

Teamplay

How To Guide

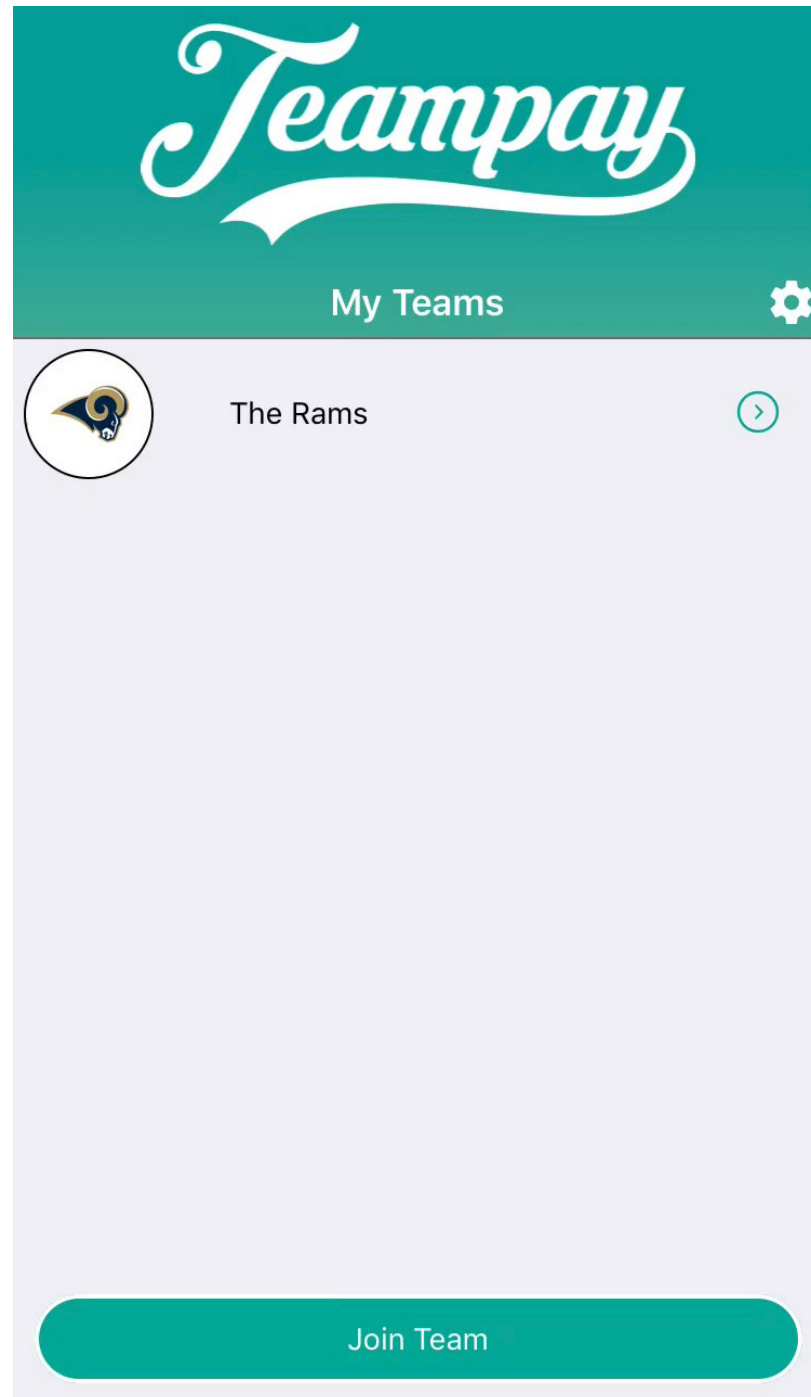


TABLE OF CONTENTS

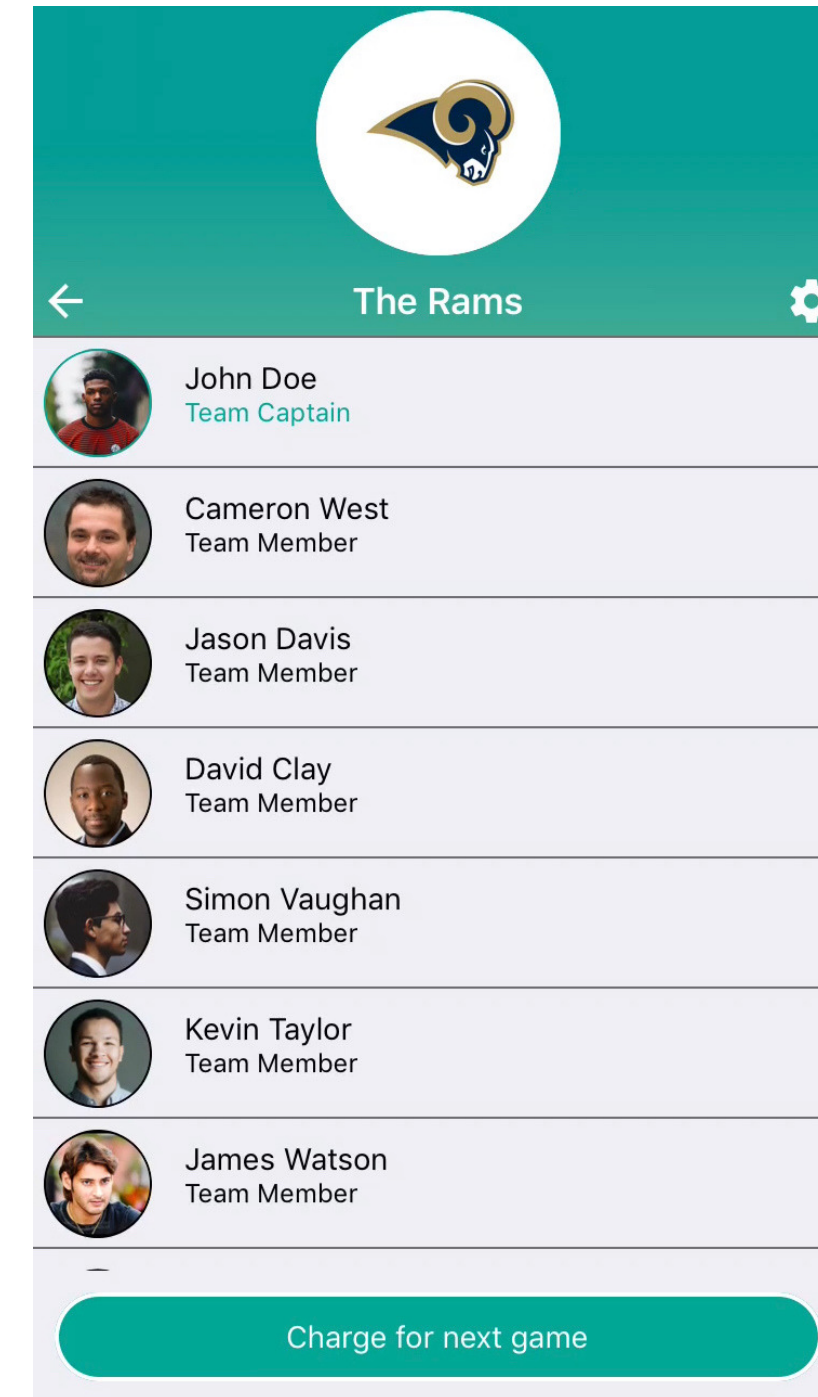
HOW TO MAKE PAYMENT	3
HOW TO MAKE PAYMENT - PIN PROTECTION	6
FAILED PAYMENTS	8
RESUBMITTING FAILED PAYMENTS	10
HOW TO JOIN/LEAVE A TEAM	15
PROMOTE/REMOVE TEAM CAPTAIN	17
UPDATING DEBIT/CREDIT CARD DETAILS	21
PAYMENT HISTORY	24

How to make payment

Click on the team you wish to make payment for

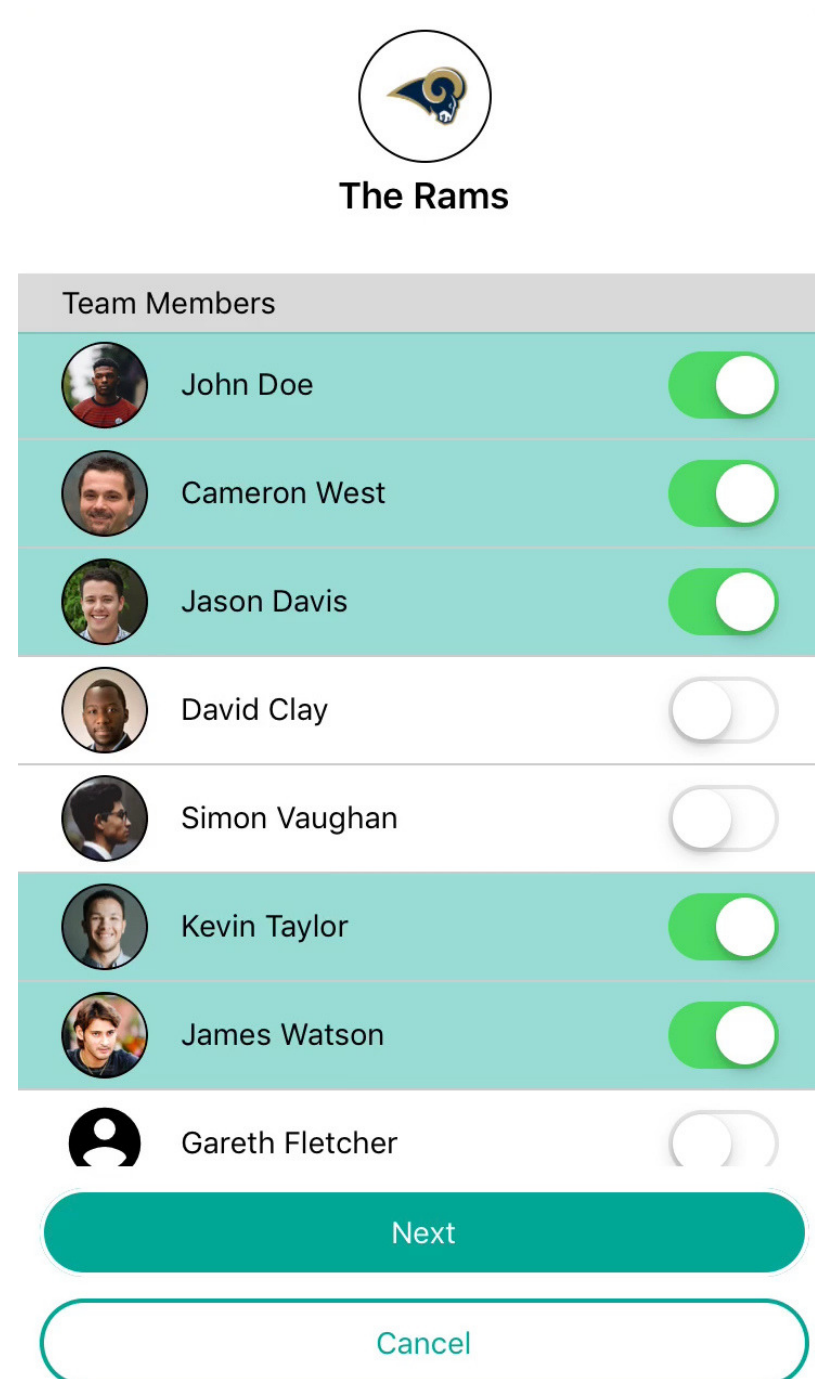


Select 'Charge for next game'











How to make payment

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



The Rams

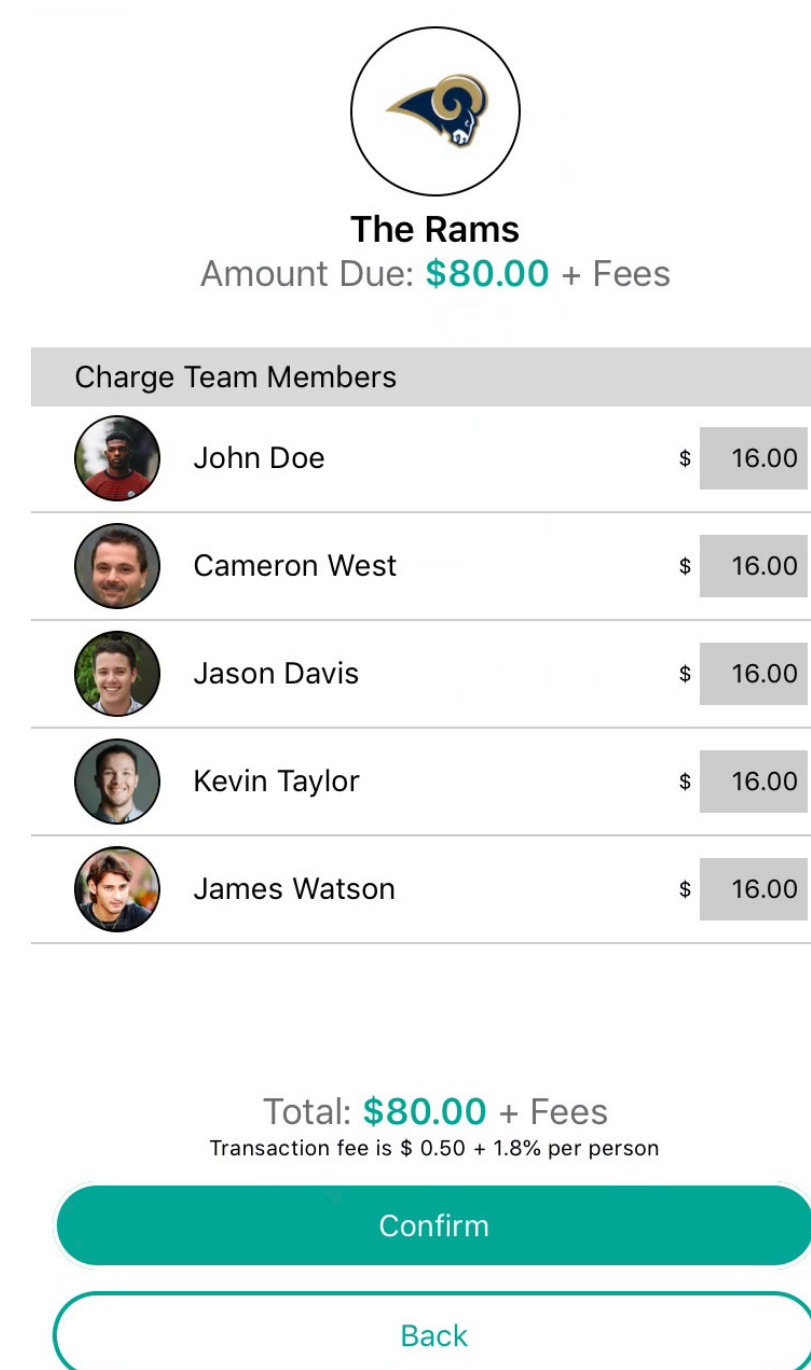
Team Members

 John Doe	<input checked="" type="checkbox"/>
 Cameron West	<input checked="" type="checkbox"/>
 Jason Davis	<input checked="" type="checkbox"/>
 David Clay	<input type="checkbox"/>
 Simon Vaughan	<input type="checkbox"/>
 Kevin Taylor	<input checked="" type="checkbox"/>
 James Watson	<input checked="" type="checkbox"/>
 Gareth Fletcher	<input type="checkbox"/>

