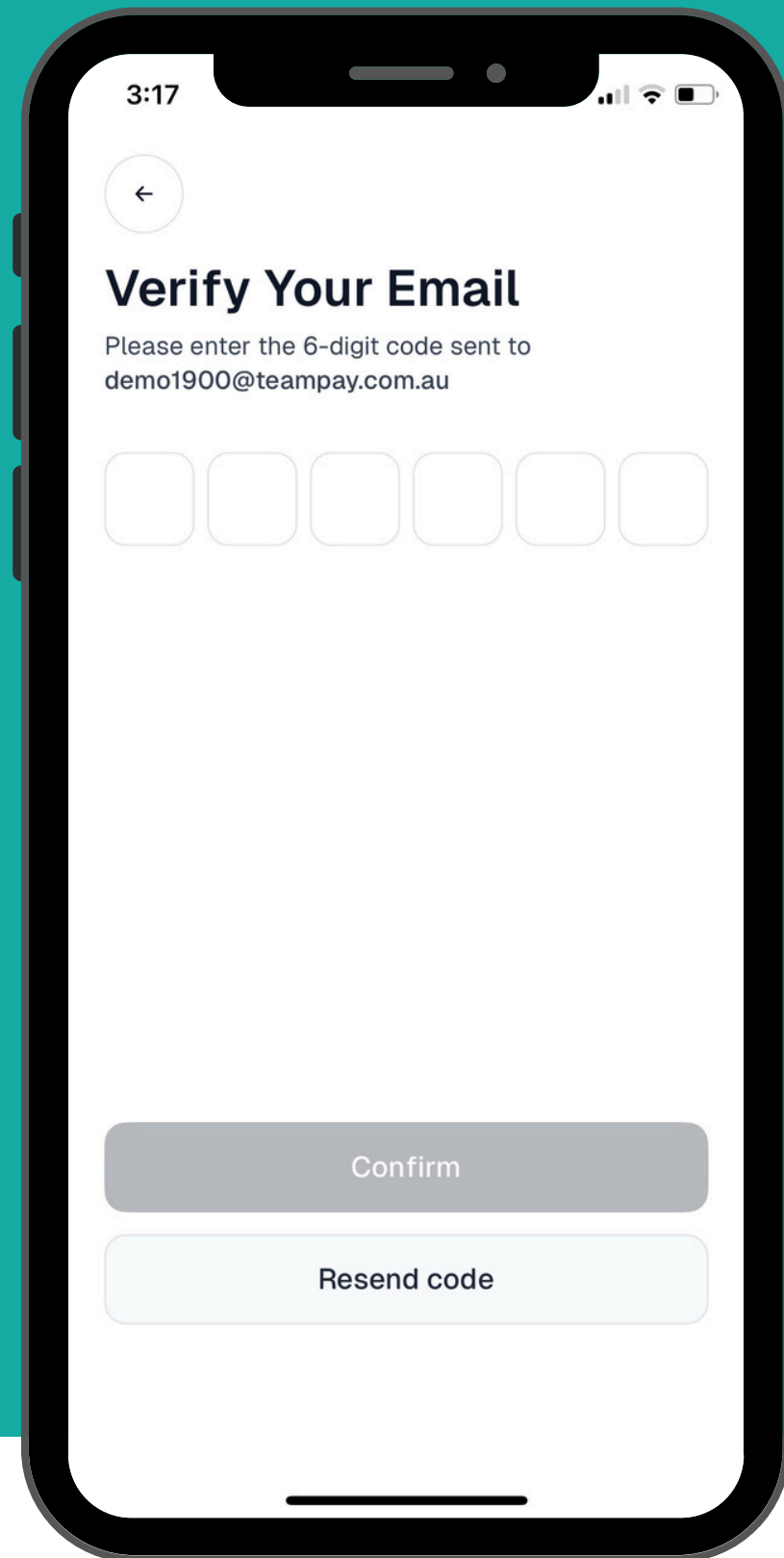


Enter the primary card holder's email, choose a password and click 'Next'

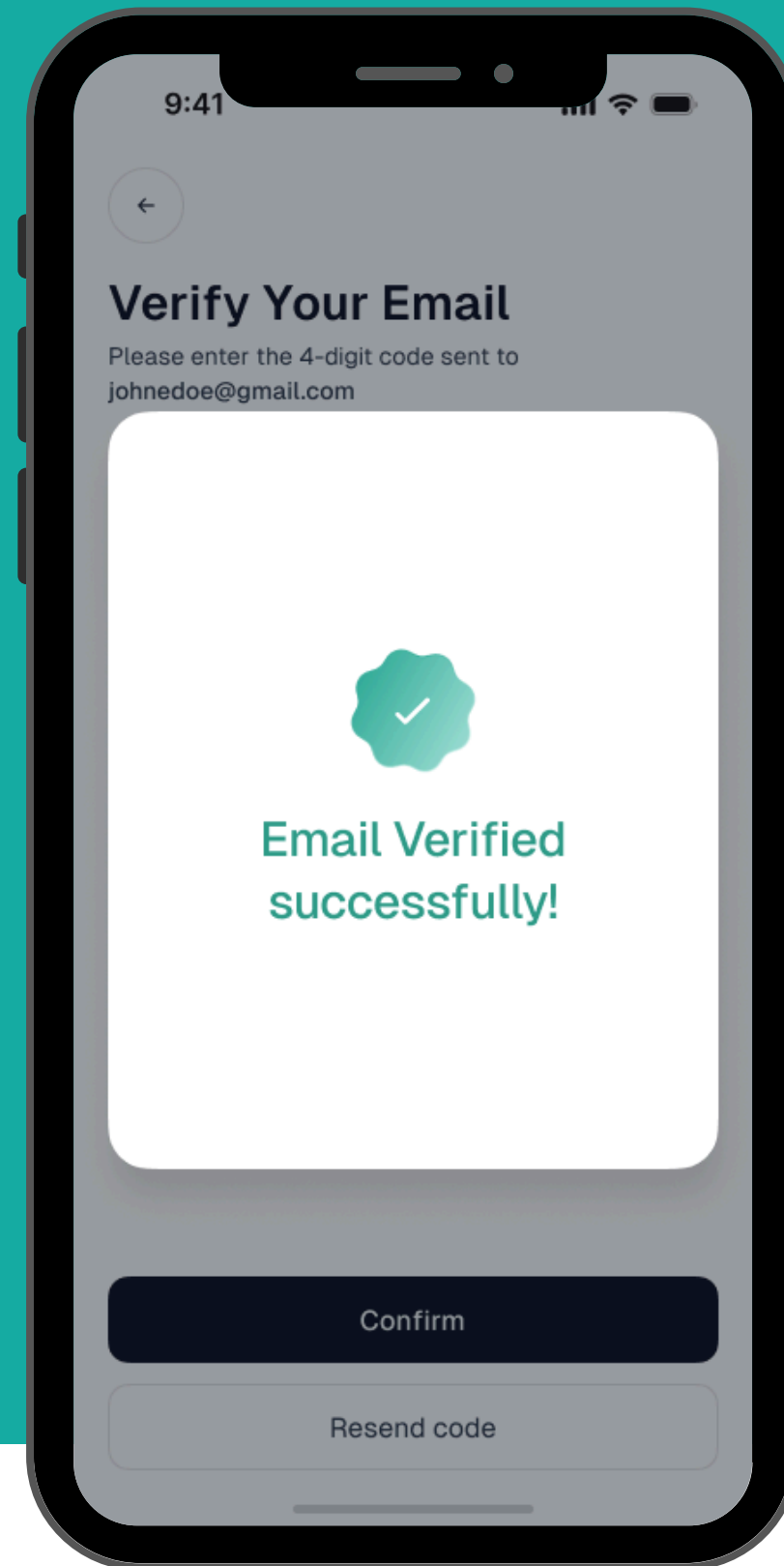


Check your email for the verification code

Verify your email

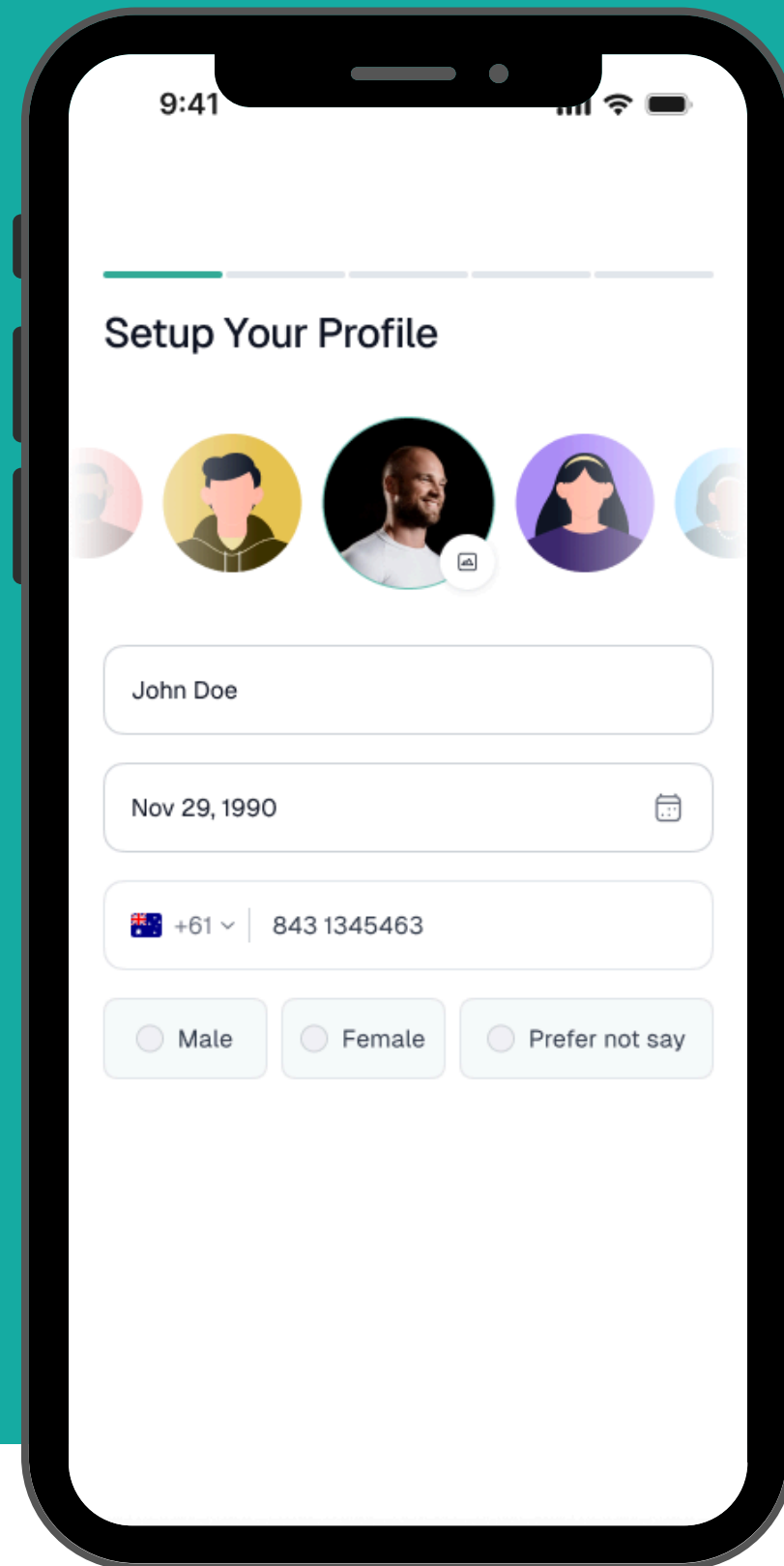


Enter your 6-digit
verification code



Once verified, you can
proceed to set up your
profile

Set up your profile



9:41

Setup Your Profile

John Doe

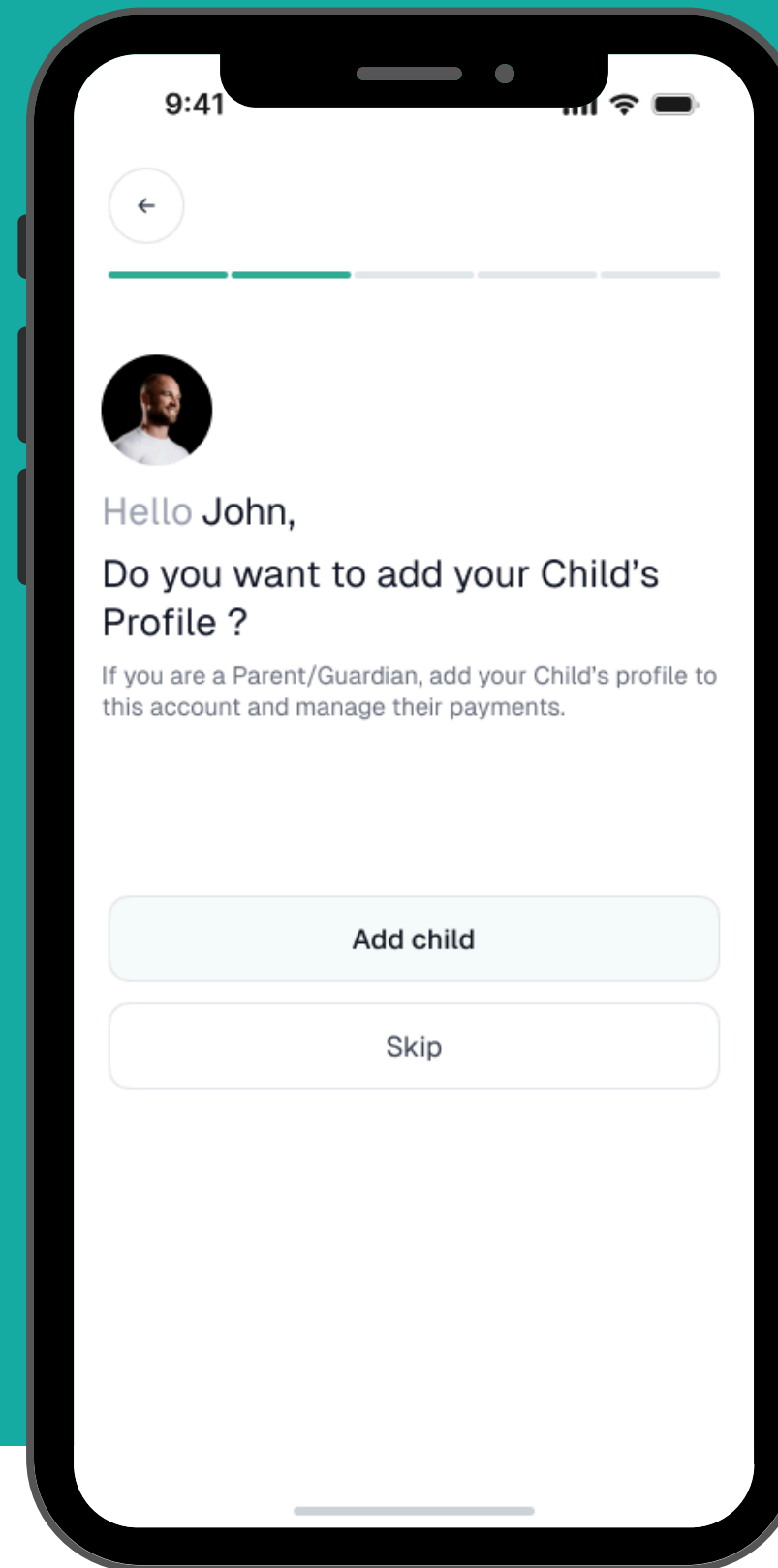
Nov 29, 1990

+61 843 1345463

☐ Male ☐ Female ☐ Prefer not say




Enter the primary card holder's full name, date of birth, phone number and gender



9:41

←



Hello John,

Do you want to add your Child's Profile ?

If you are a Parent/Guardian, add your Child's profile to this account and manage their payments.

