



Slate FAQs

Questions:

1. Why are we using the new system to collect match fees?

As you are probably aware, it takes a great amount of valuable volunteer time, dedication and organisation to run a club like ours. One area that consumes much time, and also causes a lot of hassle for everyone, is the collection of weekly match fees. This season the Club will be abandoning its ancient tradition of writing down who has paid their match fees on a piece of paper (sometimes crumpled, sometimes not) and will be recording all this information on a new online system.

2. Is it secure / does the club get my bank details?

Slate partners with Gocardless which is a known electronic payment provider similar to Paypal. The systems are secure and encrypted to international standards. All payment is dealt with by Gocardless, the Club and Slate do not have access to any of your bank details.

3. Can the club take money without my permission?

No, the system works by sending you a request to authorise the payment which you do either online or via the free app on your phone, if the request isn't authorised then no payment is made.

4. Is this going to cost me anything?

No, there is a transaction fee but the Club will be absorbing this and not passing it on to members.

5. It all sounds very complicated and I'm really not very good with technology?

Having tested the system it's all quite simple, however we appreciate not everyone is as comfortable with technology as others. If you are struggling to get set up just email help@slateapp.co.uk and they will help you.

6. Can I not just pay cash?

Whether you choose to use this functionality is entirely up to you, if you prefer to pay cash you can still do so. But we're hoping most of you will recognise the convenience of paying online or via the Slate app and not having to drive past the cash point on the way to the game. It also saves a load of hassle for already busy club volunteers!