

Charging Credit Cards

How Credit Card Payments are Collected

Why Payments Fail

Payments can fail for a number of reasons, but most commonly they fail because of insufficient funds or a card number has changed. Credit card companies rarely give specific reasons for a failure so the reasons can be very generic.

What Happens When Payments Fail

When the first payment fails, the partner gets a polite email stating their payment to GetintheLoop has failed. Within this email, the partner can see what payment details we have on file and they can view the invoice (a PDF is attached to the email). They can click on a link to pay the outstanding invoice and update their card details.

Insufficient Funds

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When there are insufficient funds the partner can do 1 of 2 things:

- 1 They clear up some room on the credit card. The email indicates we will try again automatically. If this happens, the subscription resumes as per usual.
- 2 They reach out to HQ finance team and tell us to try the payment again on their schedule; when they will have the funds ready. We can set the system to pause the automatic retries based on their wishes and within reason.

If the partner does nothing after the first email, Chargebee automatically retries their card and sends reminder emails that become progressively more blunt. They all include links to update the card on file and to pay the invoice.

In virtually all cases, this dunning process clears up the issue and the subscription goes on.

If the payment is not cleared up after this 15 day process, Chargebee stops the automated process and human intervention is required.

Email and Charge Retry Schedule

First Try

Chargebee emails partner with outstanding payment invoice and link.

Day 1

Chargebee automatically retries the credit card.

Day 3

Chargebee automatically retries the credit card.

Chargebee emails partner with outstanding payment invoice and link.

Day 5

Chargebee automatically retries the credit card.

Chargebee emails partner with outstanding payment invoice and link.

Day 14

Chargebee automatically retries the credit card.

Chargebee emails partner with outstanding payment invoice and link.



No Payment Received After 15 Days

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If a payment is not processed successfully via Chargebee's automated process, we will email you to let you know its not working. You have **2 business days** to respond to us to confirm if you will handle the issue directly with the partner.

If you respond within 2 days and let us know you will handle it:

We will follow up with you approx every 7 business days until it's resolved.


If we don't hear from you after 2 days:

We will contact the Partner directly to try to resolve the issue (you will be copied on this communication).

Important: If a partner is ready to update their card details with you, please insist they respond via "Update your payment method" email or any of the previous dunning emails. There are compliance protocols we must follow in regards to handling credit card information, and a secure link is the only way to keep everyone on side. If you must, take the credit card information down on a piece of paper and then phone HQ finance team with the details (card number, expiry, CVV, billing address). Once HQ finance team has the details, securely destroy the card information you have written down. You should not be emailing, slacking, or entering card details in Hubspot..

Multiple Outstanding Invoices

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As we work through the Collection Process, if a partner has two or more outstanding invoices, they will be downgraded to the Community Plan until the issue is resolved. This is noted on their Hubspot record.

This downgrade will occur when the original invoice is outstanding for **60 days**.

Reasons Payments Are Not Received

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There are three key reasons why subscriptions get to this point:

1

The email address in Chargebee is not correct and/or the emails are going to a junk folder. Asking if the partner has been getting the automated emails is a first step. If they haven't been getting them, provide HQ finance team with the correct / updated contact info.

2

Some partners think they haven't been getting what they expected from GetintheLoop in terms of servicing, actions, etc. These partners sometimes take steps to prevent payments or they ignore the dunning emails instead of contacting you. You'll need to do your best to address their issues, but also remind them they have an invoice due.

3

Some partners sadly have a struggling business or personal finances. They may want to pay the invoice but haven't been able to clear up room on their card. If this is the case, you should try to establish a future payment date. If you do, please reach out to HQ finance team either through a Hubspot task or an email to accounting@getintheLOOP.ca.

Non-Payments

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For the **reasons above**, you should be prepared to potentially end the relationship due to non-payment. This is particularly true if you've been spending a disproportionate amount of time with the partner.

If the reasons are either 2 or 3 above, you may have a hard time even getting in touch with the partner. Allow at least 30 days (including the automated process described above) to resolve a payment issue, however, after this point, it's likely warranted to remove the partner from the app. Unpaid invoices may be written off by HQ finance team periodically but it's important to remember there's no remittance to you if this happens.

Payment failures will happen from time to time and as long as we've followed a diligent process to collect, we will have minimized loss to a sufficient threshold.

Special Note: In our experience, trying to take small amounts due to small claims or collections is not worth the effort, time and cost involved. As a result, we do not pursue these avenues. A good process and timely human intervention is the best way to minimize overall losses.