The below are a set of FAQs specifically for Matchday Payments which will be added to TheFA.com/Matchdaypayments - there are additional FAQs surrounding the wider product which can be viewed here: <http://www.thefa.com/get-involved/matchday/faqs>

**FOR ALL**

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| **QUESTION** | **ANSWER** |
| How can I collect and make Payments for my Club in the FA Matchday app? | Team managers and coaches now have the ability to request match fees on their smartphones through the Matchday app, and receive payments directly into a Club PayPal account..  Players can now pay for match fees quickly and securely using PayPal in the FA Matchday app - no more remembering to bring cash to the pitch!  You’ll soon also be able to collect payments from players for other things e.g. annual subs - watch this space! |
| Is it free to collect payments in the Matchday app? | To enable payments your Club will need a PayPal business account. All payments received from Players in the FA Matchday app will be subject to a PayPal transaction fee.  As an FA affiliated club, you could be eligible for a low transaction fee rate of 1.4% + 20p per transaction.  For more information on PayPal Transaction fees visit:<https://www.paypal.com/uk/webapps/mpp/paypal-fees>  It’s free for Players to pay for Match fees in the FA Matchday app, unless paying in a foreign currency. |

**FOR TEAM MANAGERS**

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| **QUESTION** | **ANSWER** |
| What do I need to do to start collecting match fees in the Matchday app? | Your Club Secretary will need to link a PayPal business account in Whole Game System, and set your Club’s match fee amounts for regular, substitutes and any concessions. Once they have done this, Team managers will be able to access Payments in the Matchday app.  For each match played, as a Team Manager or Coach you simply need to submit your final match return or even submit just your team sheet in the Matchday app to trigger a request for payments from all players after the game.  Speak to your Club Secretary about getting enabling payments now! |
| How do I get my team to pay the right match fee? | When setting up and enabling payments, your Club Secretary will need to to ensure they have added a match fee suitable for each team in your club, and added any necessary discounts they need to e.g. for students.  The Matchday app works on a basic format of full game fees or half game fees. Full game fees are charged for anyone who isn’t a substitute. If you have come on as a substitute, you will automatically be charged the half game fee.  To ensure your team is charged the right amount, please make sure you submit your final team sheets with the correct players as either or full game players or substitutes.  For a more information, see the videos in the ‘How To’ section |
| Do I need to submit my final match return for payments to work? | Because amounts are calculated either by full game or half game, we recommend doing it once you’ve submitted your final match return. If your team all pays the same amount and you have no subs you can simply tap the ‘get team to pay’ button in the payments section |
| Can I still take cash payments after every game? | Yes - and you’ll still be able to record in the Matchday app Players who have paid with cash. |

**FOR PLAYERS, PARENTS OR GUARDIANS**

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| **QUESTION** | **ANSWER** |
| What do I need to use payments on Matchday? | Once your club has enabled Matchday payments you’ll be able to make payments easily and more securely through the Matchday app using PayPal. All you need is a PayPal account (or a valid debit or credit card) and you are good to go.  Don’t have a PayPal account? It’s free to open one - find out more here: <https://www.paypal.com/uk/webapps/mpp/account-selection> |
| How do I make a payment in the Matchday app? | Your club will need to enable payments in Matchday for your Club before you can make payments in the Matchday app.  After the game, your manager will enter who needs to pay what amounts, and you will see the amount owed by logging into the FA Matchday app. You’ll then be able to pay quickly and easily using PayPal. |
| How old do I need to be to have a PayPal account? | You need to be at least 18 years or older to have a PayPal account.  If you are between the ages of 16 and 17 years old, you can pay for your match fees using your debit card in the FA Matchday app. Just tap on the card icons at the checkout.  For Players under the age of 16, payment will need to be made by a Parent, Carer or Guardian. |
| How old do I need to be to make payments in the app? | To make payments in the app you need to be 16 years old or older, and you need to be at least 18 years or older to have a PayPal account.  If you are between the ages of 16 and 17 years old, you can pay for your match fees using your debit card in the FA Matchday app. Just tap on the card icons at the checkout.  For Players under the age of 16, payment will need to be made by a Parent, Carer or Guardian. |