Next

Cancel






Click 'confirm' to process payment



The Rams

Amount Due: **\$80.00** + Fees

Charge Team Members

 John Doe	\$ 16.00
 Cameron West	\$ 16.00
 Jason Davis	\$ 16.00
 Kevin Taylor	\$ 16.00
 James Watson	\$ 16.00

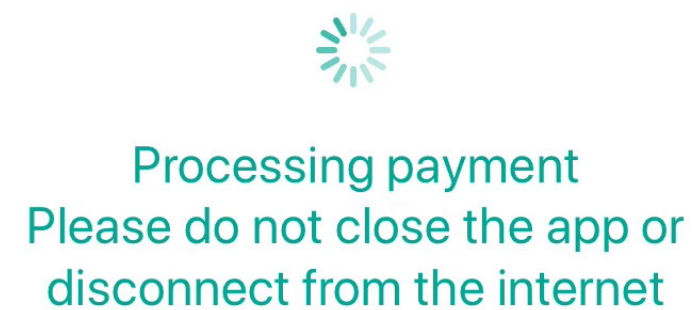
Total: **\$80.00** + Fees
Transaction fee is \$ 0.50 + 1.8% per person

Confirm

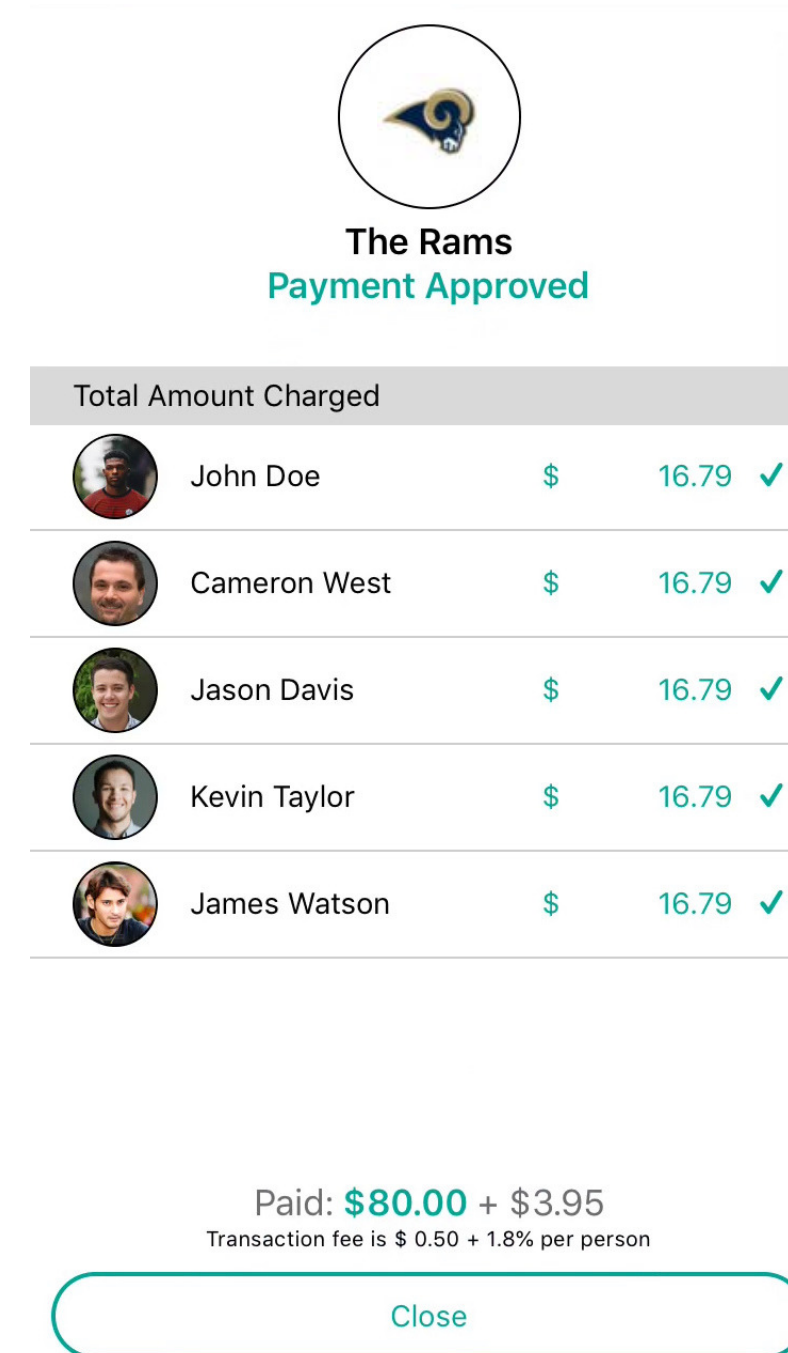
Back

How to make payment

A processing payment screen will appear. This can take some time so be sure not to close the app



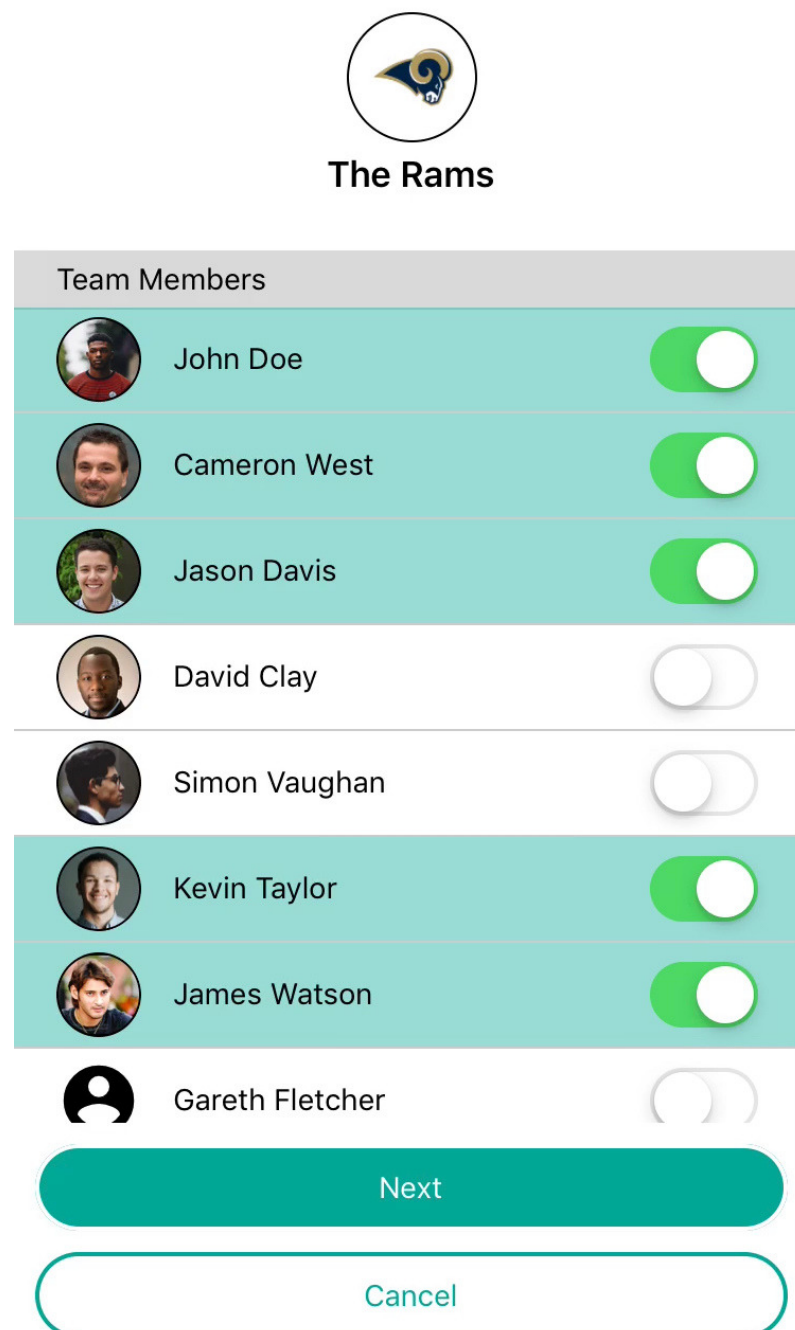
A payment confirmed screen will then display



How to make payment - Pin Protection









You can add a pin number protection to protect any unauthorised payments

Follow normal payment process



The Rams

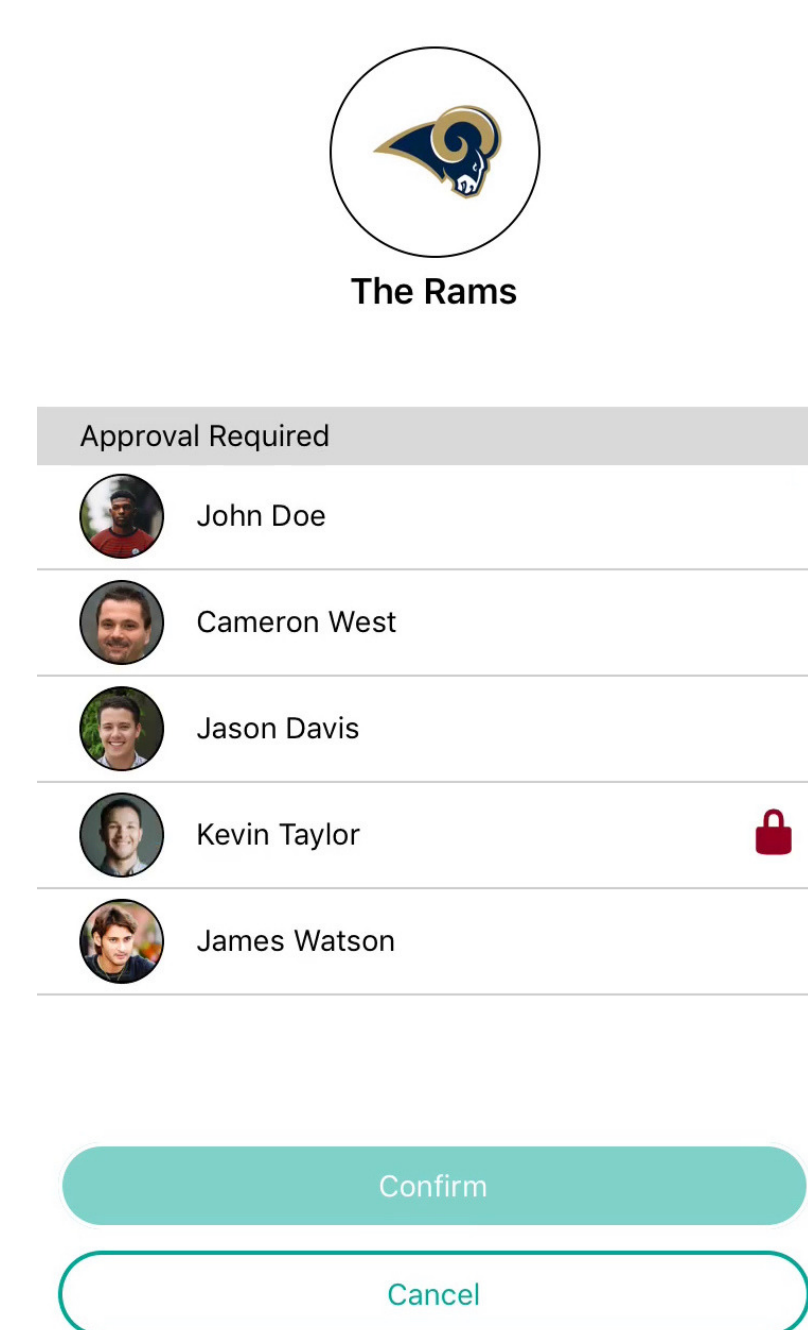
Team Members

	John Doe	<input checked="" type="checkbox"/>
	Cameron West	<input checked="" type="checkbox"/>
	Jason Davis	<input checked="" type="checkbox"/>
	David Clay	<input type="checkbox"/>
	Simon Vaughan	<input type="checkbox"/>
	Kevin Taylor	<input checked="" type="checkbox"/>
	James Watson	<input checked="" type="checkbox"/>
	Gareth Fletcher	<input type="checkbox"/>

Next







Cancel

Click on red padlock for team member to enter pin



The Rams

Approval Required

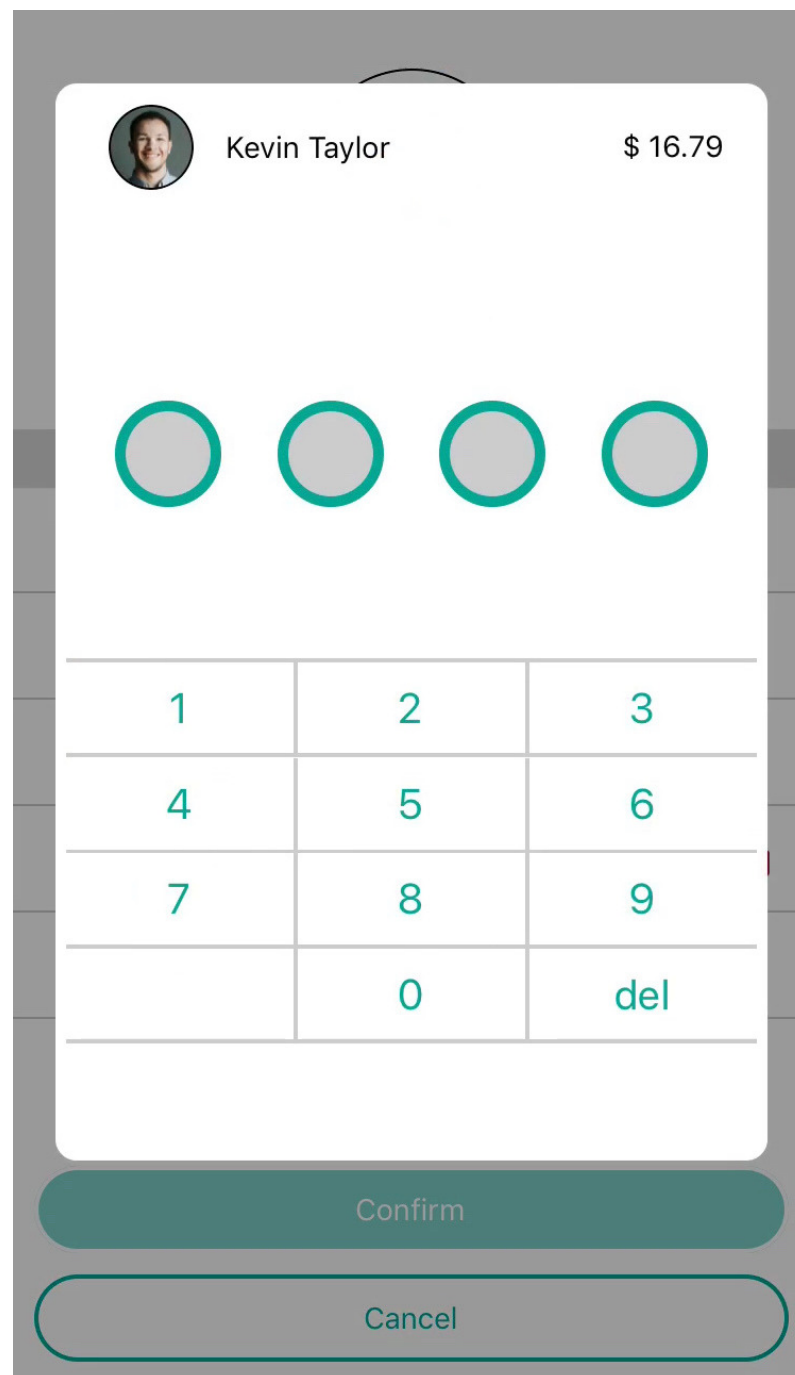
	John Doe	
	Cameron West	
	Jason Davis	
	Kevin Taylor	
	James Watson	

