

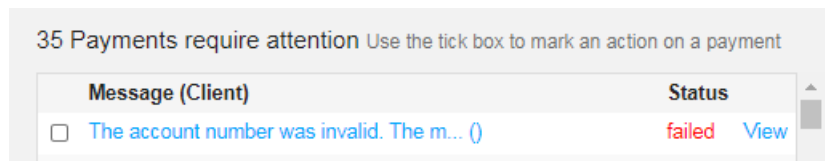
Failed Payment

Last Modified on 06/11/2020 5:17 pm GMT

When a payment fails there are a few key steps you need to take.

All payments made via GoCardless can take up to 10 working days to clear from Pending to Paid. It is most likely that the payment will fail at the end of this process, as it is at this point that they are being verified by the bank. Take a look at our article for further information about [GoCardless](#).

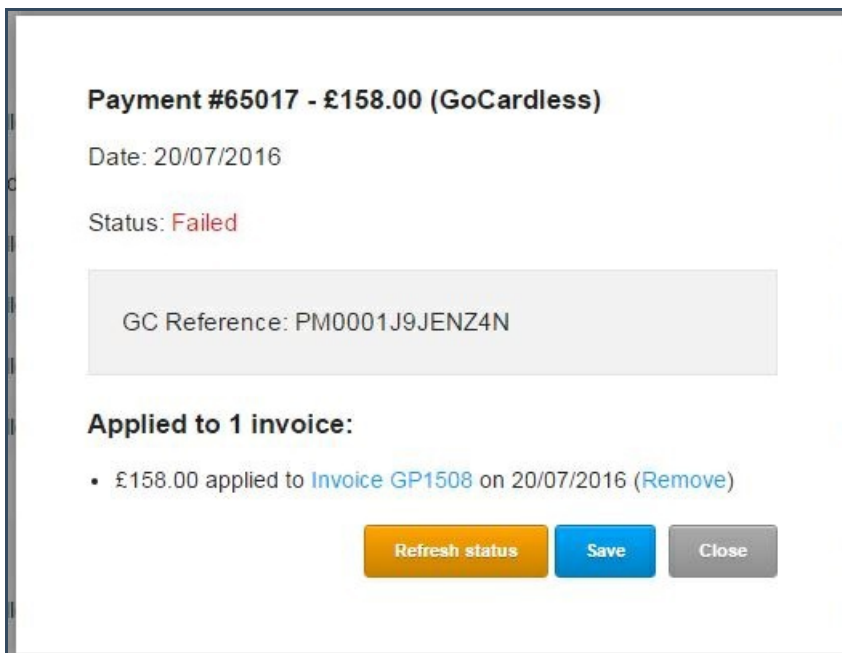
When a payment fails you will be notified via an email from GoCardless and you will also be flagged up to the payment failure on the Dashboard in the New & Potential Business section, as well as the Payments requiring attention section.



Message (Client)	Status
<input type="checkbox"/> The account number was invalid. The m... ()	failed View

At this point your client will also receive an email notifying them of the failed payment, and the reason it failed.

You can view the failed payment via the View hyperlink on the Dashboard (in the Payments requiring attention section), in clients account page or via the payments tab. It is very important at this stage to un-allocate the failed payment from the invoice, otherwise your client will not be able to re-make the payment for the invoice. Do this by clicking on the payment and removing it from the invoice via the blue remove link.



Payment #65017 - £158.00 (GoCardless)
Date: 20/07/2016
Status: **Failed**

GC Reference: PM0001J9JENZ4N

Applied to 1 invoice:

- £158.00 applied to [Invoice GP1508](#) on 20/07/2016 ([Remove](#))

[Refresh status](#) [Save](#) [Close](#)

You can now get in touch with the client to advise them that they need to re-make the payment as soon as possible in order for their booking to go ahead.