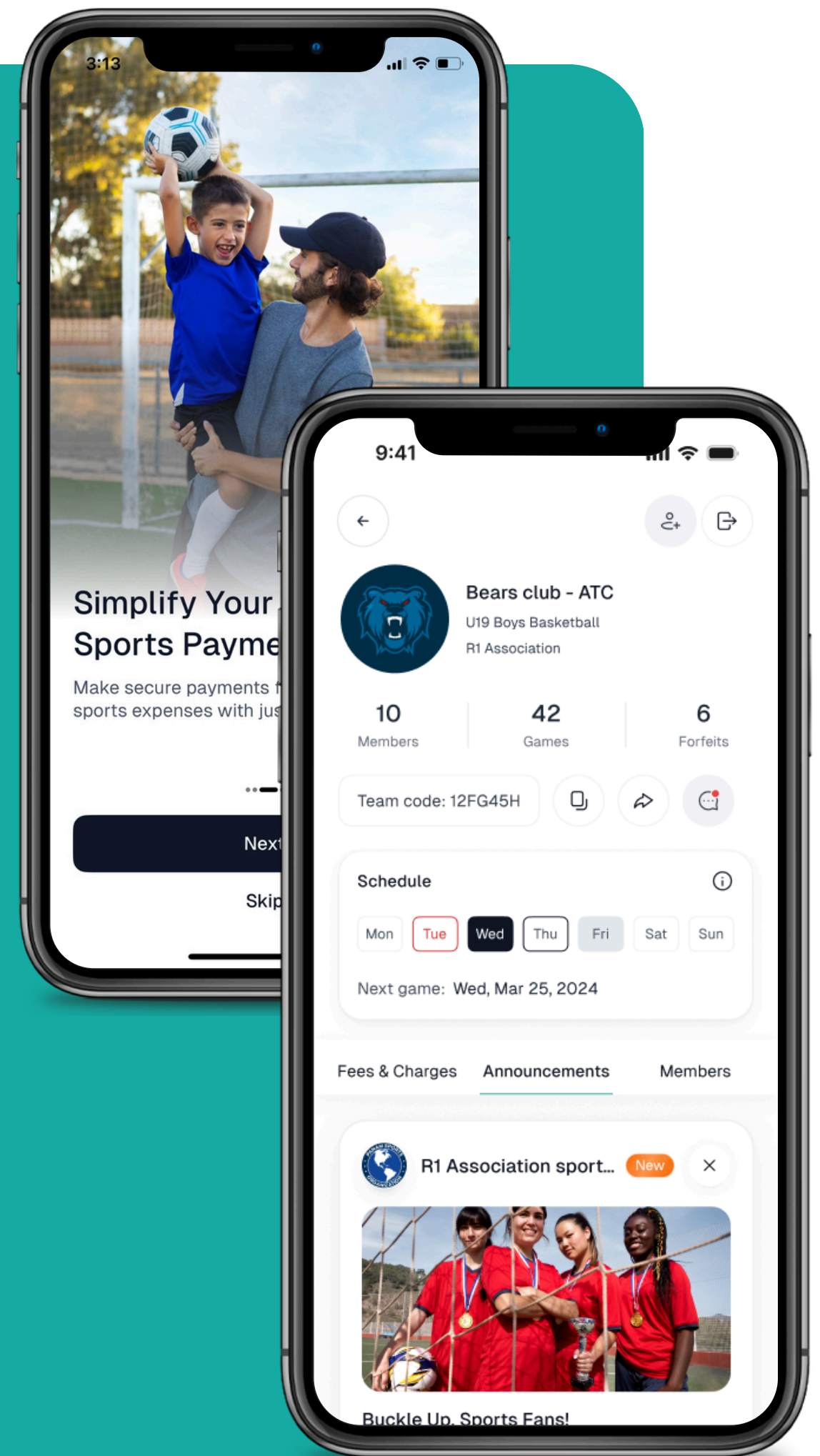


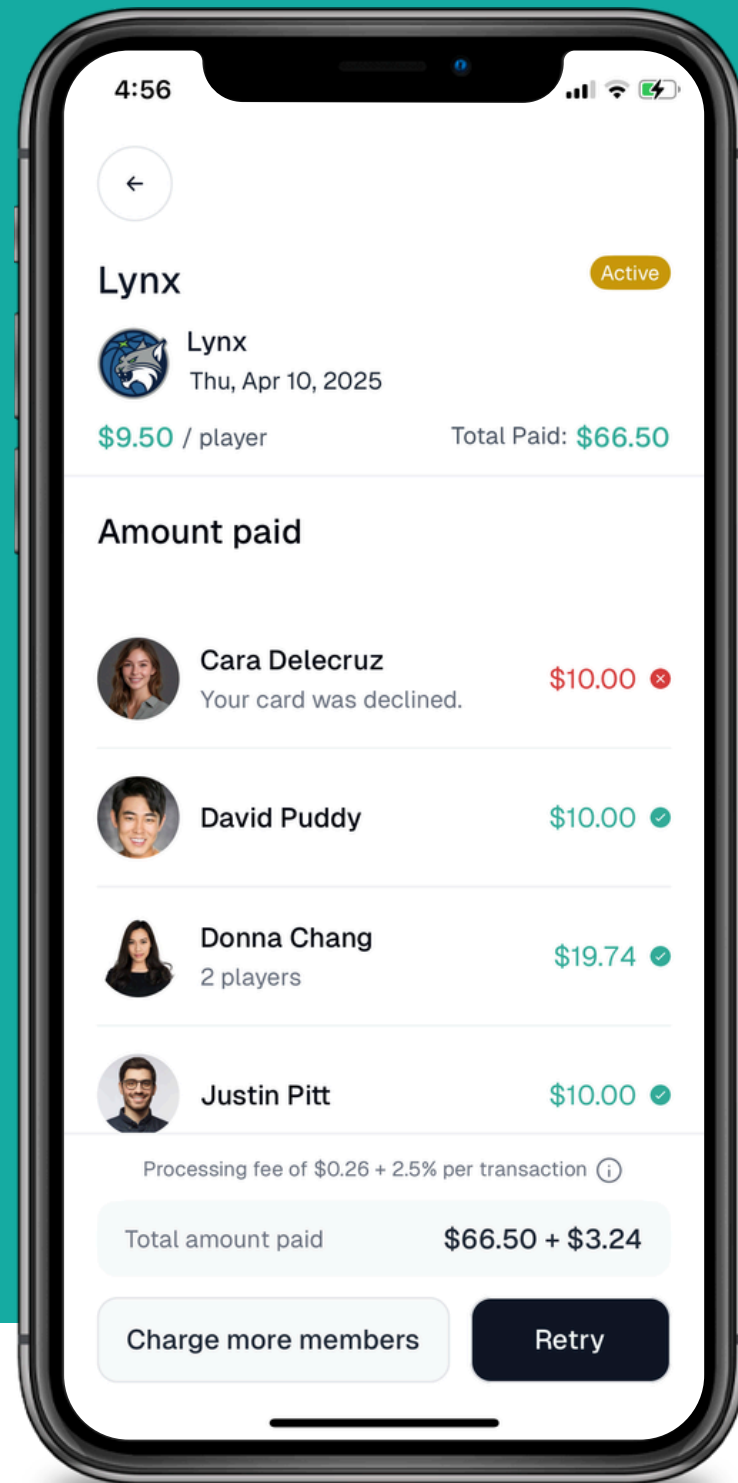
Teampay

User Guide