Confirm

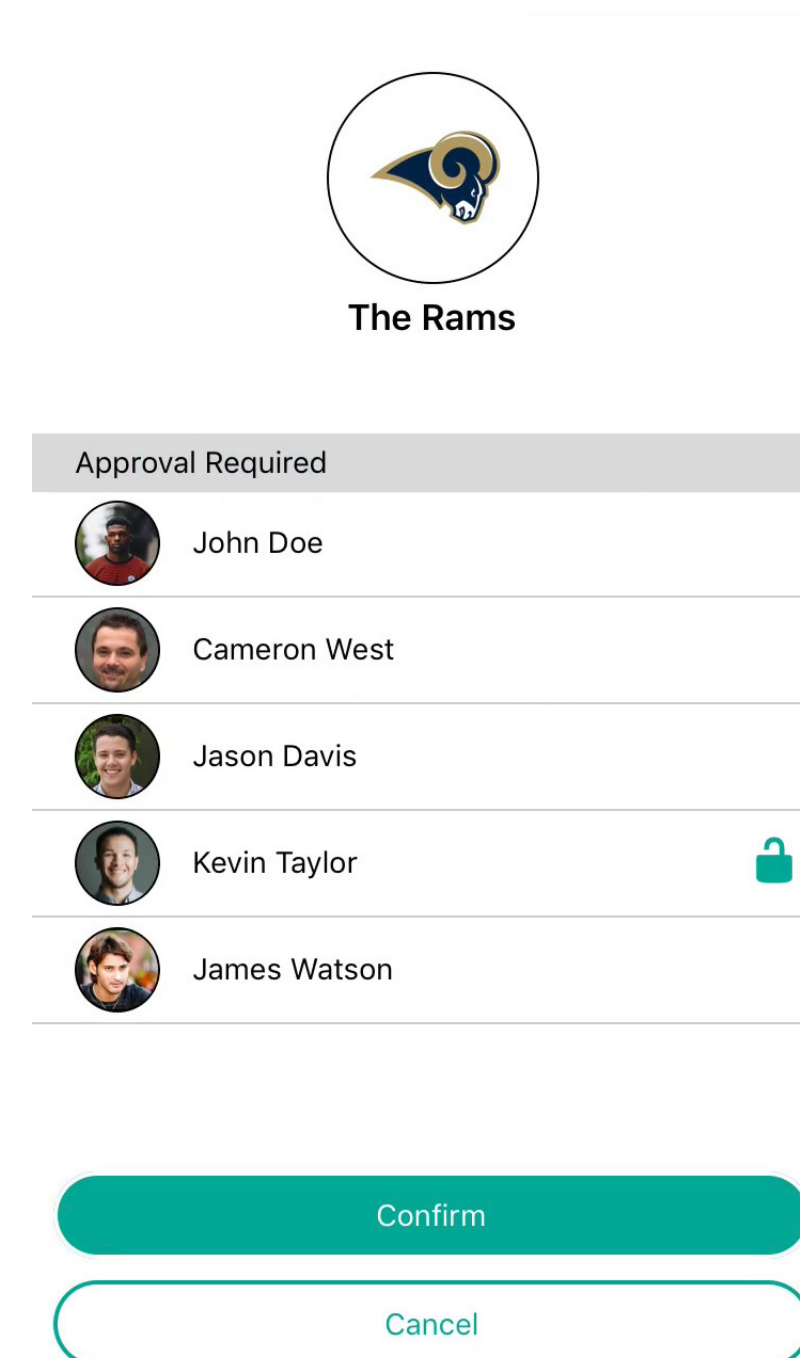
Cancel

How to make payment - Pin Protection

Enter pin on captains phone and click 'confirm'




Once pin is confirmed a green padlock unlocks and payment can be made








Failed Payments

If a payment comes back as failed for an individual/s, then money has not been debited from that individuals account. This could be because of:



Mariners
Partial Payment

Amount Charged		
	Tim Roberts	\$ 18.71 ✓
	Ryan King	\$ 18.71 ✓
	Paul Chessum	\$ 18.71 ✓
	Andrew Roberts	\$ 18.71 ✓
	Art Van Derlay	\$ 18.71 ✗

Paid: \$72.00 + \$2.84
Remaining Amount: \$18.00 + Fees
Transaction fee is \$ 0.26 + 2.5% per person

Retry Failed Payment

Reallocate Remaining Amount


Close

Reason a payment failed:






- Expired credit/debit card
- Not enough funds in the registered account
- Incorrect card details in set up

Failed Payments

If a team members payment has failed the first steps are too:


Mariners
Partial Payment

Amount Charged

 Tim Roberts	\$ 18.71 ✓
 Ryan King	\$ 18.71 ✓
 Paul Chessum	\$ 18.71 ✓
 Andrew Roberts	\$ 18.71 ✓
 Art Van Derlay	\$ 18.71 ✗

Paid: **\$72.00** + \$2.84
Remaining Amount: **\$18.00** + Fees
Transaction fee is \$ 0.26 + 2.5% per person

Retry Failed Payment

Reallocate Remaining Amount

Close

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

Click Retry Failed Payment

It will attempt to re-debit



Mariners
Partial Payment

Amount Charged		
	Tim Roberts	\$ 18.71 ✓
	Ryan King	\$ 18.71 ✓
	Paul Chessum	\$ 18.71 ✓
	Andrew Roberts	\$ 18.71 ✓
	Art Van Derlay	\$ 18.71 ✗

Paid: \$72.00 + \$2.84
Remaining Amount: \$18.00 + Fees
Transaction fee is \$ 0.26 + 2.5% per person


Retry Failed Payment

Reallocate Remaining Amount

Close



This will only
retry the
failed payee







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

Back to Team page

Re-submitting Failed Payments



Mariners
Payment Approved

Total Amount Charged		
	Tim Roberts	\$ 18.71 ✓
	Ryan King	\$ 27.94 ✓
	Paul Chessum	\$ 27.94 ✓
	Andrew Roberts	\$ 18.71 ✓

Paid: **\$90.00** + \$3.30
Transaction fee is \$ 0.26 + 2.5% per person


Close

If the re-attempted payment is successful an approval screen will confirm payment and your good to play






Failed Payments - Charging Someone Else

If the payment fails again, the alternate option is to distribute the money to other individuals on the team

Click Reallocate Remaining Amount Select who to charge remainder too



Mariners
Partial Payment


Amount Charged		
	Tim Roberts	\$ 18.71 ✓
	Ryan King	\$ 18.71 ✓
	Paul Chessum	\$ 18.71 ✓
	Andrew Roberts	\$ 18.71 ✓
	Art Van Derlay	\$ 18.71 ✗

Paid: \$72.00 + \$2.84
Remaining Amount: \$18.00 + Fees
Transaction fee is \$ 0.26 + 2.5% per person

Retry Failed Payment






Reallocate Remaining Amount ←

Close



Mariners

Team Members

-  Tim Roberts
-  Ryan King
-  Paul Chessum
-  Andrew Roberts
-  Art Van Derlay

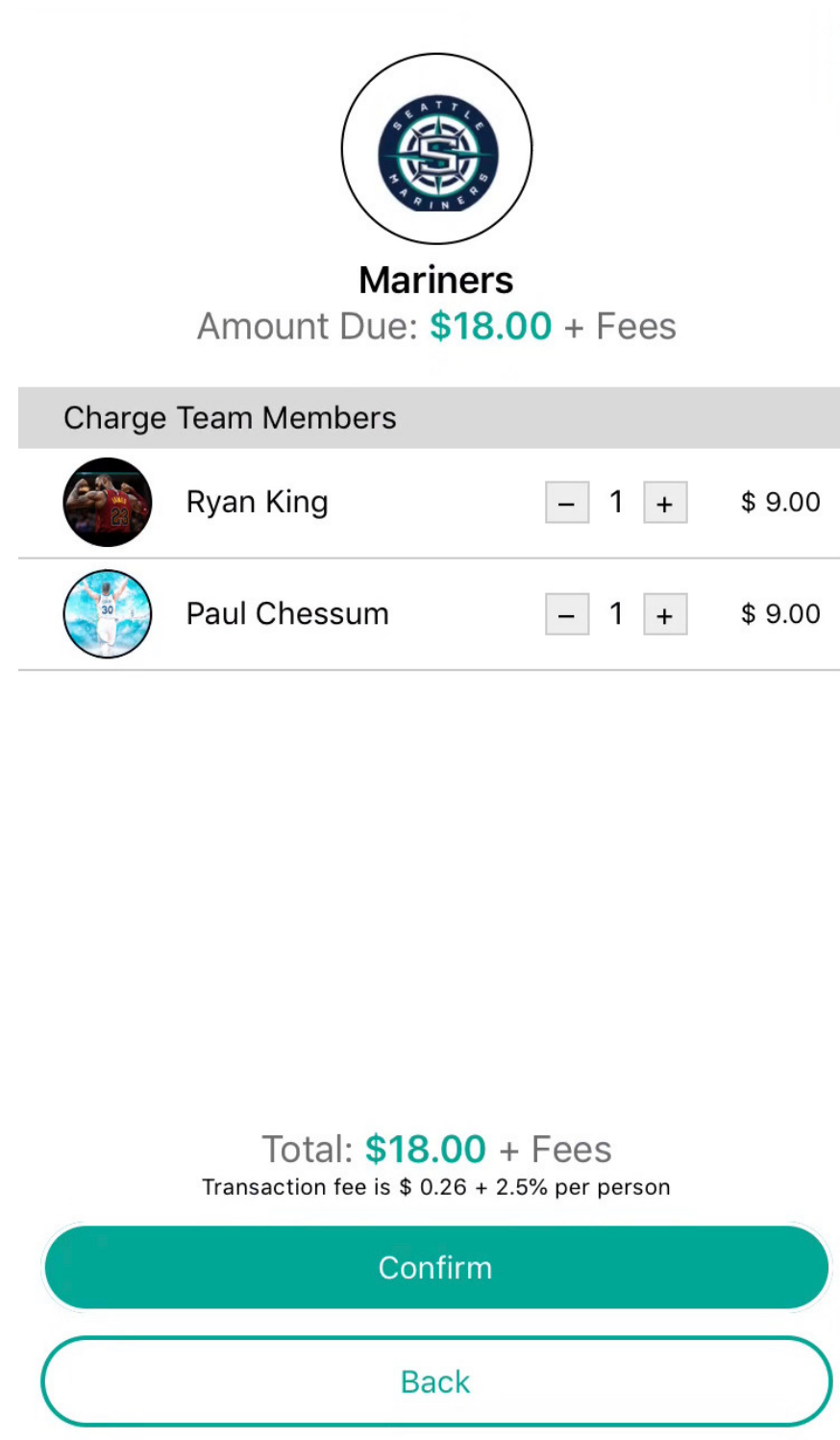
\$ 18.00 remains outstanding.
Please select players to reallocate this cost. ←

Next



Cancel

Failed Payments - Charging Someone Else

It will distribute the remaining amount evenly



The screenshot shows the Mariners app interface. At the top is the Mariners logo and the text "Mariners Amount Due: \$18.00 + Fees". Below this is a section titled "Charge Team Members" containing a list of two members: Ryan King and Paul Chessum. Each member has a circular profile picture, their name, a quantity selector (minus, 1, plus), and a price of \$9.00. At the bottom, there is a summary: "Total: \$18.00 + Fees" and "Transaction fee is \$ 0.26 + 2.5% per person". Two buttons are visible: a teal "Confirm" button and a white "Back" button with a teal border.

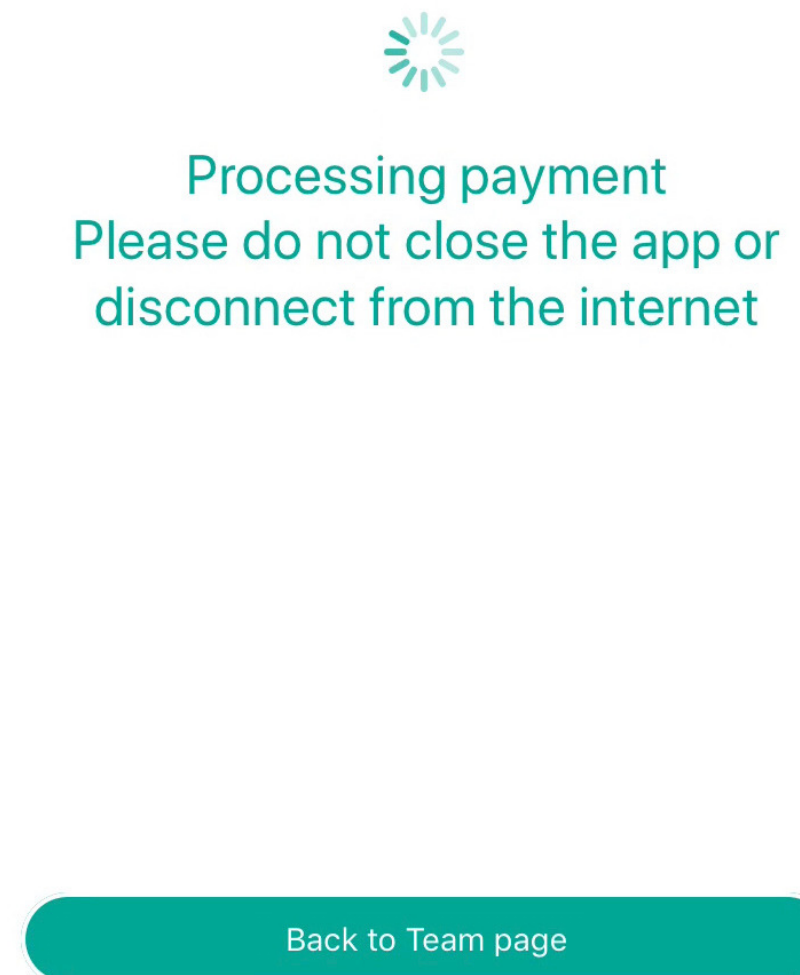
Charge Team Members			
	Ryan King	- 1 +	\$ 9.00
	Paul Chessum	- 1 +	\$ 9.00

Total: \$18.00 + Fees
Transaction fee is \$ 0.26 + 2.5% per person

Confirm

Back

Select 'Confirm' and payment will process



The screenshot shows a loading spinner (a teal sunburst icon) at the top. Below it, the text reads "Processing payment Please do not close the app or disconnect from the internet". At the bottom, there is a teal button labeled "Back to Team page".





