



Using AutoPay

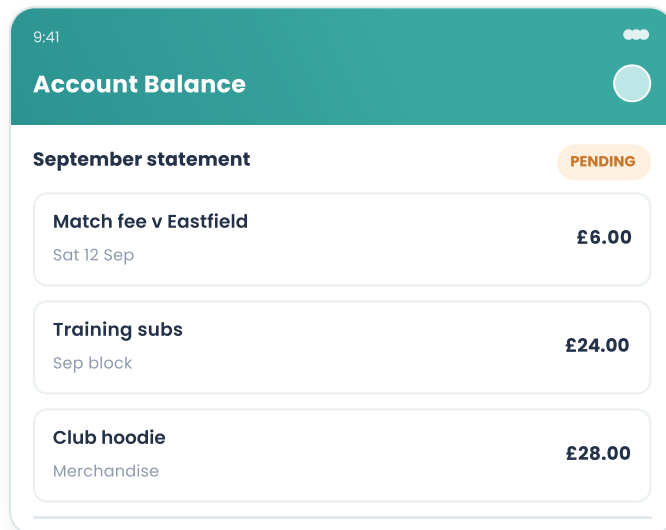
AutoPay is an efficient way to pay your club invoices and save your club money on transaction fees. This guide covers how AutoPay works, what happens each month, and what to do if your club moves AutoPay over to TeamoPay.

Switching on AutoPay

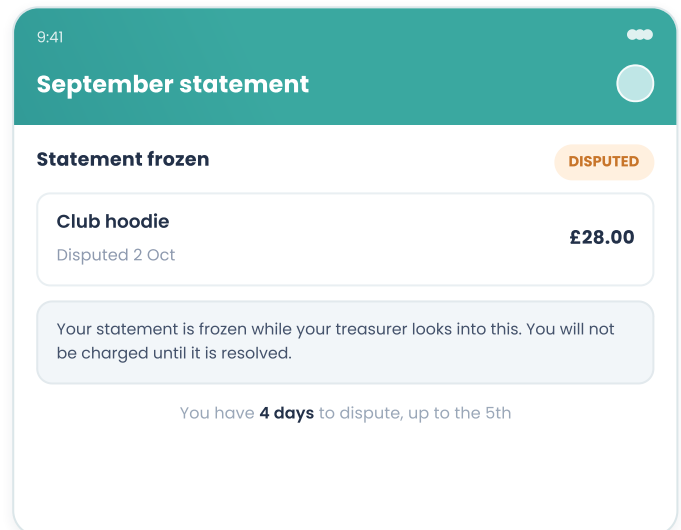
- You will be asked to **opt in to AutoPay** and accept the limit your club has set.
- **What if I am a guardian?** You will be asked to opt in to AutoPay for each of your dependants.

Buying with AutoPay

- Purchased AutoPay products (match fees, fines, merchandise) will show in **Account Balance**.
- At the end of the month, your statement will be **pending**.
- You will be **charged on the 5th** of the month.



Everything you buy lands in one **monthly statement**, charged on the 5th



Disputing **freezes the statement** until your treasurer resolves it

Illustrations of the Teamo app. Your club's products and amounts will differ.

What if I go over the club limit? You will AutoPay invoices up to the limit, then overflow invoices will be added onto your next month's balance. Please note that invoices will not be split.

Disputing a statement

What if I think I am being charged incorrectly? You have 4 days to dispute a statement. Disputing freezes your statement, giving you an opportunity to explain your reasons.

- Dispute your statement or individual invoices **by the 5th**.
- The statement is **frozen**.
- Once resolved by the treasurer, you will be charged on the 5th, or the next day if it is after that date.

If your club has moved AutoPay to TeamoPay

Clubs can run AutoPay through Stripe, GoCardless or TeamoPay. Everything else in this guide still applies – the monthly statement, the club limit, disputes and credit notes all work the same way whichever provider your club uses. The one thing that changes is **how your payment method is set up**.

