

What is GoCardless?

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GoCardless is our fully integrated online payment solution. Offering this payment method to your hirers ensures that there is no manual intervention required from yourselves from the point you raise the invoice, until you receive the money in your bank account!

Once you have signed up to GoCardless, the hirer will have the option on the bottom of their invoice to pay by GoCardless. Once they click to initiate the payment, it takes 3-4 days for the funds to be collected from the hirers bank account, then a further 3-4 days for the funds to be deposited into your bank account. The payment will show immediately on BookingsPlus, the payment status will be 'Pending' until the funds are received in your account. Once the funds have been deposited to your account, you will receive a summary email from GoCardless stating the client breakdown.

The funds are paid to you net of the GoCardless fees. As of 1st February 2020 the fees are 1% of the transaction value plus 20p but capped at £4.00 For transactions of £2,000 or more there is an additional fee of 0.3% on the portion of the transaction above the £2,000 threshold.

The maximum amount that can be collected in one transaction is £5,000.

GoCardless is covered by the Direct Debit scheme, which can be a reassurance to hirers. You are unable to collect funds automatically each month, the hirer has to authorise the payment by choosing to pay their invoice each time one is raised.

You will have online access to your GoCardless account, so you can check the status of payments as needed. You can login directly to the GoCardless account at: https://gocardless.com/users/sign_in

The screenshot shows a payment dashboard with a dark blue header containing navigation links: Customers, Plans, Payments, Payouts, and More... The user's name, Alasdair Monk, is displayed in the top right. The main content area is divided into two sections. On the left, a grey sidebar lists payment details: ID (0QCY048AF6), CREATED (25 Sep 2014), STATUS (Paid out), PAID FROM (****9828), AMOUNT (£9.00), FEES (£0.09), PARTNER FEES (£0.00), and NET AMOUNT (£9.00). On the right, a vertical timeline shows the payment process: Payment created (25 Sep 2014), Payment submitted to Bacs (26 Sep 2014), Payment scheduled to leave customer's account (30 Sep 2014), Payment confirmed and received by GoCardless (1 Oct 2014), and Paid out to merchant (3 Oct 2014). A red 'Refund payment' label is positioned to the right of the final step.

Please note that GoCardless now have to charge VAT on all of their fees. BookingsPlus states GoCardless fees excluding the VAT.