

B Payball Send Payment Steps

The following outlines steps to process a payment using Payball. A troubleshooting guide is also included for reference.

Step 1

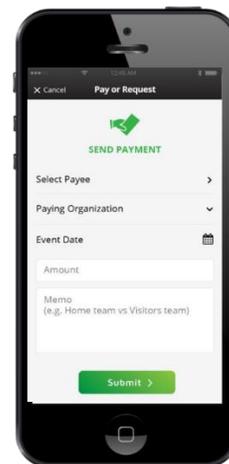
Payer goes to the Payments page and taps the PAY button



Step 2

Payer fills out the SEND PAYMENT page

- Tap the Select Payee link to find the Payee
- If the Payee is not yet on Payball, enter their email address instead and they will receive an email instructing them to sign up and accept your payment
- Enter the Amount and Memo and tap Submit

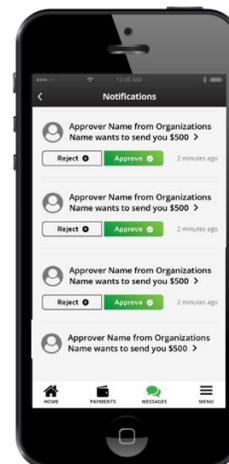


Step 3

Payee will receive an immediate message prompting them to Accept the payment

- Payee opens the message and confirms the payment amount is correct
- Payee taps the "Accept" button to accept payment

An ACH transfer is triggered and an immediate confirmation alert is sent to Payer and all Directors of organization.



Step 4

The funds will show in the Payee's bank account in 5-7 business days.

Payball Troubleshooting Guide

Issue	Recommended Action
Payer does not send the correct payment amount	<ul style="list-style-type: none">• The Payee should reject the payment using the “Reject” button• The Payer will receive an alert that the payment was canceled• Resume step 2 above
Payer is not set up to send a payment because either they or their program did not set up Payball properly	<ul style="list-style-type: none">• The Payer must belong to an Organization on Payball and be authorized to send payments.• The Director(s) of the Organization do this by adding the Payer as a member of the Organization and giving them a per-transaction spending limit.
A Payee is not signed up on Payball	<ul style="list-style-type: none">• The Payee should still follow steps 1 and 2 in the Field Guide using the Payee’s email address• Once the Payee signs up on Payball using that email address, they should go to their Payments page, tap on the Pending payment and Accept the payment (see Step 3 of the Field Guide)
Other Issues?	<p>Review Payball’s FAQ page for answers to common questions at</p> <p>https://payballsports.com/faq</p> <p>Contact Payball Support at</p> <ul style="list-style-type: none">• Email support@payballapp.com• Phone: 302.PAY.BALL