**FOR CLUBS**

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| **QUESTION** | **ANSWER** |
| Who can enable payments for Matchday? | *You will need to have one of the following roles in* [*Whole Game System*](https://wholegame.thefa.com/Account/Login?ReturnUrl=%2f) *to be able to set this up*   * Club Secretary * Temp Club Secretary * Chairperson * Treasurer * Assistant Club Secretary * Assistant Treasurer |
| Where do I actually set up payments or enable payments? | *To enable payments on Matchday you can do this by going to* [*Whole Game System*](https://wholegame.thefa.com/Account/Login?ReturnUrl=%2f) *- clicking on ‘finances’ tab and creating and linking a PayPal business account to your actual club.*  *Once you’ve linked a PayPal account and set up payments in Whole Game System you will be given further access to set up all Club payments using the ‘Payments Portal’ in WGS.* |
| What is PayPal? | PayPal is the fast, simple and more secure way to send and receive money.    It’s free to sign up to PayPal, which can be used for payments online, on mobile and in person.    PayPal is one of the most trusted digital payment companies in the UK, with over 24 million PayPal accounts in regular use here. |
| What are The FA and PayPal doing together? | For too long, clubs around the country have had to rely on unreliable ways to manage their finances. Many clubs depend on cash, long-winded bank transfers, and even cheques to take subs and other payments. Keeping track of who, what and when payments are made can be a real hassle.    The FA has joined forces with PayPal to address these problems, and help grassroots football thrive in the digital age.    In 2019, we will announce new features in the FA Matchday app that will allow you to spend less time managing your club finances and more time on your team. |
| What do I need to do as a Club Administrator? | To take advantage of the new features, you will need to open a PayPal business account. It’s free to open a PayPal business account, and you can do it quickly and easily within the Finance tab on Whole Game System.  Once you’ve created a PayPal business account and set up Payments in Whole Game System, you’ll be ready to receive match fees in from your players in the FA Matchday app.  You’ll also need to ensure your all players’ details are registered and up to date in Whole Game System, so they can log into the FA Matchday app and be affiliated with your team. |
| What do my players need to do? | Once your Club has set up Matchday payments, your players will be able to easily pay their match fees using PayPal from their mobile once. These payments will be sent straight to the club’s PayPal account, less PayPal transaction fees. |
| **Why does my Club need a PayPal account for Matchday?** | The FA and PayPal have teamed up to help Club Managers and Secretaries collect payments for match fees and other services through the Matchday app - no need to handle cash, take card details, arrange bank transfers or wait for cheques to arrive.  As PayPal are processing payments within the Matchday app, your clubs will need a PayPal account to collect payments from Players. |
| **Can I use an existing PayPal Business account or use my personal account?** | No. Your football club will need to have its own PayPal business account set up and linked in Whole Game System, so we can verify the status of your club, and ensure you are paying the lowest transaction fees available to your club. |
| **What are PayPal’s transaction fees for Matchday payments?** | As an FA/CFA-affiliated football club, you could be eligible for PayPal’s low transaction fee rate of 1.4% + 20p per transaction.    Once your club’s PayPal account has been successfully set up and verified by PayPal as a FA-affiliated football club, you will begin to receive the above pricing. This pricing will be applied within 7-10 working days of your account being verified.  In return for these transaction costs you’ll receive PayPal’s quick and secure payments processing, helping you spend less time chasing payments, and more time on your team’s performance.  You can find out more about PayPal fees [here](https://www.paypal.com/uk/webapps/mpp/paypal-fees%20.): |
| **Where can I get help with my PayPal account?** | If you need help with your PayPal business account please visit PayPal’s [help section](https://www.paypal.com/uk/webapps/mpp/contact-us) on their website. |
| **What do I do if someone leaves the club and I need to get the PayPal account owner changed?** | For help managing your PayPal account details, you will need to contact PayPal [here](https://www.paypal.com/uk/webapps/mpp/contact-us) |
| **How do I get money out of my PayPal account into my Club’s bank account?** | All money collected will be transferred to your Club’s PayPal account balance, less any associated transaction fees.  You may then transfer money from your PayPal balance into your Club’s bank account by logging in to your PayPal account at <https://www.paypal.com/uk/signin>  You can also keep the money as balance in your PayPal account and use it to purchase other expenses relating to your football club by using PayPal online at checkout.  To find out more, visit this [link](https://www.paypal.com/us/smarthelp/article/how-do-i-withdraw-money-to-my-local-bank-account-faq1189) |
| How do I set up a match fee? | Once you’ve linked your PayPal account, you will have access to the payments portal from Whole Game System. This is where you can set up all your match fees up to 24 hours before the game.  You can view how to set up match fees by using [this helpful video](https://grabyo.com/g/v/3tHd1SJWp4Z) |
| How do I see who has paid what? | The payments portal has full reporting functionality to help you view the payment records for all teams and players in your club.  Your team managers will also be able to track all payments for their team’s players in the Matchday app.  See [this helpful video](https://grabyo.com/g/v/wcHbqSqK3AB) for further information. |
| When can I make changes to the match fees? | You can make changes to your match fees up to 24 hours before a game.  Any changes to match fees settings you make for any of your Teams will take up to 24 hours to be applied in the Matchday app. It’s important that you’ve set this up at least the day before to avoid players being charged incorrect amounts. |
| What if I need to exempt or discount a player? | You are able to exempt or discount single players from within the Payments Portal on Whole Game System. You can see this functionality working by [watching the following video](https://grabyo.com/g/v/aJH51D4KMiX) |

*The information displayed here is accurate as of 18th December 2018 and is subject to change.*