Failed Payment

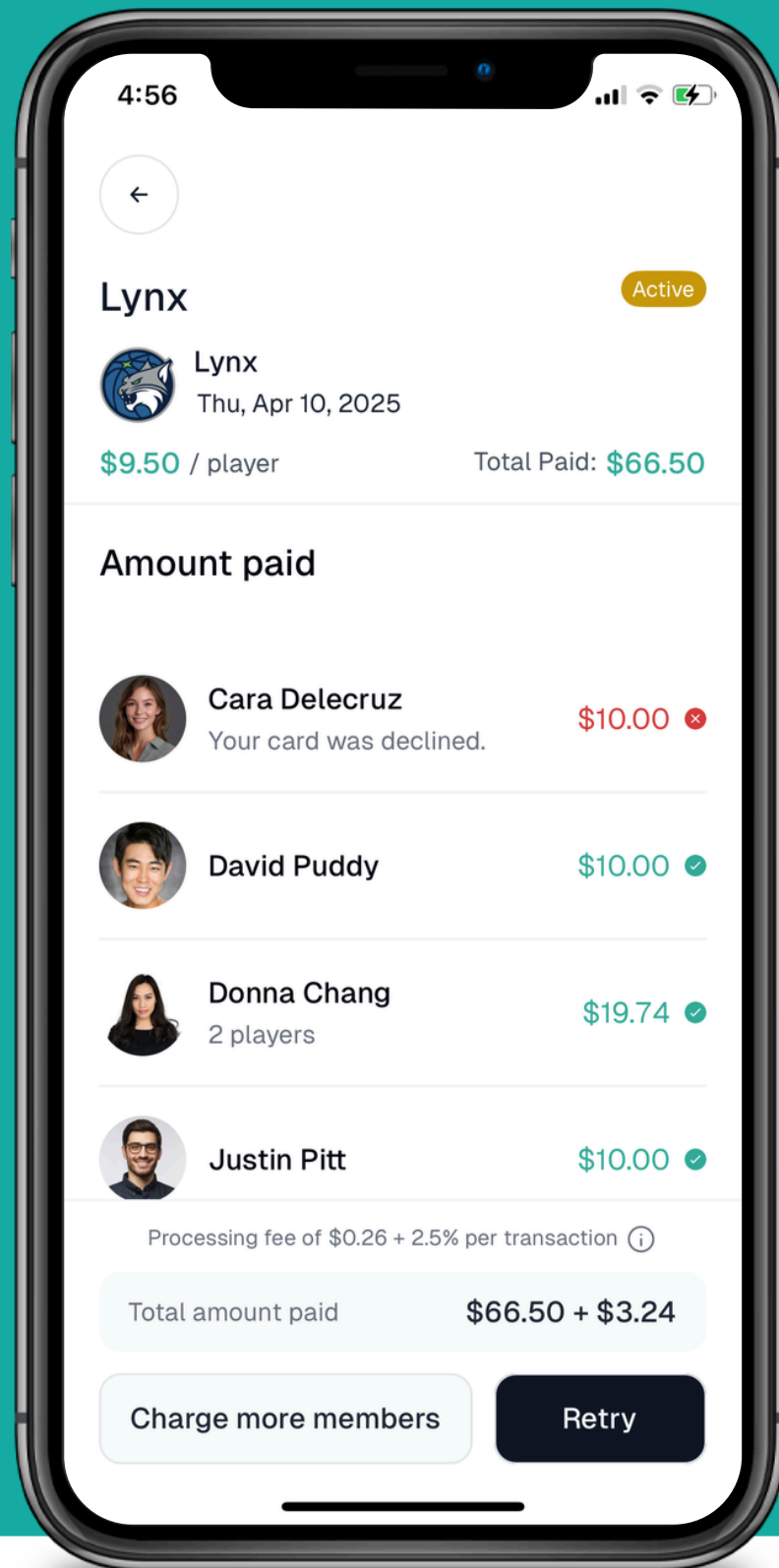
If a certain member payment comes back as failed, then money has not been debited from that individual's account



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?