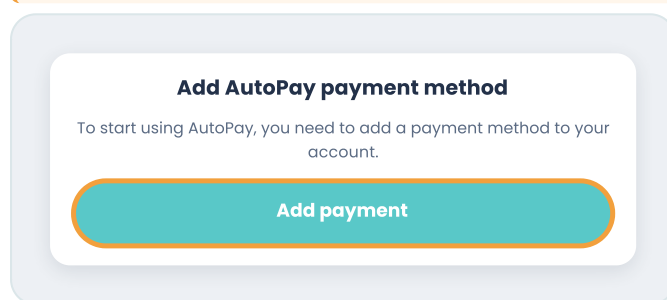
Will I be prompted?

Yes. Teamo checks whether you have a payment method it can use, and if you do not, you will see this pop-up in the app:

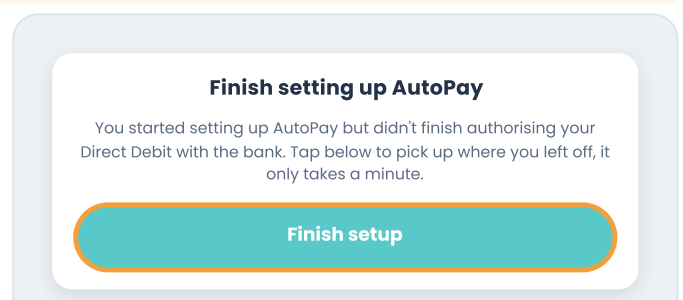
Add AutoPay payment method

To start using AutoPay, you need to add a payment method to your account. Your payments will be grouped into one statement meaning you make just one transaction at the end of the month, saving the club on multiple transaction fees.

Button: Add payment



The prompt you will see if you have **no payment method** yet



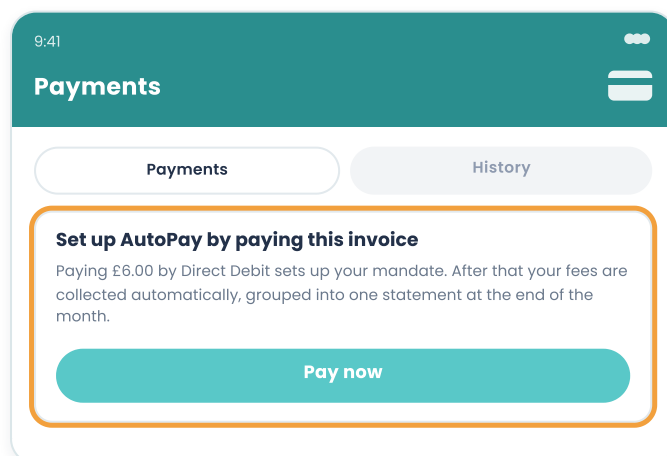
The version you see if you **started but did not finish** a Direct Debit

Either way, the prompt stops appearing once your payment method is in place.

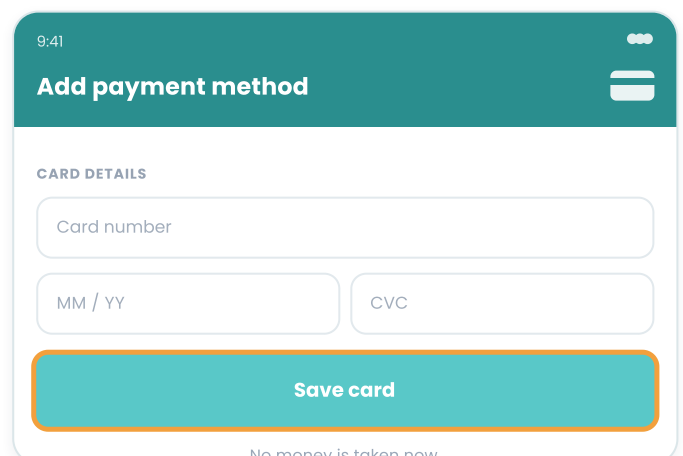
Adding a payment method

What you see next depends on how your club has set TeamoPay up. Both routes are a one-off – you will not be asked again.

- **Card clubs.** Tap **Add payment** and Teamo opens the secure card form. Your card is saved against your account and **no money is taken at this point**. Your monthly statement is then collected from that card.
- **Direct Debit clubs.** There is no standalone card form. Instead the Payments tab shows **Set up AutoPay by paying this invoice** with a **Pay now** button – paying that one invoice by Direct Debit is what creates your mandate. After that your fees are collected automatically and grouped into one statement.



