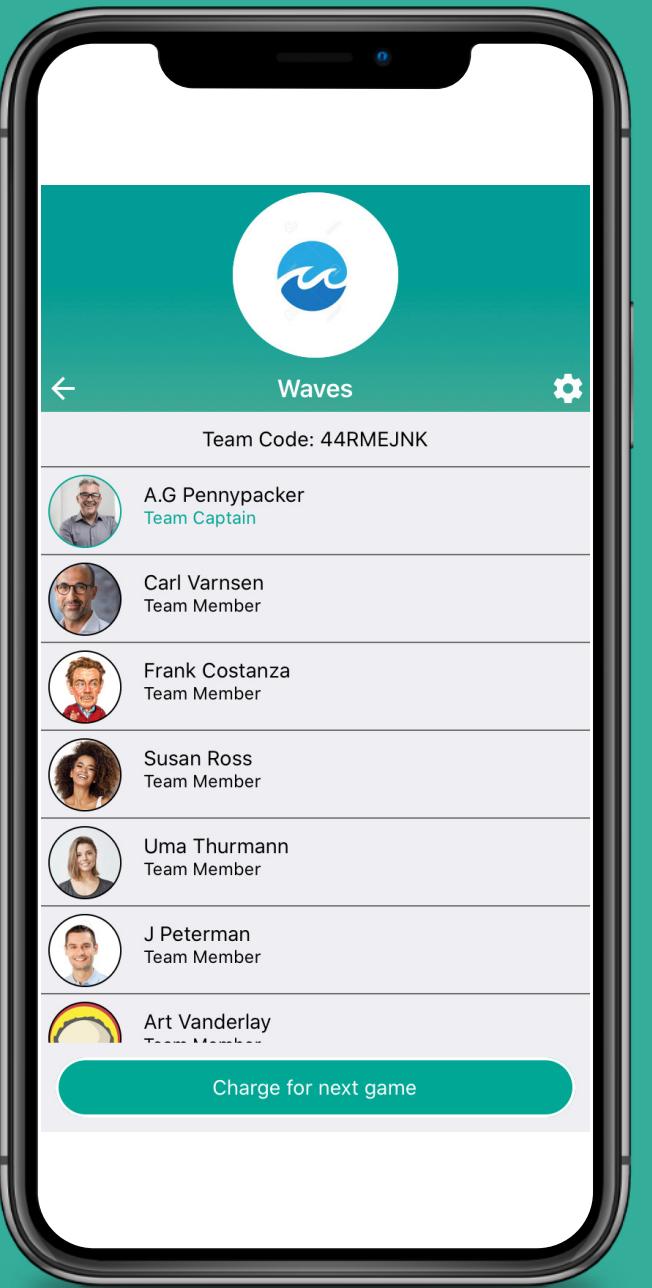


How To Make Payment - Captain Guide

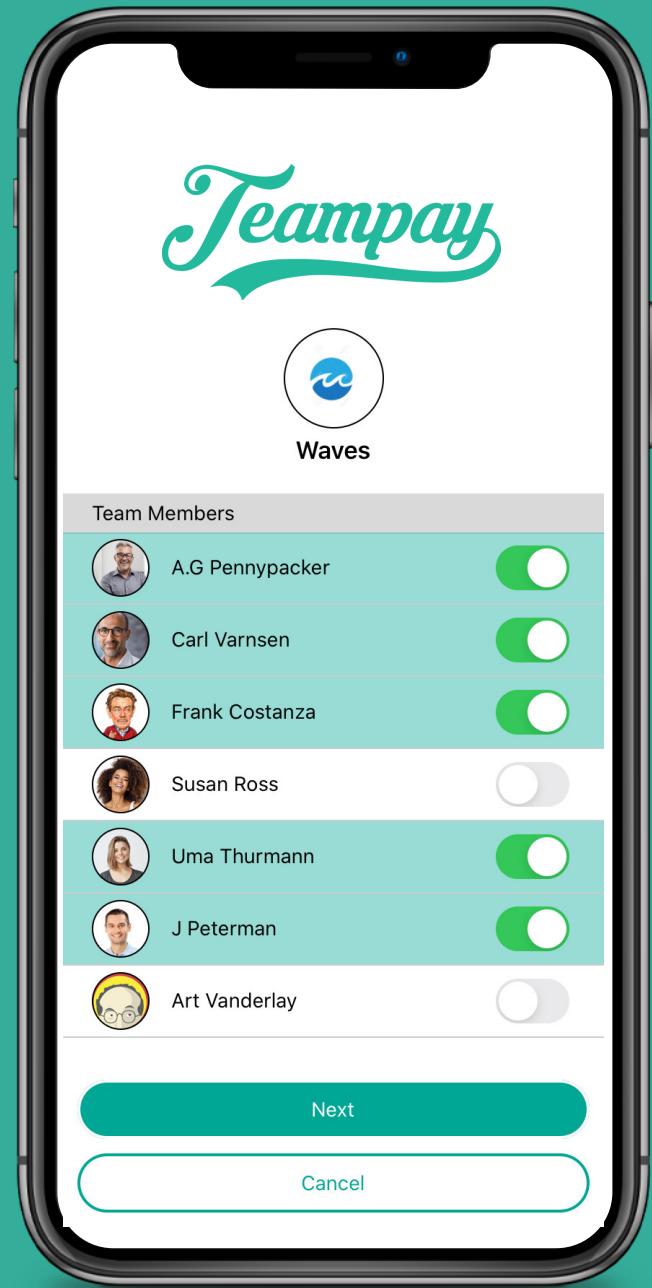
1



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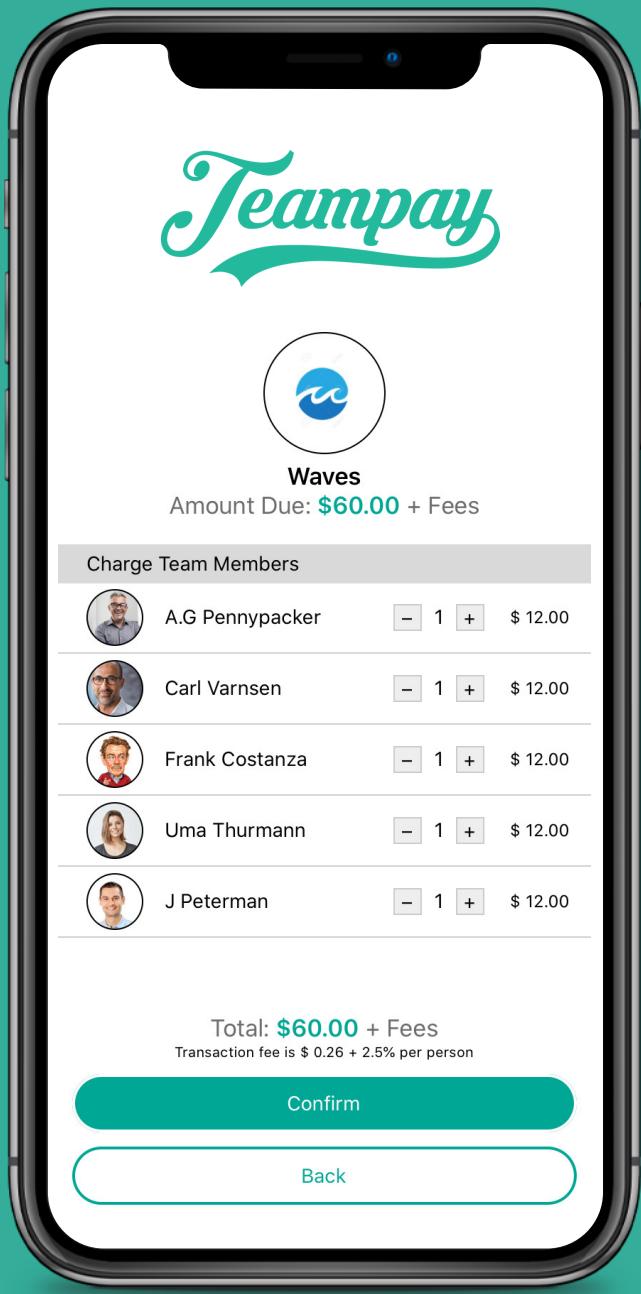


