



Setting up a Direct Debit

A step-by-step guide for parents and guardians paying club membership fees with TeamoPay. It takes about two minutes, and you only need to do it once.

What you'll need

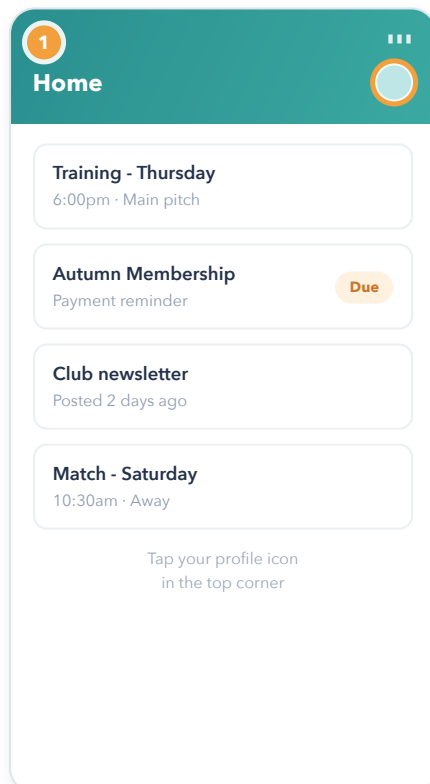
- Your **Teamo login** - on the app, or at teamo.chat in a browser.
- Your **UK bank account details**: sort code and account number.
- To be the **named account holder**, or have their permission to set up a Direct Debit on the account.
- A **stable internet connection** - don't start on patchy signal.

Time needed: about two minutes · **How often:** once - after this, future fees are collected automatically

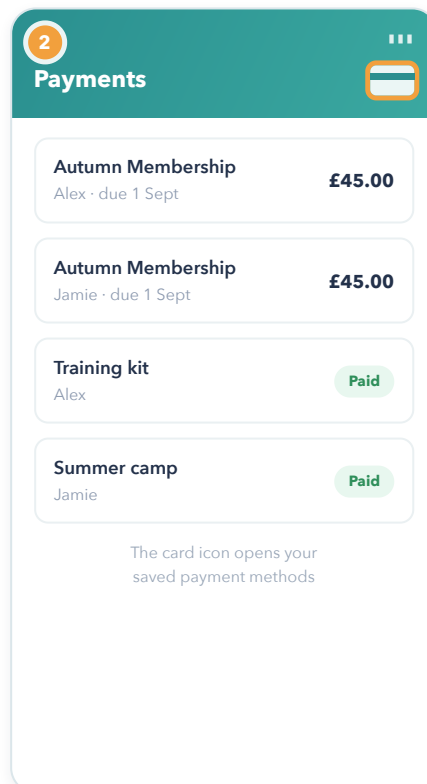
Your details are safe. TeamoPay is powered by Adyen, a bank grade payment provider. Your bank details are held securely by the payment provider, and your club and Teamo never see your full account number.

Where to find it

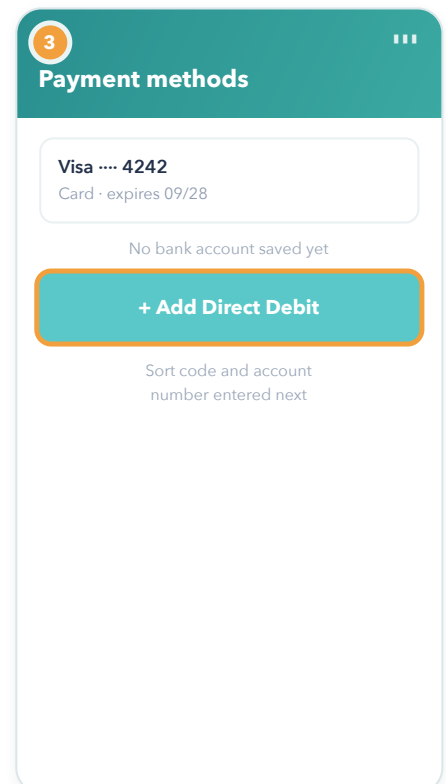
Profile icon › Payments › Card icon › Add Direct Debit



Tap your **profile icon**,
then choose **Payments**



On **Payments**, tap the
card icon (top right)



Choose **Add Direct Debit**
and enter your details

Illustrations of the screens you'll see - your club's colours and wording may differ slightly.

Already know what you want to pay for? You can also tap **Pay** on the relevant product and choose **Direct Debit** there. It takes you to the same setup point as step 4 of the instructions overleaf, and the Direct Debit is saved for future fees either way.

Step by step

- 1 **Open your profile**
Log in to Teamo on the app or at teamo.chat, then tap your **profile icon** in the top corner.
- 2 **Go to Payments**
Choose **Payments** from the menu. This lists everything your club has asked you to pay, with each child shown separately if you are linked to more than one.
- 3 **Tap the card icon**
The **card icon** in the top right of the Payments screen opens your saved payment methods.
- 4 **Choose Add Direct Debit**
Tap **Add Direct Debit**, described as a UK bank account with lower fees on recurring payments.
- 5 **Enter your bank details**
Fill in the account holder name exactly as it appears on the account, then your sort code and account number. It must be a UK bank account that accepts Direct Debits.
- 6 **Authorise the Direct Debit**
Confirm that you are authorised to set up a Direct Debit on the account. This is the step that creates your Direct Debit instruction, and it is protected by the **Direct Debit Guarantee**.
- 7 **Wait for the confirmation, then check it saved**
Stay on the screen until you see confirmation that the Direct Debit has been set up - this usually takes a few seconds. Your bank account will then be listed under your saved payment methods, ready for future fees.

Do not close the window early. If you close the app or the browser tab before the confirmation appears, the Direct Debit is not finished and no payments will be collected. See the first troubleshooting point below to pick it back up.

What happens next

- Membership fees are collected **automatically** on the collection date your club has set. You do not need to do anything each time.
- If your club offers **instalments**, each instalment is collected in turn from the same Direct Debit.
- Payments show against **your child's name** in Teamo, so you can always see what has been paid and what is due.
- Your saved bank account is **reused for future fees**, including next season.

If something does not look right

- **You see a message saying you started but did not finish authorising your Direct Debit.** This appears on your newsfeed if the setup was interrupted. Tap it to pick up where you left off, and follow steps 4 to 7 again.
- **You need to change bank accounts.** Please contact your club or our support team first rather than only cancelling at your bank. Cancelling with your bank does not immediately remove the instruction in Teamo, and we can make sure the changeover happens cleanly with nothing missed.
- **Direct Debit is not offered as an option.** Your club may not have Direct Debit switched on, or the item may be card only. Card, Apple Pay and Google Pay will still be available, and your club can enable Direct Debit if they would like to.
- **Your details are rejected.** Check the sort code and account number carefully, and make sure the account holder name matches the bank's records exactly.

The Direct Debit Guarantee

Your Direct Debit is covered by the Direct Debit Guarantee. You will be told in advance of the amount and date of any collection, you are entitled to a full and immediate refund from your bank of any payment taken in error, and you can cancel at any time by contacting your bank. If you do cancel, please also let your club know so your child's membership stays up to date.

If you are unsure on anything above, please do not hesitate to contact our support chat team or contact us at info@sportplan.com.