Direct Debit clubs: paying one invoice is what creates your mandate



Card clubs: the secure card form opens straight from **Add payment**

Illustrations of the Teamo app. What you see depends on how your club has set TeamoPay up.

Setting up a Direct Debit? Your bank confirms the mandate rather than Teamo, so it can take a few hours to show as active. You do not need to do anything else while that clears.

Guardians

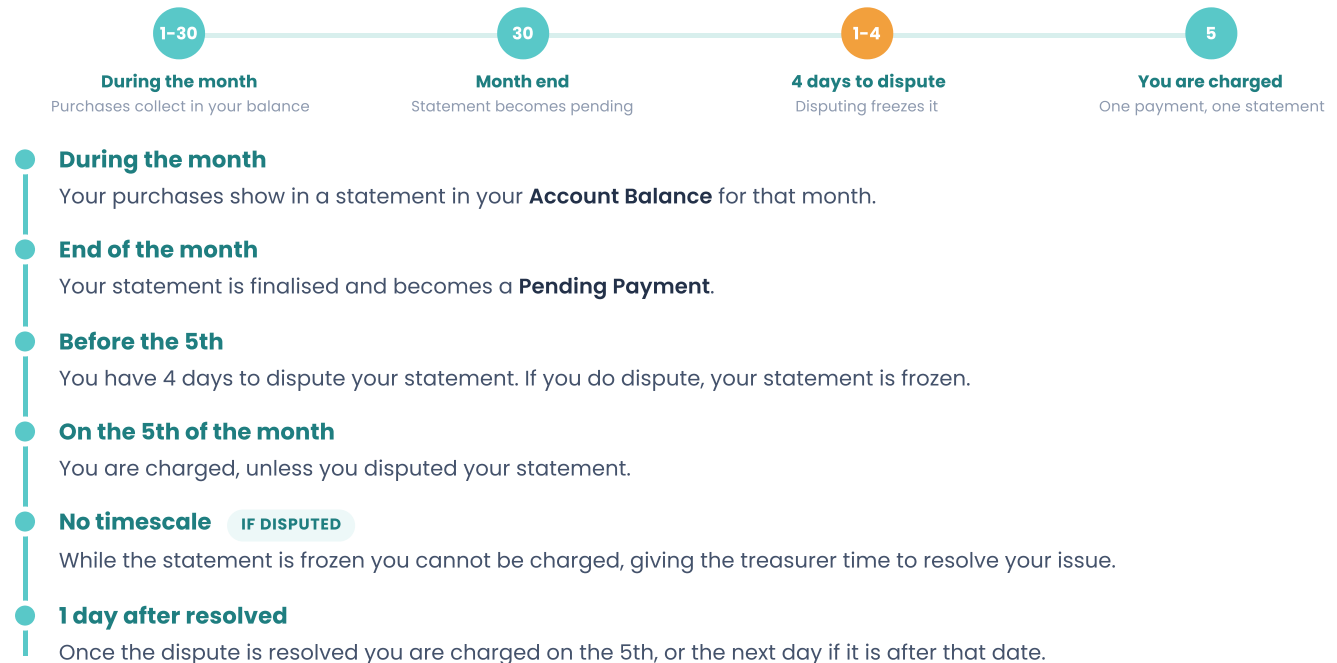
You still opt in for each of your dependants, exactly as before. If the person who pays for your dependant has not added a payment method, you will see **Your guardian does not have a payment method linked. Please prompt them to add one.**

Quick comparison

	Stripe / GoCardless	TeamoPay
Opting in	Opt in and accept the club limit	The same
Payment method	Card, or a Direct Debit mandate with your bank	Save a card, or set up a Direct Debit by paying one invoice
Statement and disputes	Charged on the 5th, 4 days to dispute	The same

AutoPay timeline

The same monthly rhythm applies whichever payment provider your club uses.



Credit notes

You can be assigned a credit note for things like petrol money.

- Credit notes are added into your **AutoPay balance**.
- They are used to pay AutoPay balances automatically, and the credit shows in your **History** tab.
- Any unused credit is **carried over** to the next month.

Products not eligible for AutoPay

- Some products priced above the limit your club has set are **not eligible** for AutoPay.
- These still need you to go into the **Payments** tab and pay manually.