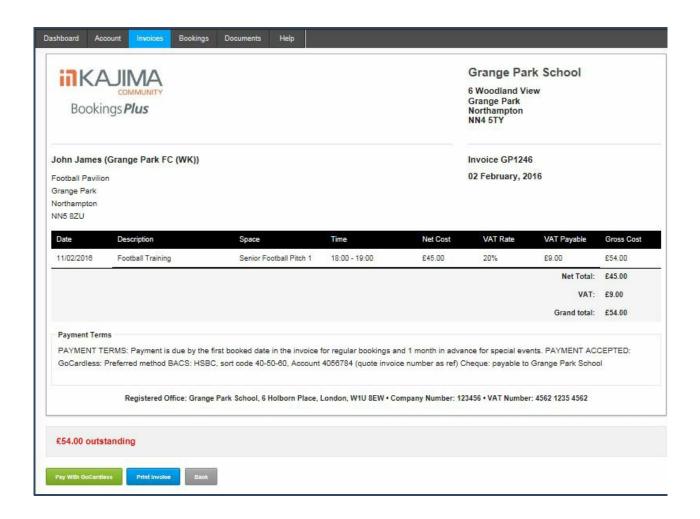
## Paying an invoice by GoCardless (Hirer)

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Paying an Invoice on BookingsPlus is easy with our built in payment gateways. Choose from **GoCardless** or **Stripe** (or both!) to make collecting payments more efficient for you and your clients.

Remember that only the full invoice amount can be paid, so make sure the billing period matches their payment agreement & that any Credit Notes or previous Payments have been Fully Allocated.

**GoCardless -** See GoCardless for more information on how GoCardless processes payments, and the associated fees.



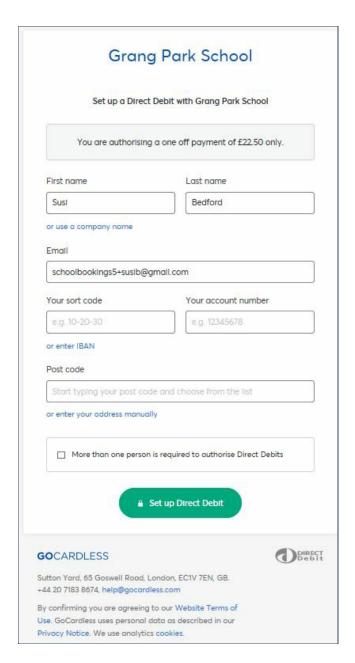
## Pay With GoCardless You are about to authorise a one-off payment covered by the direct debit scheme using the GoCardless payment system. You will receive an email from GoCardless stating you have setup a direct debit mandate that future payments can be taken against. The venue will not take any further payments from your account without authorisation for each payment, via this online account.

After selecting the "Pay with GoCardless" button, your hirer will need to fill out a form, and click 'Set up Direct Debit' to initiate the payment.

The direct debit set-up relates to this payment only, and no further funds will be taken.

GoCardless will then create a mandate so that on subsequent occasions that they click to make a payment they will not need to fill out their Account details (as stated to the client on the pop-up above which will appear before the below form).

Each time you request a payment, the hirer will need to authorise the payment by clicking to "Pay with GoCardless" on their invoice.



Once they click on the 'Set up Direct Debit' option, a confirmation screen will appear. Once completed, the invoice will immediately show as 'Pending' on both their account & the administrator account.

Hirers do need to be aware that although they have authorised the transaction, the money is only collected by GoCardless after 3-4 days. They must ensure funds are available at this stage, otherwise the payment will fail (should this occur, you will receive notification from GoCardless, and a note will flag on your "Dashboard" via the 'Payments Requiring Attention section').

If they need to change the account details stored with GoCardless, they can either cancel the mandate with their bank, or a venue Administrator can cancel the mandate from within their GoCardless account.

## Payments from double signatory accounts:

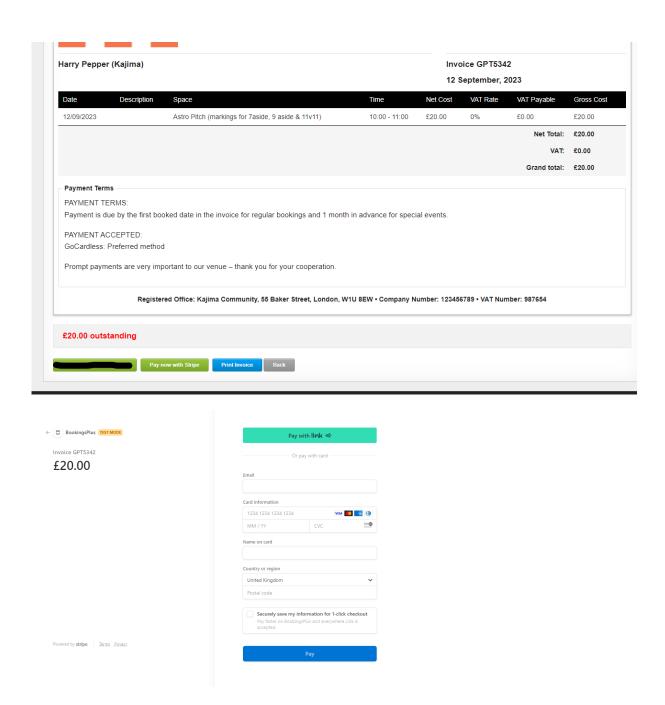
Payments from accounts with double signatories are accepted with GoCardless, and your hirer will need to tick the relevant box in the form above.

They will then be sent a mandate (via email) from GoCardless to fill out, which will require 2

signatories. Once they send this back to GoCardless, the mandate will be matched to the payment, and the payment will then be processed by GoCardless.

This mandate can then be used for future payments, so that the hirer does not need to fill out the form each time they make a payment.

## Stripe -



Once the "Pay now with Stripe" option is selected, clients will be taken to a form to enter their debit

card details. Here they'll also see the option to securely save their information for 1-click checkout in future.

If that option is selected, any future times that the client selects "Pay now with Stripe", the payment will process using their saved card.

Should your client ever wish to change/update that card, the "customer" can be deleted from your 'Stripe' login, and the next time they go to make a payment they'll be prompted to enter new details.

Payments made with 'Stripe' process immediately, so if there are issues such as insufficient funds or incorrectly entered card details, these will be flagged immediately to the customer to rectify.

After payment has been made, the status of the payment will immediately be 'Paid', with the 'Pending' flag not applicable.