Click on the team you wish to make payment for

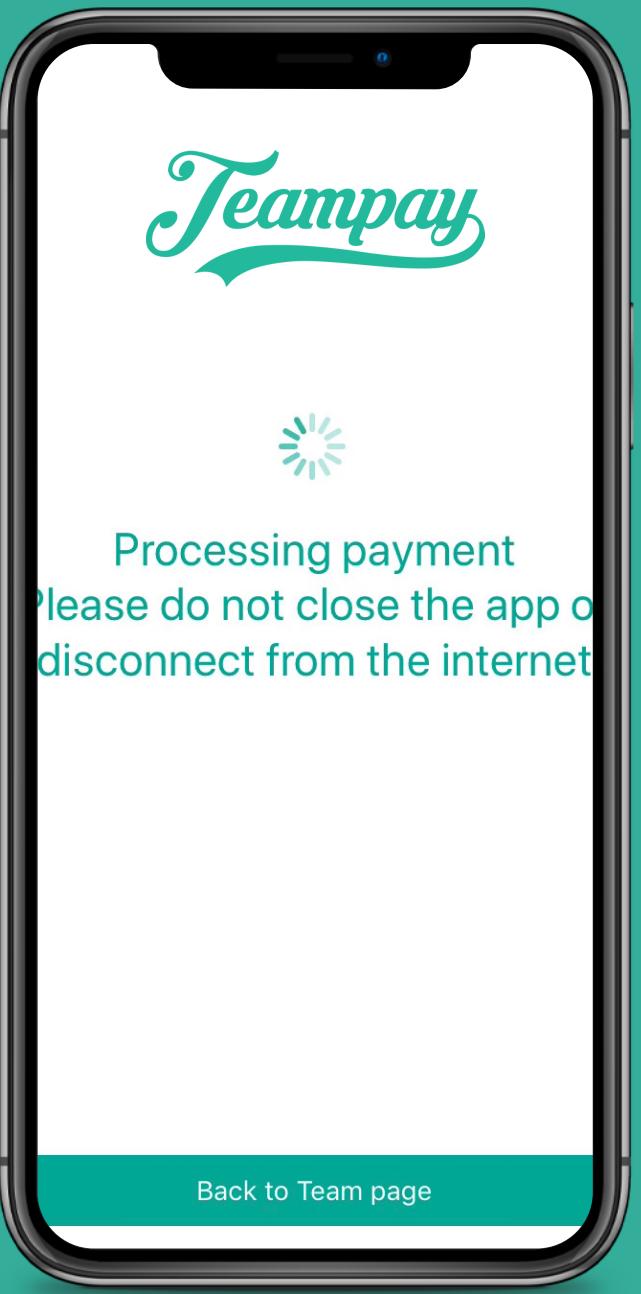
Select 'Charge for next game'

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

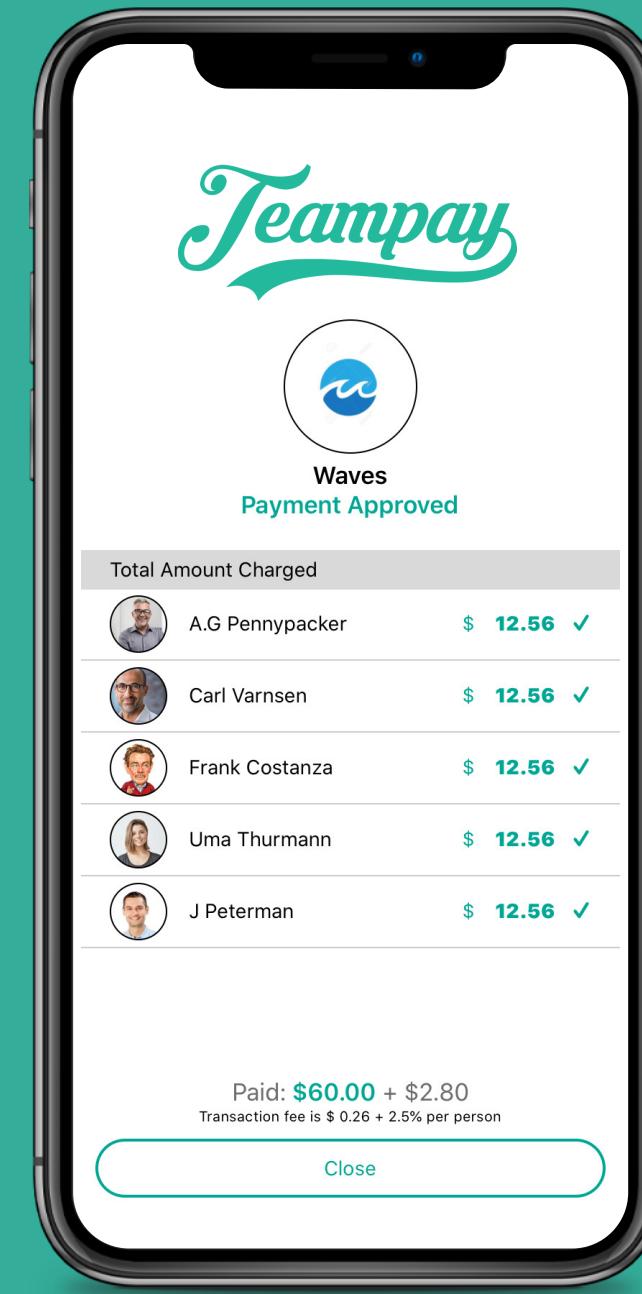
4



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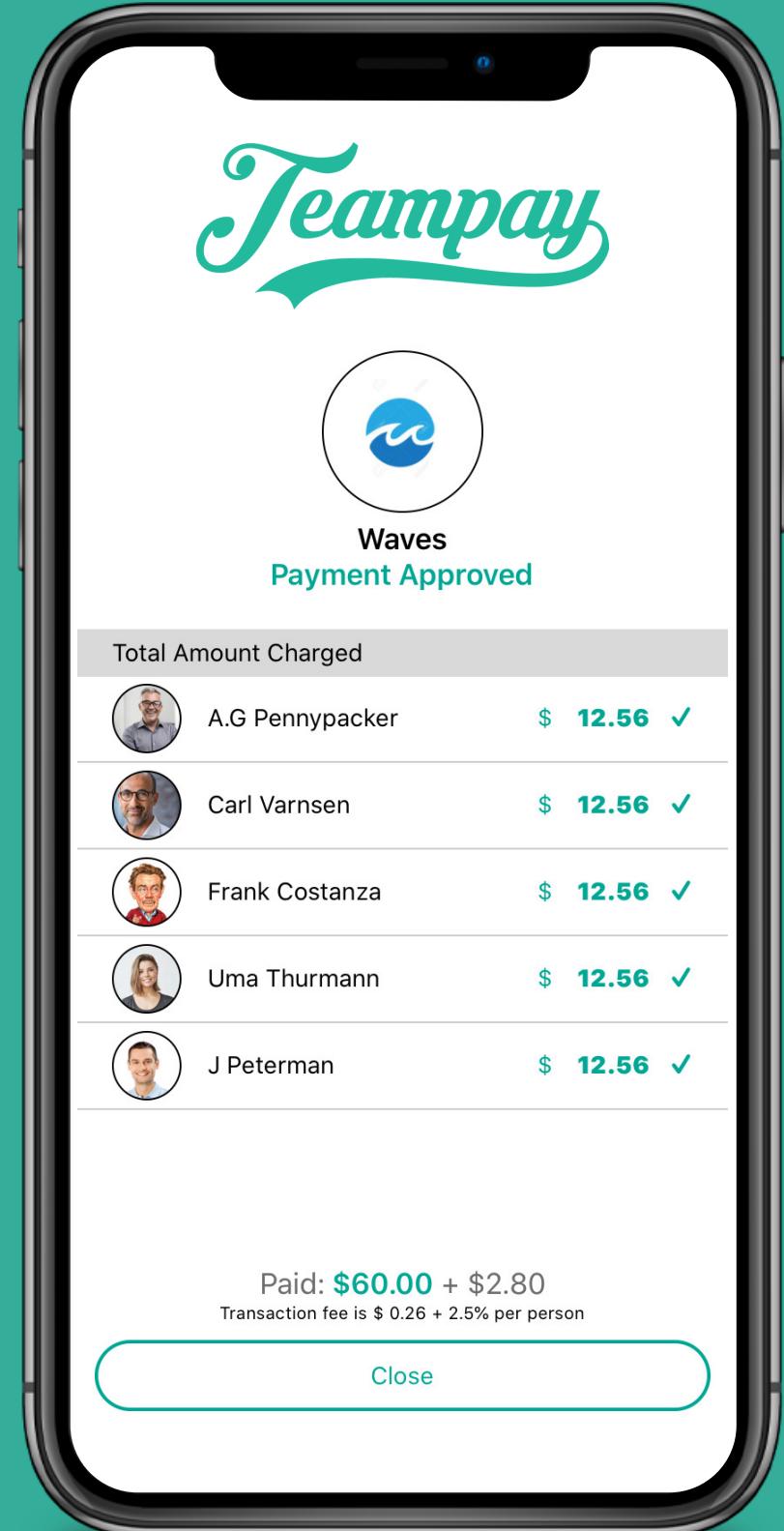
The fees will then be totalled for each player. Click 'Confirm' to process payment

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 indicating each payment that has gone through

Payments Approved

Payments will only go through to the organisation once payment has been approved for all teammates.