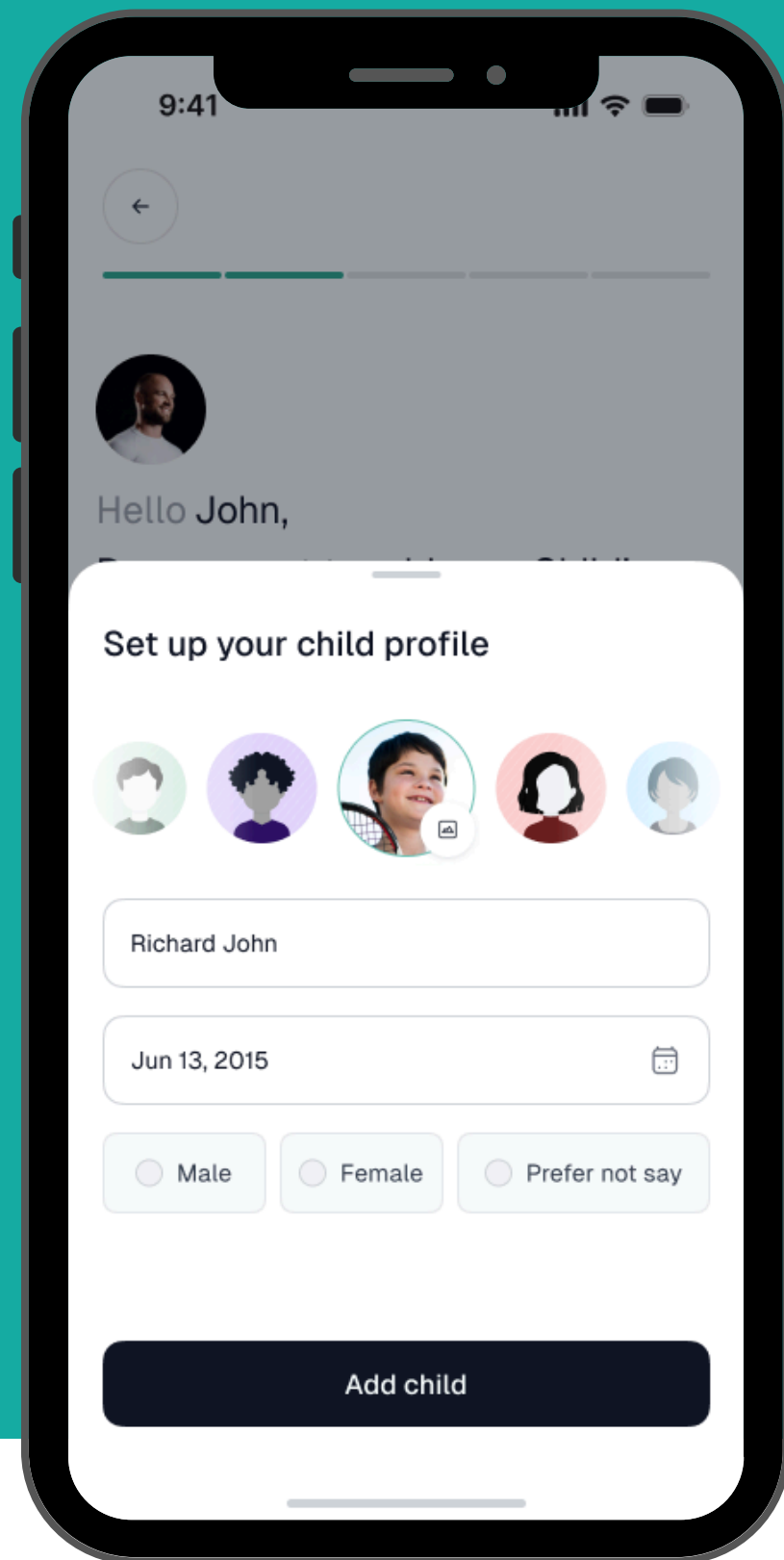
Add child

Skip

If you have created an account only for yourself, you can 'Skip' to the 'Add your card' section

If you'd like to add Child Profiles, you can do so here

Set up child profiles



9:41

←

Hello John,

Set up your child profile

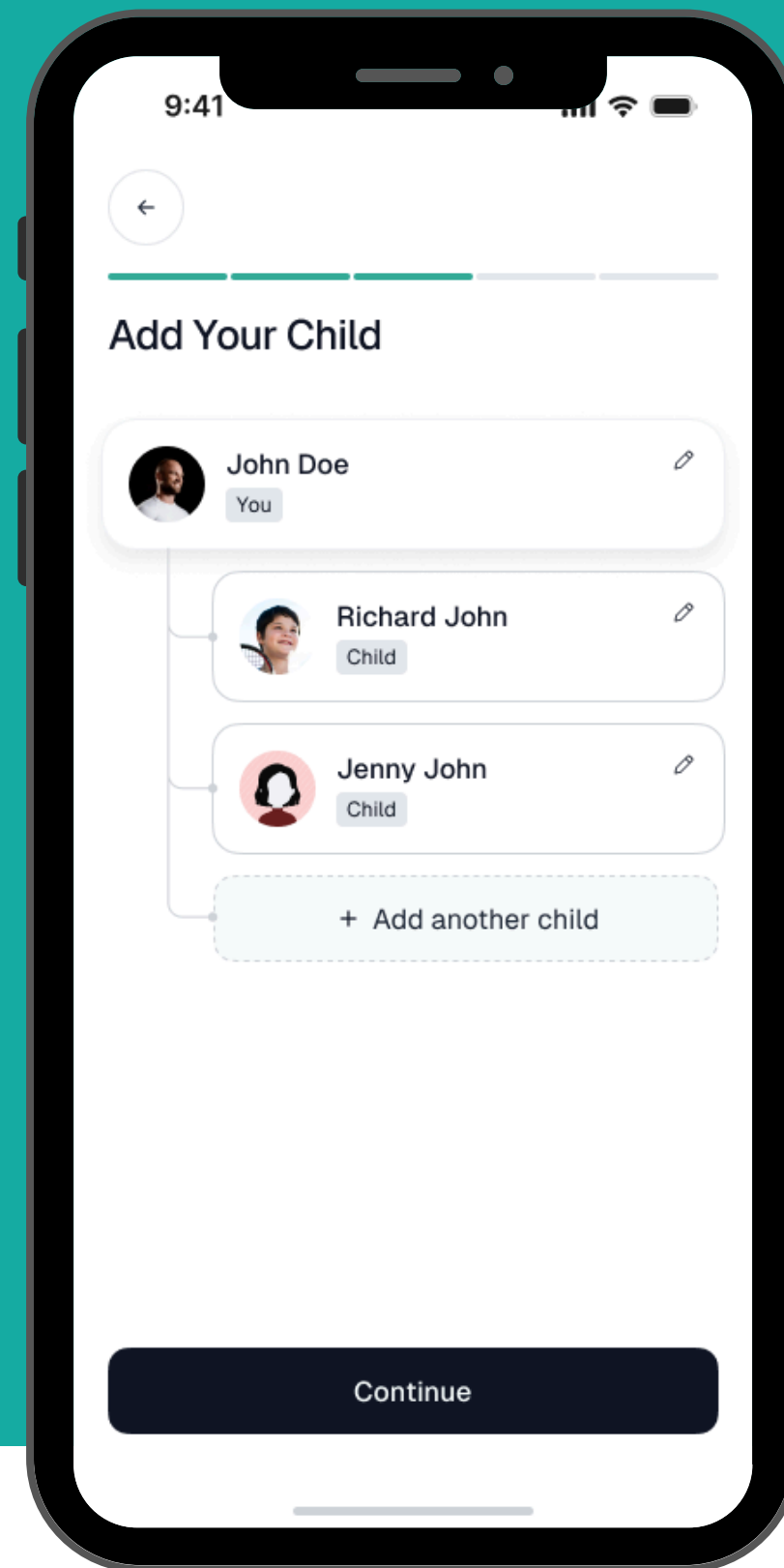
Richard John

Jun 13, 2015

☐ Male ☐ Female ☐ Prefer not say

Add child

Enter your child's details



9:41

←

Add Your Child

John Doe
You

Richard John
Child

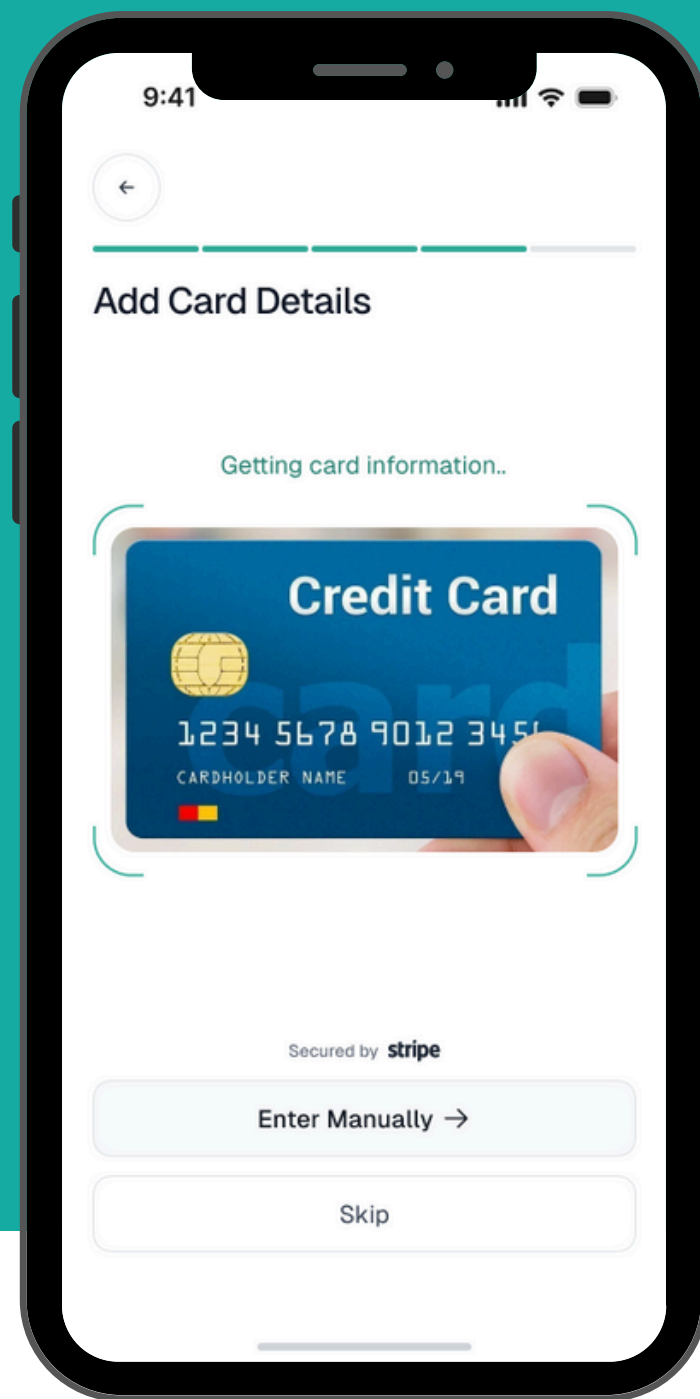
Jenny John
Child

+ Add another child

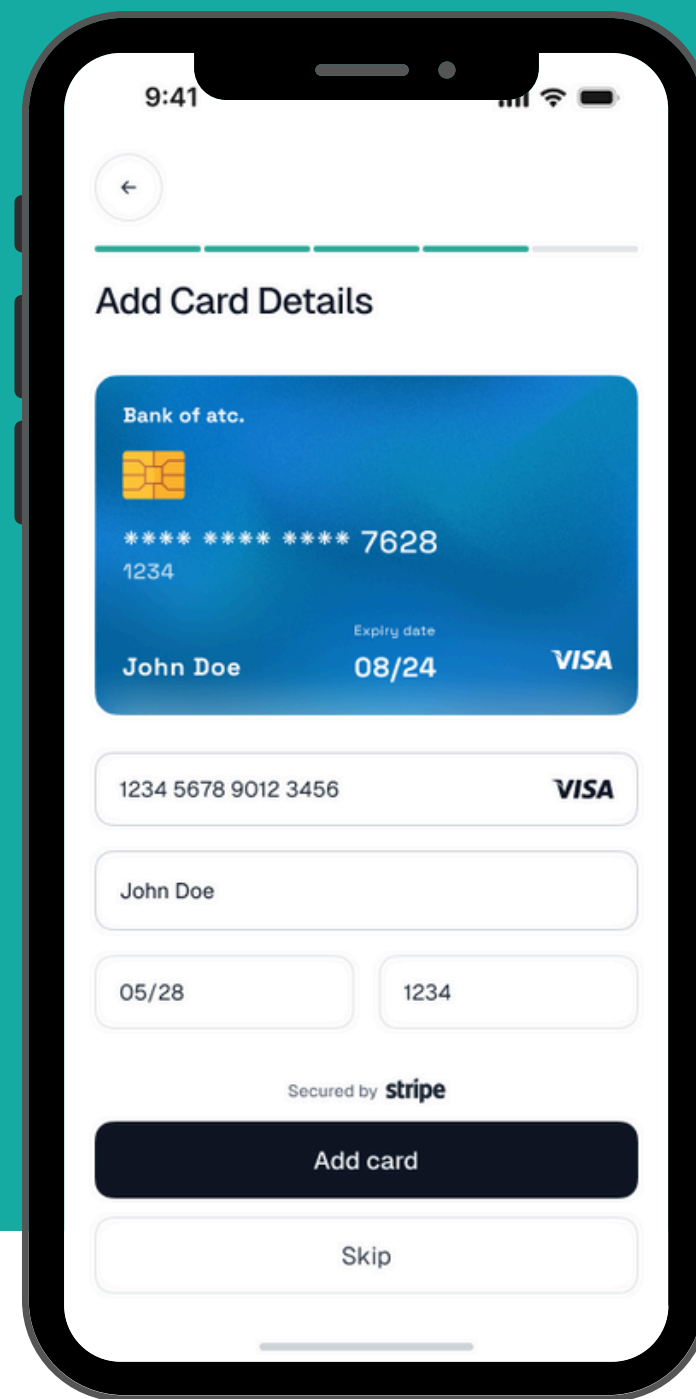
Continue

Add more children if required.
Once done, you can continue
to 'Add your card'