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

Back to Team page

Failed Payments - Charging Someone Else



Mariners
Payment Approved

Total Amount Charged		
	Tim Roberts	\$ 18.71 ✓
	Ryan King	\$ 27.94 ✓
	Paul Chessum	\$ 27.94 ✓
	Andrew Roberts	\$ 18.71 ✓

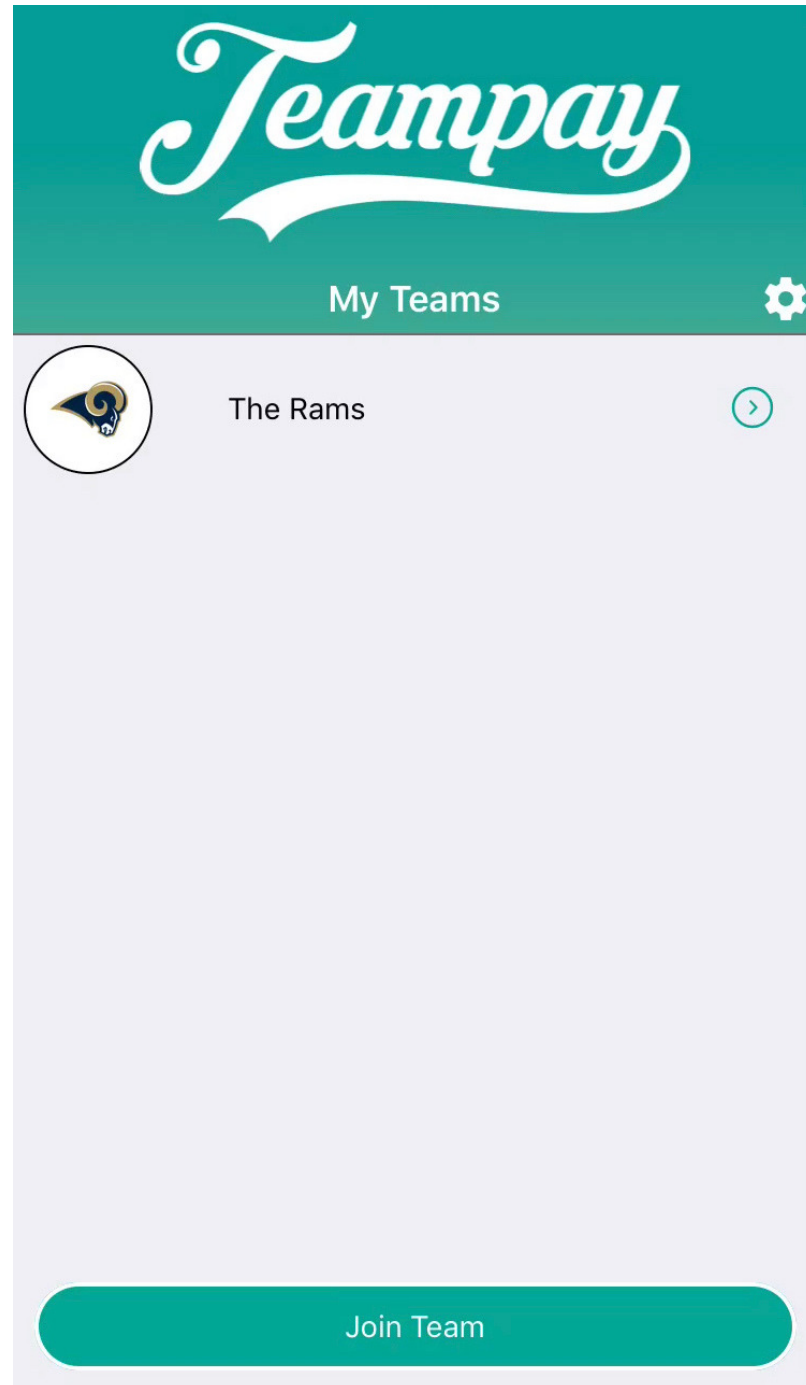
Paid: **\$90.00** + \$3.30
Transaction fee is \$ 0.26 + 2.5% per person

Close

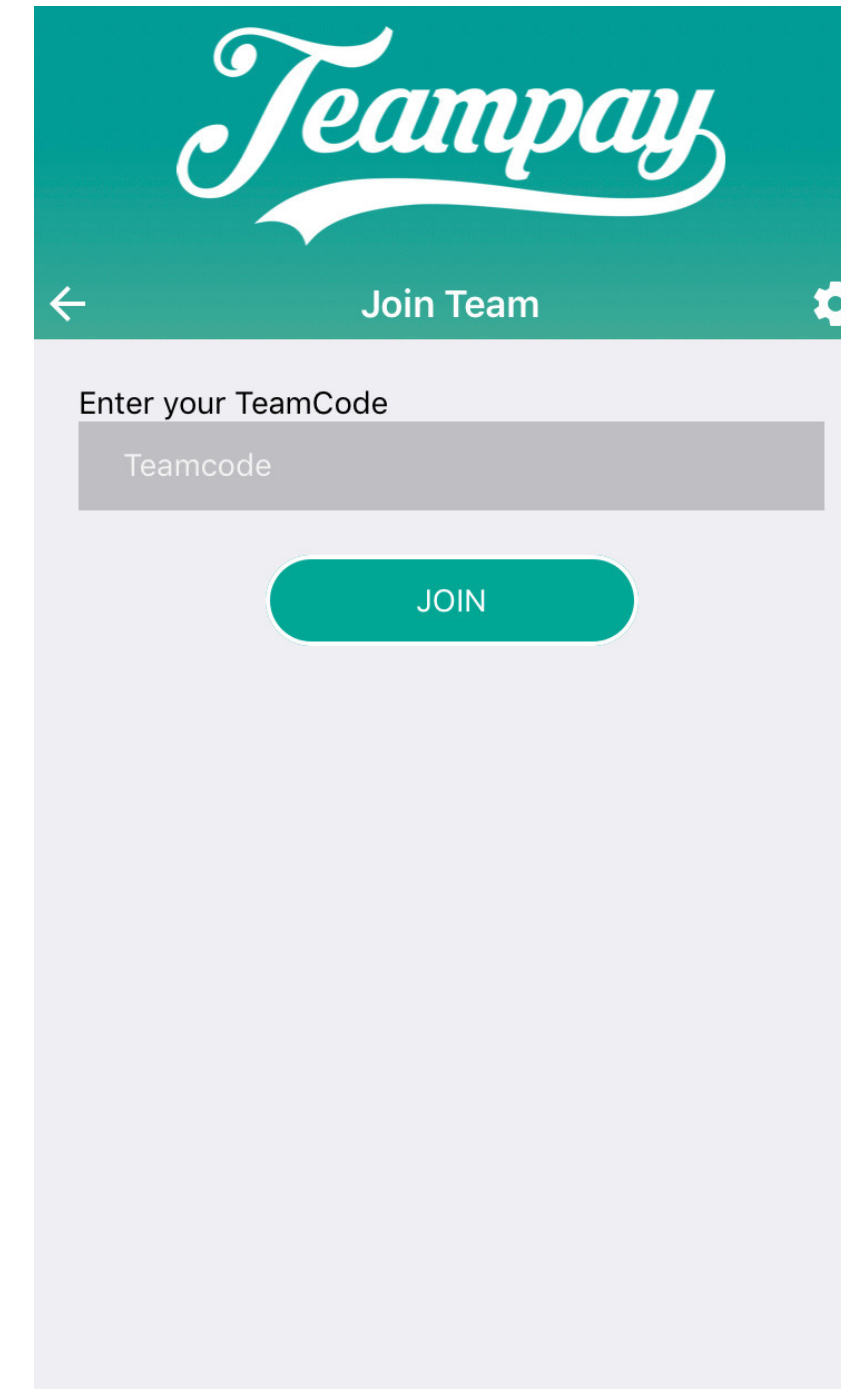
Payment will process and then approve and your good to play

How To Join a Team

Click 'Join Team' at the bottom of the page

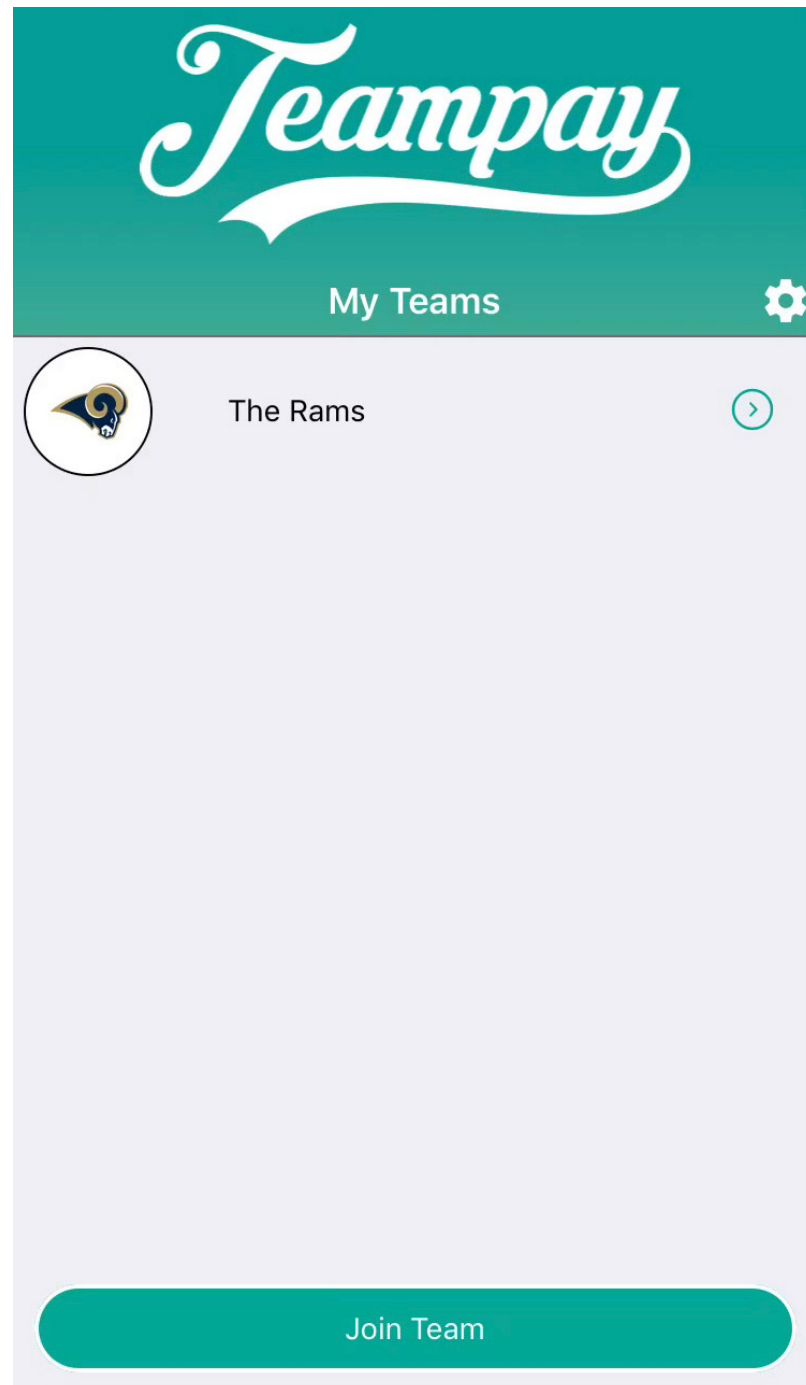


Enter your unique team code and select 'Join'