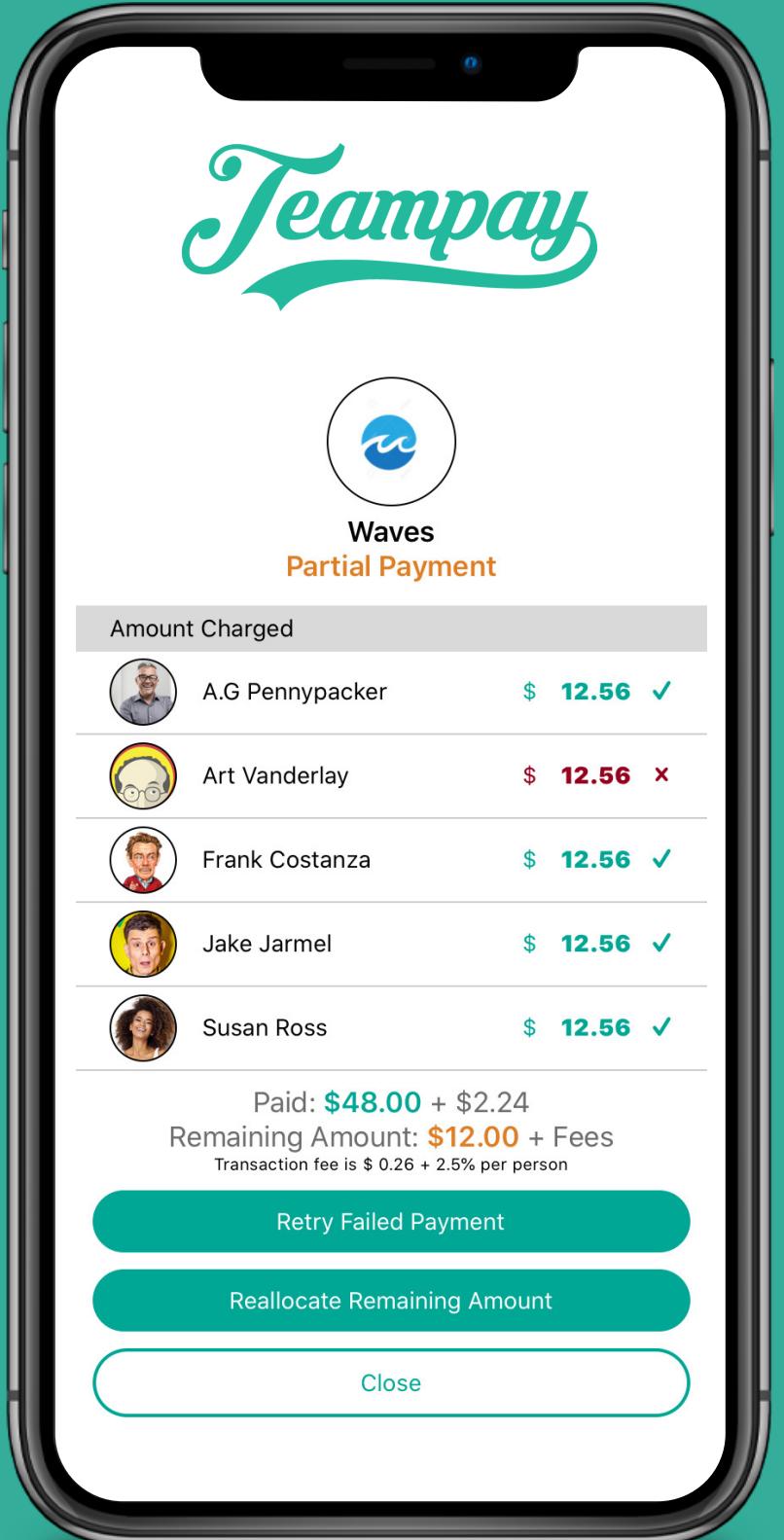


Remember to check:

Be sure that each person has a green tick next to their payment indicating payment was approved

Failed Payment

If a payment comes back as failed for an individual/s, then money has not been debited from that individuals' account.

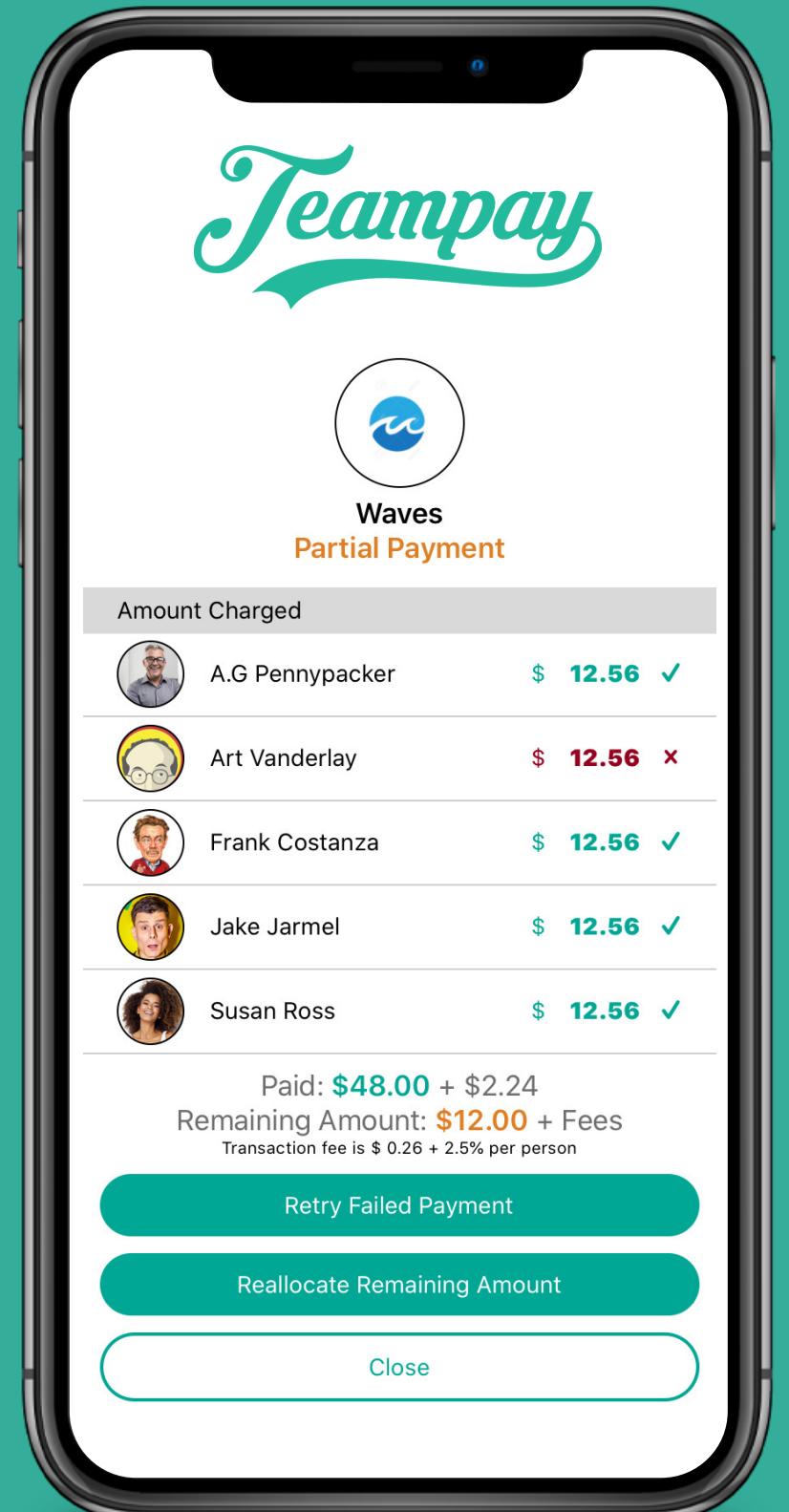


Most Common Reasons For A Failed Payment:

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

Failed Payment

If a team members' payment has failed the first step is too:



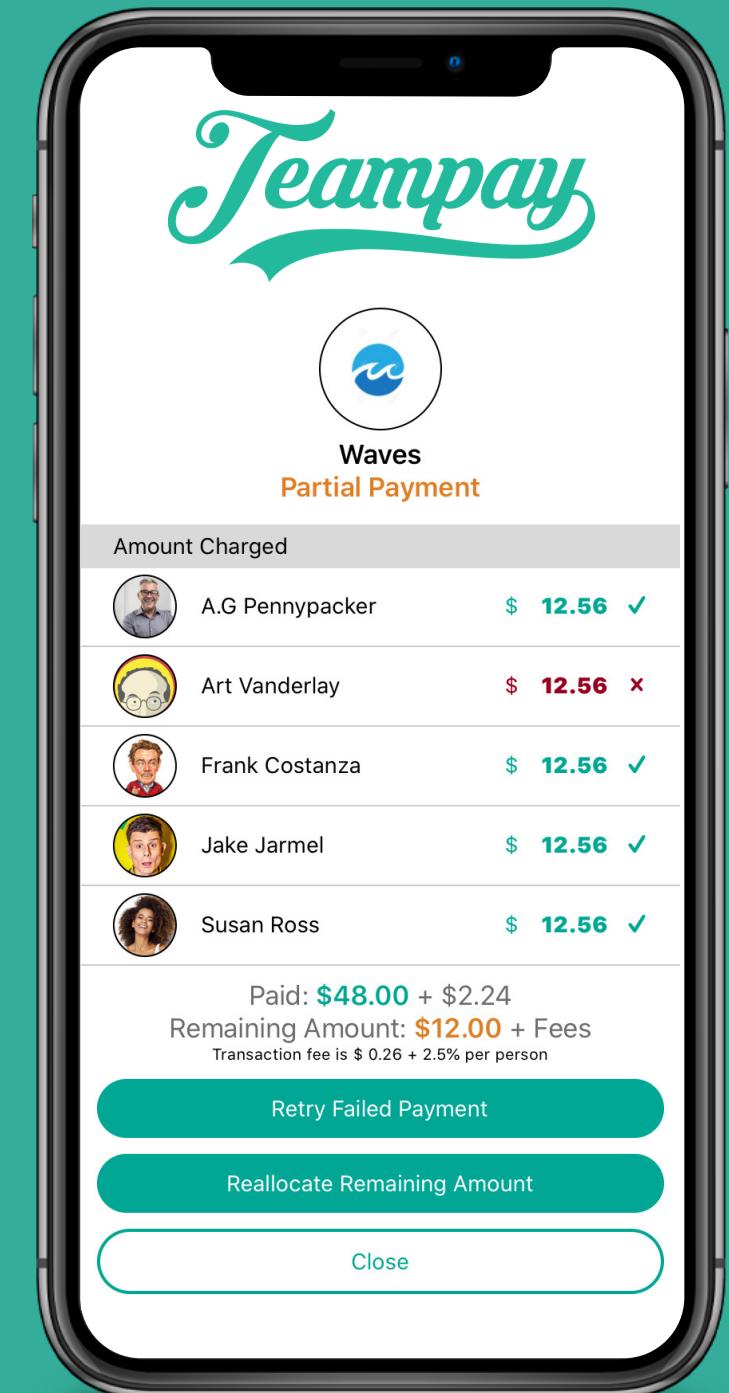
First Steps:

- check their card details are current
- check there are enough funds in the account
- The captain can then re-submit the payment once confirmed

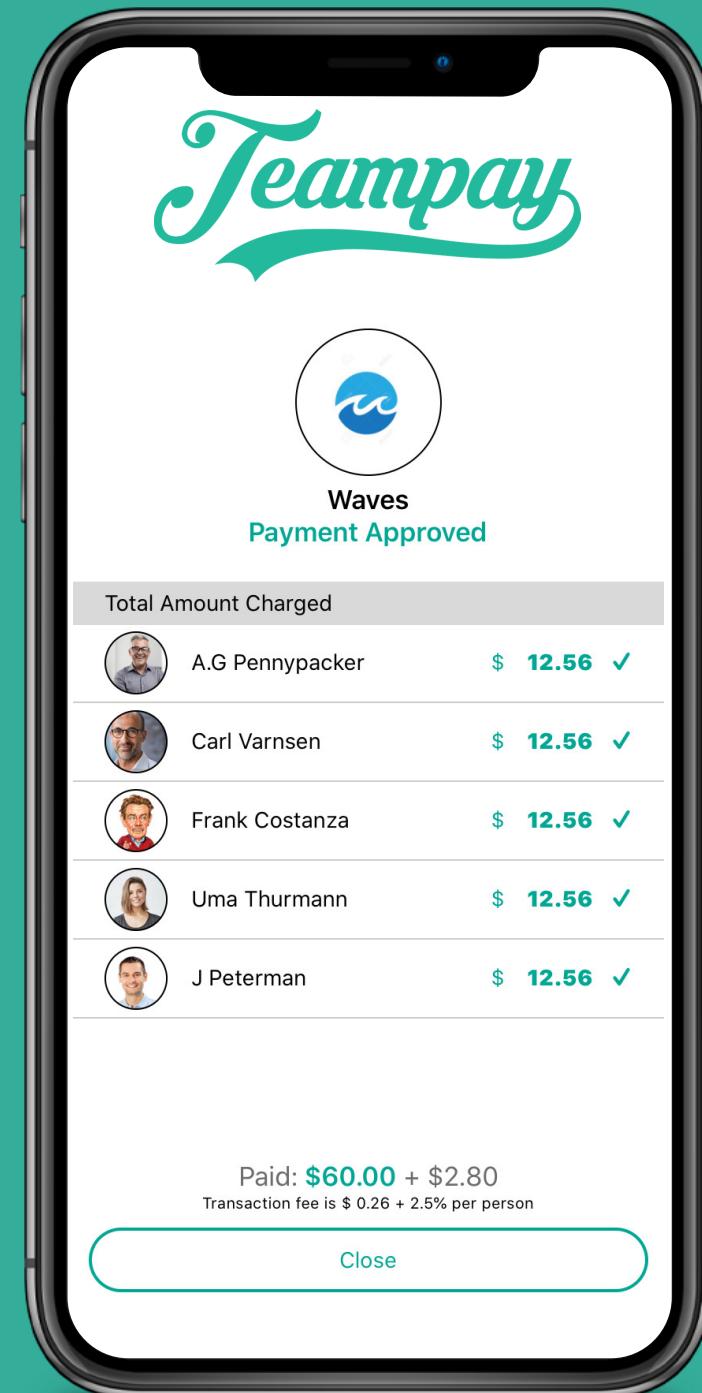
Re-submitting Failed Payments

Once the team member has confirmed funds are available, the captain can re-submit the payment for the individual(s)

Tap the 'Retry Failed Payment' button to reprocess payment for the failed payee. This will only attempt to charge teammate's who's payment initially failed



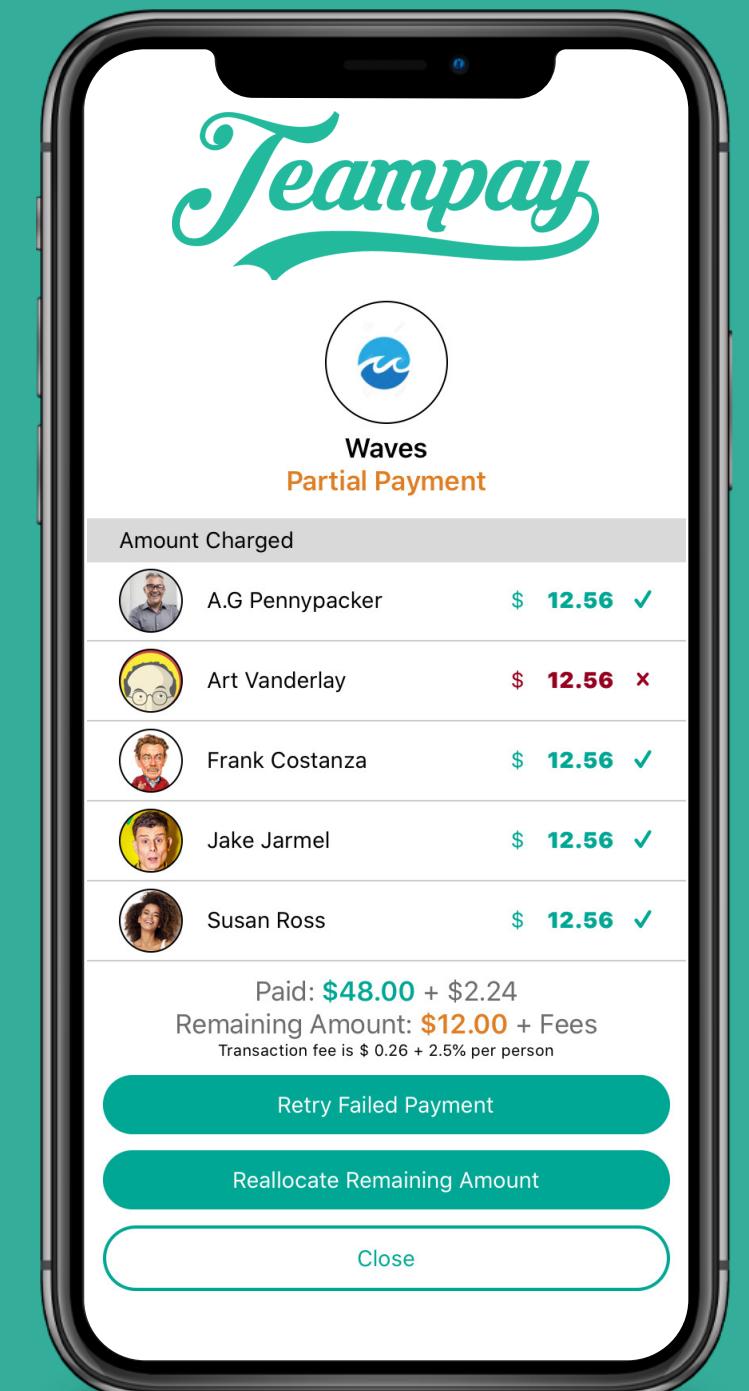
Payment will then process. An approval screen will then appear showing whether payment was approved or declined for each teammate