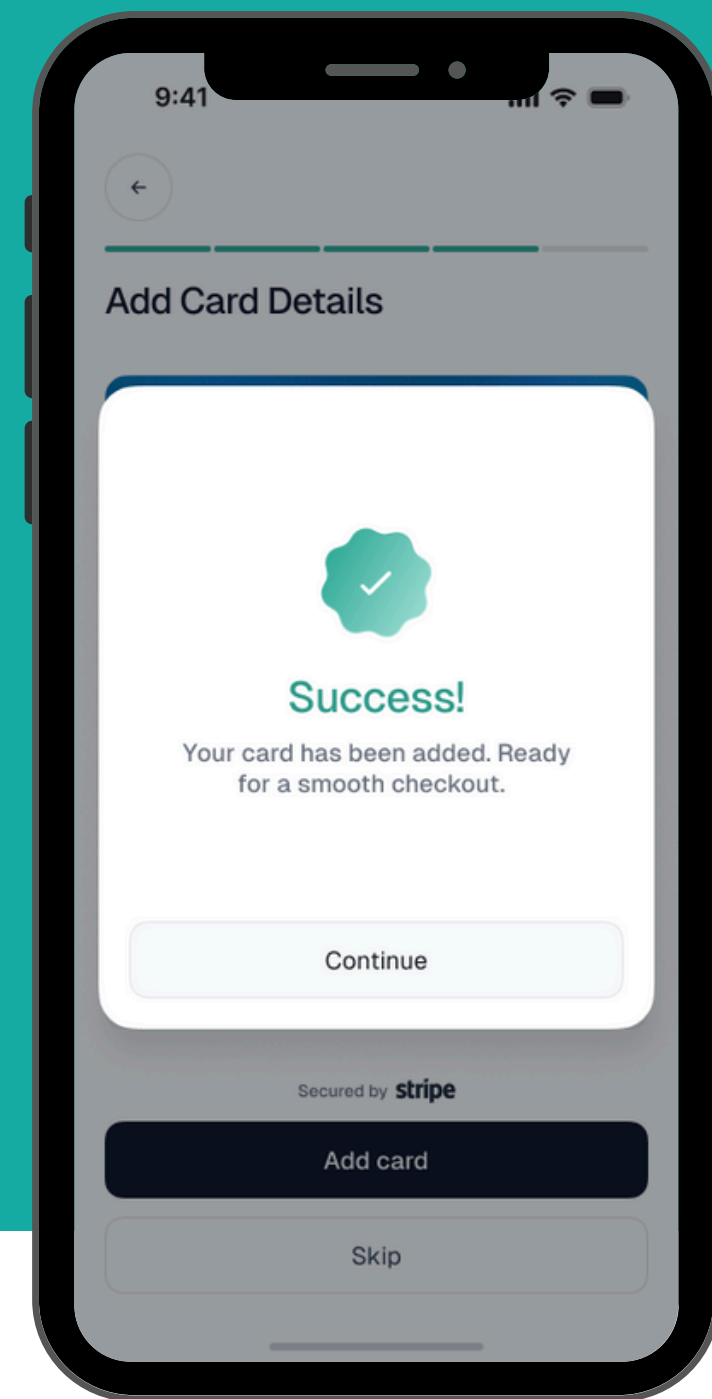
Add your card



You can scan your card to automatically capture details

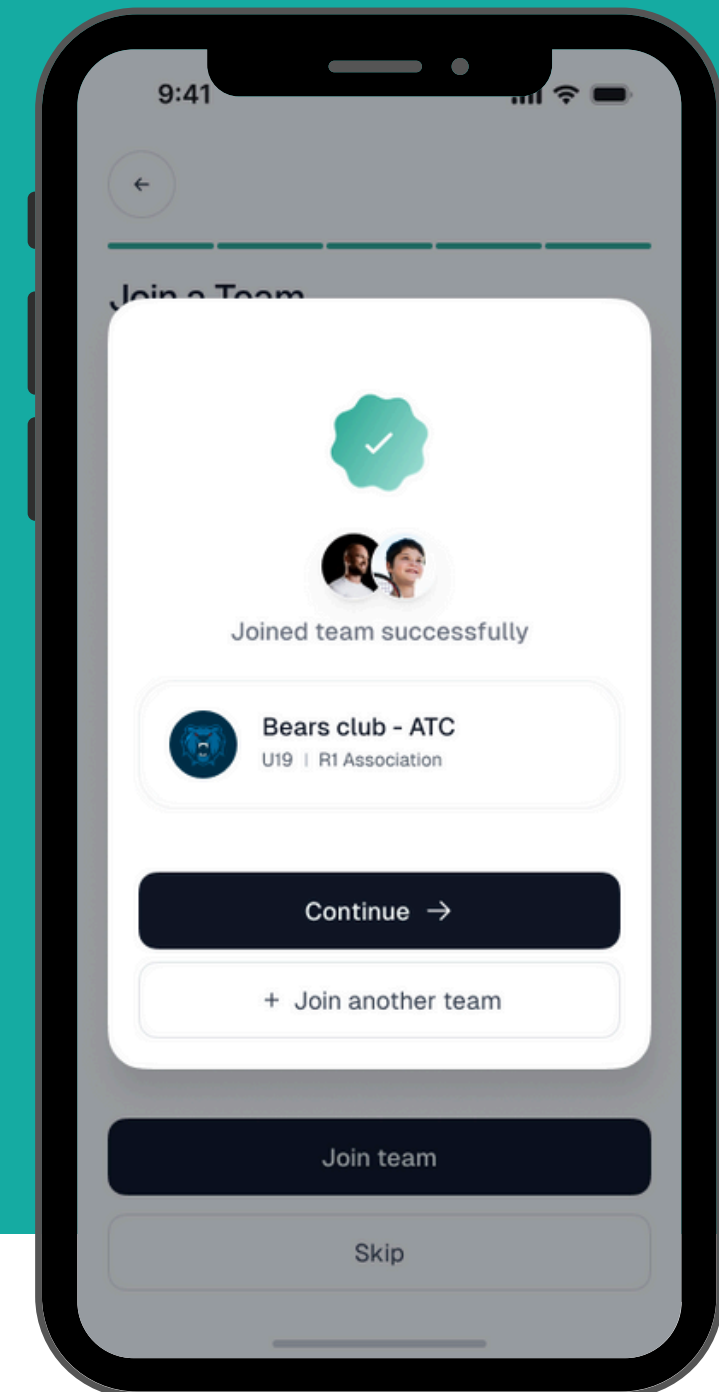
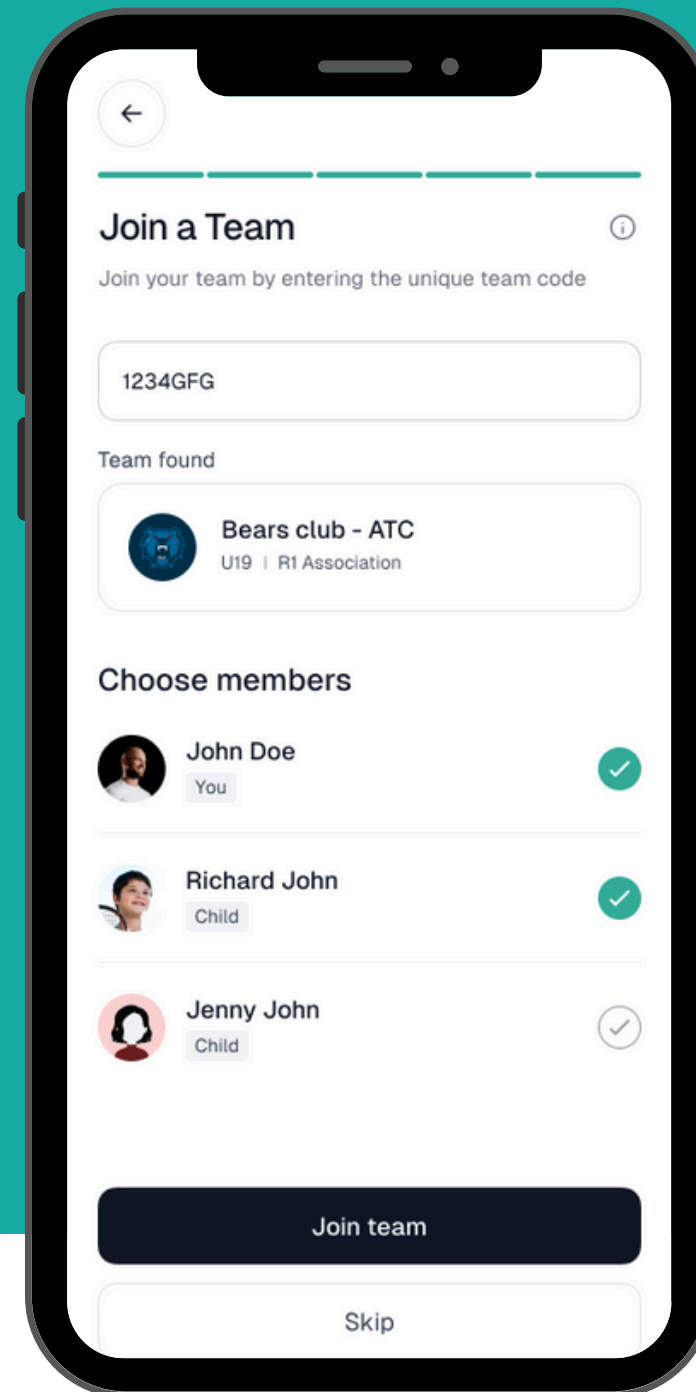
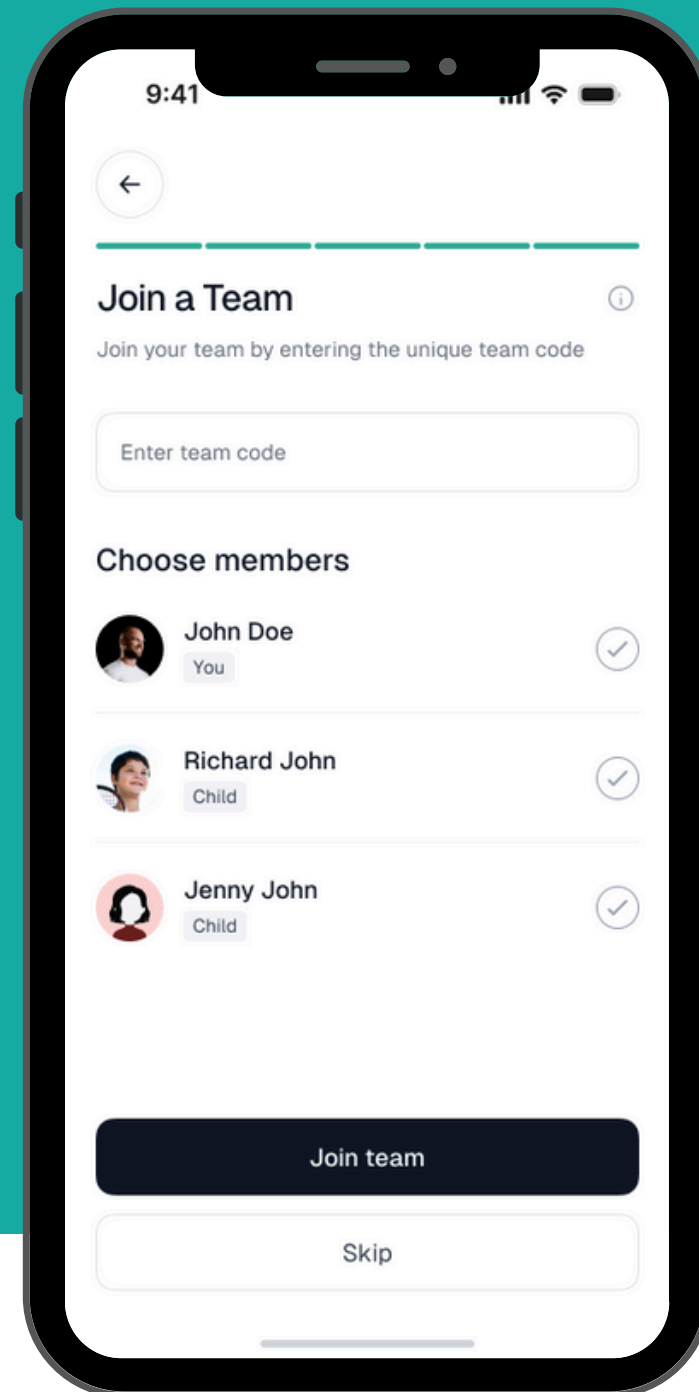


Alternatively, you can enter details manually



You're now ready to join your team

Join a team



At the 'Join a Team' screen, you'll need to enter the team code of a registered team

If it's the correct team you see, select the members that need to join the team

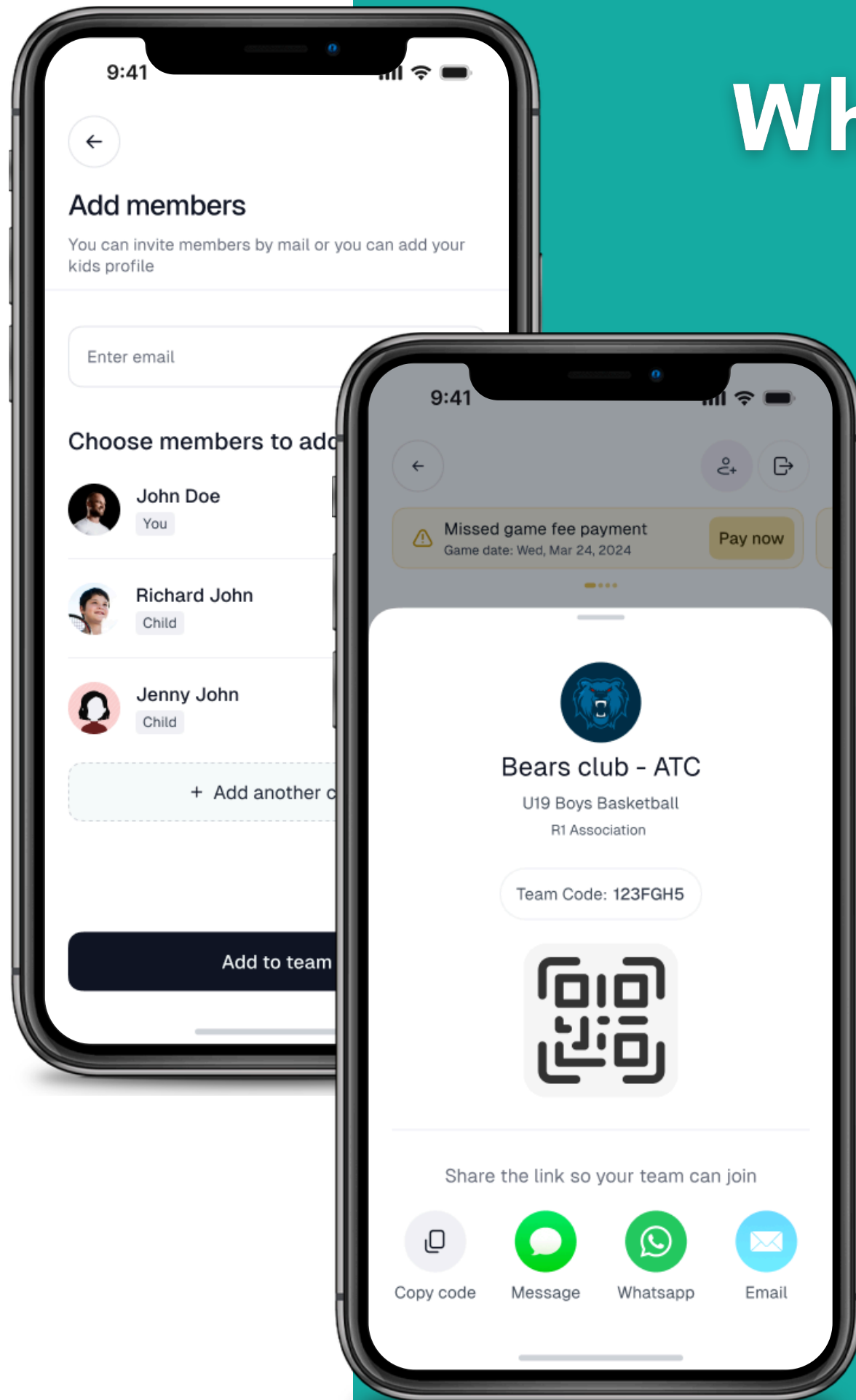
You're now ready! No more payment hassles. Just focus on the game

What can a Captain do?

The first person to join the team is assigned as the 'Captain' by default

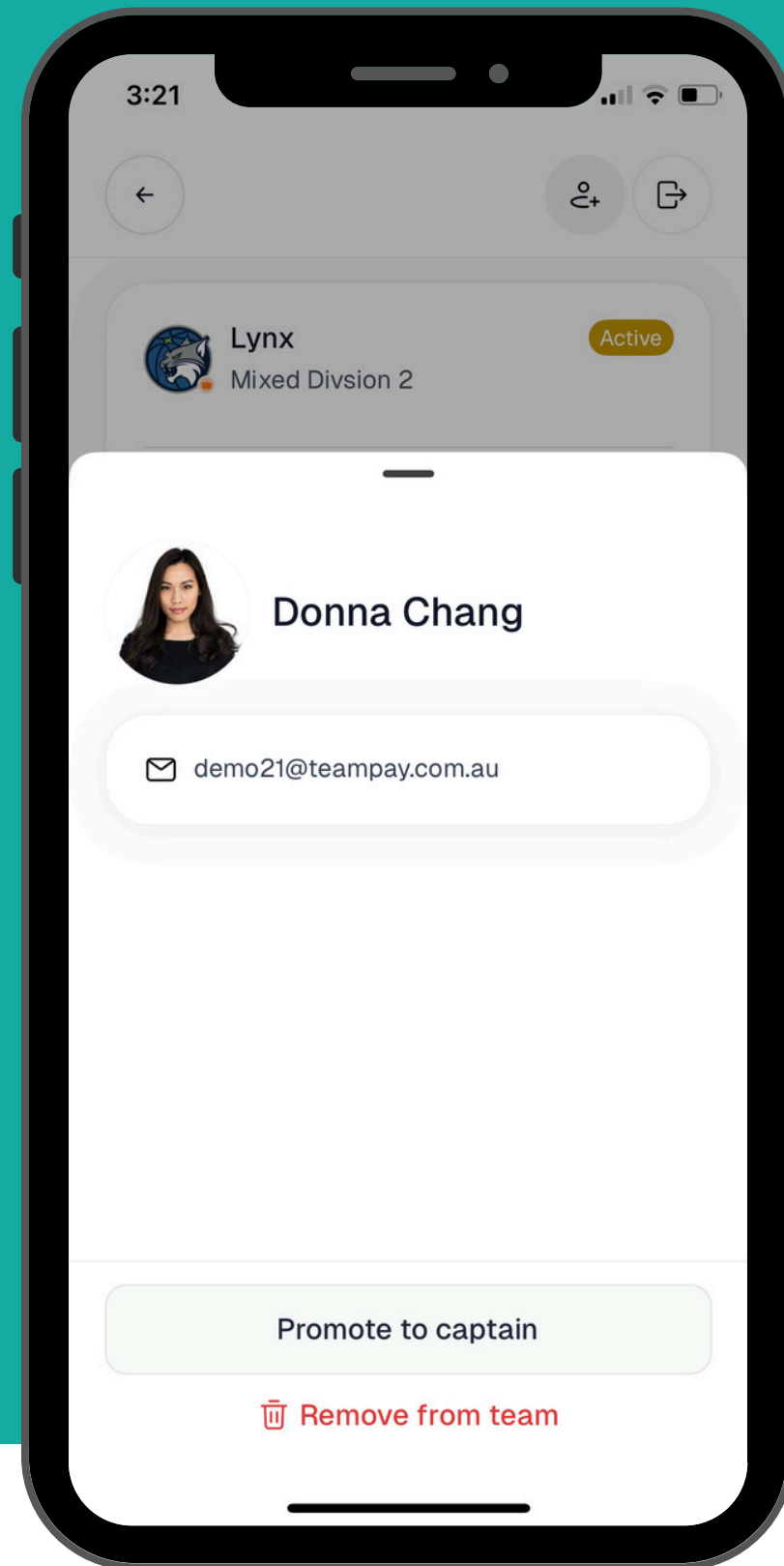
As a Captain, you can...

- Invite members via email
- Add existing child profiles from your own account to the team
- Share the Team Code with other members so they may search for the team and join themselves
- Assign one or more teammates as 'Captain'
- Make payments on behalf of the team (members must add their card details to their own profiles for Captains to process their payment)



What can Captains do?

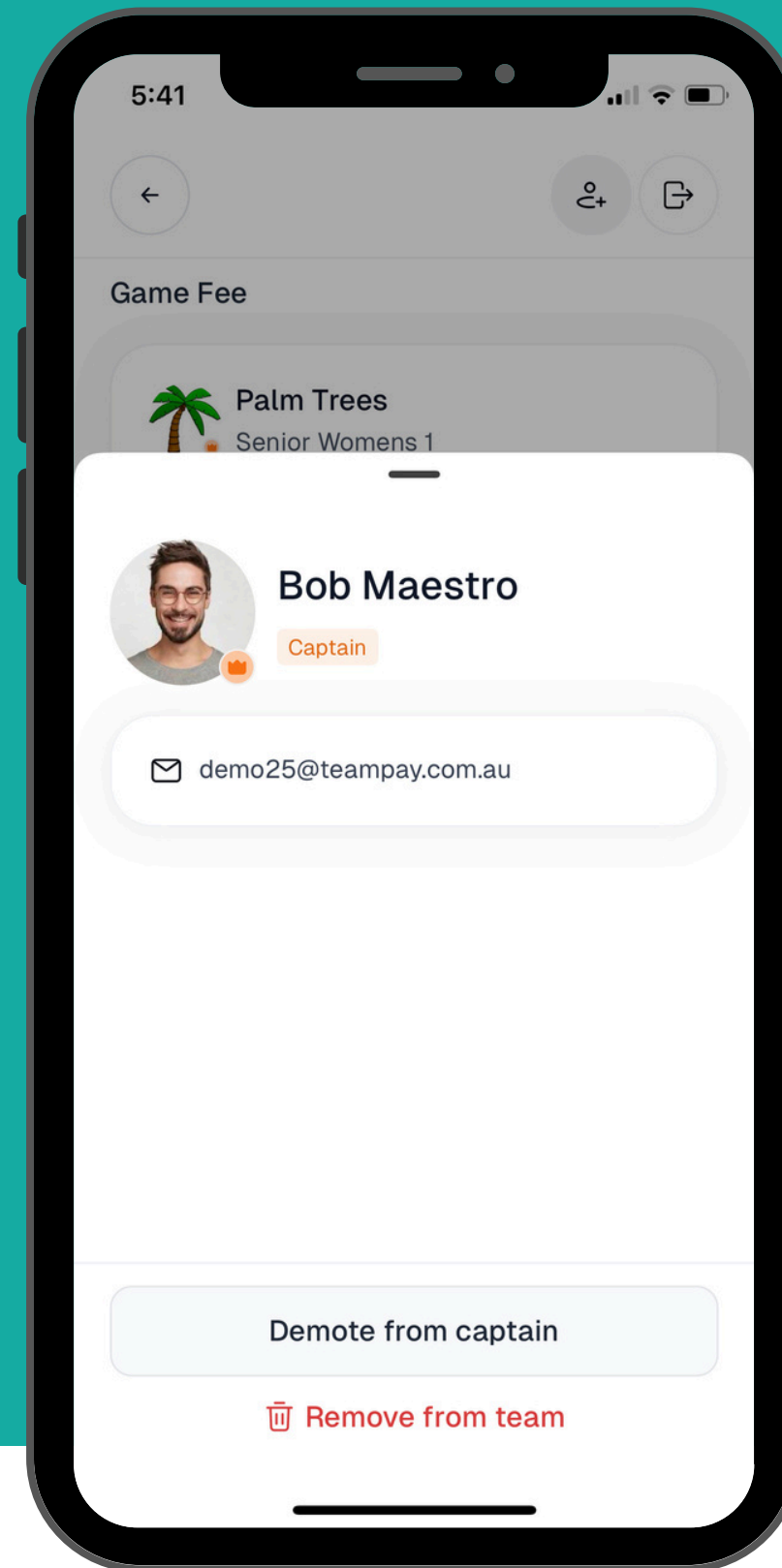
Promoting & Demoting Members



Promoting a member to Captain is as simple as selecting a member from the team members list and clicking 'Promote to captain'

A Captain cannot leave a team unless someone else is assigned as Captain

A child account cannot be promoted to 'Captain'



Similarly to unassign someone as Captain, select the member from the team members list to view their details, and click 'Demote from captain'