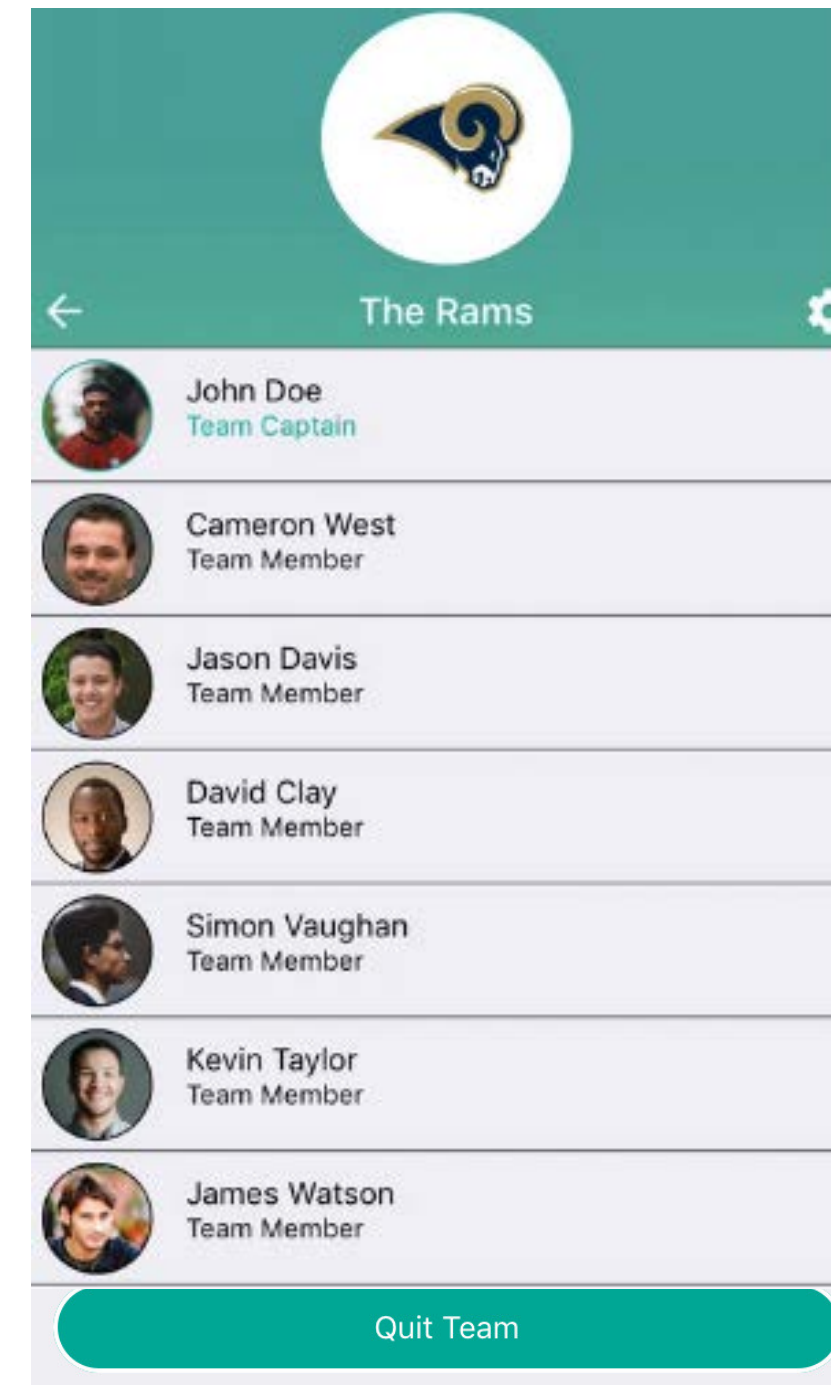


How To Leave a Team

Click the team you wish to leave

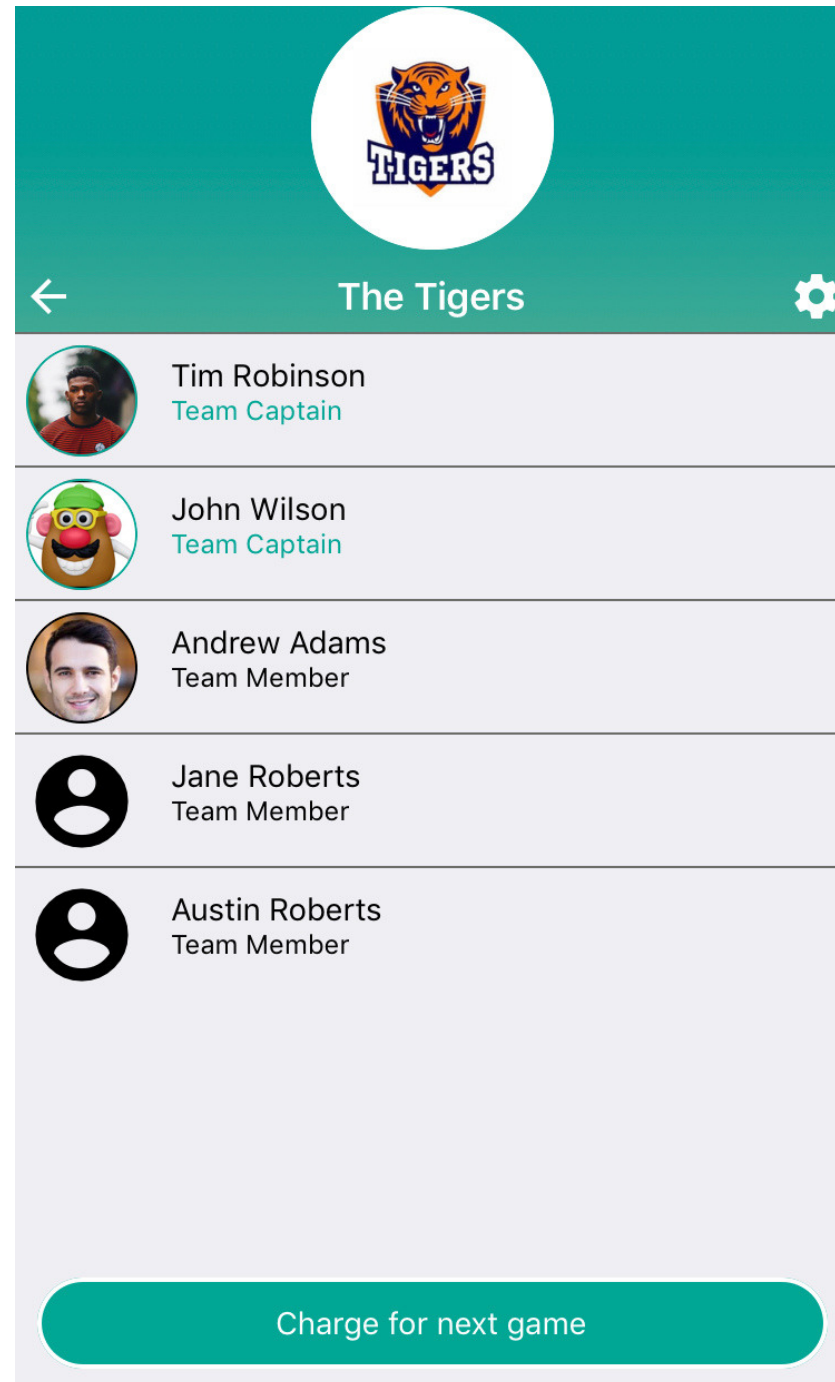


Select 'Quit Team' at the bottom of the page

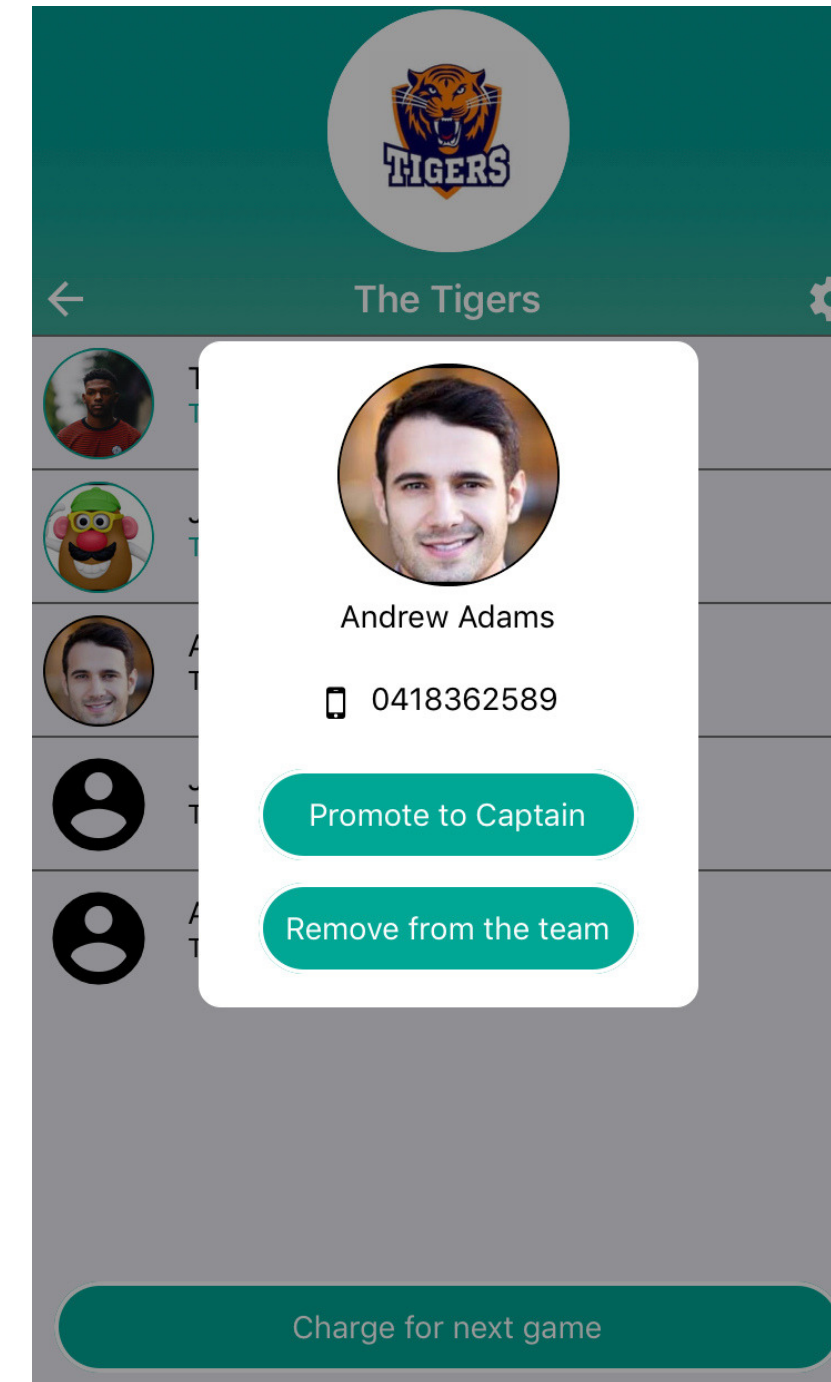


How To Promote a Team Captain

As captain click on the player you wish to promote

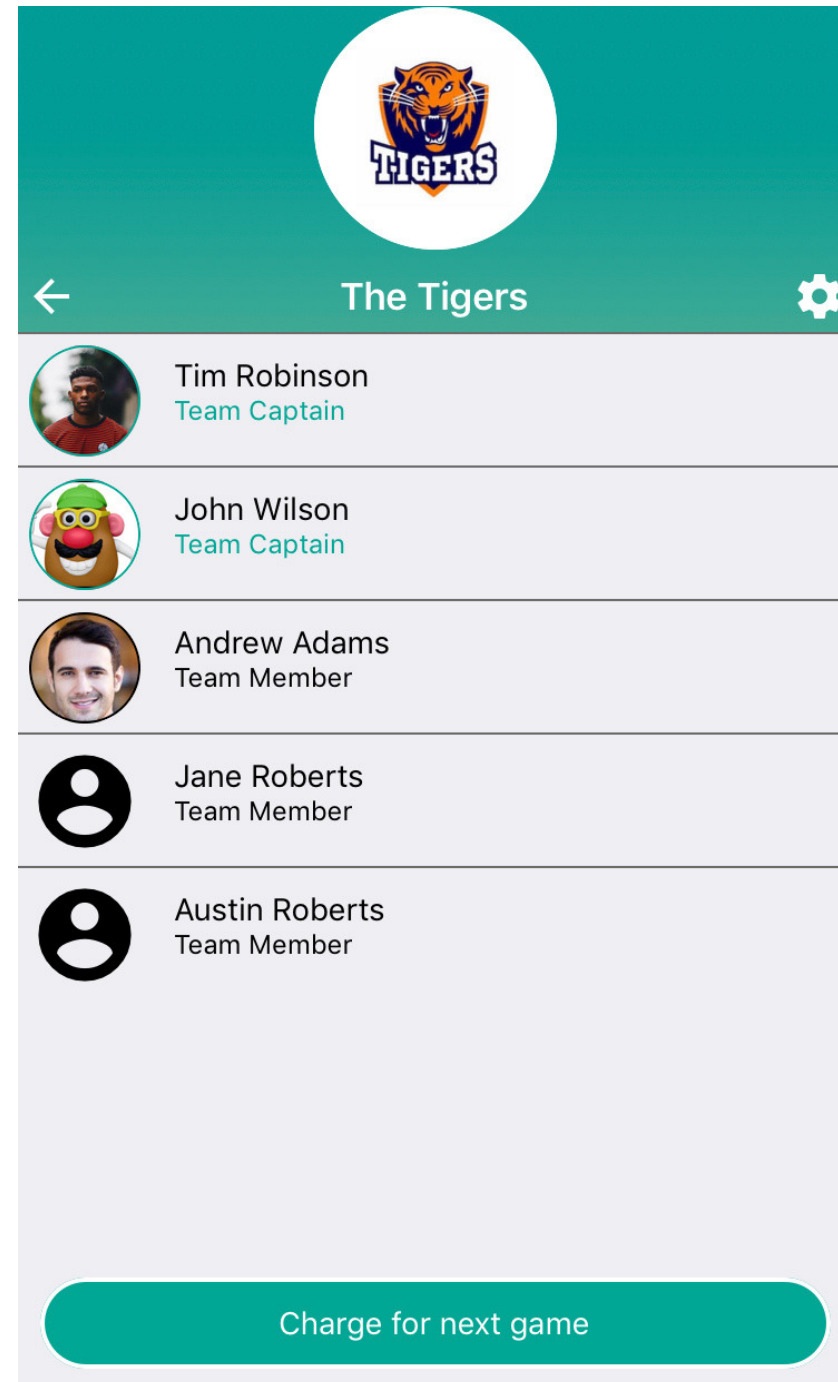


Select 'Promote to Captain'