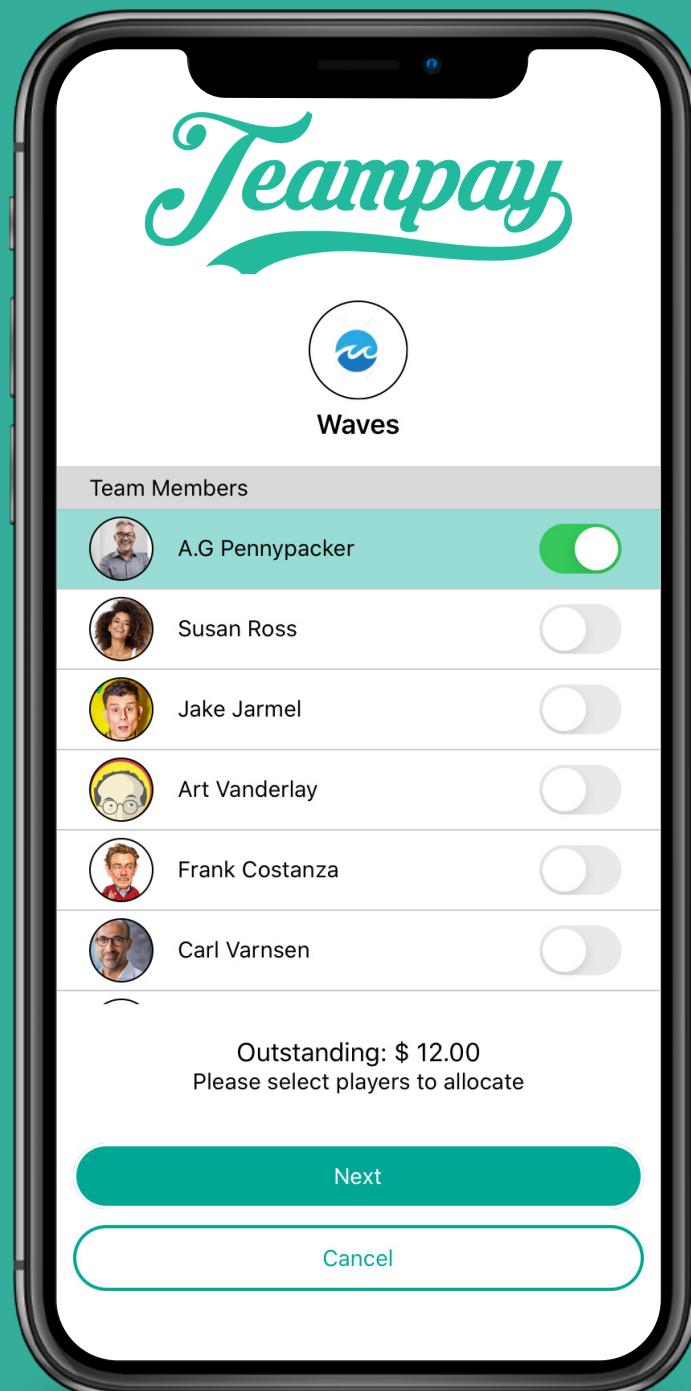
Re-allocating Failed Payments

If the payment comes back failed again and the team member can't make payment, the captain can re-allocate the payment

Tap the 'Reallocate Remaining Amount' button to redistribute payment for the failed payee



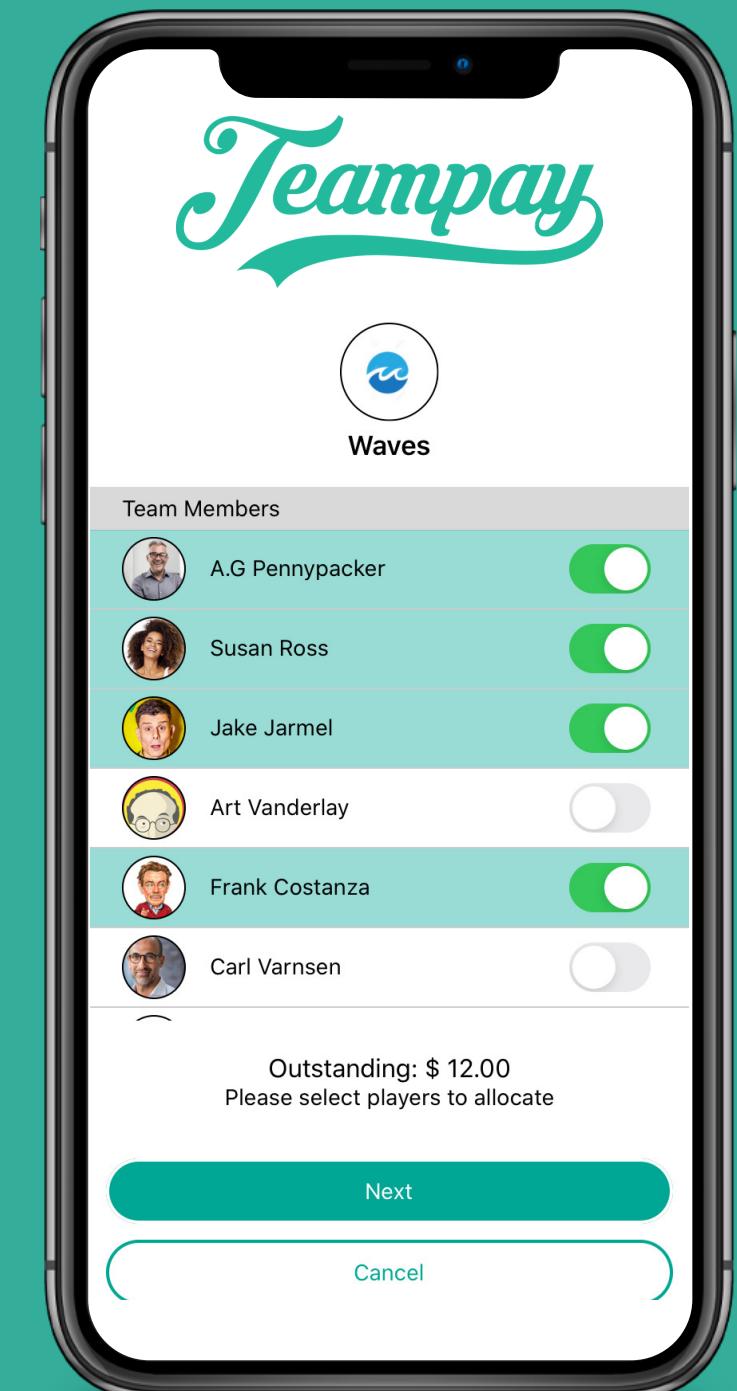
From here, you can select who you would like to cover the remaining amount



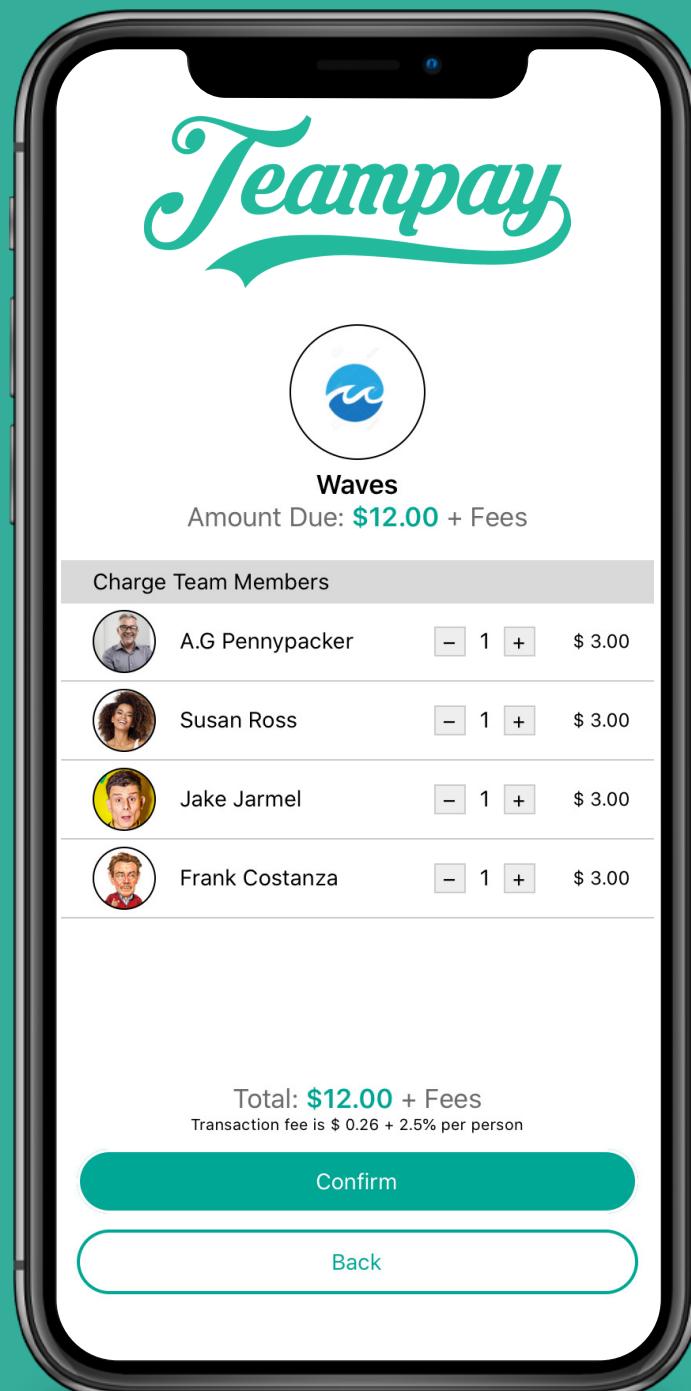
Re-allocating Failed Payments

If the payment comes back failed again and the team member can't make payment, the captain can re-allocate the payment