Types of Payments on Teampay

Team Sheet Fee vs Per Player Fee

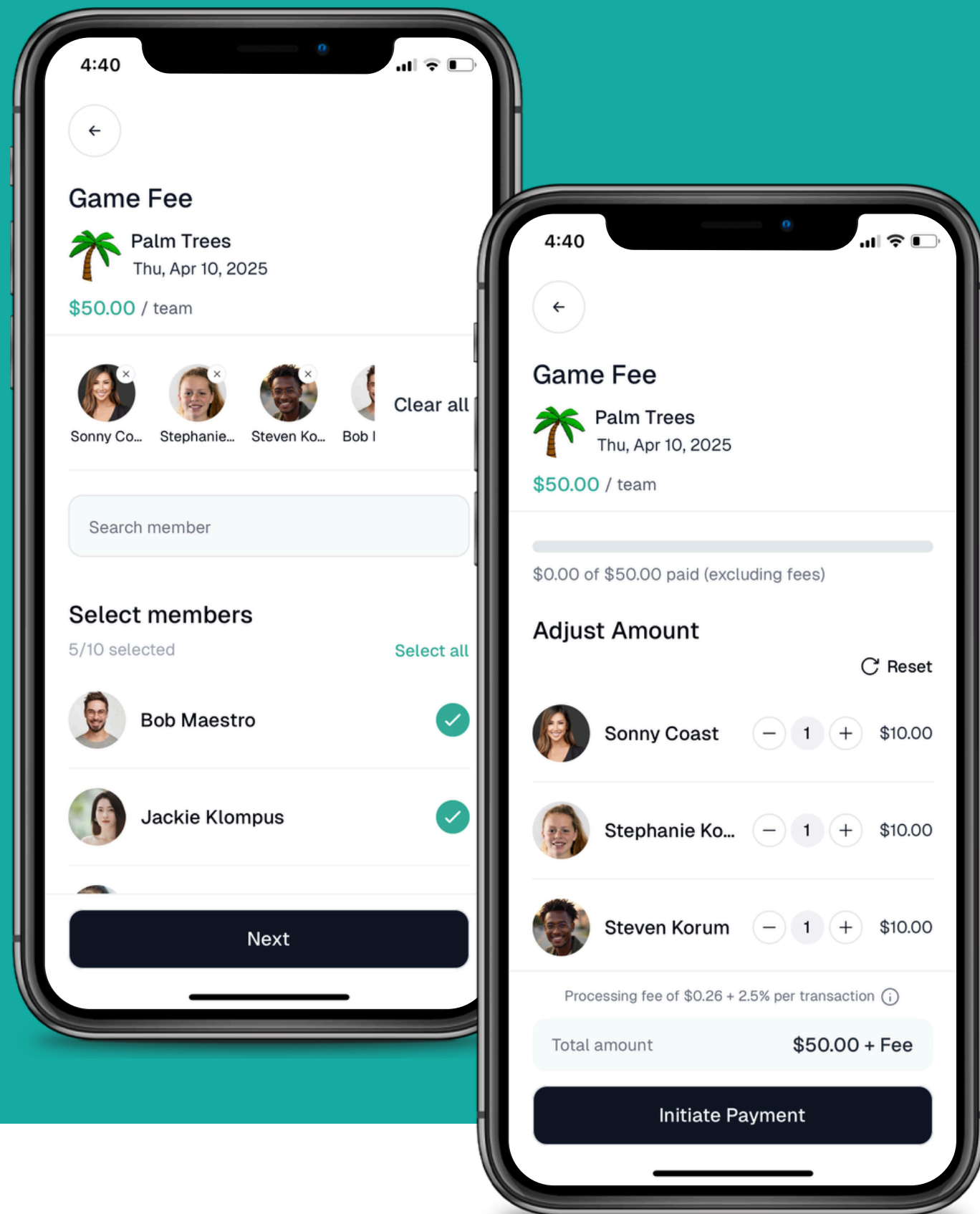
Teampay offers two types of team payments. Each sports organisation, depending on their operations, may use either one, or both, at their venue

Team Sheet Fee

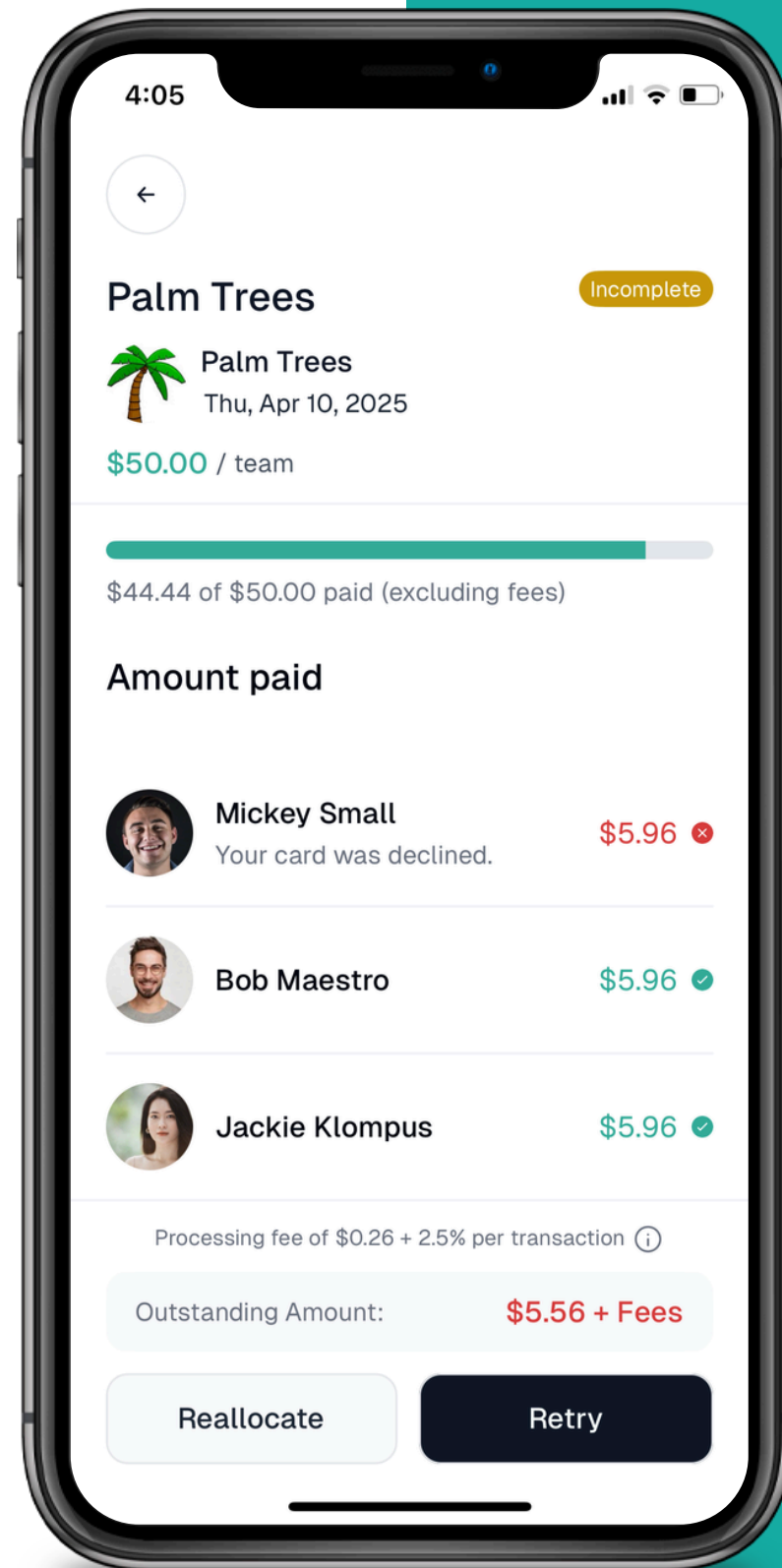
- A single fee for the whole team irrespective of the number of members
- The fee is split evenly between members
- The Captain initiates the payment after selecting who is playing

Per Player Fee

- Members are charged individually
- The captain or the member (primary cardholder) can initiate the payment via the app
- Some members may have discounted rates as set by the sports organisation



Making Payment



When can I make payment?

You can make payment for the team at anytime in the lead up to the game. Once you know who is playing, you can log in and process the payment

How do I know payment went through?

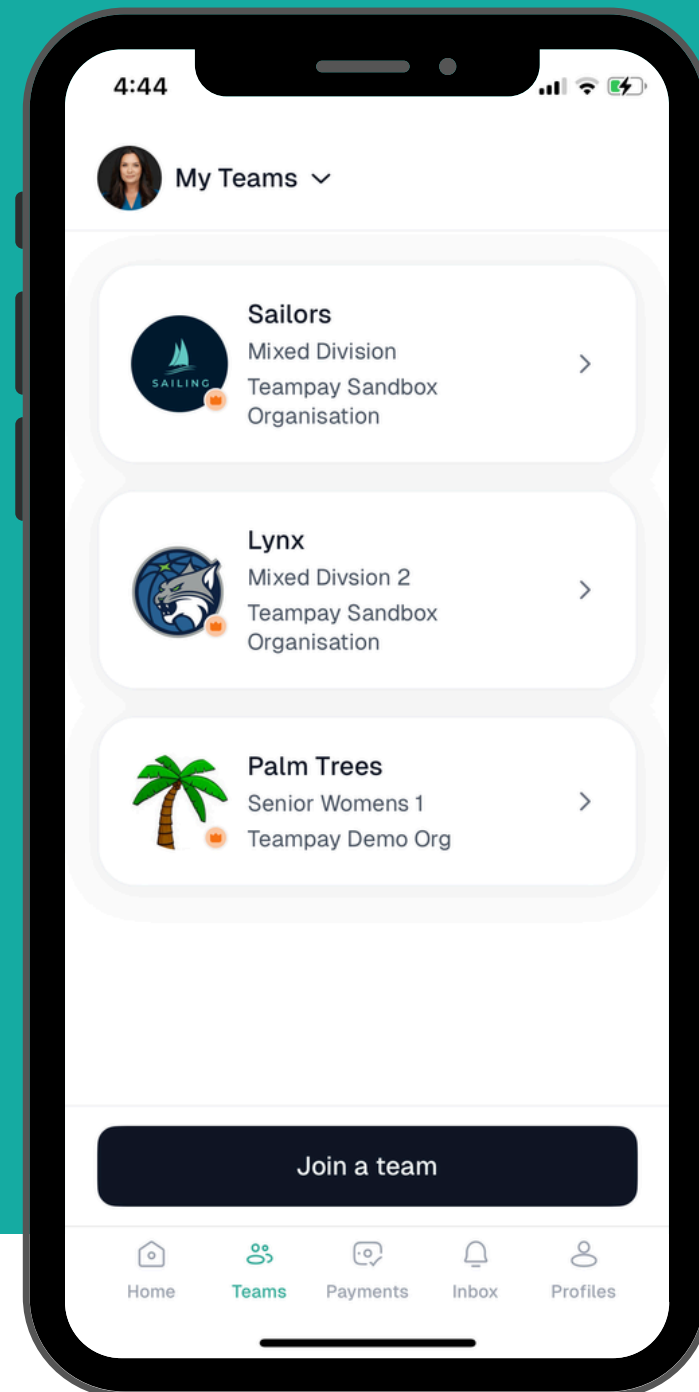
Once you hit 'Confirm & pay' keep your app open until the payment processing screen disappears. Check that you have green ticks next to each individual's name. If there is a payment that failed, it will clearly show a red X next to that payment and the decline code from the bank

How long does the process take?

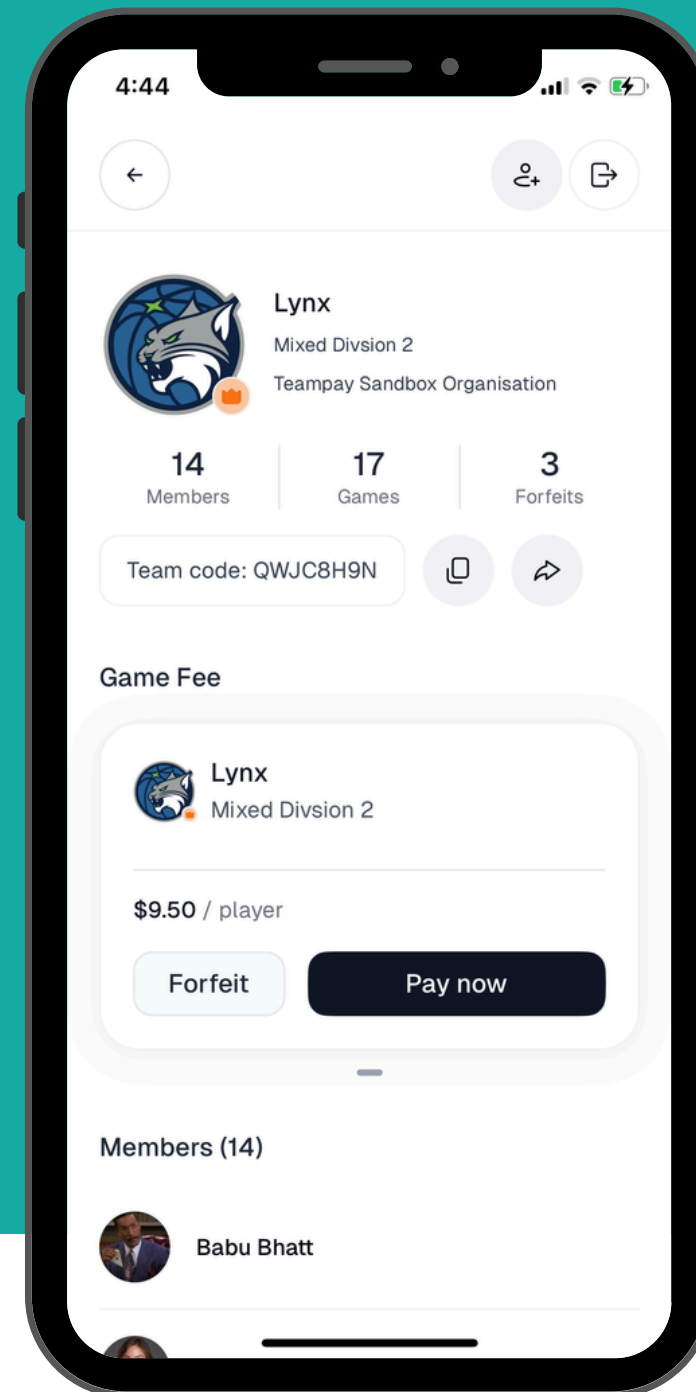
It should only take 2-3 minutes to do the whole process from logging in to confirmation of payment

Per Player Fee - Captain Initiates Payment

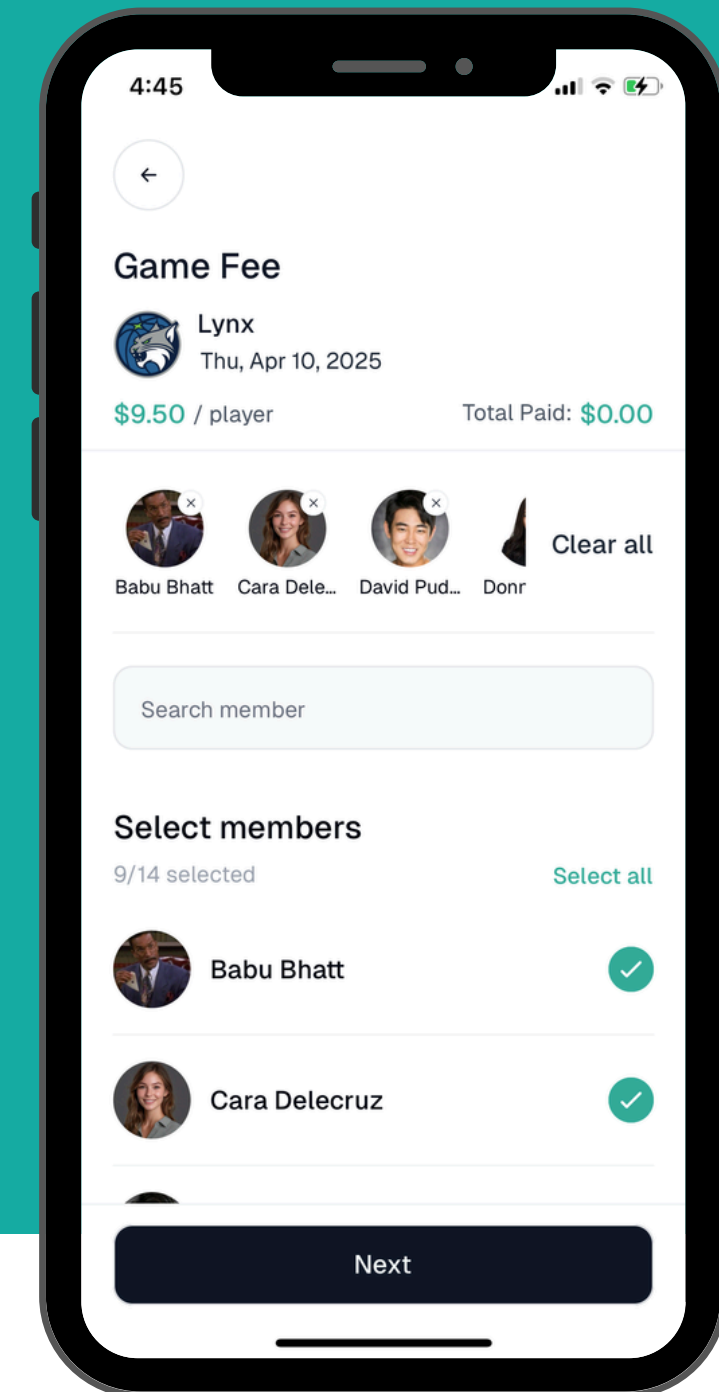
Select Team and Participating Members



Click on the team you wish to make payment for



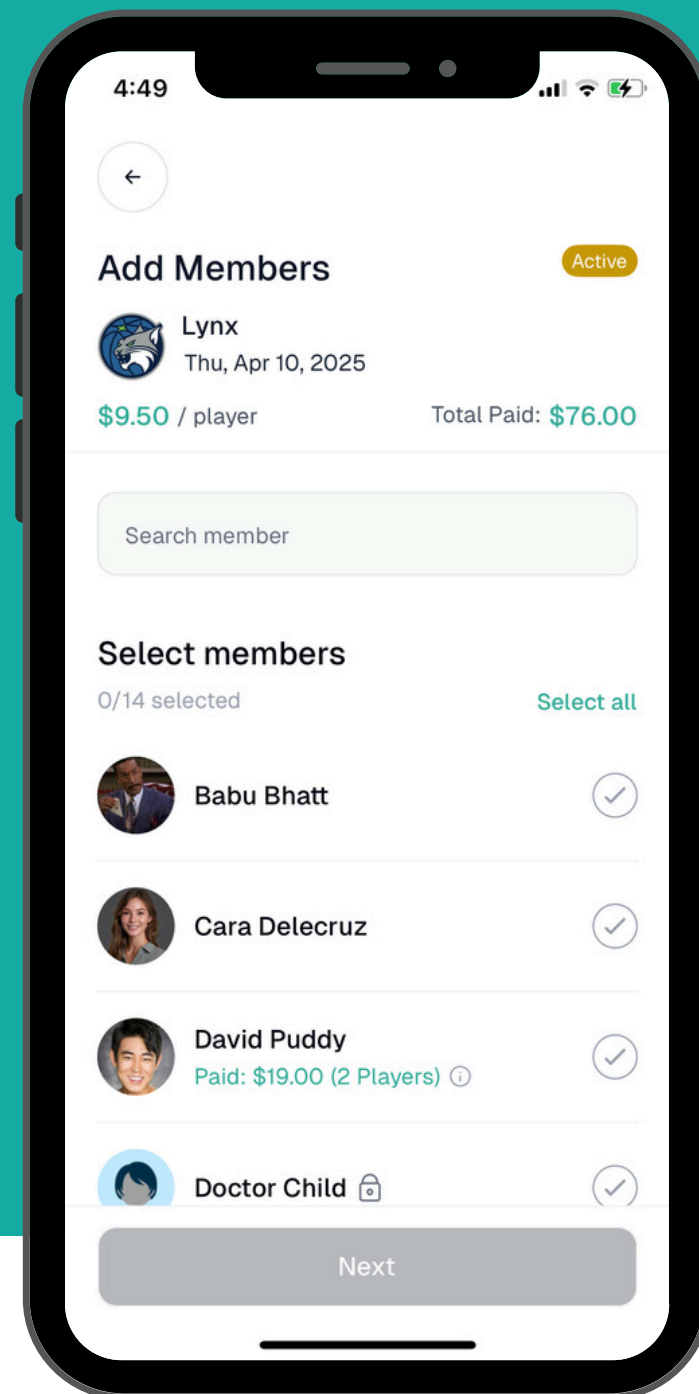
Scroll down to your 'Game Fees' and click 'Pay now' for the relevant game