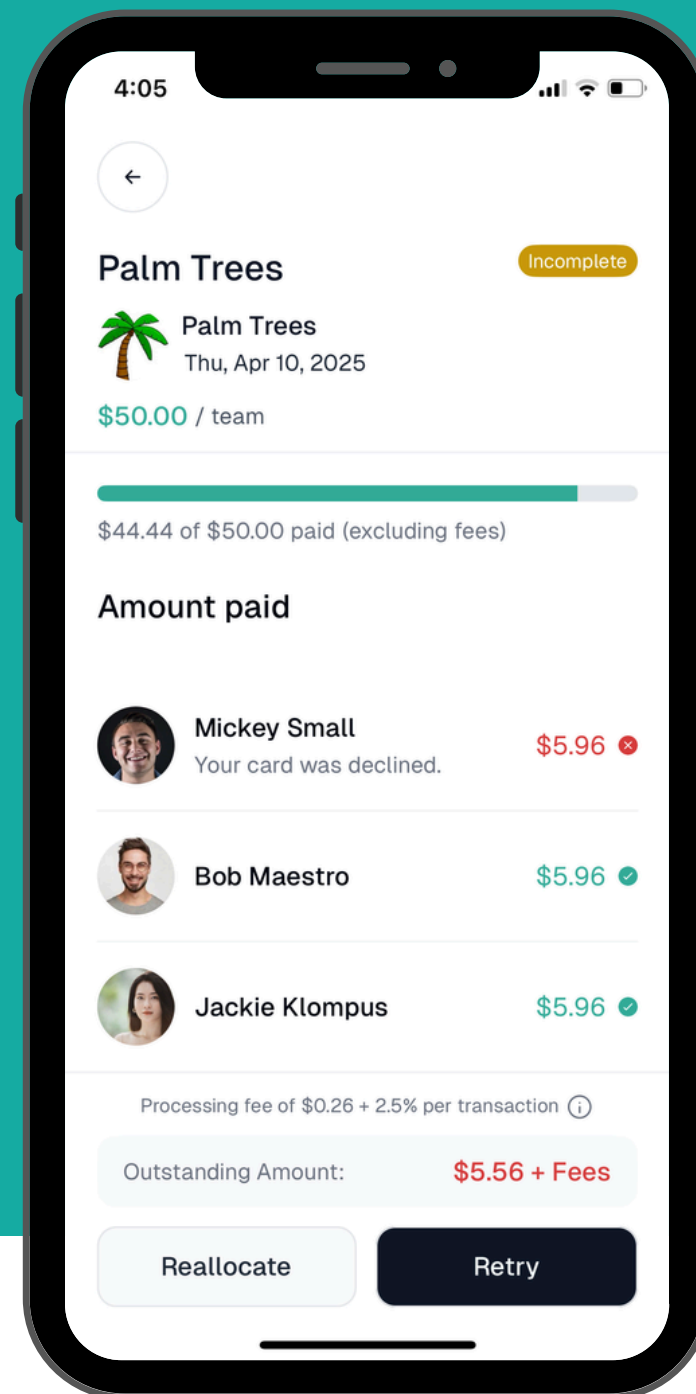
After the parent has checked their account, you can select the Retry button to re-attempt payment for the failed payee(s). This will only attempt to take payment from anyone whose payment initially failed

What if the payment fails again?

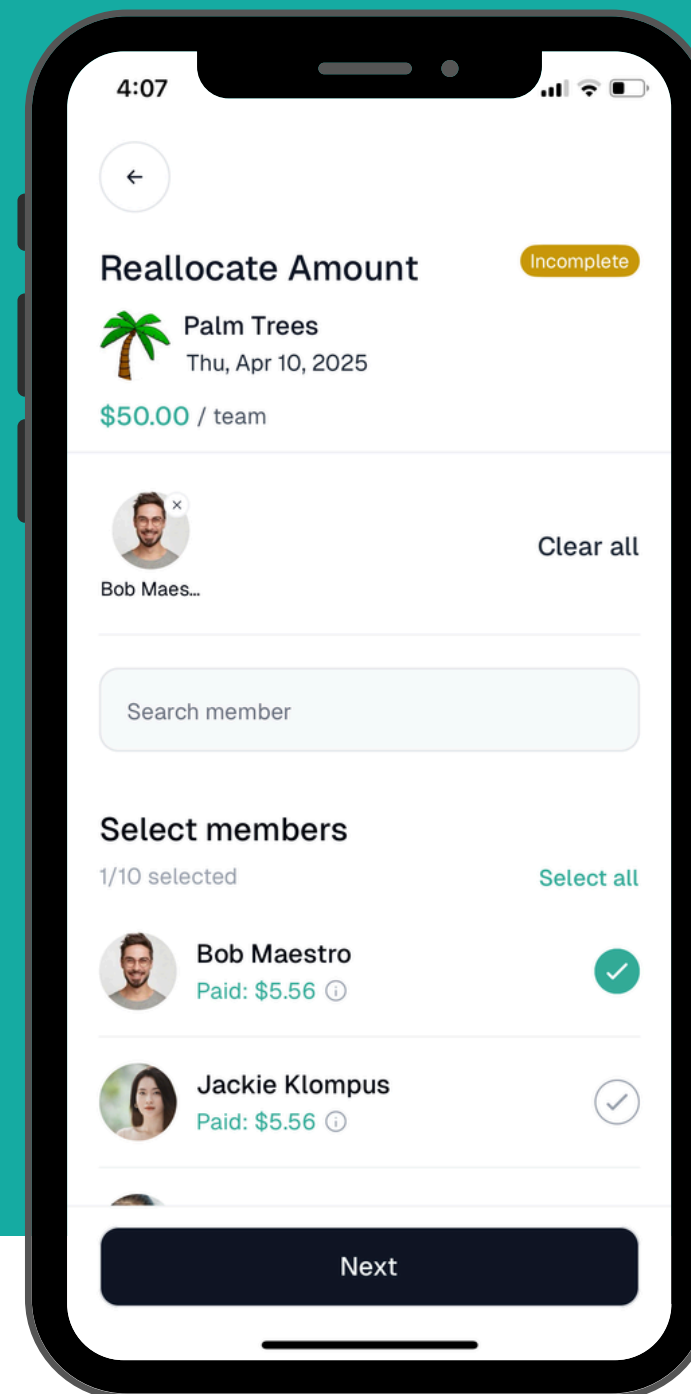
You can reattempt the payment at anytime, so once it's been resolved with the failed payee you can try again