Choose one person, or multiple teammates to cover the remaining amount owing. When ready tap 'Next'



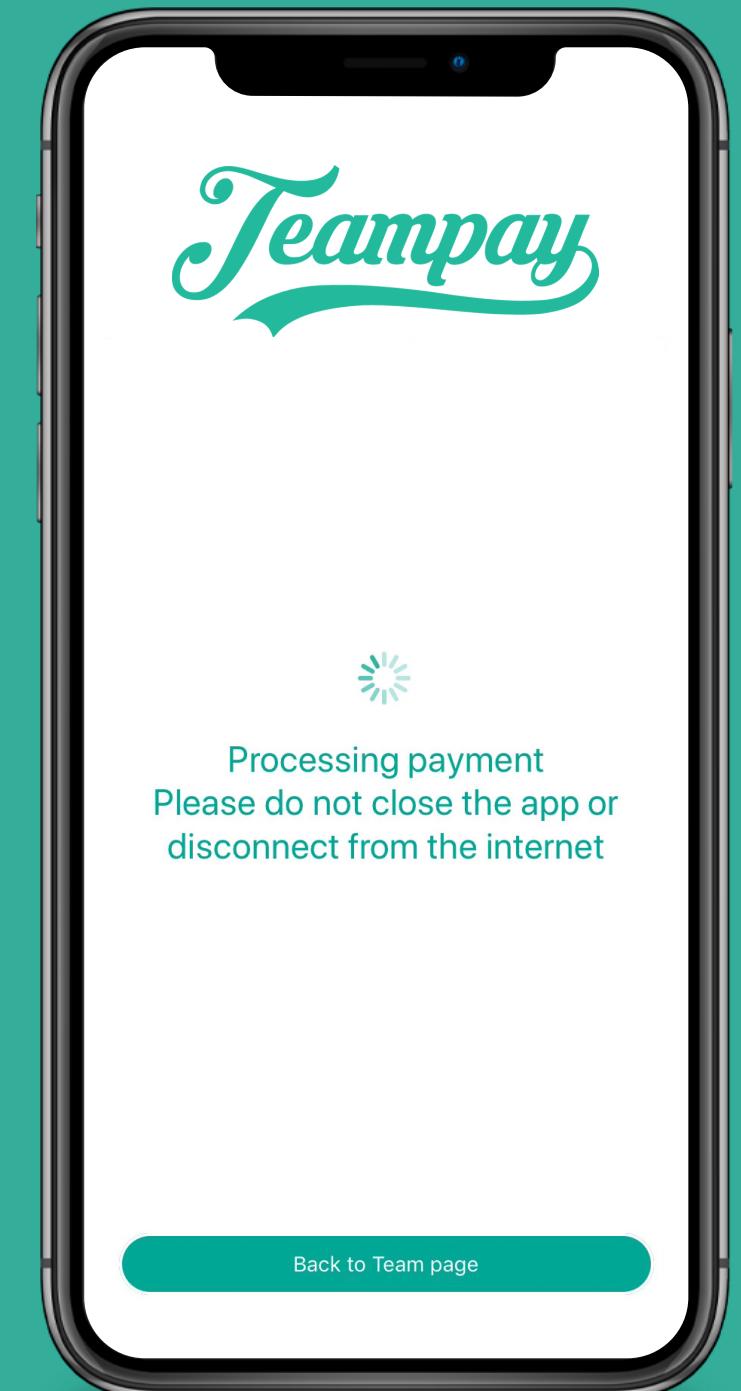
This will then split the remaining amount evenly. When ready tap 'Confirm' and payment will process



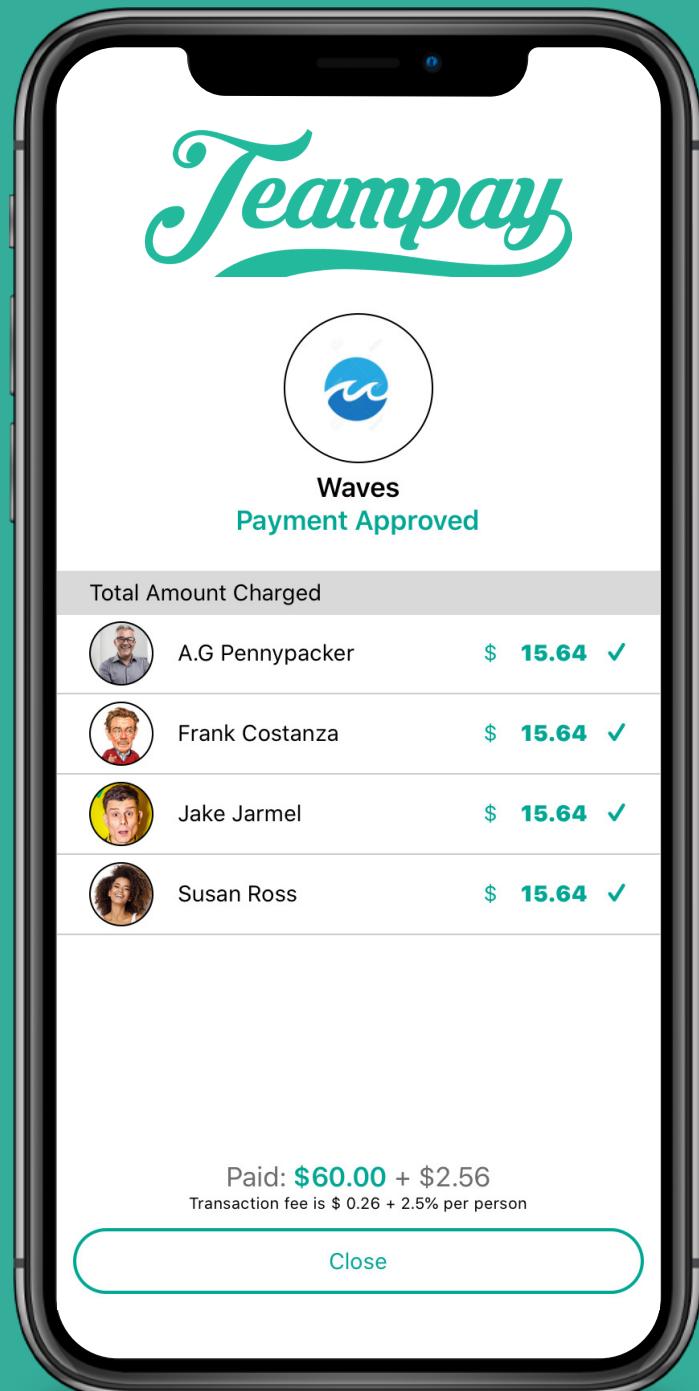
Re-allocating Failed Payments

If the payment comes back failed again and the team member can't make payment, the captain can re-allocate the payment

Payment will then process. This can take up to a minute



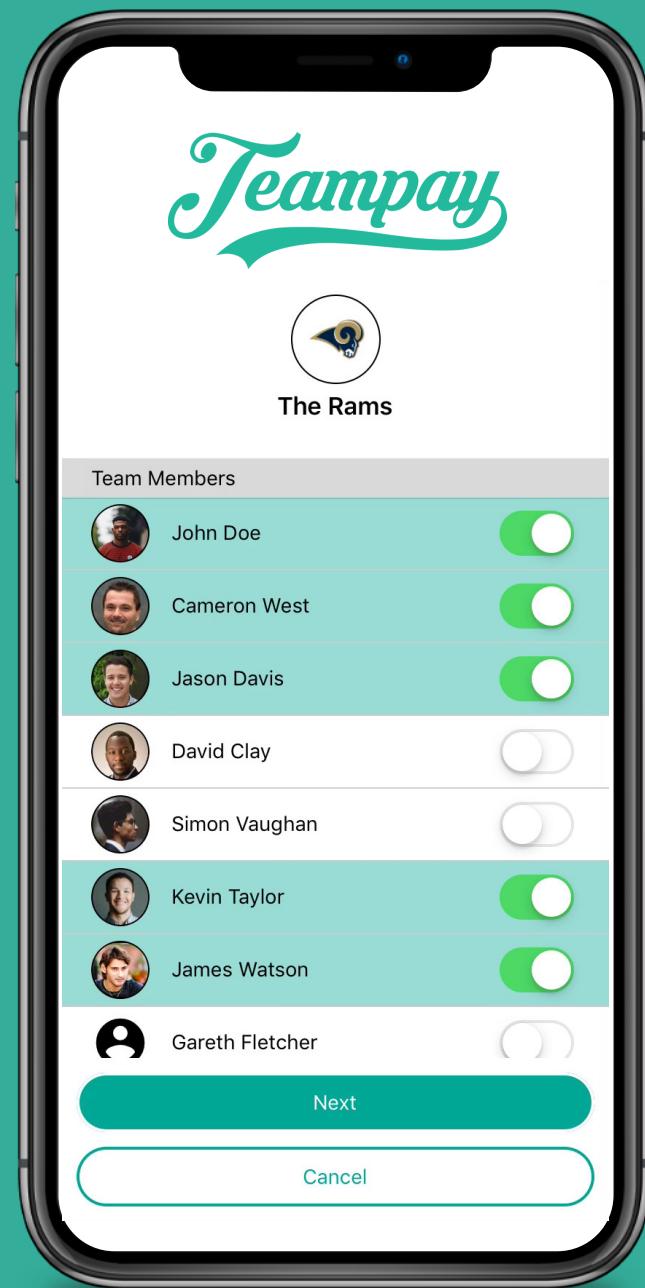
An approval screen will then appear showing whether payment was approved or declined for each teammate