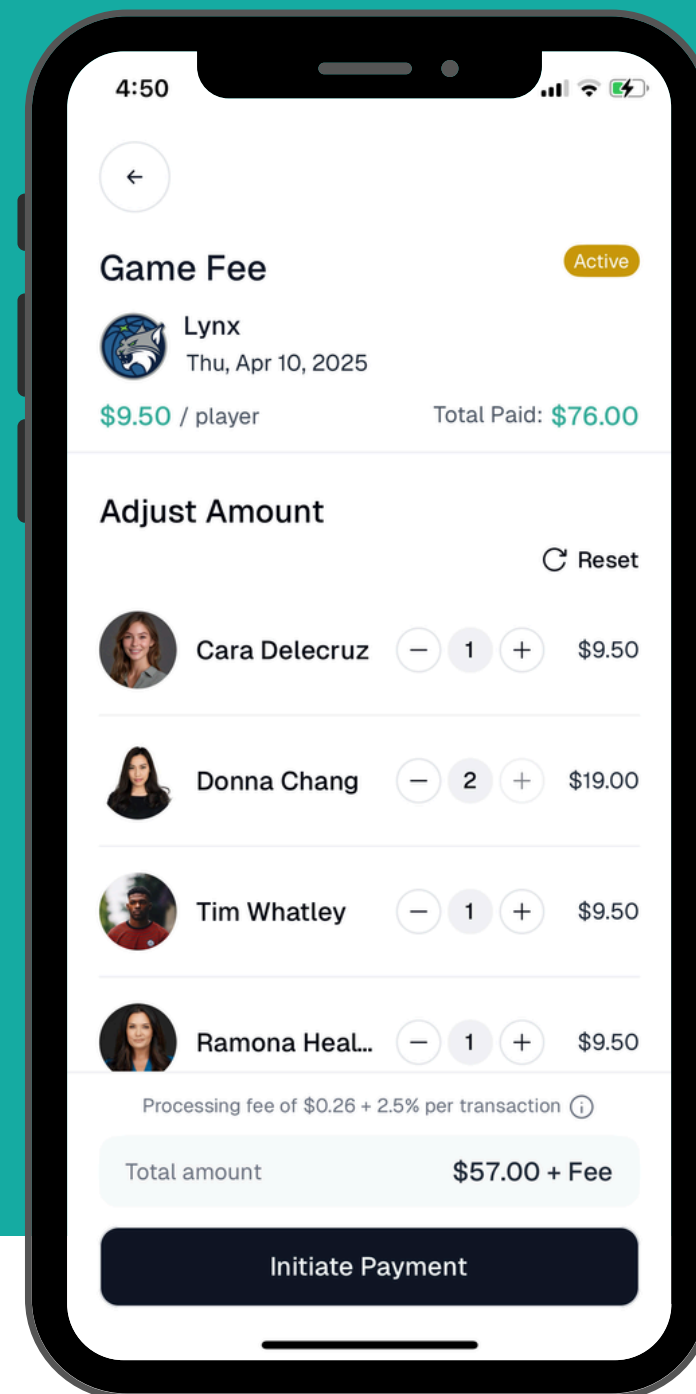
Select the team members you would like to charge for the game and click 'Next'

Per Player Fee - Captain Initiates Payment

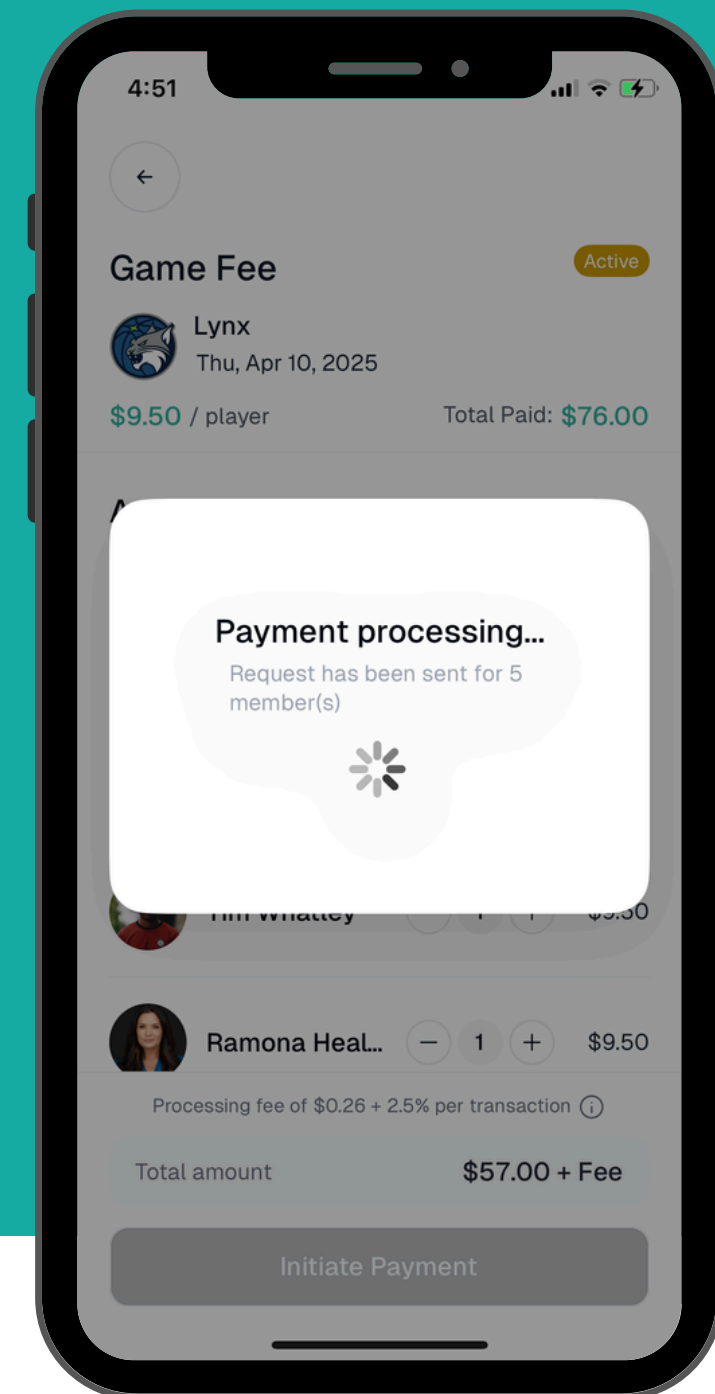
Process Payment



If a team member has already made a payment, you'll see this below their name



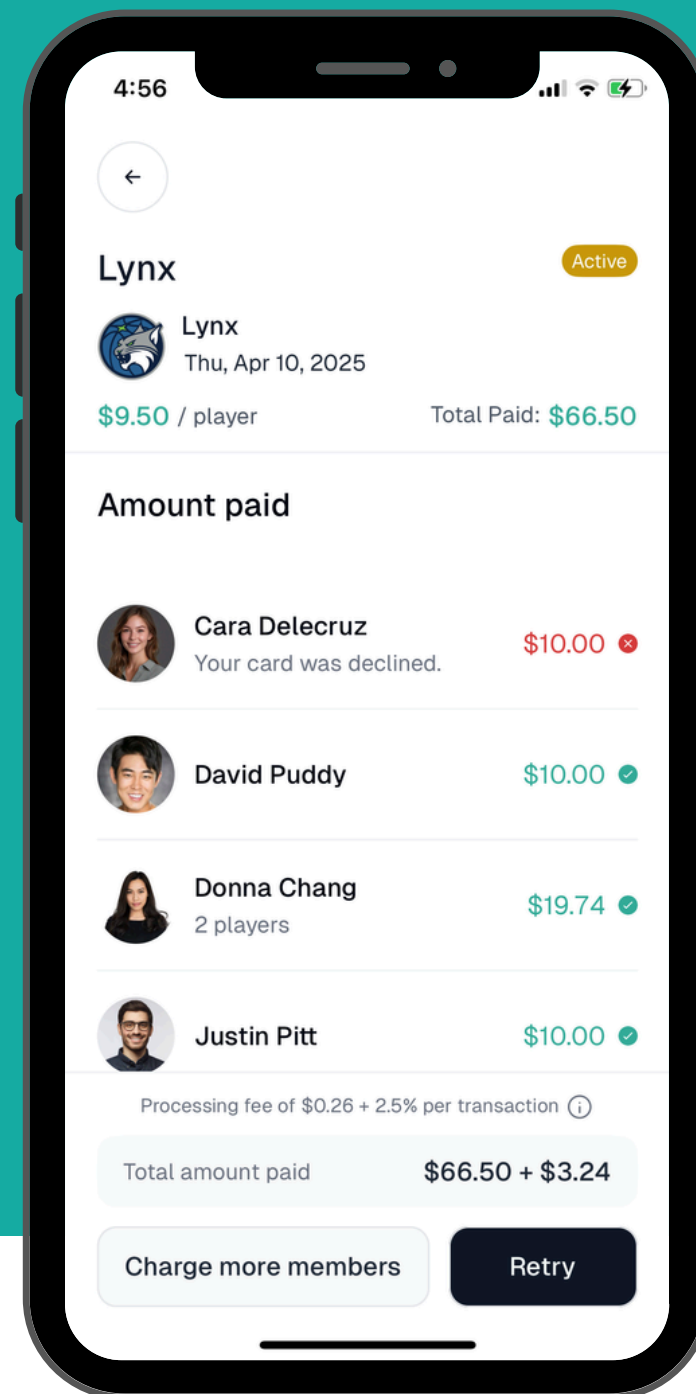
Click '+' for members paying for more than one slot. Click 'Initiate payment'



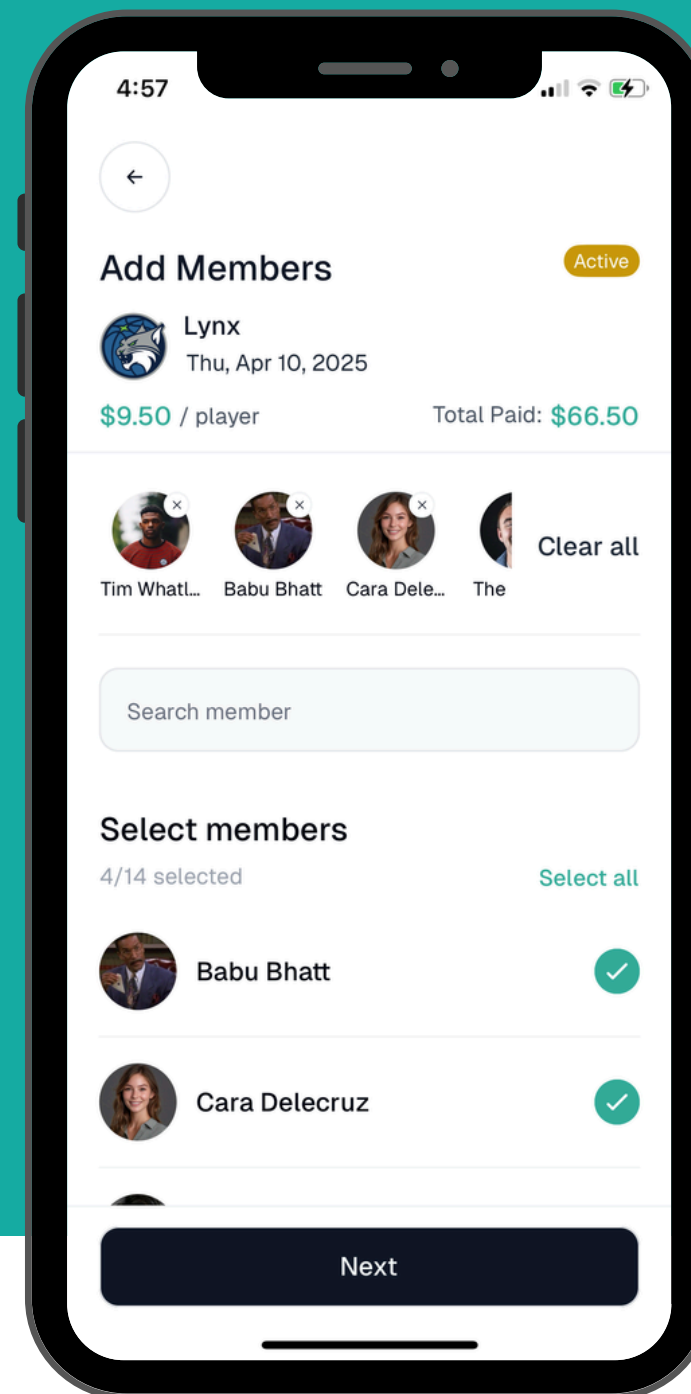
Payment will then be processed. Don't close your app during this stage

Per Player Fee - Captain Initiates Payment

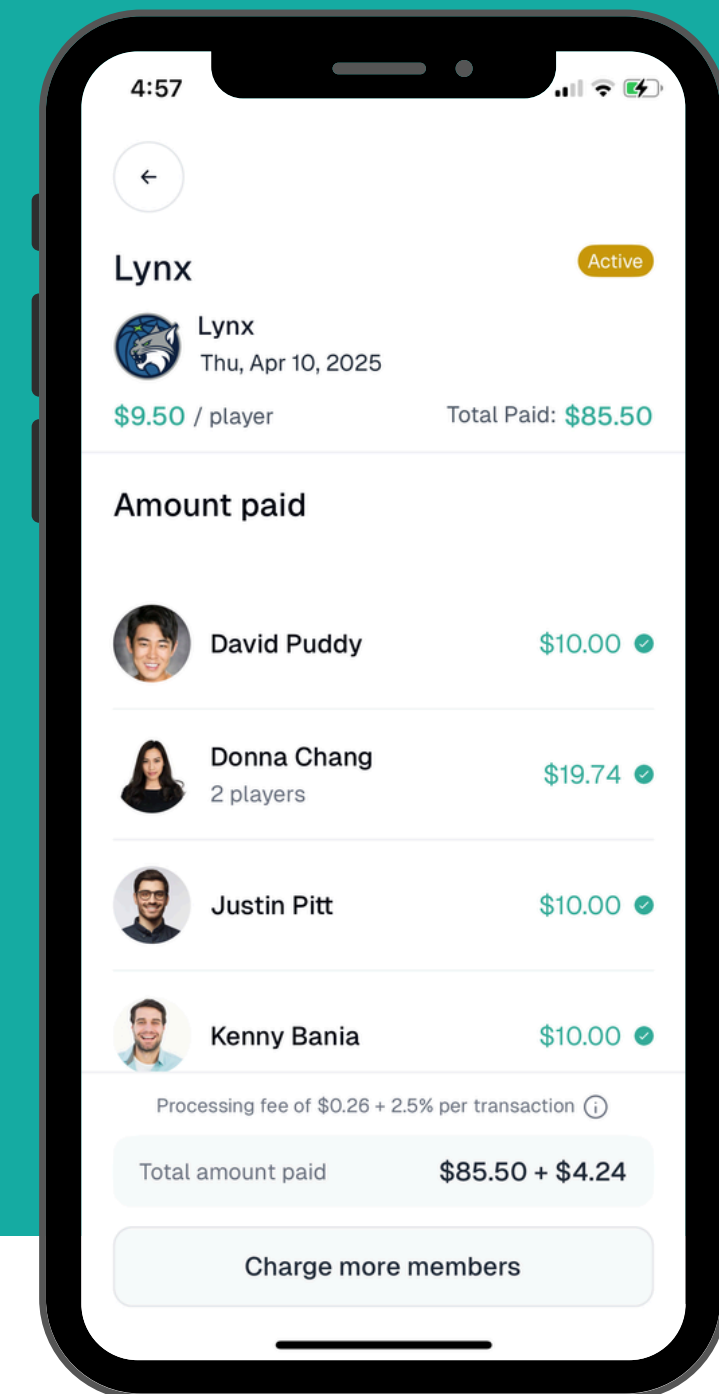
Retry Payments | Add Members



If a payment fails, take action based on the error code, and retry when ready. Add more members if required



