

Saffron Walden Community Youth Sports Club

Player Registration Payment Issues

Please find below a list of common issues when making payments from the club members system (CMS).

Incorrect payment data

- Clearly the correct account details must be supplied for a valid credit card or bank account

Insufficient funds

- Typically this will impact **GoCardLess** (Direct debit) payments and may impact **PayPal** if you credit limit has been breached

PayPal

No valid source

- Check your PayPal account to ensure that a valid **credit card** has been setup – *login into your account and check the details*
 - Note you **cannot** pay via funds in your **PayPal** account – it must come from credit card linked to your **PayPal** account, details of which were entered into the CMS payments screen

Members will receive automated emails:

- When payment requests are made
- When payment requests are paid – from **PayPal** or **GoCardLess**
- When payment requests have failed
- Payment reminders

Alternative payment methods:

- Payment direct into the SWCFC Bank account via online banking – by request
 - Using your child's name as the payment reference
- Payment by cheque – cheques payable to **Saffron Walden Community Youth Sports Club**
 - Cheques handed to club Chairmen, Treasurer or Secretary

Payment Instructions – see below

- Login to your account
- View **Payment** screen
- Select **Pay now** option
- Select **Pre-authorise future payments** option
- Select **Pay Here**
- *Complete payment source details card or account etc*
- *Agree and Continue*

Saffron Walden Community Football Club

Switch back to Admin login Log-off

Member Details Events **Payment**

To Pay Paid

Events	Description	Amount	Pay now
SWCFC SAFEGUARDING MONDAY SEP 4TH @ HF	SWC Football Club - Mini Soccer - Annual Membership	150.00	--Select--
Total payable now		0.00	--Select-- Pay in full now Pay by installments
Pre-authorise future payments <small>Info</small>		<input type="checkbox"/>	

[Pay Here](#)

Powered by [PaySubsOnline.com](#)

Other useful links:

<https://paysubsonlinecom.zendesk.com/hc/en-us/articles/216612677-Failed-payments>