

Payments requiring attention

Last Modified on 11/09/2023 11:57 am BST

Payments Dashboard feature

You are able to easily track payments made through GoCardless or Stripe that have either failed, been cancelled, or require double signatures.



17 Payments require attention Use the tick box to mark an action on a payment

<input type="checkbox"/>	Payment mandate requires double signatures to b...(Susi B Tennis Coaching)	pending	View
<input type="checkbox"/>	The account number was invalid. The mandate wil... (Dodgeball Diva's)	failed	View
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<input type="checkbox"/>	The account number was invalid. The mandate wil... (Dodgeball Diva's)	failed	View

This table works in a very similar way to the 'Bookings due for renewal' feature that is found in the bottom right hand side of the screen, in that you can tick tasks off to remove them once the action has been completed. If you mark a failed or cancelled payment as 'actioned', they will disappear off the list.

Pending payments will not disappear off the list until they turn to 'paid' but will be scored through so you know that you have actioned them. You can also click View to see the payment pop-up for further information.

The actions that need to be completed will depend on the Status; if it is a failed or cancelled payment, you will need to un-allocate the payment from the invoice so that the client is able to remake the payment. Once a payment has failed or been cancelled the client will be notified of this so you will want to make the invoice payable as soon as possible. You may also want to alert the client yourself to ensure they re-make the payment promptly.

'Pending' payments that have been paid out, or 'Failed' payments that have been unallocated, may sometimes still show in this section. These can be updated and removed by using the

 button. This option shows after you select the view link.

If the status is Pending and the message mentions 'double signatures' then the client will have ticked a box when making the payment to state that more than one person is required to authorise this payment. The payment will remain pending until the client fills in a form that GoCardless will have emailed over to them. In this instance you will want to get in touch with the client to ensure this form has been received, filled out and sent back. You can then tick the item on the dashboard - it will stay but it is a good way to show that the client has been contacted with regards to that payment.

If the client has not received this form, has any questions, or ticked the box in error, you can sign into your GoCardless dashboard and choose to resend the double signatory email, or cancel the relevant payment.

If you are still experiencing issues, you/your client will need to contact GoCardless to resolve this. GoCardless can be contacted at 020 8338 9538, help@gocardless.com.

NOTE: Only payments (that require attention) made since the 1st January 2018 are displayed on the dashboard.