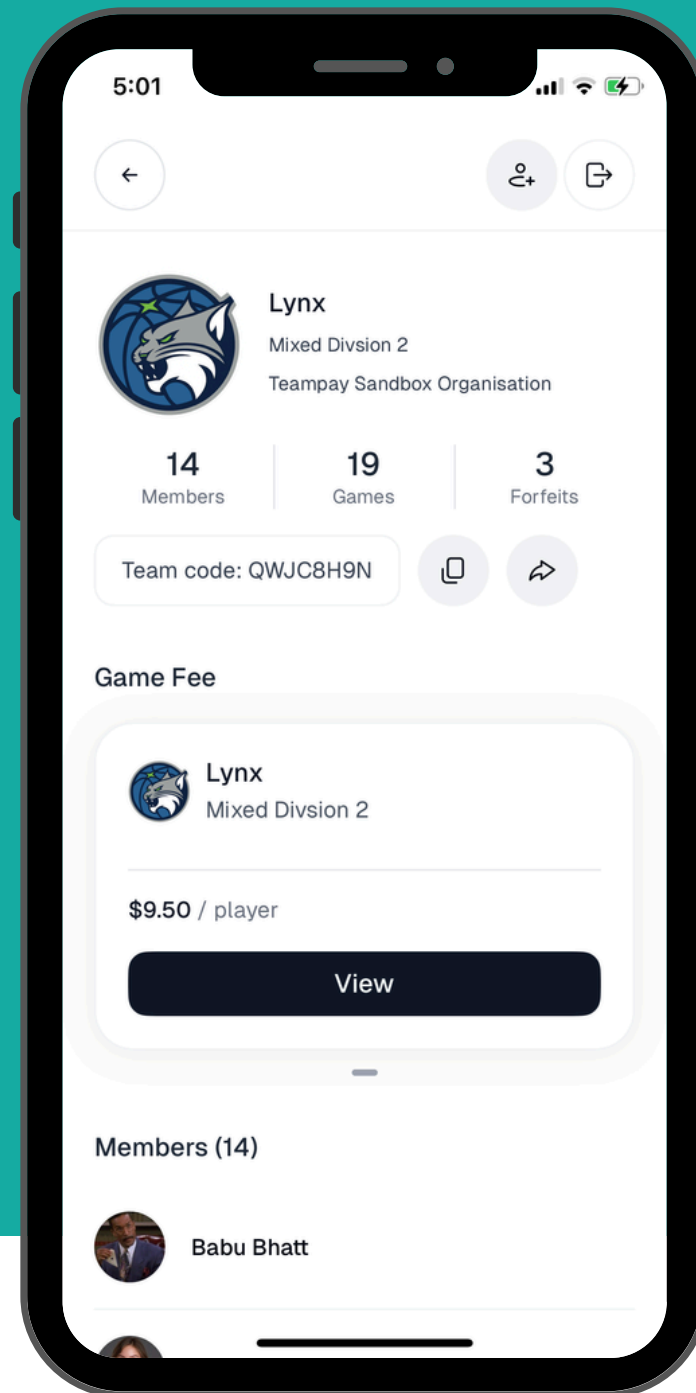
The 'Add Members' screen will display those who have paid. Select members you'd like to charge



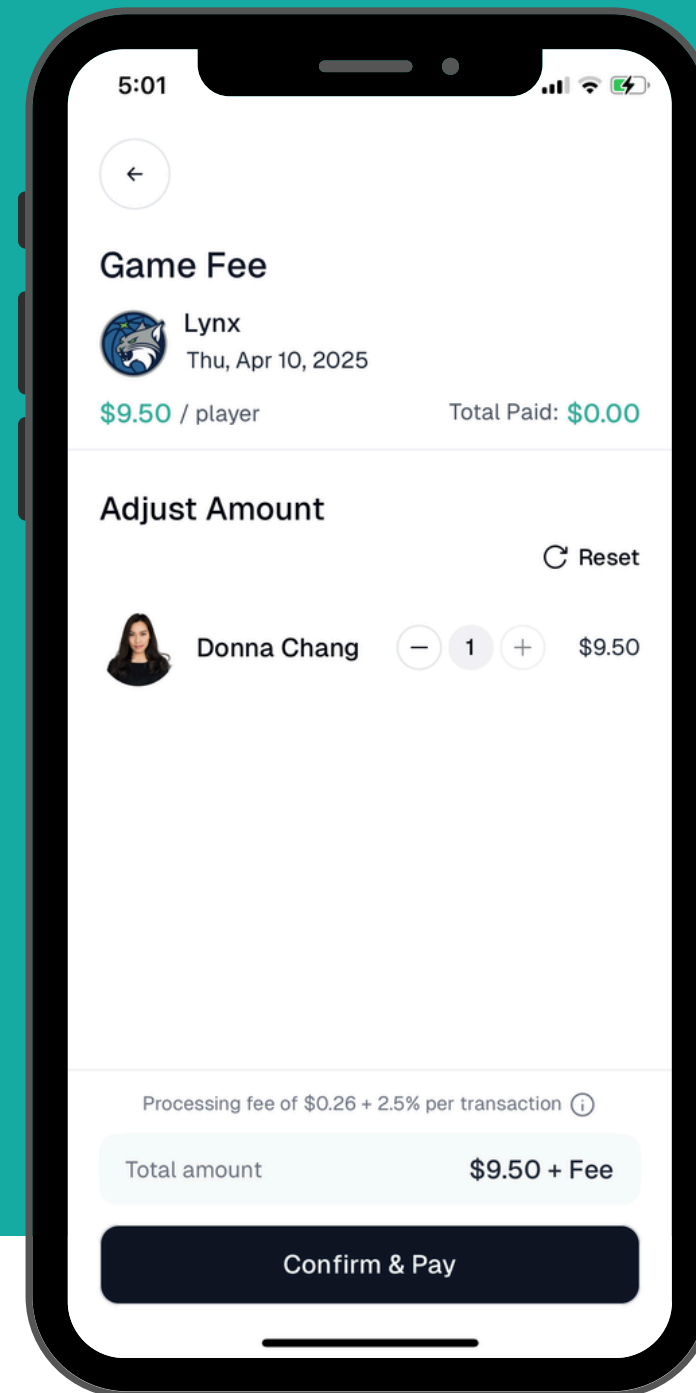
You're ready to play! If other members arrive late, you can still charge them by selecting 'Add Members'

Per Player Fee - Member Initiates Payment

Select Team and Participating Members



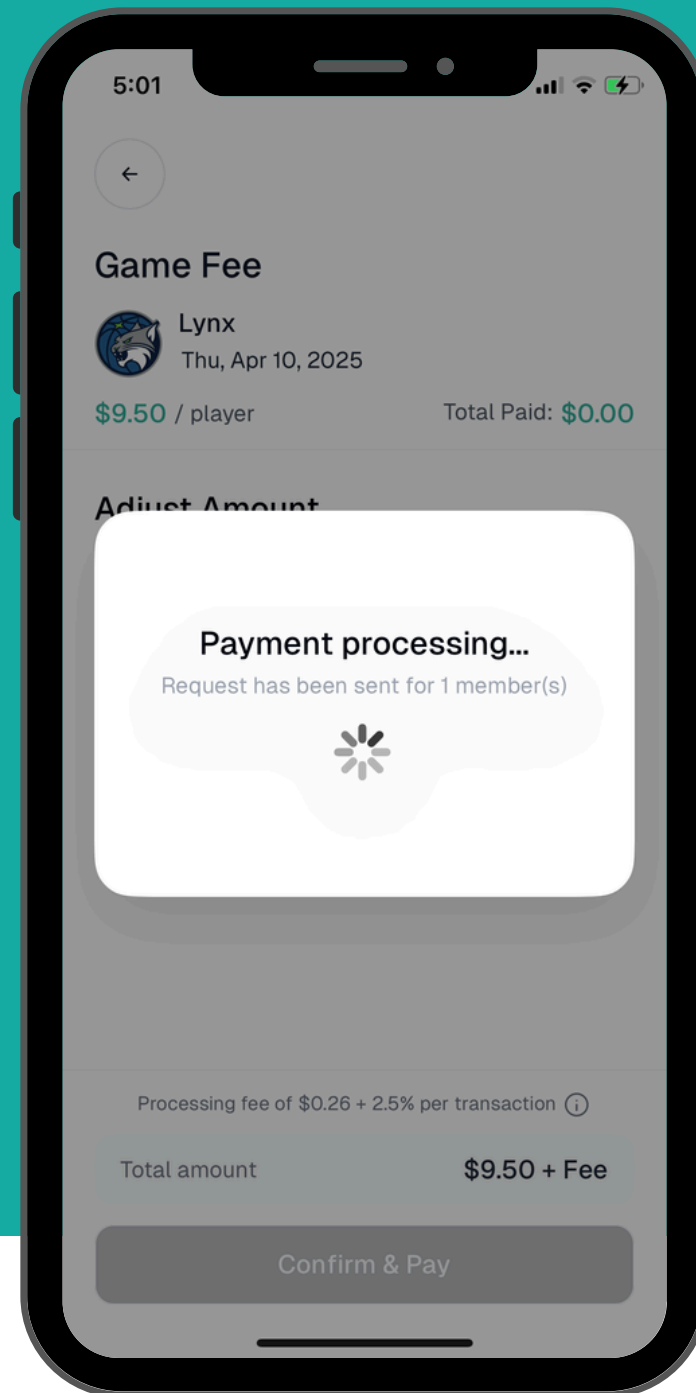
Under the selected team you wish to make a payment for, scroll to 'Game Fees' & click 'Pay now'



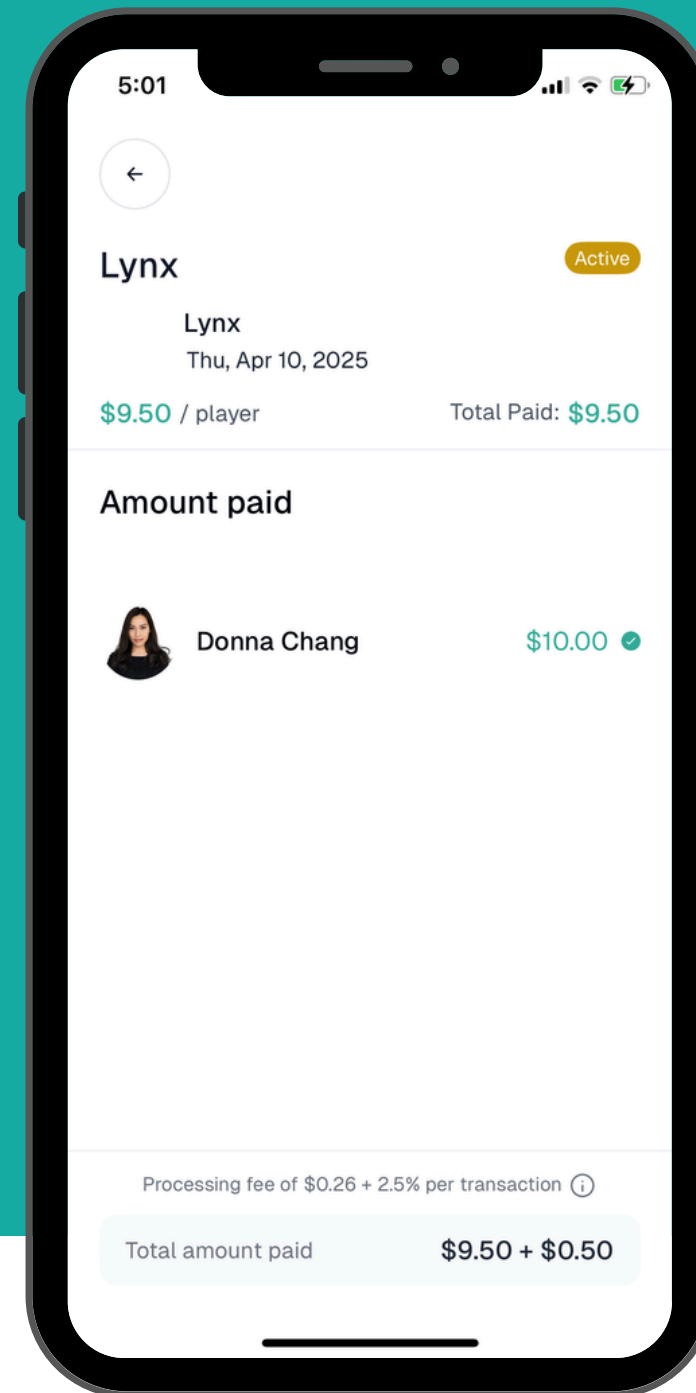
Select the members under your profile you would like to pay for and click 'Confirm & Pay'

Per Player Fee - Member Initiates Payment

Select Team and Participating Members



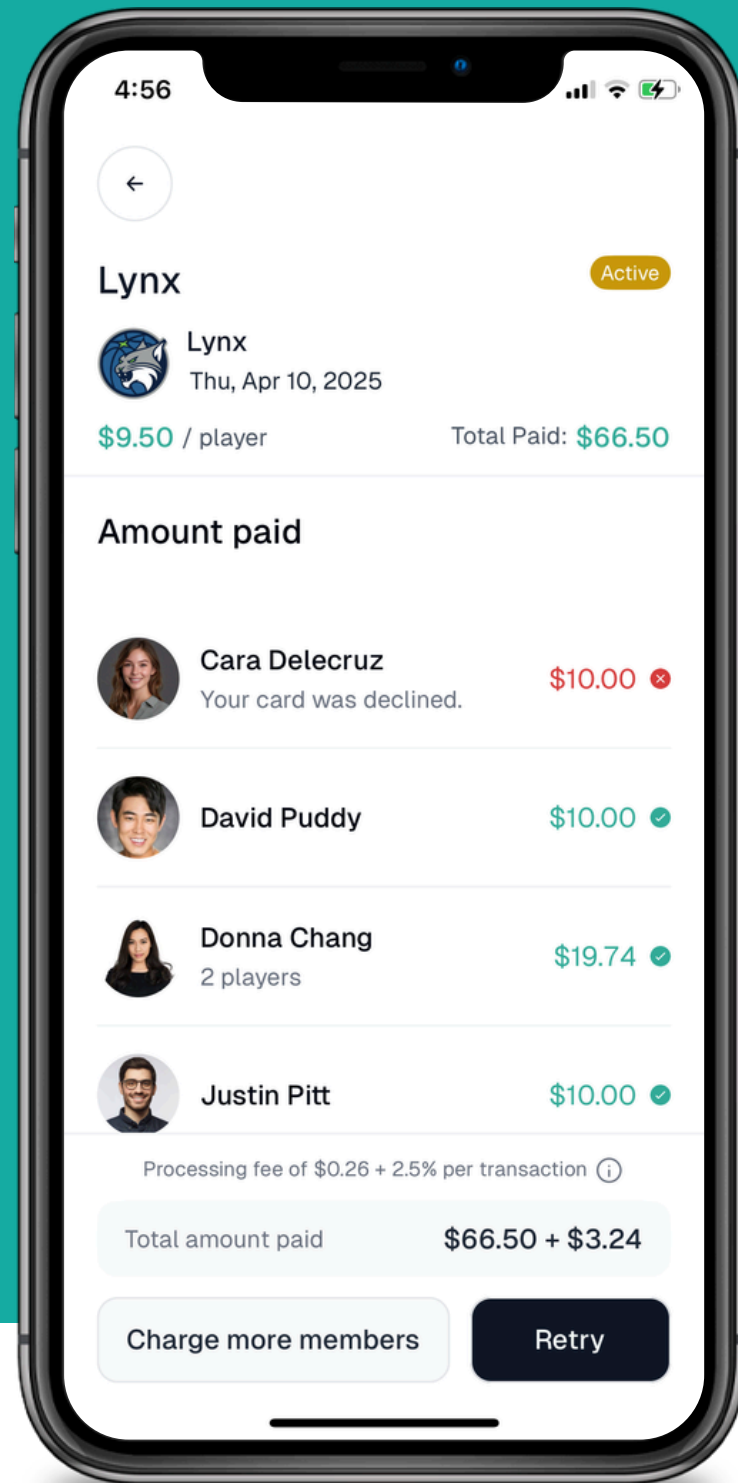
Payment will then be processed.
Don't close your app during this
stage



You're ready to play!

Failed Payment

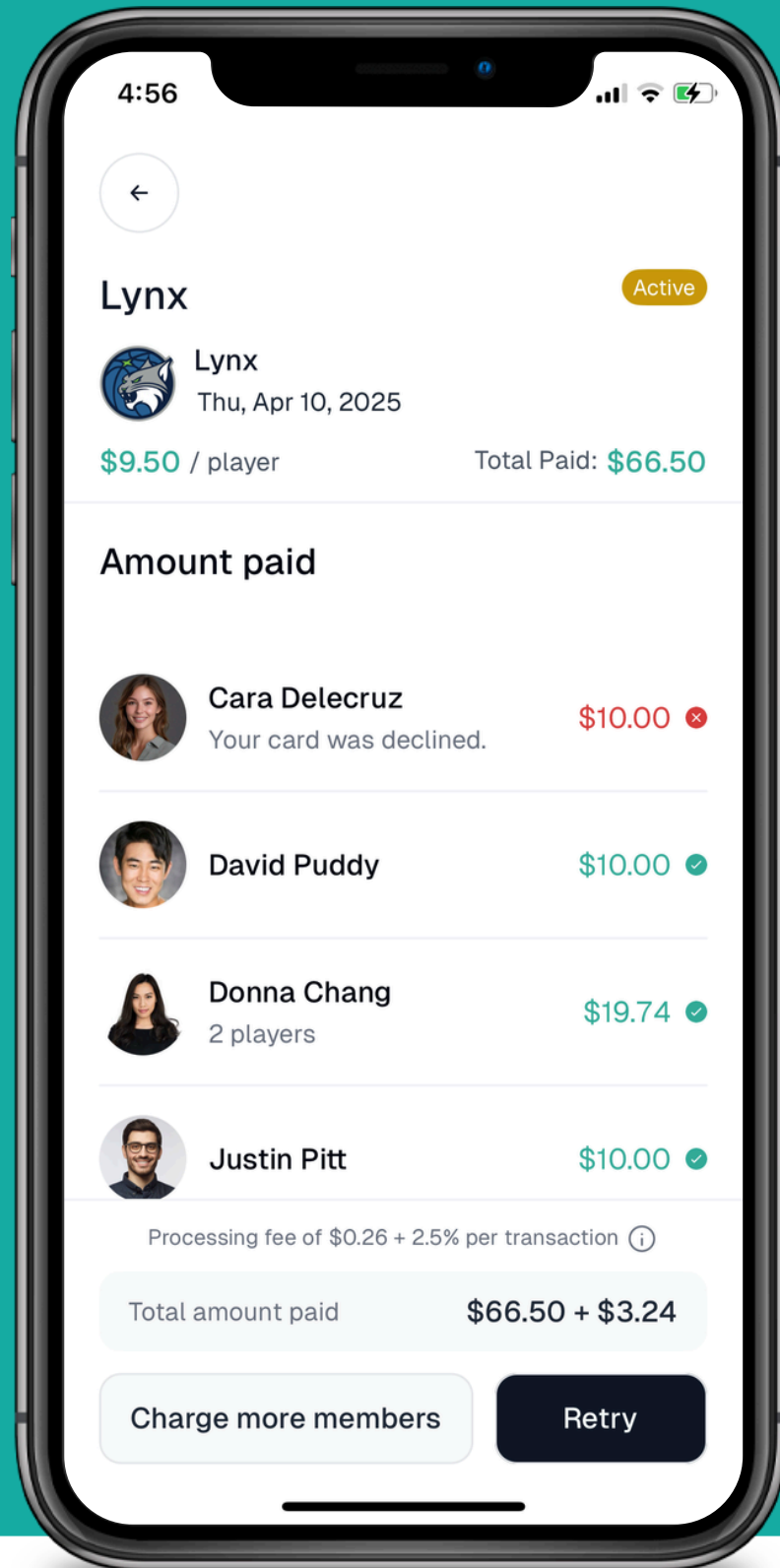
If a certain member payment comes back as failed, then money has not been debited from that individual's account



Most Common Reasons For A Failed Payment:

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

Resolving Failed Payments



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

Have the member check their account to ensure there are 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 Captain once this is sorted?

