



The simple way to collect money from your members

Teamo works with GoCardless, the online payment provider, to allow teams and clubs to collect payments from their members.

What is GoCardless?

GoCardless is a trusted and **secure payment provider** that is authorised by the FCA. They collect Direct Debit payments, transferring the money between your member's bank account into your team/club account.



Why Use GoCardless?

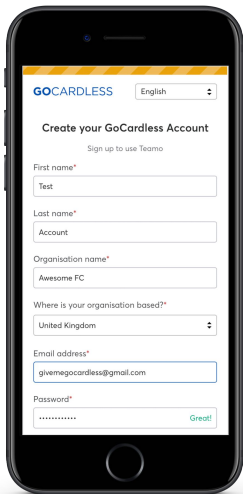
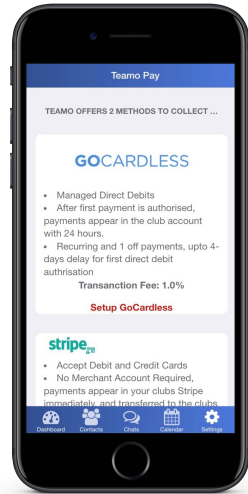
GoCardless is fully **integrated** within teamo, meaning that you will **never miss a payment** as you will have a clear overview of all payments - Memberships, Match Fees & more. With options to create **one-off or recurring payments**, along with concessions - there are multiple options to **suit all your member's needs**.

Teamo's aim is to save you time and money and this is exactly what GoCardless offers. There are **no setup fees** and **low transaction costs** (only 1% per transaction). Payments can be set as **automatic & recurring** - removing the need to constantly check for payments & chase members - simply **set & forget!**

How to Get Started...

You firstly need to create a merchant account with GoCardless which can be done in a few minutes.

To do this, head to your teamo app - [Settings > Manage Club > Get Started with teamoPay](#). Tap [Setup GoCardless](#).



You will then be redirected to GoCardless and asked to confirm your details and create a password for your GoCardless account. Once you complete this, **your account will be connected to teamo**. Finally, you need to verify your account in order to receive payouts...

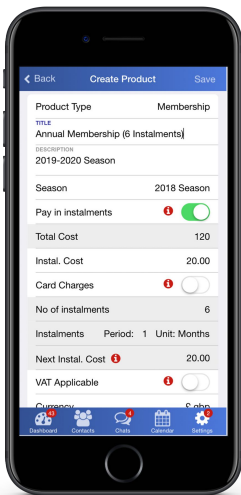
You will receive an email from GoCardless to confirm your account is set up. The email contains a [Verification Link](#). Follow the link and complete the basic information and bank account details such as Account Name, Number, Sort Code & Billing Address.

Does your team or club **already have a GoCardless Account**? Great! Simply, tap [Sign In](#) at the bottom of the Create Your GoCardless Account screen and login to [Connect your GoCardless Account](#).

How It Works...

Fees

With GoCardless there is **no set-up fee**, making them the **cheapest solution** on the market. Instead, a small transaction fee is deducted from payments collected via GoCardless. They charge **1% +20p per transaction** (with a minimum charge of 20p and maximum of £4) and **teamo charge 1%** per transaction (minimum charge 5p).

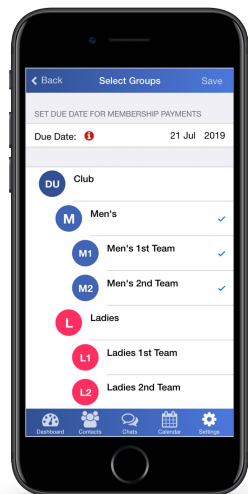


Requesting Payments

Now it's time to create your Products so members can pay you! To do this, head to **Settings > Manage Club > Manage Club Products**. Select the Product you would like to create e.g. Membership or Match Fee.. With teamo's **flexible membership system**, you can choose to create Instalments/Concession options too.

Once you have created your product(s), simply head to **Settings > Manage Club Products > Teams Requiring Membership**. Tick all the relevant teams and set your **Due Date**. Members will automatically be notified that payment is due from this date.

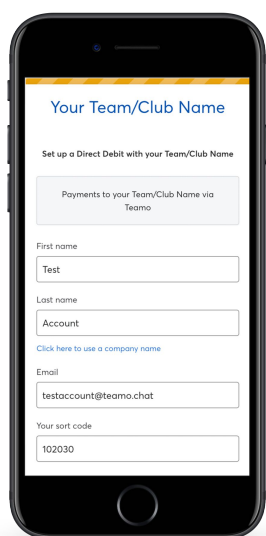
Alternatively, you can assign specific payment products to members via the **Payments Center**.



How It Works...

Making Payments

It's never been easier for your members to pay their fees/subscriptions. When a member first makes a payment via GoCardless, they **create a Direct Debit authorisation** to your team/club. The next time they make a payment, they can use the existing authorisation as their **payment details are securely stored for fast, repeat payments.**



The first time members pay, they simply need to head to **Settings > My Payments > Select the Payment Product** and choose to pay by GoCardless. They will then be sent to GoCardless to set up their Direct Debit with your Team/Club. Once this is complete, members will be sent a confirmation email and be able to complete payment and view their active Mandate by heading to **Settings> My Payments > Click the Card** symbol in the top right corner.

All Direct debit payments are protected by the **Direct Debit Guarantee**. This means that your members have **full control** and if the money is taken in error, they can receive a full and immediate refund from their bank, no questions asked.



How It Works...

Receiving Payments

After a member has created their Direct Debit authorisation, this can be used to make any further purchases in **one-tap** or to **automatically collect recurring payments**. Each time a payment is made by Direct Debit, **the member will be emailed** to let them know how much has been taken and what the payment is for.



When a member makes a payment via GoCardless, the time it takes for the funds to transfer from their bank to yours **depends on whether they have newly set up their DD for your team/club or if they already have a DD setup**.

New Member: ~ 5 days

Existing Member: ~ 3 days

You will be notified when payments have been received (User Paid) and when the payments have been transferred from GoCardless to your team/club bank account.

Questions?

Can't find the answer to your question? Take a look at our [FAQs](#) or get in touch with us via Support Chat or at info@teamo.chat and we will be happy to help.