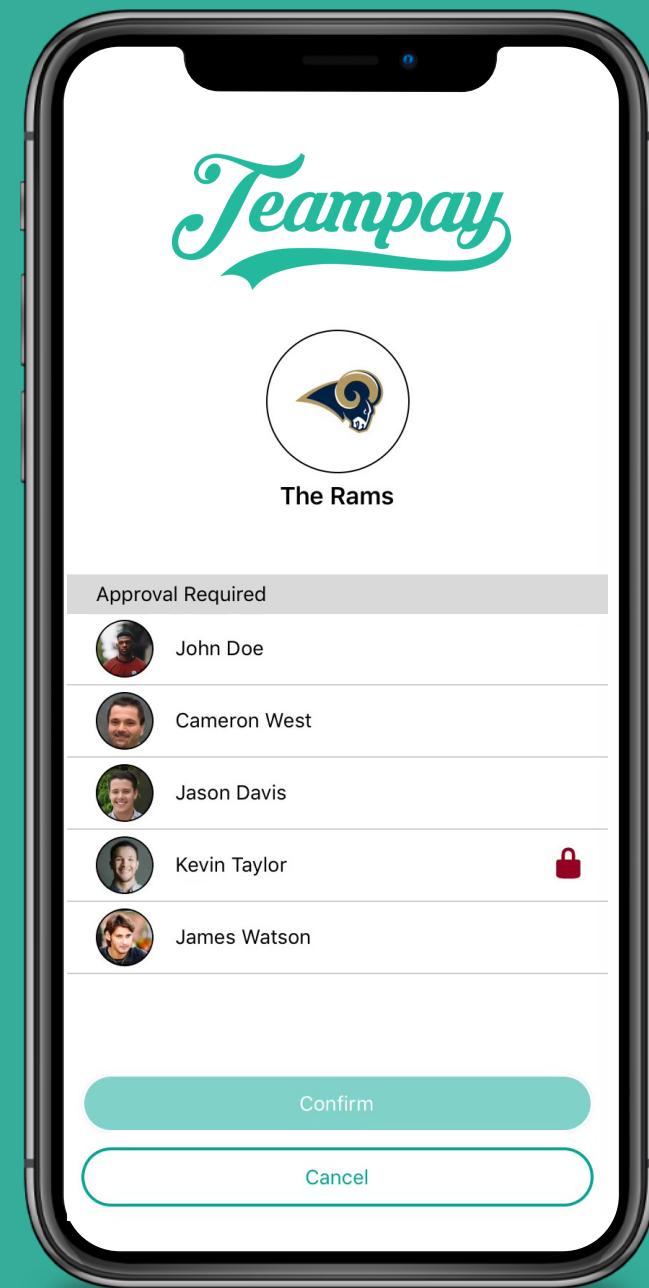
How To Make Payment - Pin Protection

Teammates may have a pin protection on their account to authorise payment before any money is deducted.

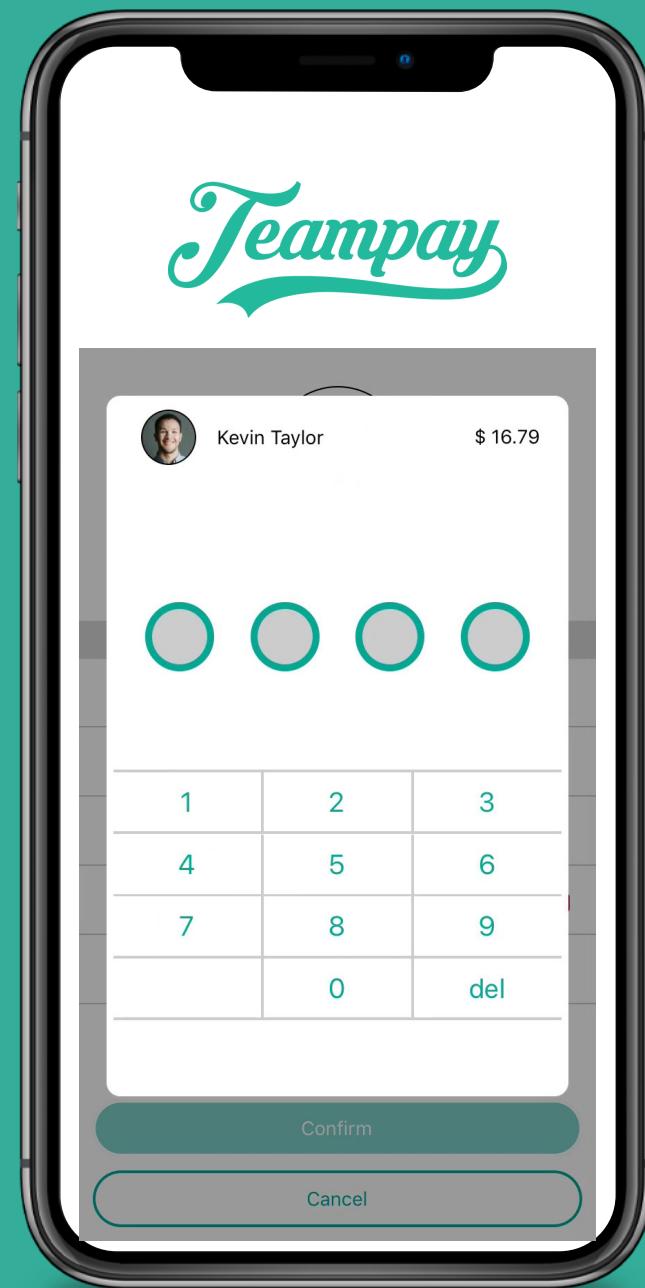
1



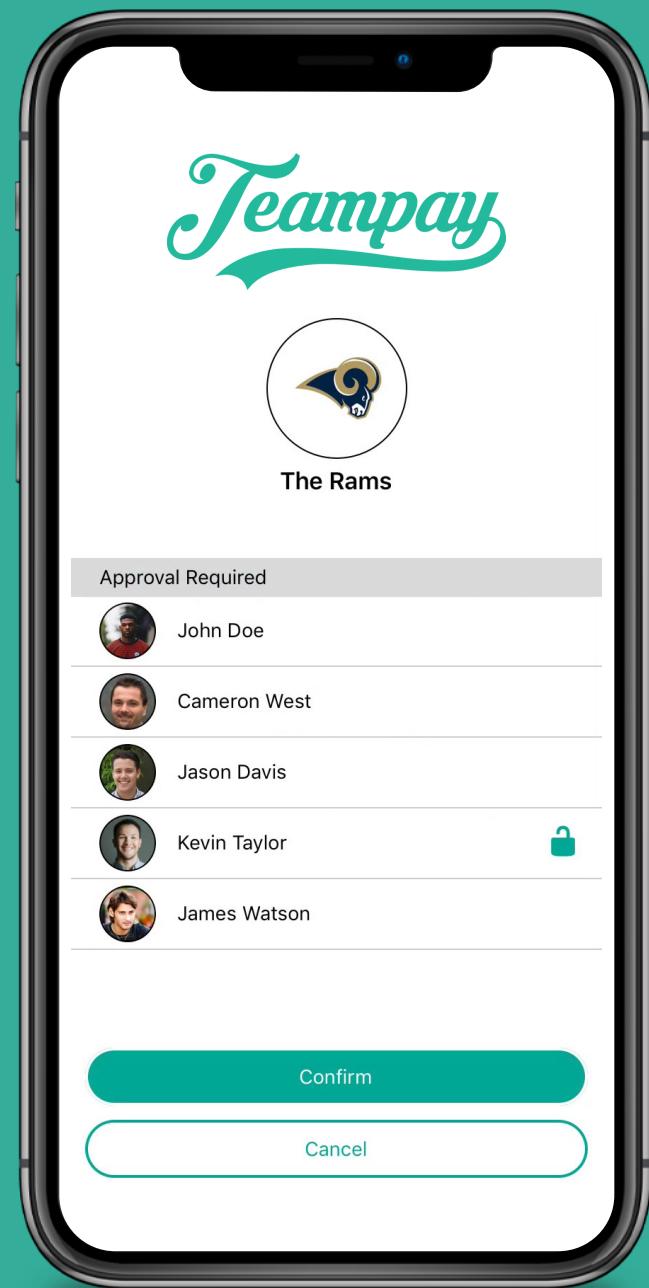
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4