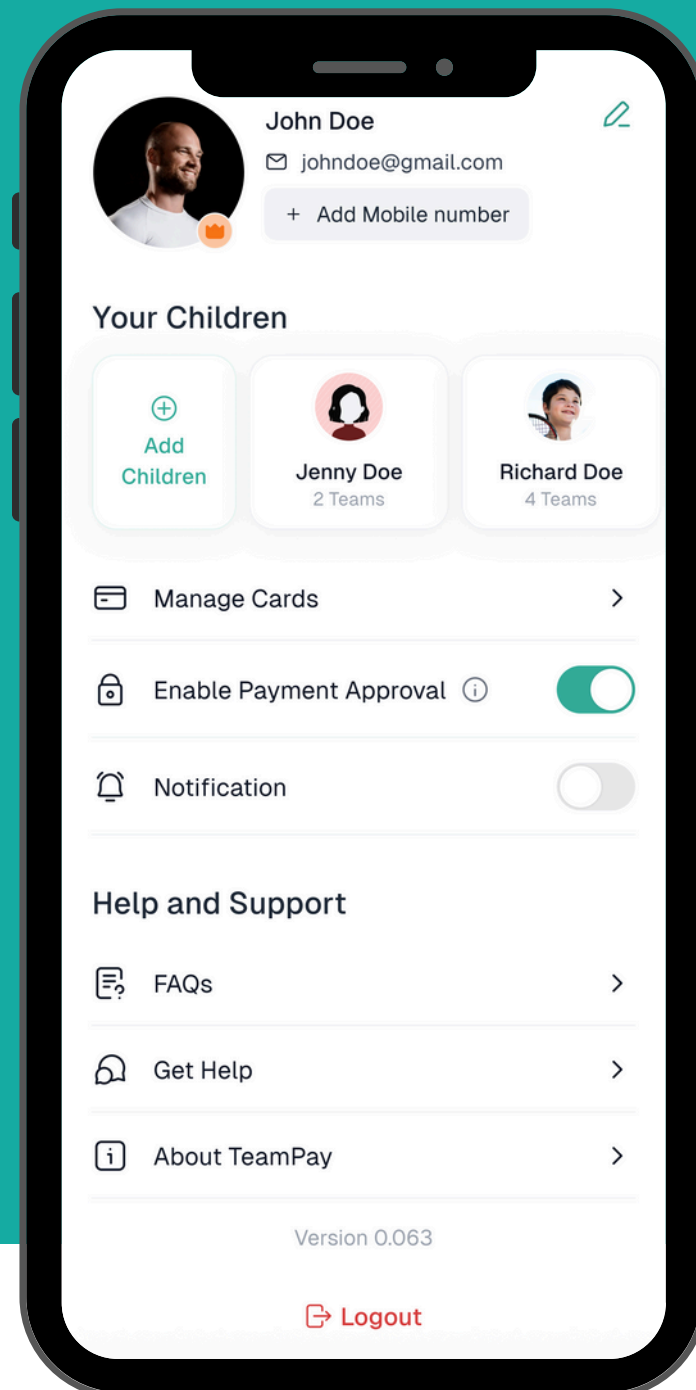
After the parent has checked their account, you can select the Retry button to re-attempt payment for the failed payee(s). This will only attempt to take payment from anyone whose payment initially failed

What if the payment fails again?

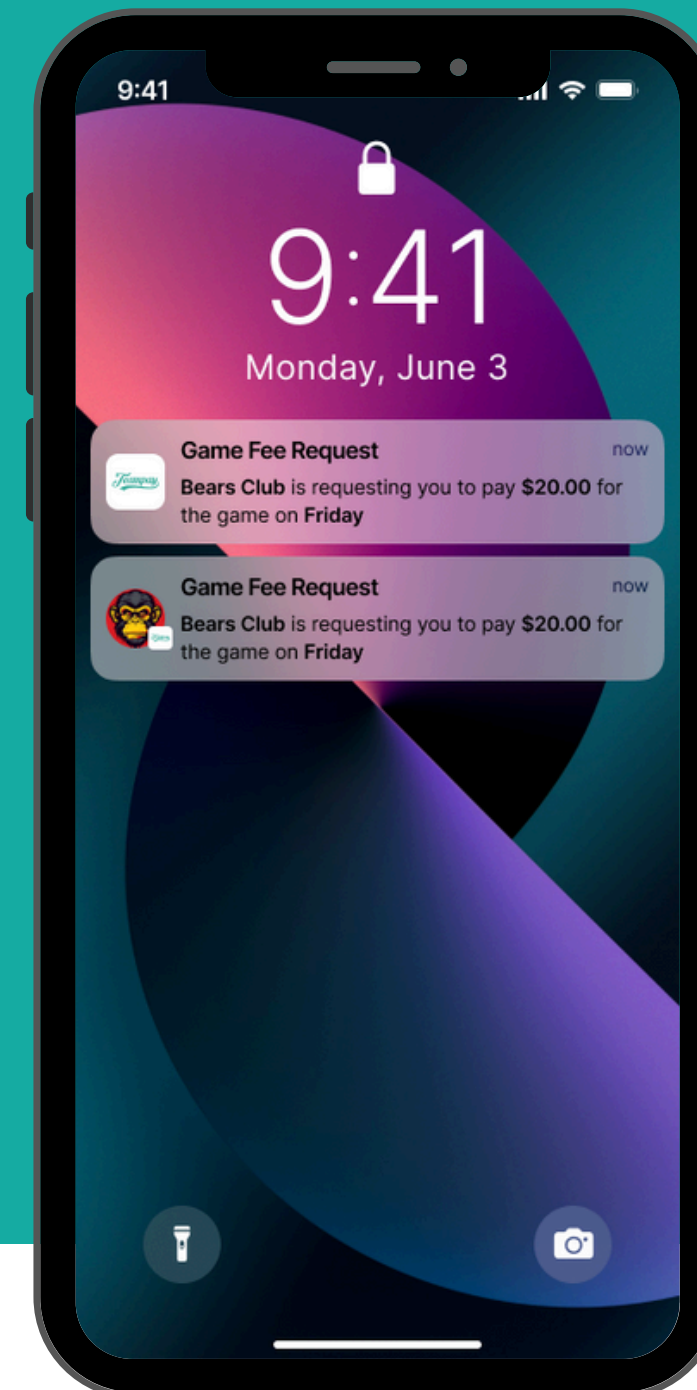
You can reattempt the payment at anytime, so once it's been resolved with the failed payee you can try again

Payment Approval

In most cases, members just add their card details and allow the captain to process payments on their behalf, but for the security conscious, Teampay has an 'Enable Payment Approval' feature, that ensures you see every transaction



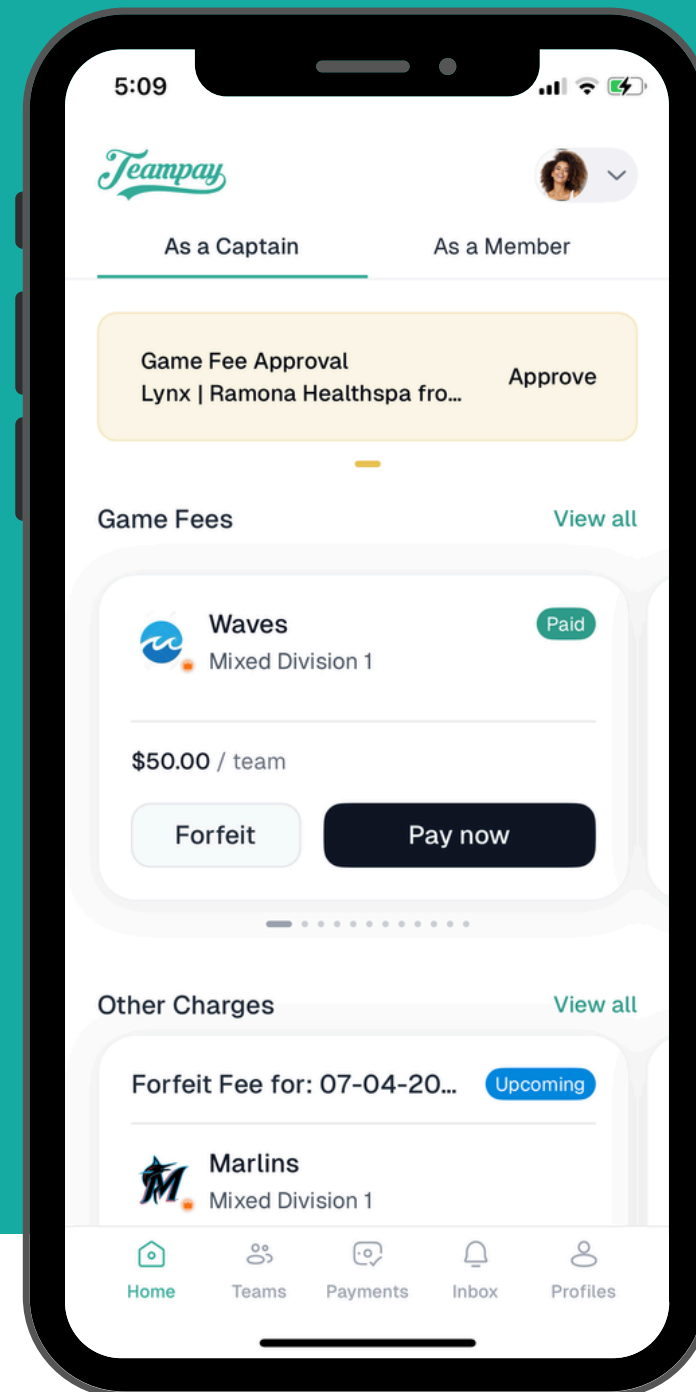
In your profile, toggle on the 'Enable Payment Approval' button. This will ensure approval requests come to you first via the Inbox before being processed



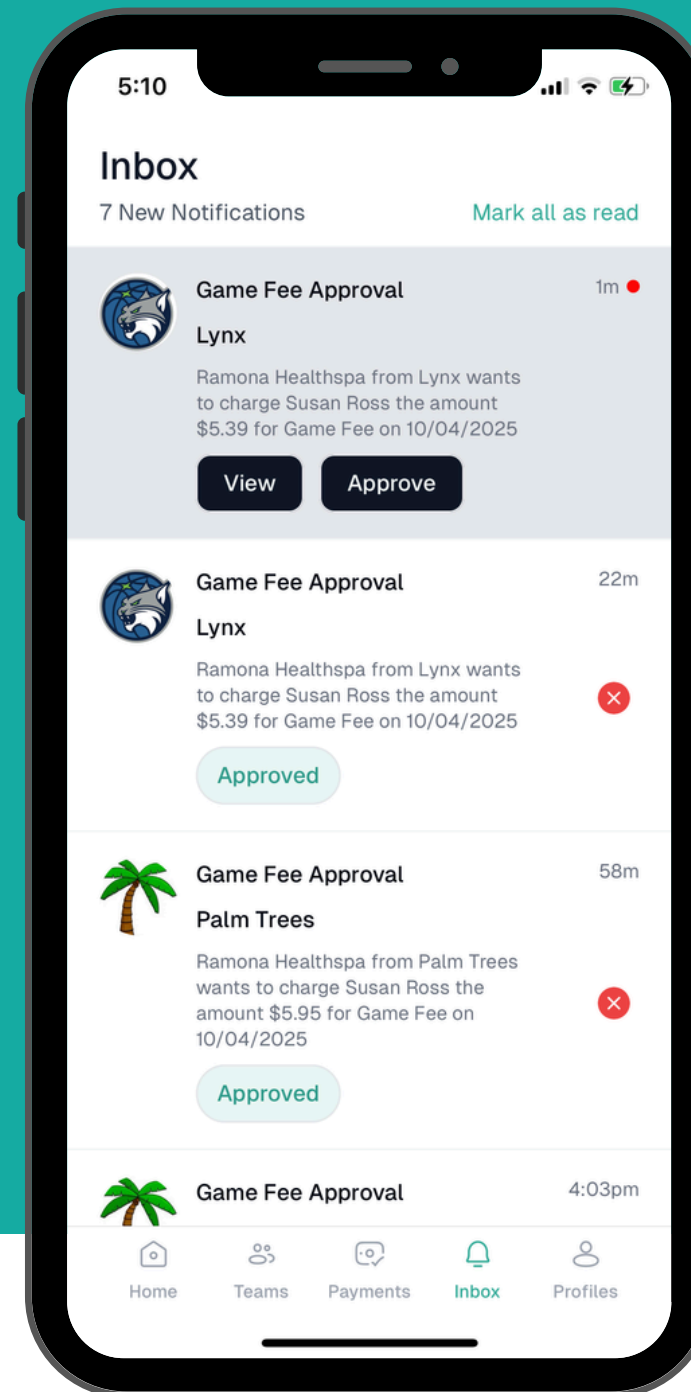
If you also enable notifications, you will receive push notifications from Teampay. This is how they will look when you're not in the Teampay app

Inbox

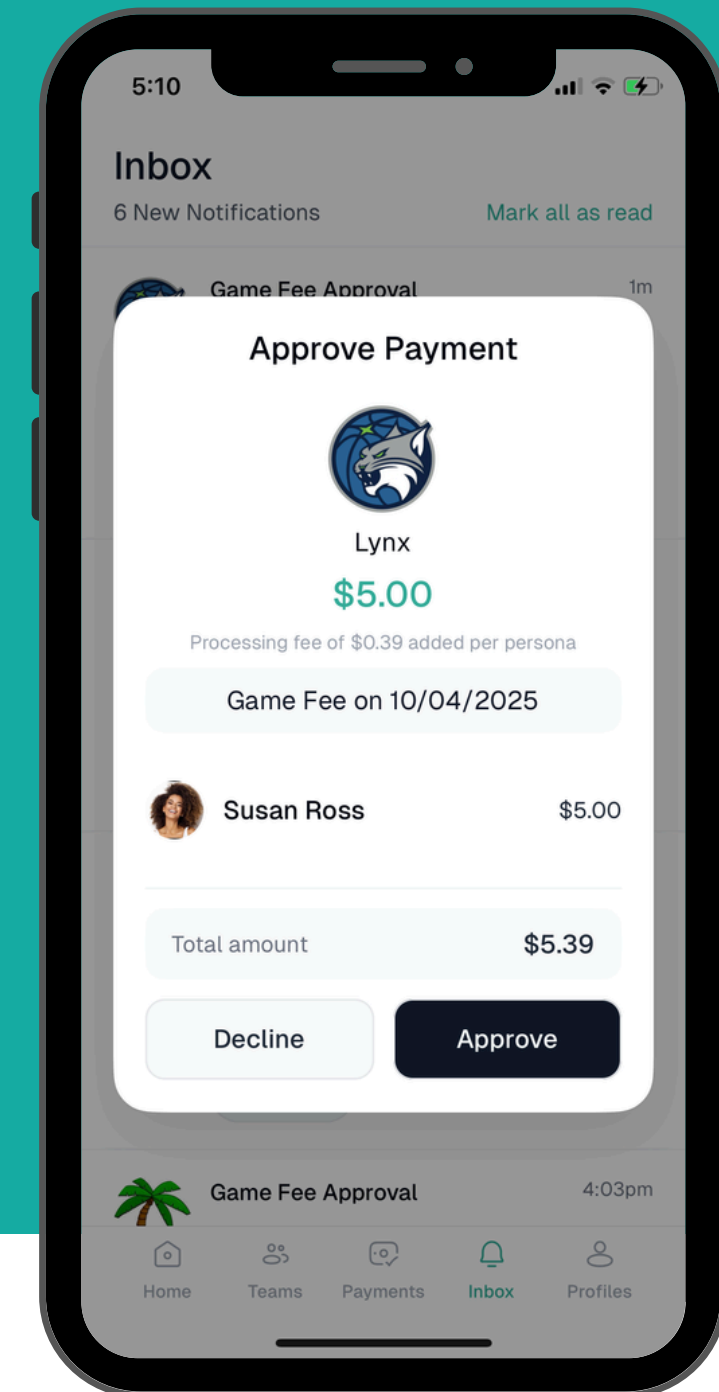
Notifications & Announcements



When you're in the Teampay app, notifications will appear at the top like this



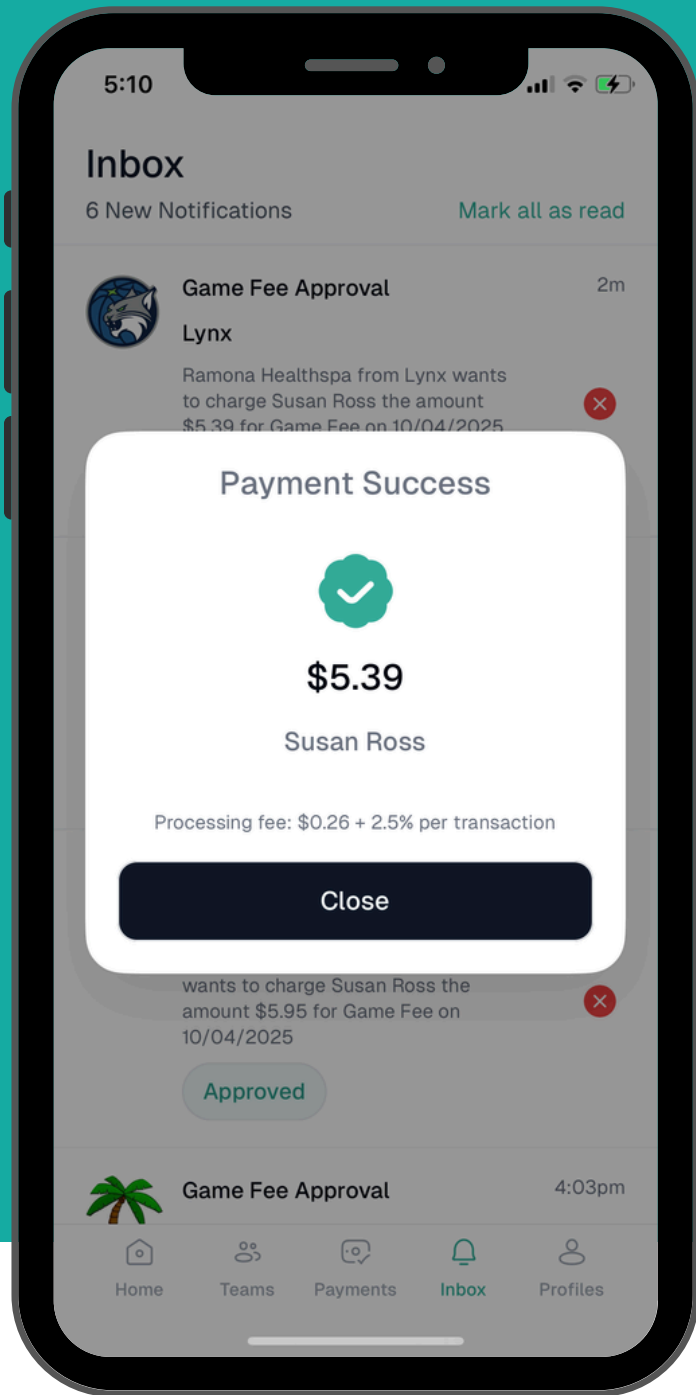
Payment Approval requests come to your Inbox. 'Approve' to allow the Captain to make payment