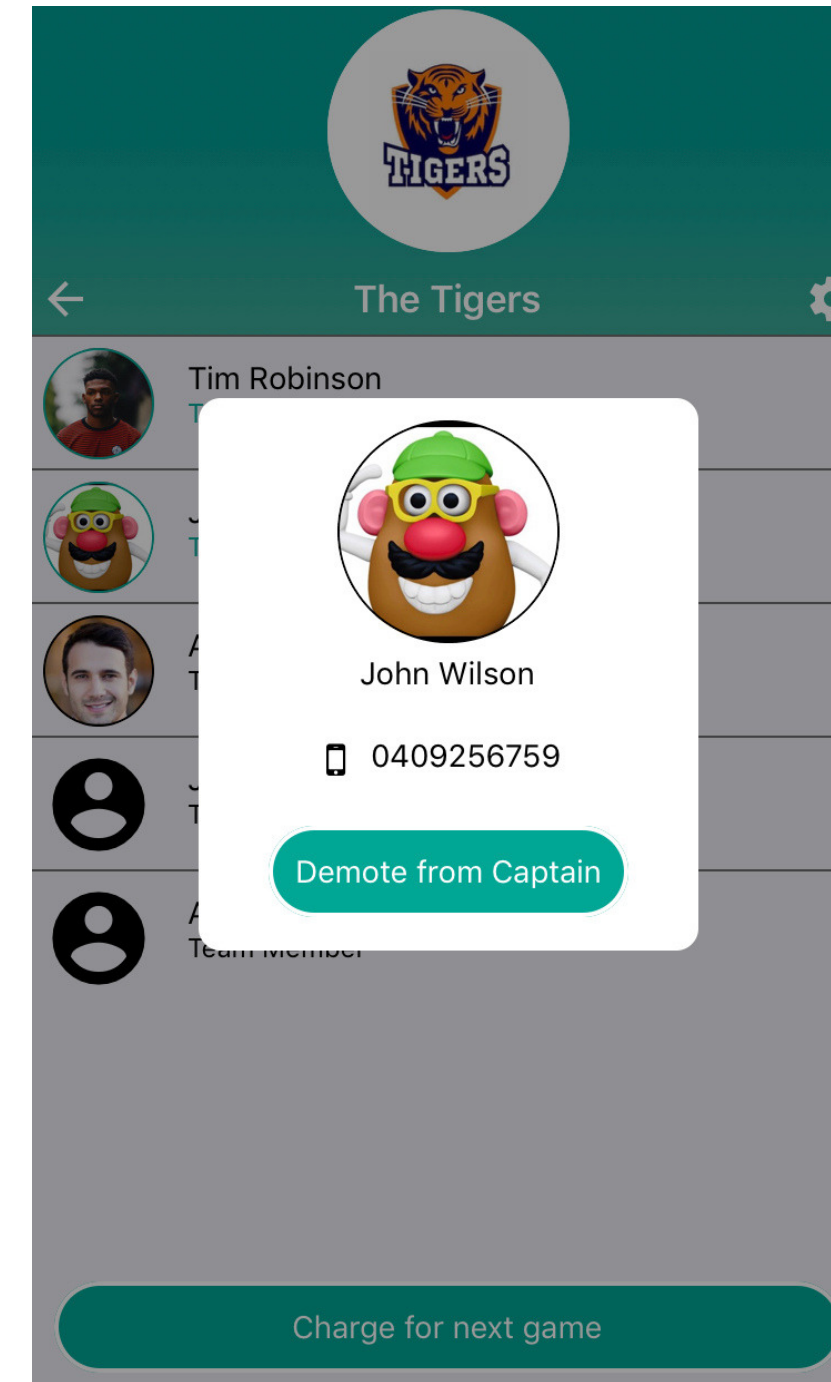


How To Demote a Team Captain

As captain click on the captain you wish to demote

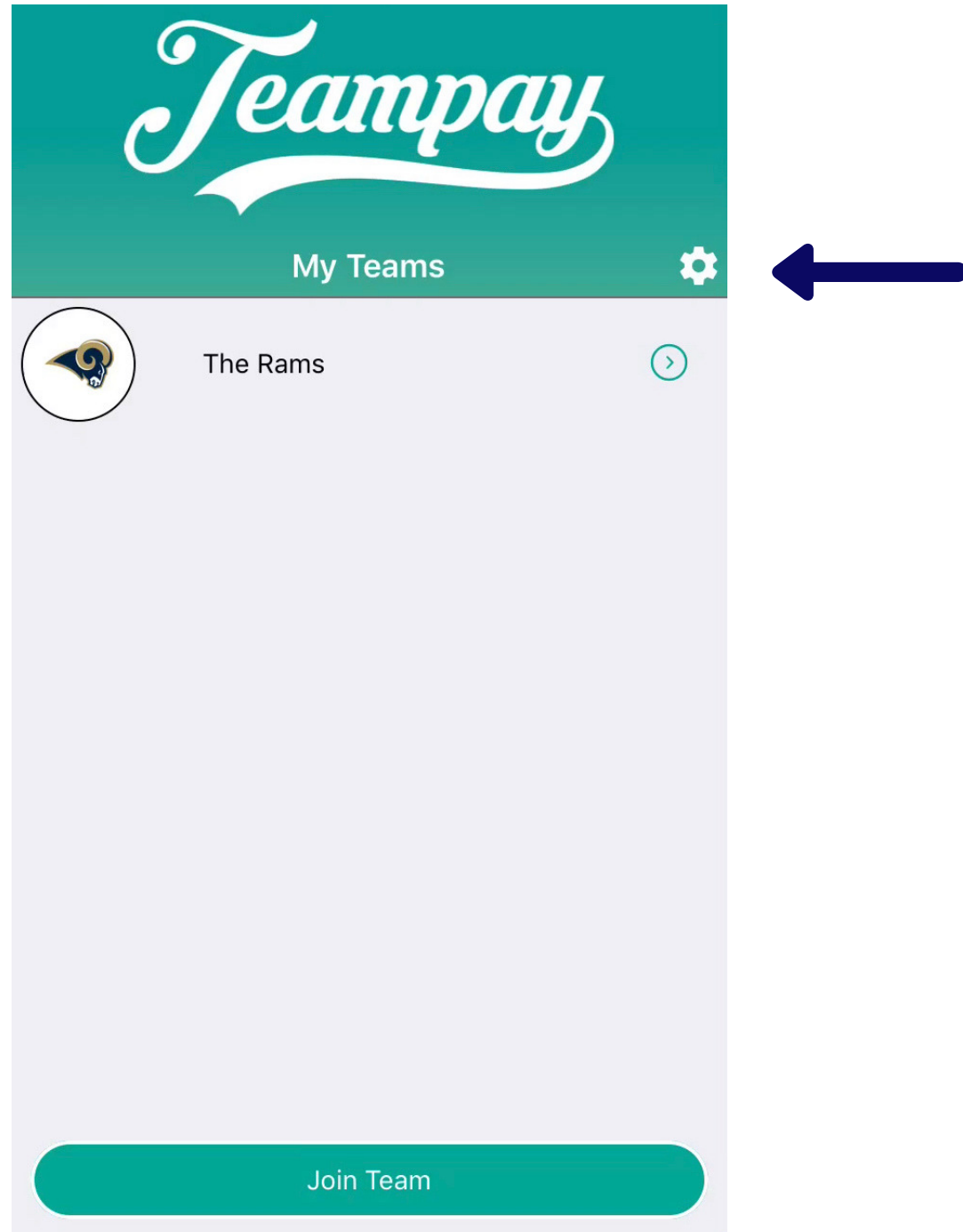


Select 'Demote Captain'