Team Sheet Fee

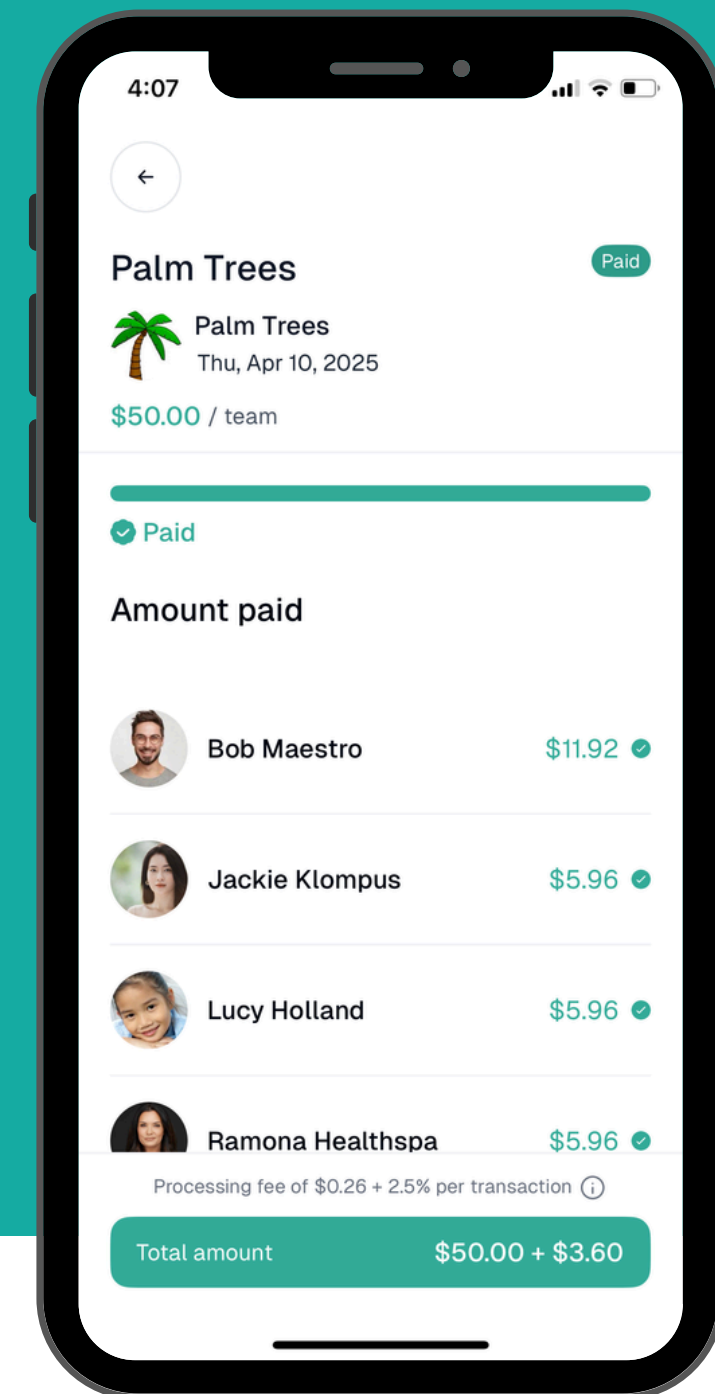
Reallocate Fee | Retry Payments



If payments fail, you can
retry or reallocate the
payment on this screen



To reallocate a fee, select the
member(s) to split the outstanding
amount between and click 'Next'



When the payment is complete you will
see green ticks next to each members
name and you're ready to play!