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

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

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

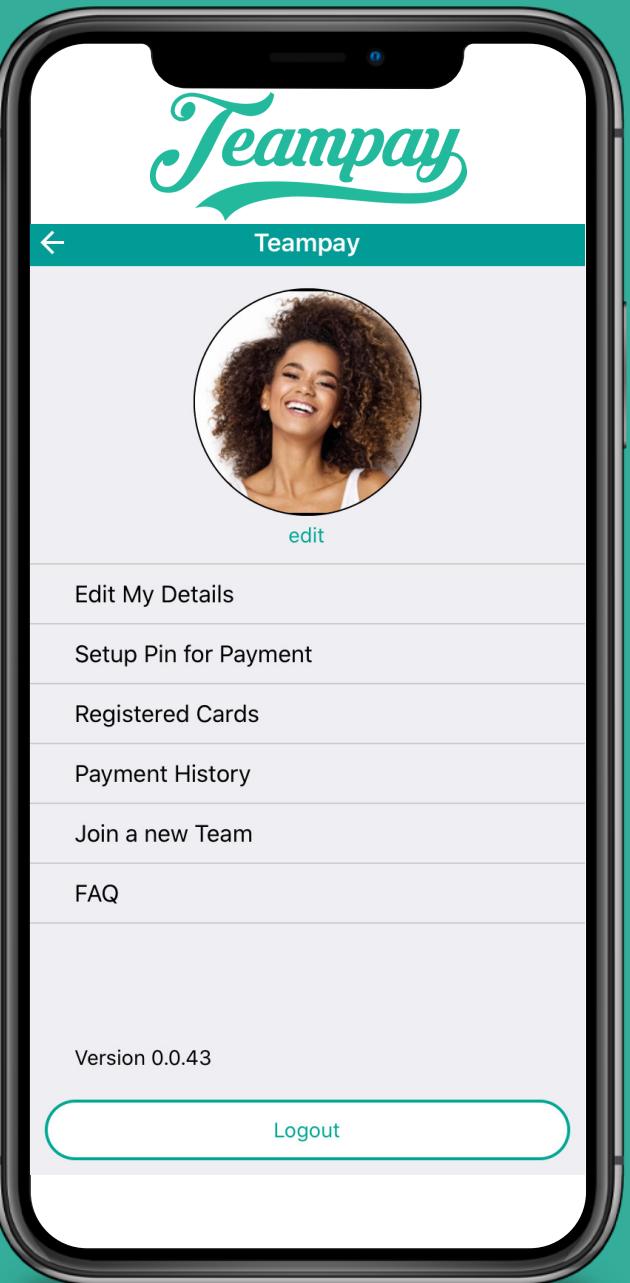
A green padlock will then allow you to tap confirm and process payments

How To Check Payment History

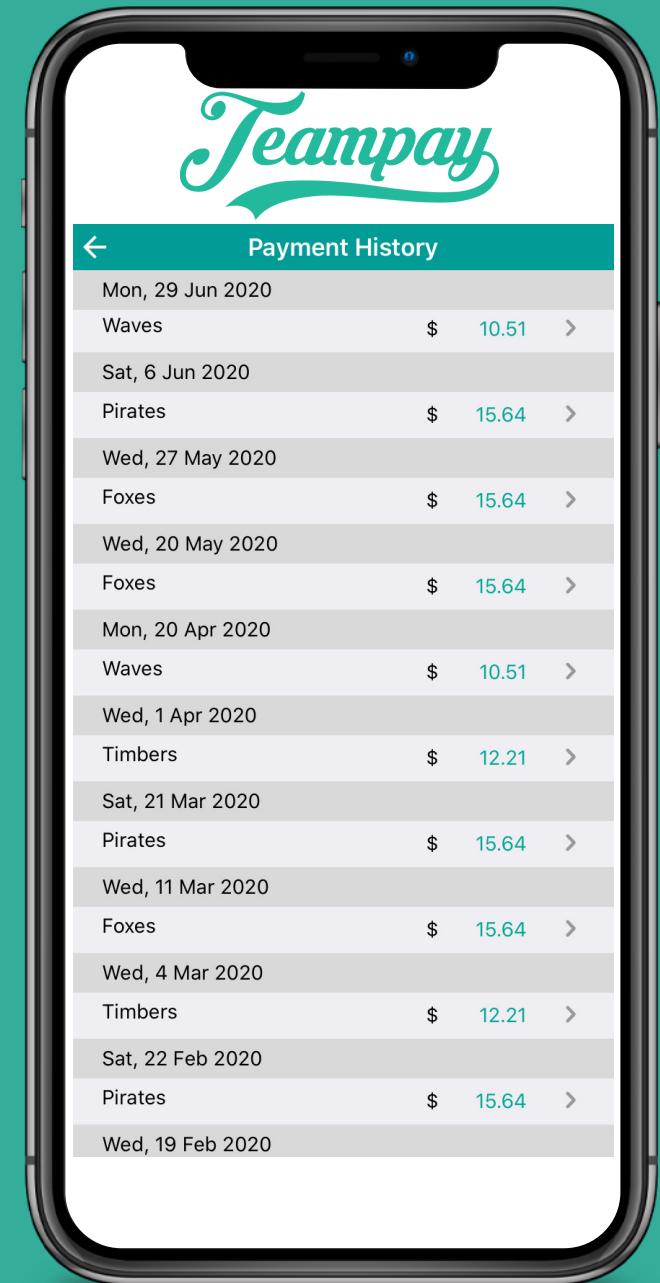
1



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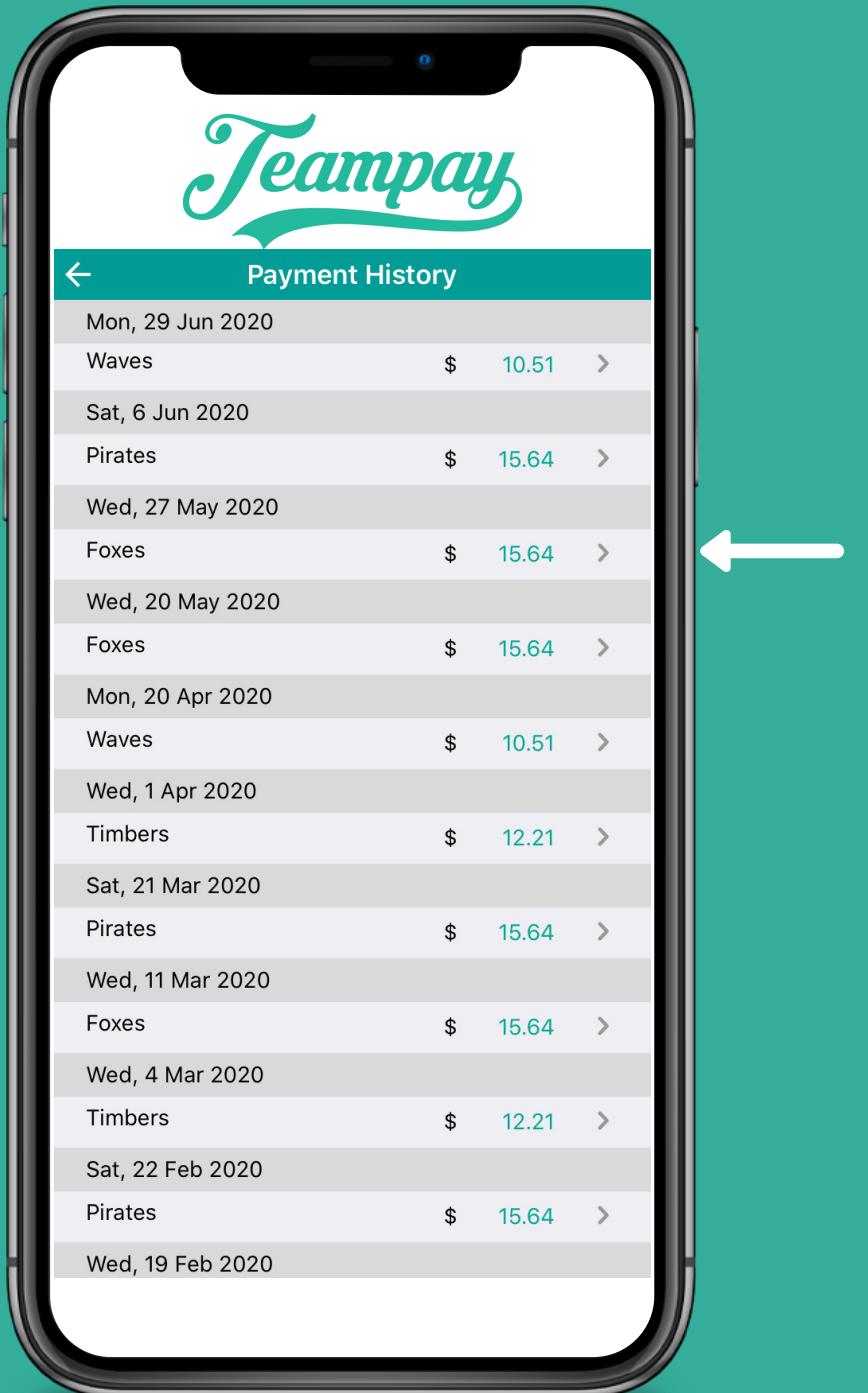
Begin by clicking on the settings toggle

Select 'Payment History'

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