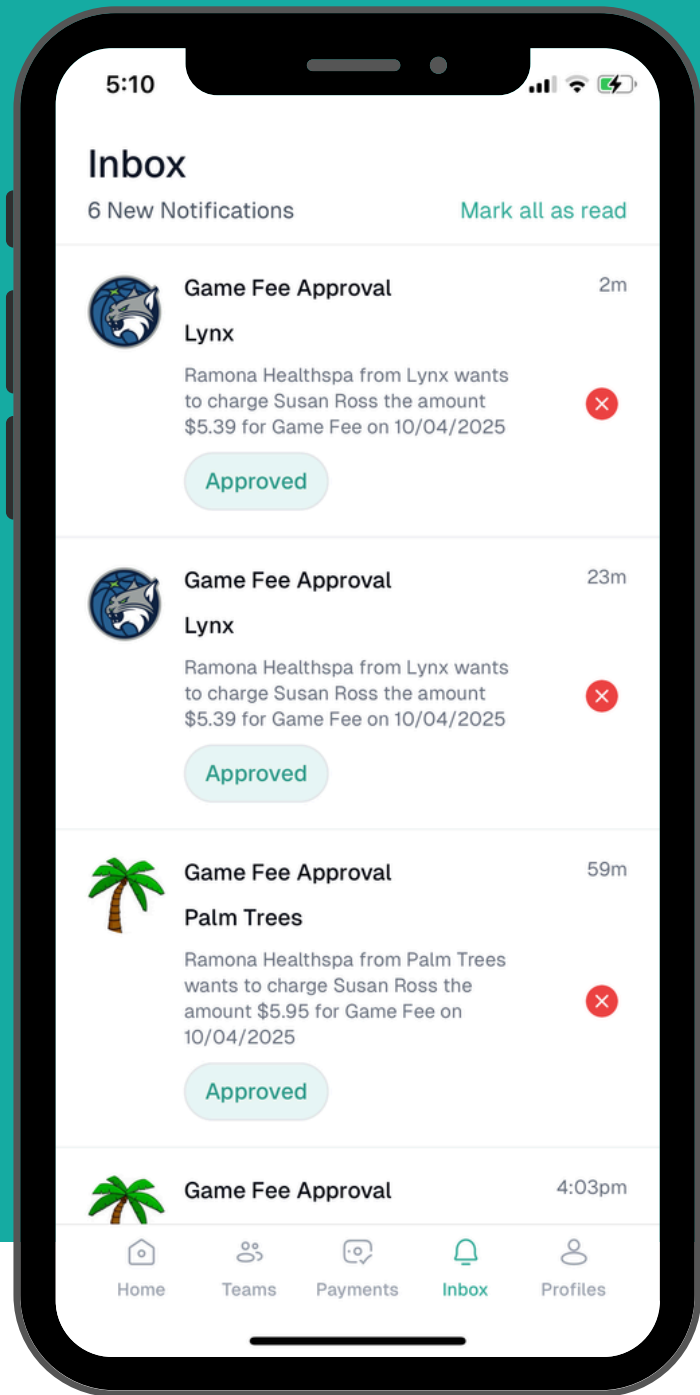
You will be able to see the details of the transaction. If you are satisfied, click on 'Approve'

Payment Approval

Check Payment Details & Approve

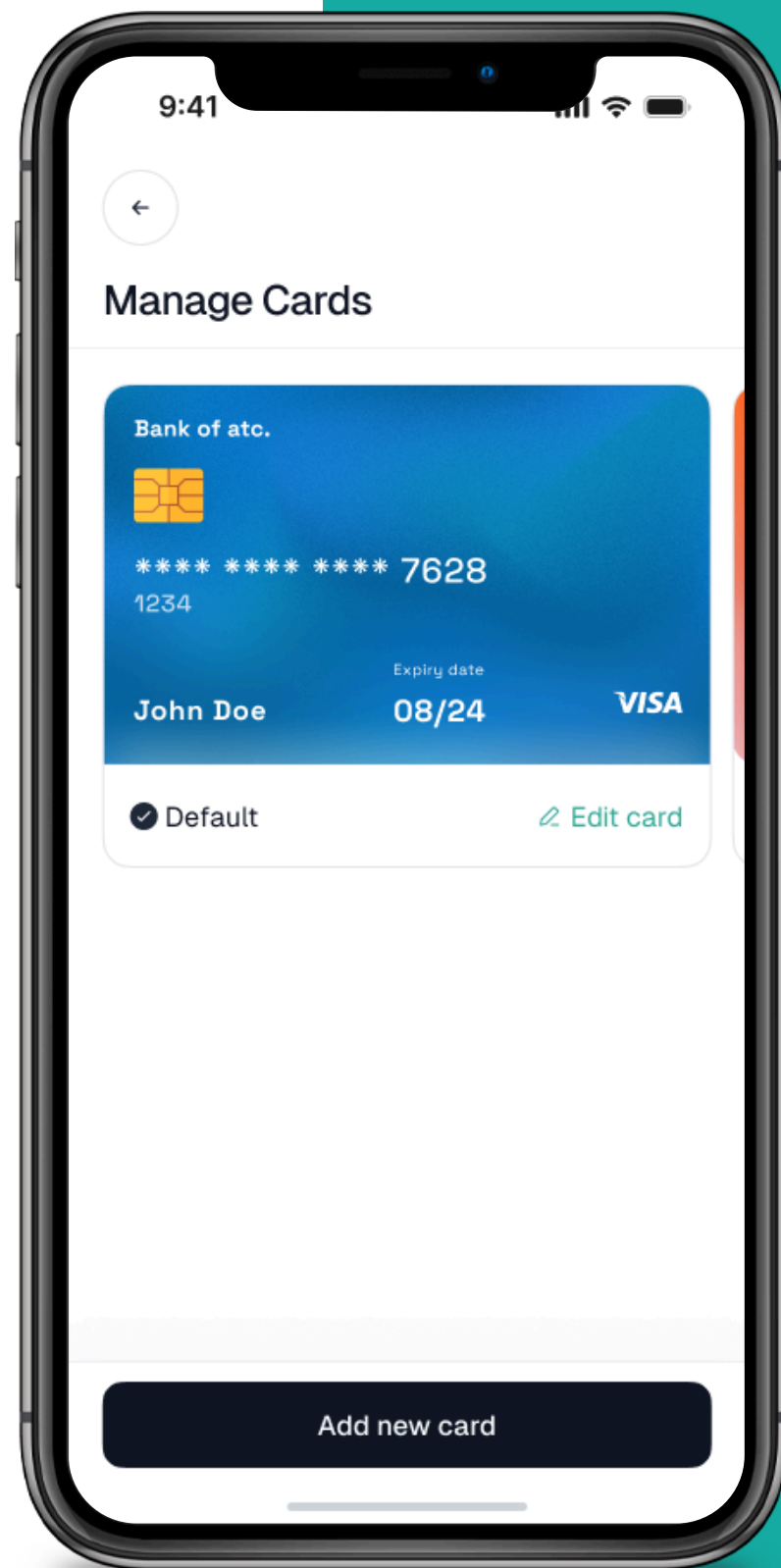


Payment will then process and come back with a response



You're now ready to play!

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 by selecting 'Manage Cards' under their profile and following the steps in the beginning of this guide to add their card

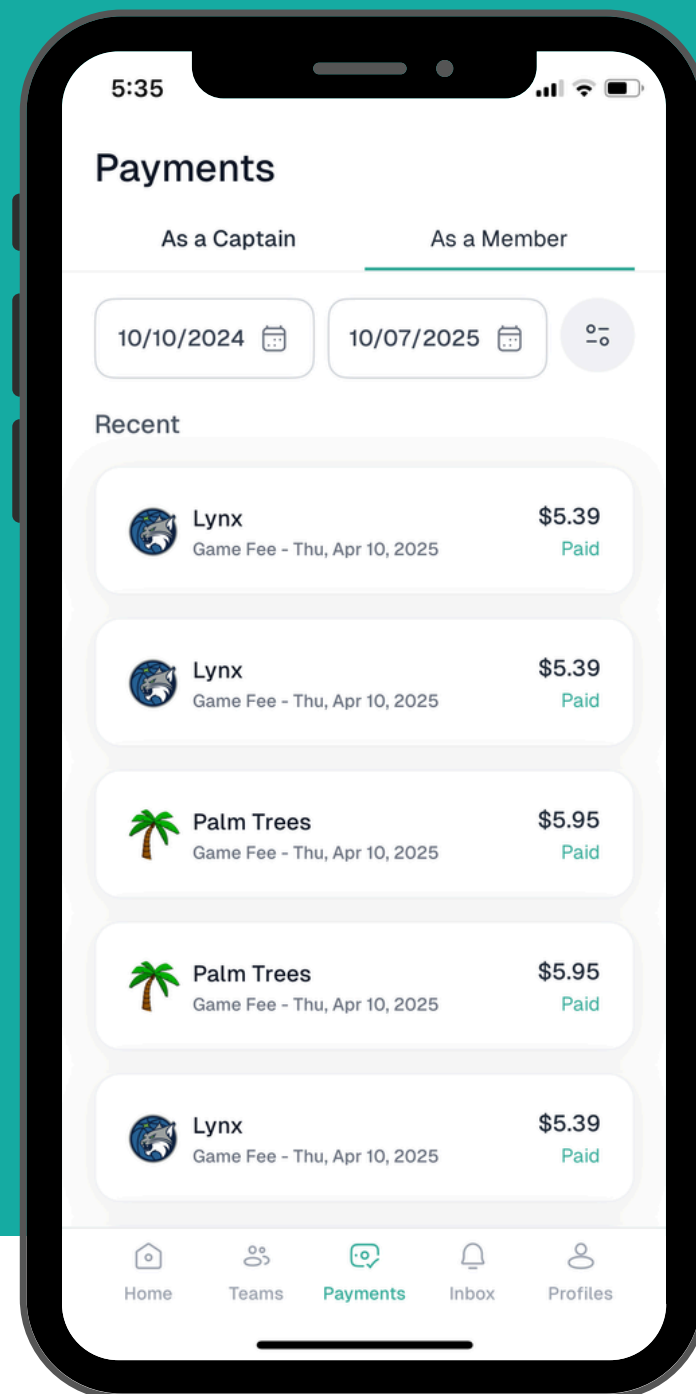
What type of card can they use?

Any Australian Visa or Mastercard will work

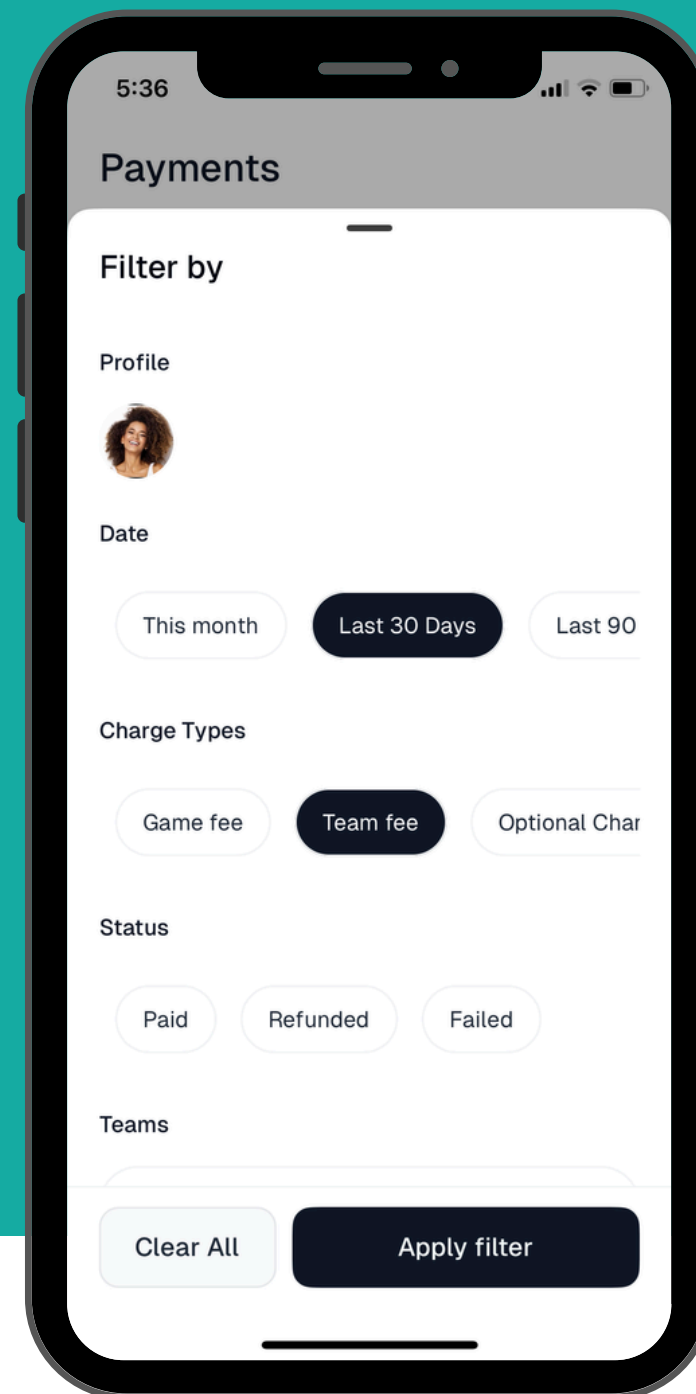
As Team manager do I have to register a card?

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

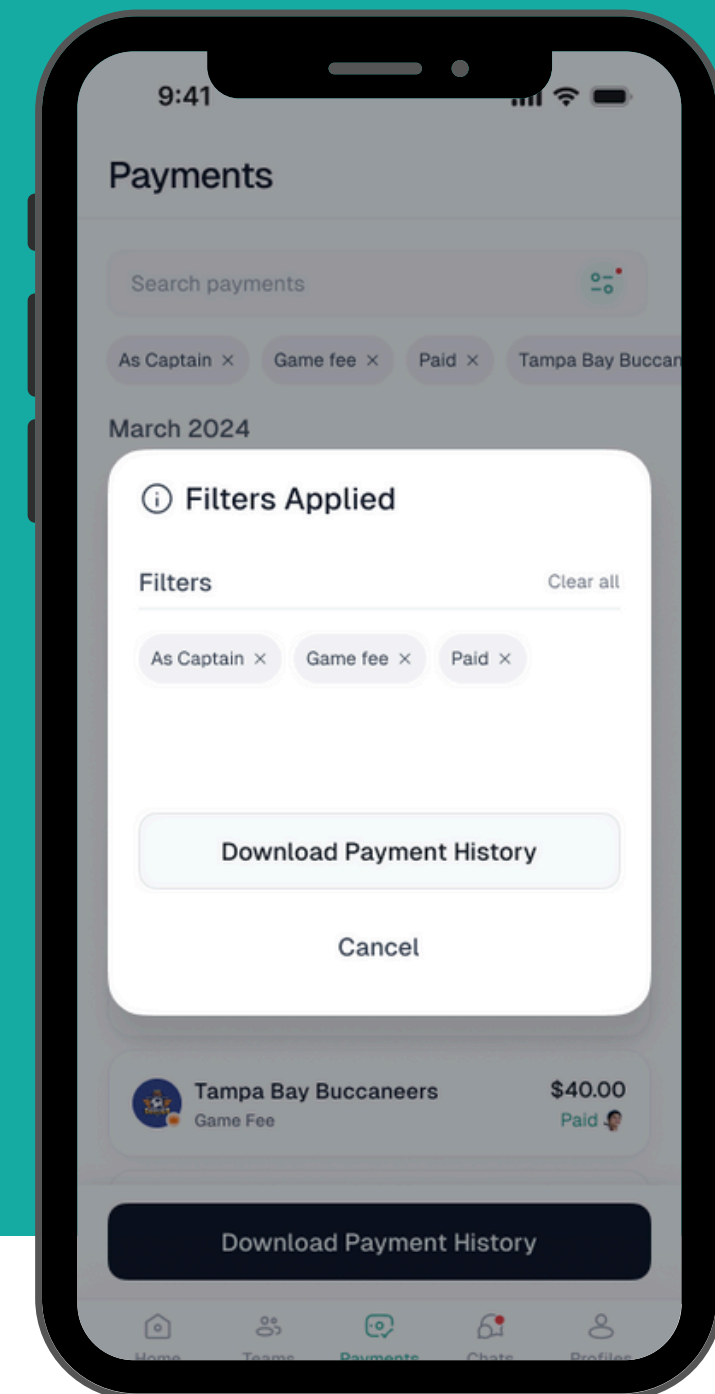
Checking Payment History



Start by clicking the 'Payments' shortcut in the navigation bar at the bottom



Use the filter to get the specific payment history you are looking for



Apply the filter and click 'Download Payment History'



Learn More

Visit our website for more information, including videos on how Teampay works

www.teampay.com.au support@teampay.com.au