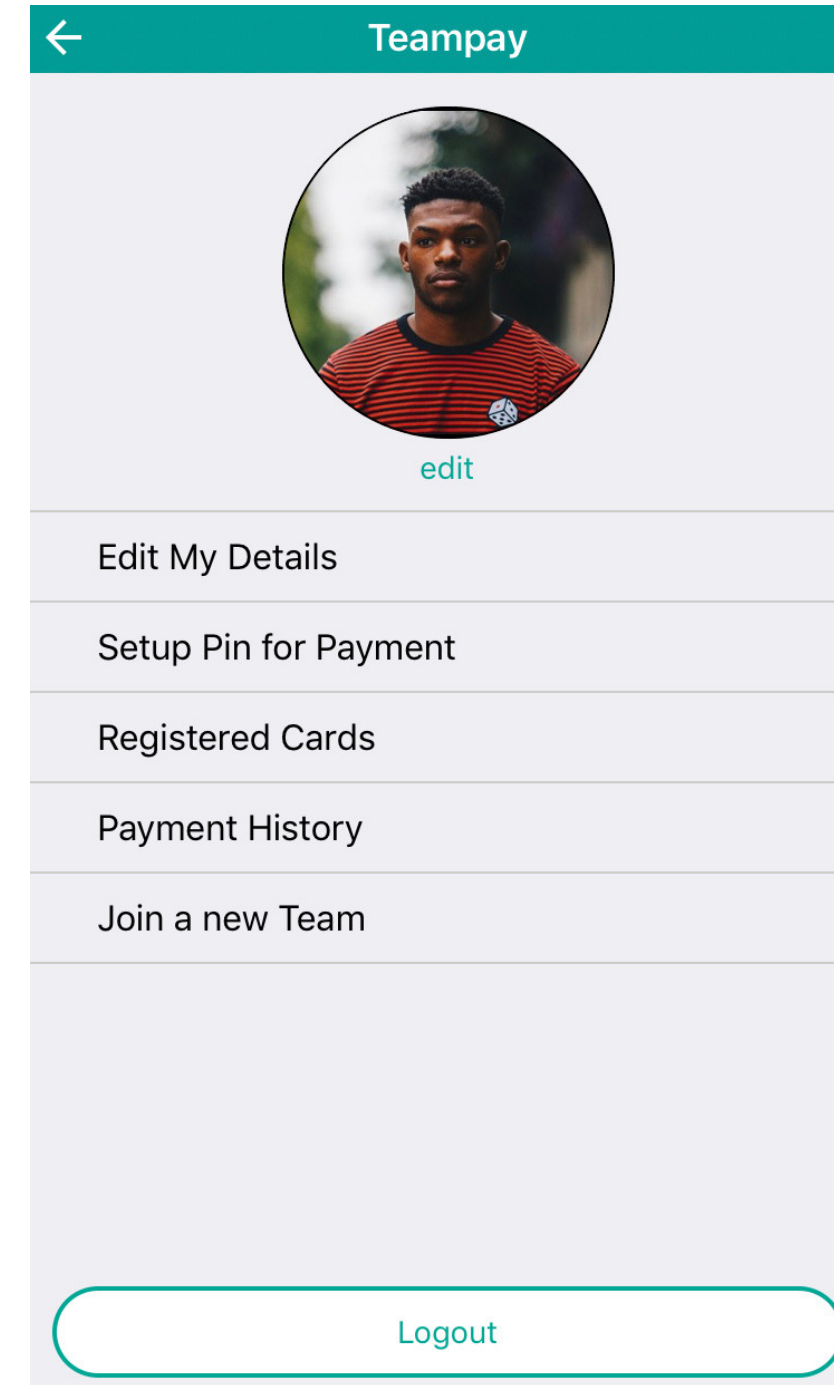


How To Edit My Details

Click on the settings icon
in the top right corner

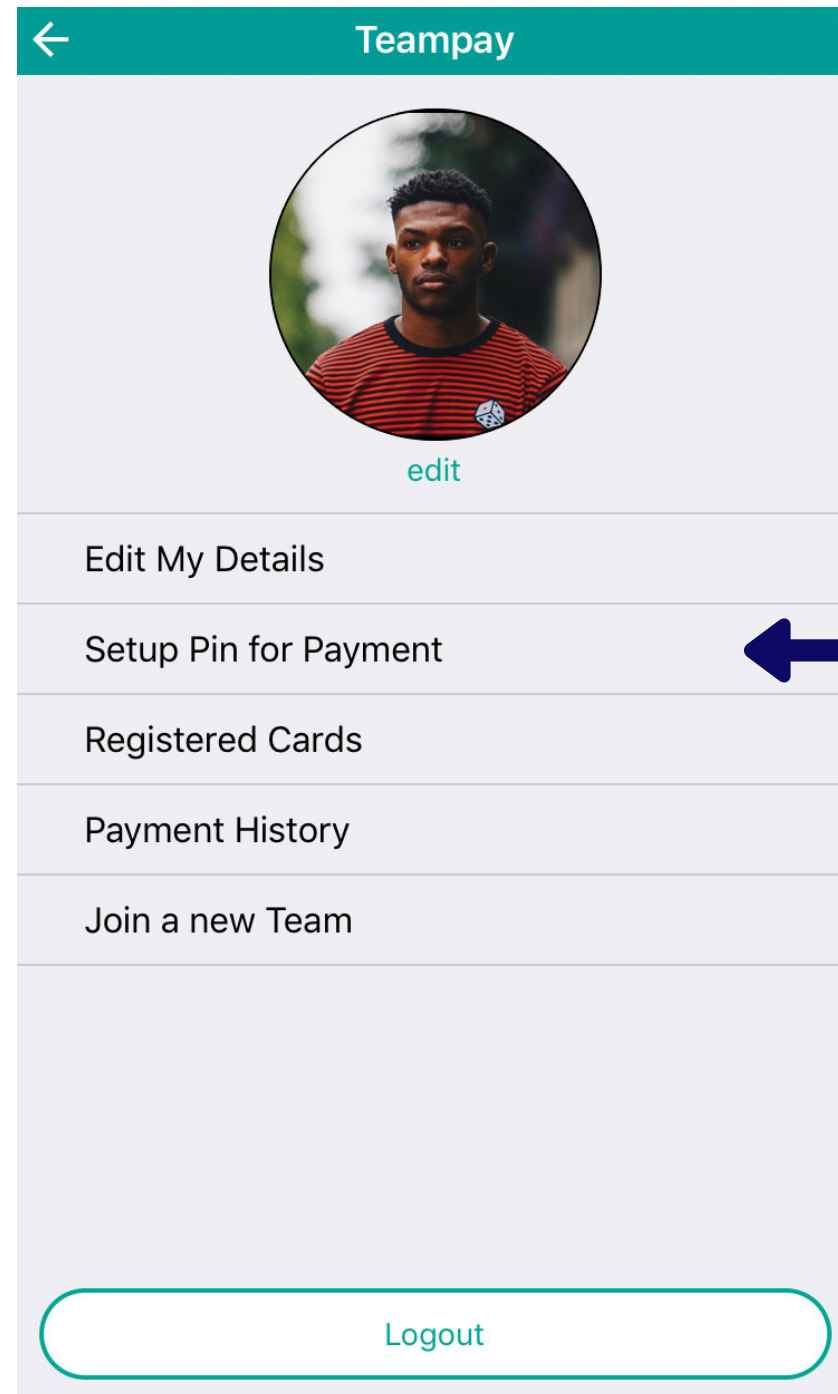


Select the action
you would like to take

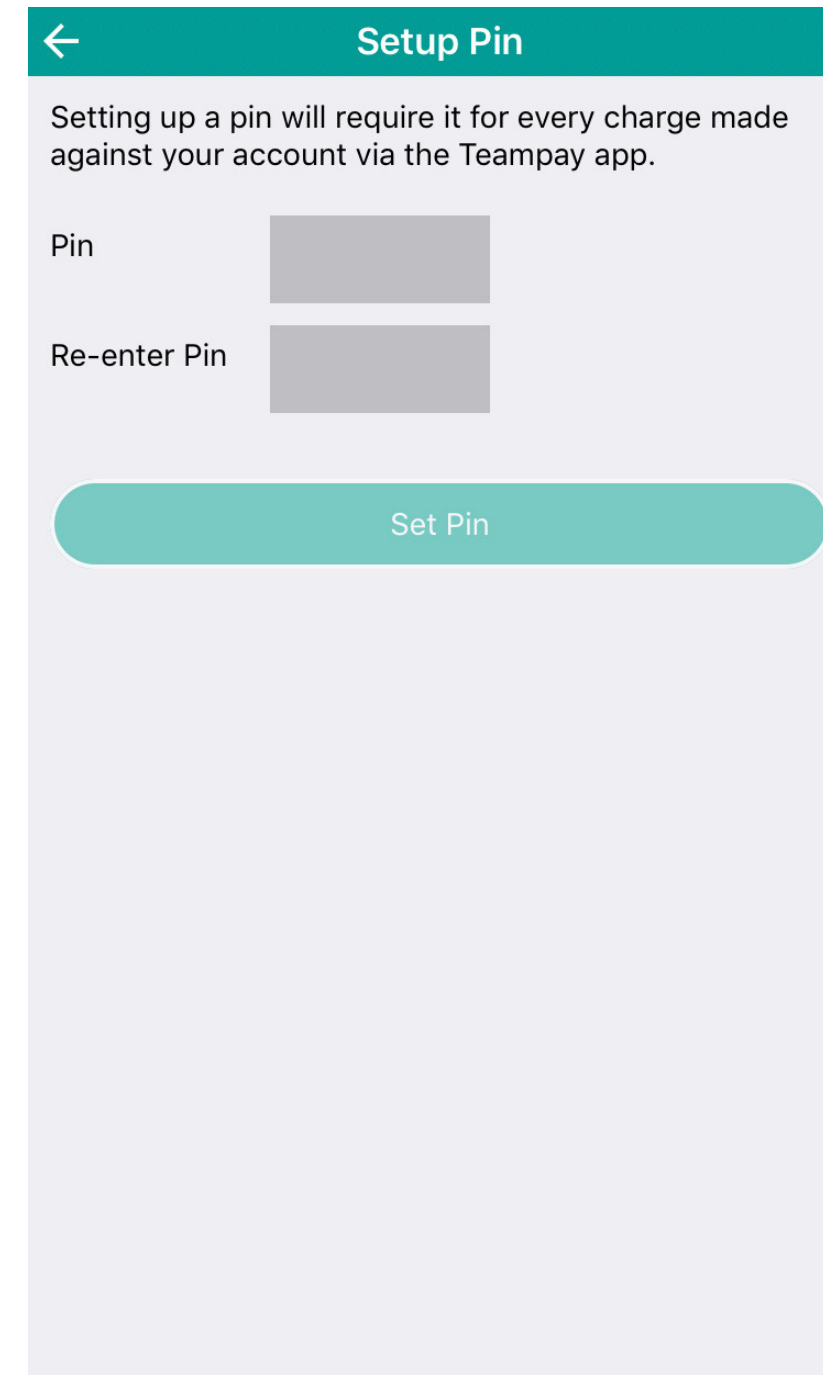


How To Setup a Pin Number

Select Setup Pin
for Payment

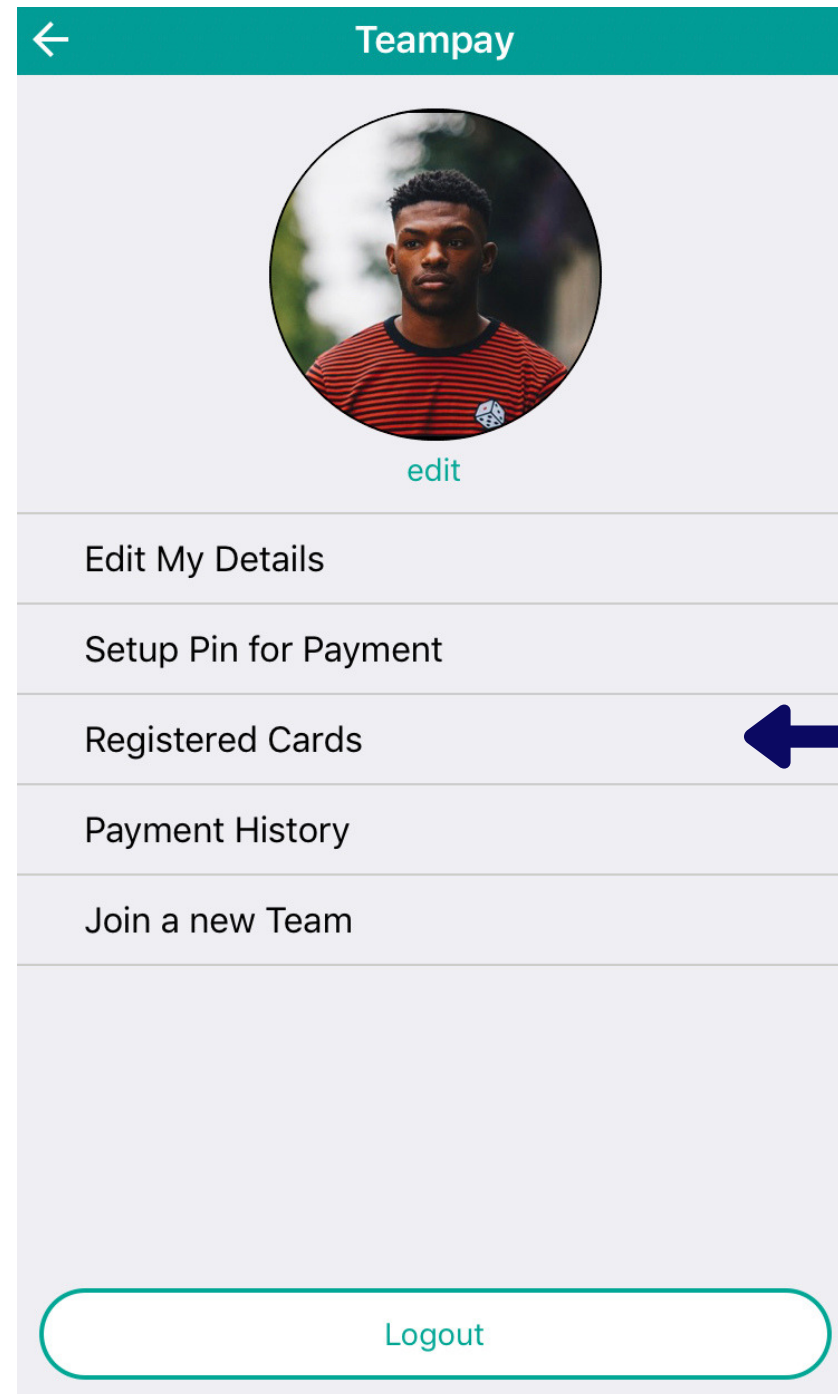


Enter a 4 digit Pin and
select Set Pin

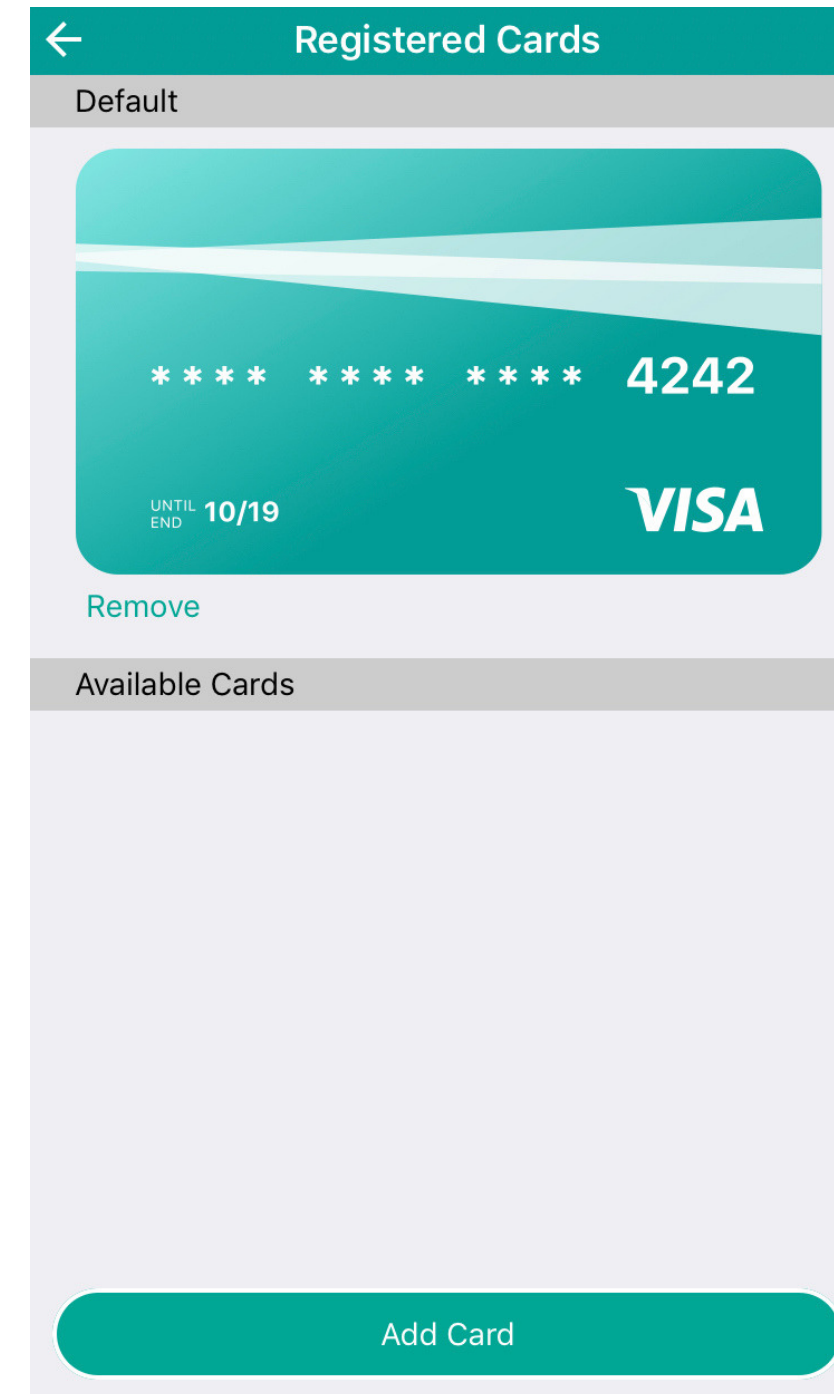


Update Payment Details

Select 'Register Cards'



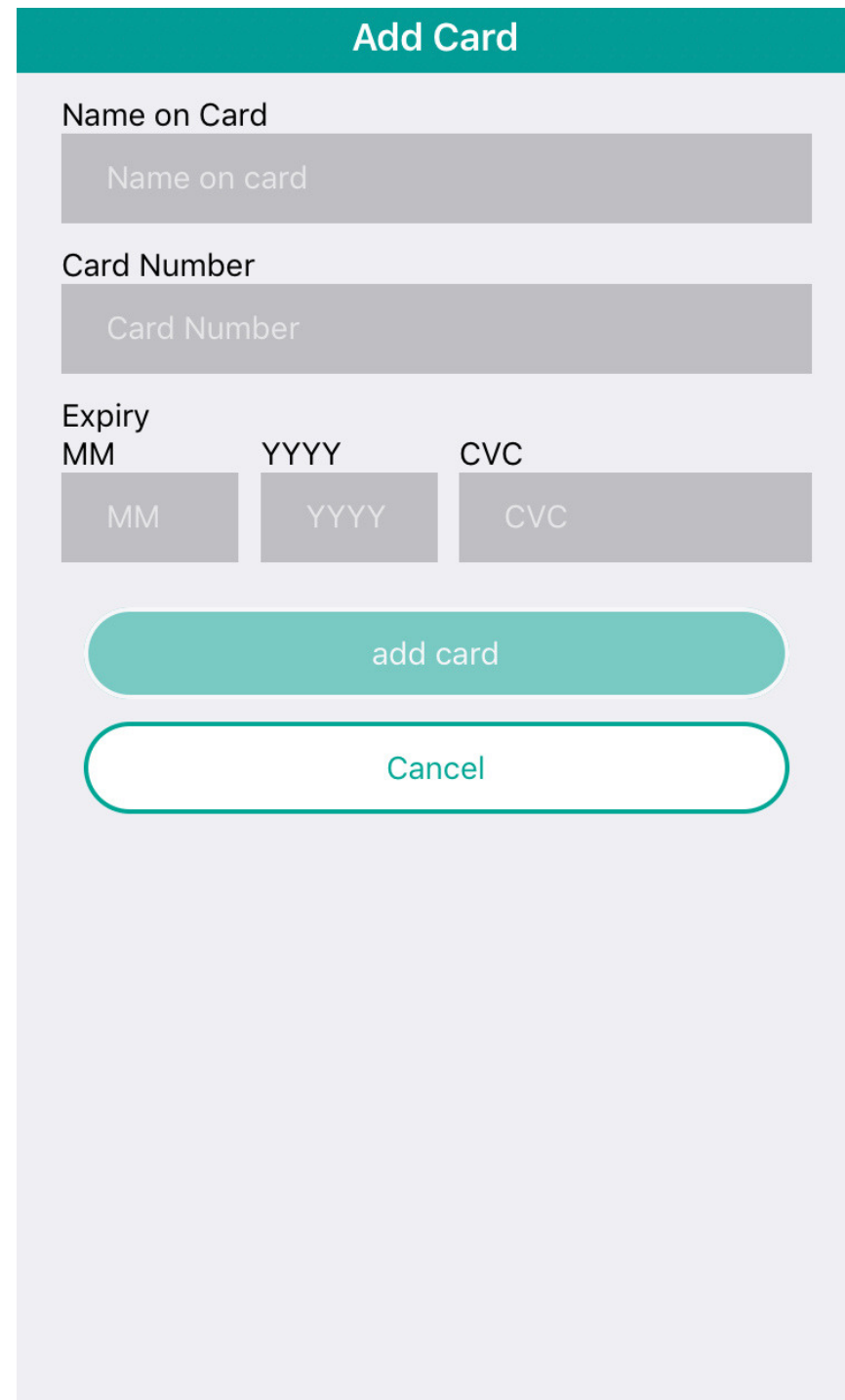
Click 'Add Card" down the bottom



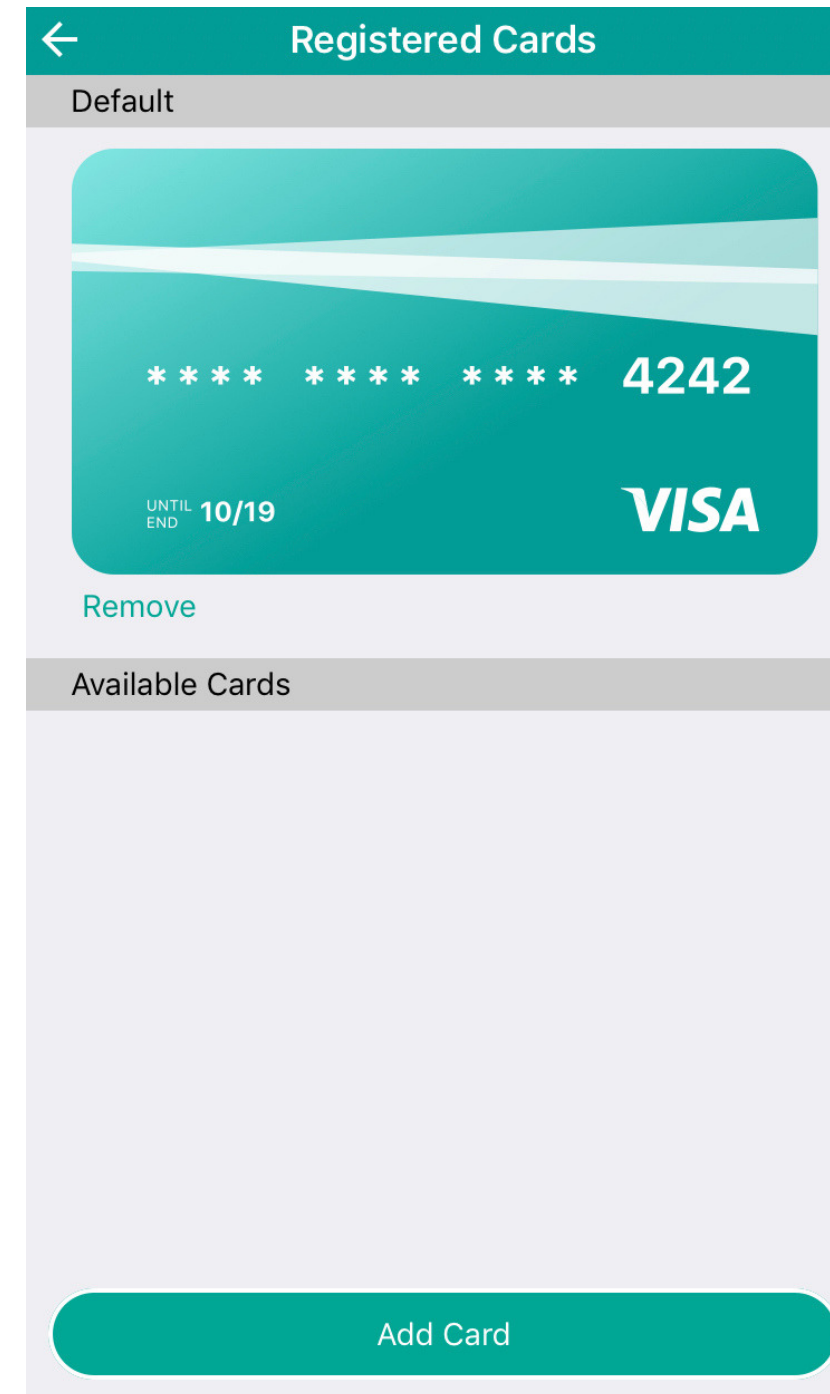
Update Payment Details

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

Card will be stored securely with only last 4 digits visible



The 'Add Card' form is displayed on a light gray background. At the top, there is a teal header with the text 'Add Card'. Below the header, there are three input fields: 'Name on Card' with a placeholder 'Name on card', 'Card Number' with a placeholder 'Card Number', and 'Expiry' which is split into three sub-fields: 'MM' with a placeholder 'MM', 'YYYY' with a placeholder 'YYYY', and 'CVC' with a placeholder 'CVC'. At the bottom of the form, there are two buttons: a teal 'add card' button and a white 'Cancel' button with a teal border.



The 'Registered Cards' screen is displayed on a light gray background. At the top, there is a teal header with a back arrow and the text 'Registered Cards'. Below the header, there is a 'Default' section with a card image. The card is teal and white, showing the last four digits '4242' and the 'VISA' logo. Below the card image, there is a 'Remove' button. Below the 'Default' section, there is an 'Available Cards' section which is currently empty. At the bottom of the screen, there is a teal 'Add Card' button.

Update Payment Details

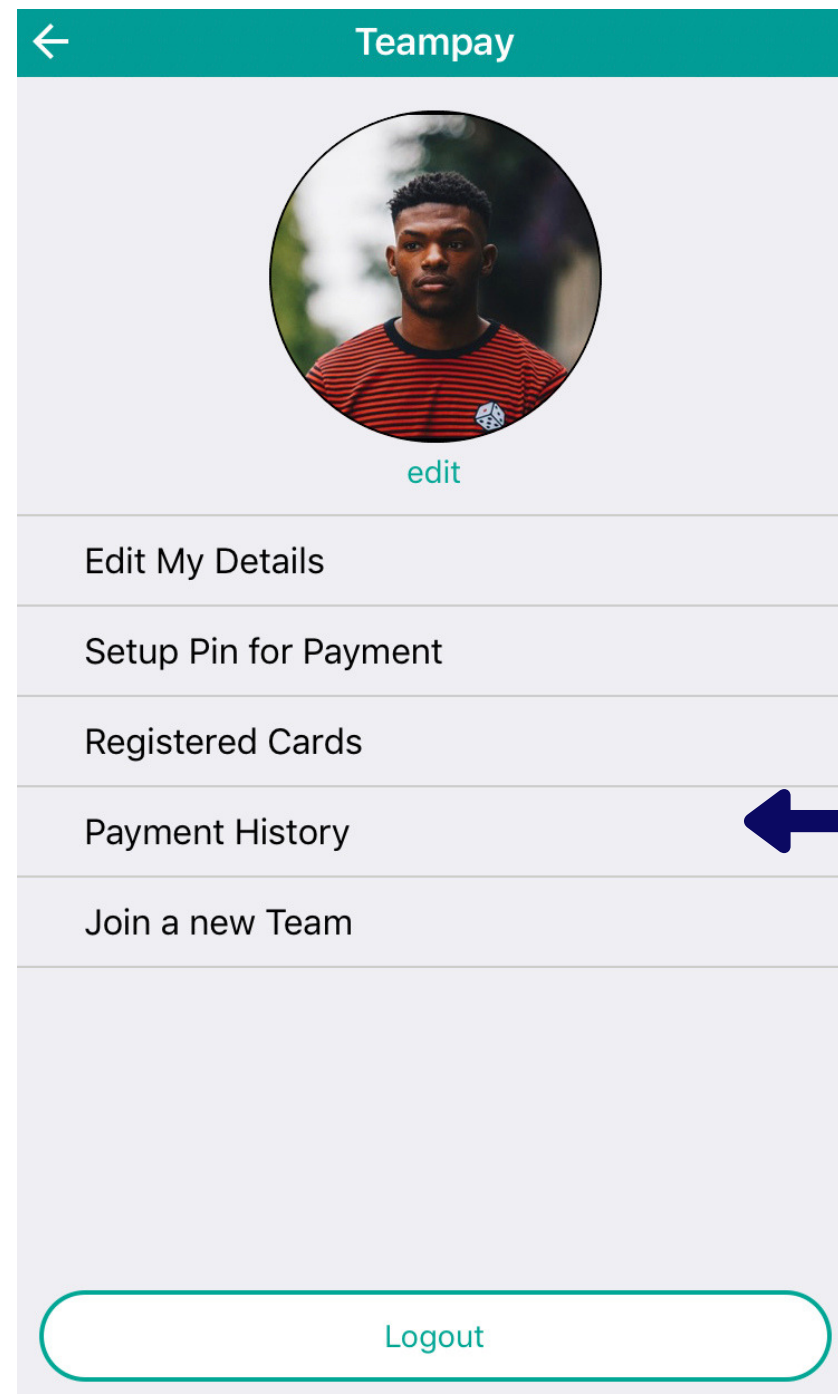


To remove a card simply select on the remove button below the card

Checking Payment History

Select 'Payment History'

A summary of all your payments will display

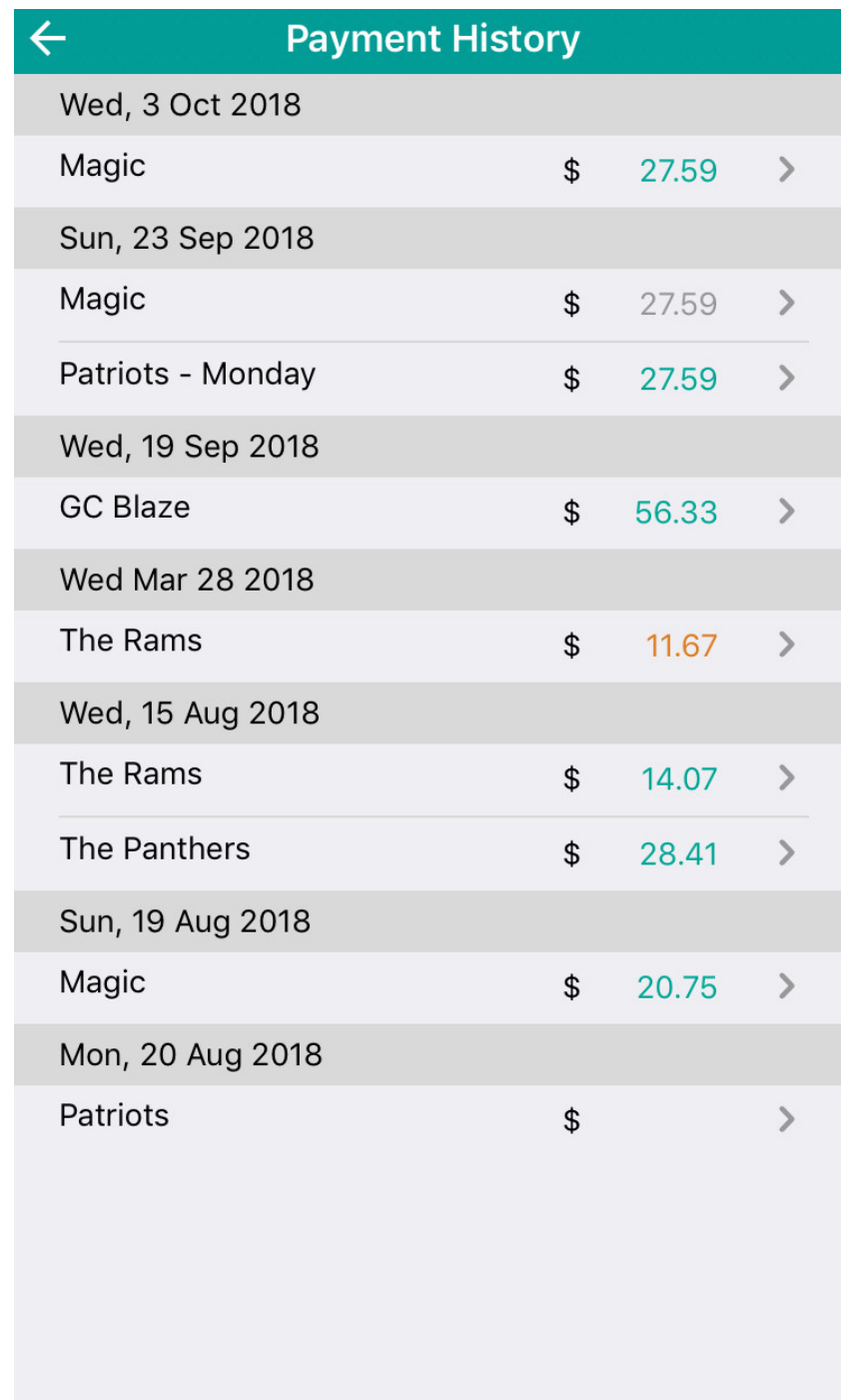


Payment History		
Wed, 3 Oct 2018		
Magic	\$ 27.59	>
Sun, 23 Sep 2018		
Magic	\$ 27.59	>
Patriots - Monday	\$ 27.59	>
Wed, 19 Sep 2018		
GC Blaze	\$ 56.33	>
Wed Mar 28 2018		
The Rams	\$ 11.67	>
Wed, 15 Aug 2018		
The Rams	\$ 14.07	>
The Panthers	\$ 28.41	>
Sun, 19 Aug 2018		
Magic	\$ 20.75	>
Mon, 20 Aug 2018		
Patriots	\$	>

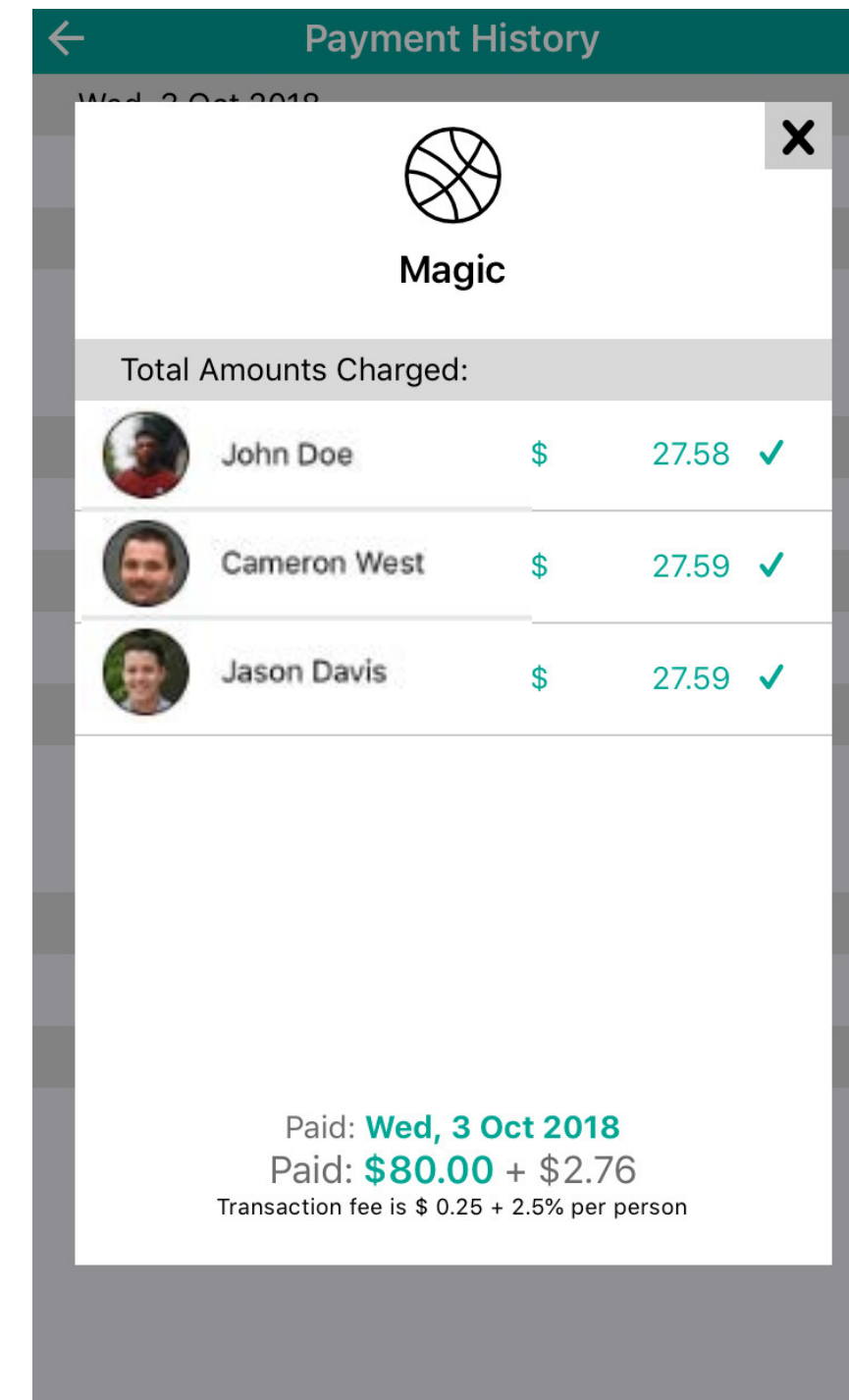
Checking Payment History

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

Each players payment will be itemized



← Payment History		
Wed, 3 Oct 2018		
Magic	\$ 27.59	>
Sun, 23 Sep 2018		
Magic	\$ 27.59	>
Patriots - Monday	\$ 27.59	>
Wed, 19 Sep 2018		
GC Blaze	\$ 56.33	>
Wed Mar 28 2018		
The Rams	\$ 11.67	>
Wed, 15 Aug 2018		
The Rams	\$ 14.07	>
The Panthers	\$ 28.41	>
Sun, 19 Aug 2018		
Magic	\$ 20.75	>
Mon, 20 Aug 2018		
Patriots	\$	>



← Payment History

Wed, 3 Oct 2018

Magic

Total Amounts Charged:

	John Doe	\$ 27.58	✓
	Cameron West	\$ 27.59	✓
	Jason Davis	\$ 27.59	✓

Paid: **Wed, 3 Oct 2018**
Paid: **\$80.00** + \$2.76
Transaction fee is \$ 0.25 + 2.5% per person

Contact Us

email: support@teampay.com.au

phone: 0417 078 122

web: www.teampay.com.au