



Creating a GoCardless account via Spacehive

TOP TIPS

- Create a GoCardless account in the SAME NAME as the bank account you will be connecting
- Complete your account verification before the end of your crowdfunding campaign

What is GoCardless?

GoCardless is the UK's leading provider of online Direct Debits. It allows Backers to pledge to your project directly from their bank account by setting up a **one-off** direct debit, which will be collected if you reach your target. Because it's a **one-off** direct debit it won't set up a recurring payment, unlike standard Direct-Debits, and Backers will only ever be charged a maximum of one time.

Why choose GoCardless?

Pledges through GoCardless have a fail rate of less than 0.5% (1 in 200) at the end of the campaign, as they're linked to a bank account rather than a payment card which can expire or get lost, leading to a 4-5% failed payment rate on other platforms.

GoCardless also have a transaction fee of just 0.5% for accounts linked to Spacehive, which is a lot lower than the 1.6%-3.5% fees via card processors.

Backers also don't need to sign up to an account, reducing the steps for them to complete a pledge and improving pledge conversion rates.

Setting up an account

Through the Project Delivery Manager section in your Project and the Payment Details in your settings, you'll have the option to create a GoCardless account and link it directly to your project.

Creating an account is done in 2 steps - registering an account which takes 5 minutes, and verifying the account which takes a bit longer. Registering the account must be done upfront, but verification can take place during your fundraising campaign, to make sure you're not held up.

Registering an account requires your basic personal details, and where relevant the organisation you're setting it up on behalf of.

IMPORTANT: Set up the GoCardless account in the same name as the bank account to which the funds will be paid in to. You can receive the funds into either a personal account in your own name or an organisation account in the name of your organisation.

If you're acting on behalf of an organisation but will be accepting the funds into a personal account, ensure you register as an individual under your own name, and not under the Organisation.

Follow the steps here to help set up the account correctly, and for more information on GoCardless please visit their support centre, here – support.gocardless.com



GOCARDLESS

English

Create your GoCardless Account

Once completed, you'll be able to use GoCardless through Spacehive

First name* Last name*

Organisation Name*
Name of the company, charity or individual collecting payments

Email*

Password*
Minimum 12 characters

How many payments could we have helped you collect last month?

Spacehive will be able to **view**, **create** and **make changes** to customers, payments, subscriptions and other information. By signing up or signing in you are agreeing to our [terms & conditions](#) and ["Connected Merchant Agreement"](#). GoCardless uses personal data as described in our [privacy notice](#).

[Create account →](#)

Already have an account? [Sign In](#)

First and Last Names

Your first name and Last name – used for contact purposes only.

Organisation Name

This can be either the name of your organisation, or your name as an individual. This name must match the name on the bank account you'll be receiving funds in to.

How many payments?

Not important – feel free to choose any answer or leave blank.

Verifying your account

Once you've created an account you'll be redirected back to Spacehive. The GoCardless account will be linked to your project so people can start making pledges. GoCardless will then send you an email requesting information to verify your account. Verification must be complete before you can receive the funds at the end of your campaign, so follow these steps as soon as possible. Once the information is uploaded to GoCardless the automated verification system should be able to verify your account within 2-3 days.

The key information required:

For all account types:

- Name and contact email address
- Bank account information
- Personal home address

For Limited Companies only:

- Date of birth of all Directors
- Home address of 1 Director
- Date of Birth of ultimate beneficial owners (people with significant control of the company)

For Charities/non-profits only:

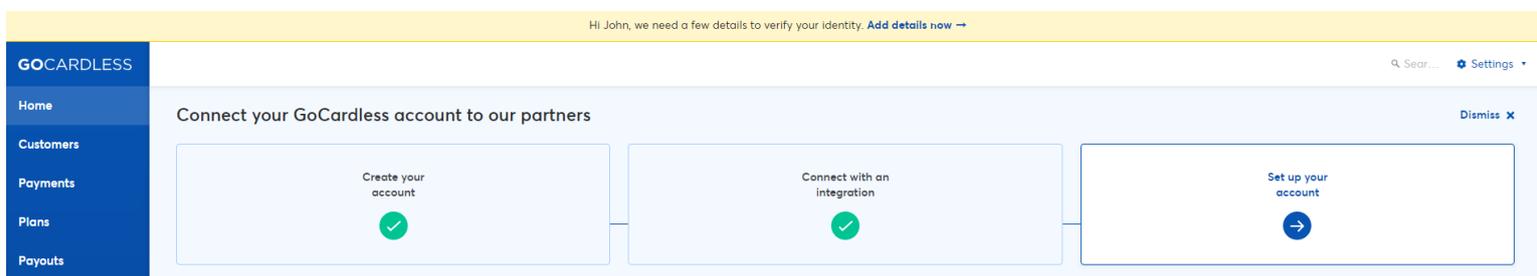
- Registered address of organisation – For all account types
- The Name, Home address and Date of Birth of all Trustees – for registered charities only

This information is strictly necessary for GoCardless to verify the account in compliance with anti-money laundering regulations, so please be prepared to enter it. All information shared with GoCardless is held in complete compliance with GDPR guidelines. The information can also be removed once your project is complete if necessary.

The guide below covers the first half of the verification process which includes registering your Organisation and adding key information. For a full and more in depth guide, please visit the GoCardless support centre here - support.gocardless.com/hc/en

Steps to verification

1. Log in to your recently created GoCardless account to view the necessary steps. The option to verify your account will be highlighted at the top of the screen.



The screenshot shows the GoCardless user interface. At the top, a yellow banner displays the message: "Hi John, we need a few details to verify your identity. [Add details now](#) →". Below this, the main content area is titled "Connect your GoCardless account to our partners" and includes a "Dismiss" button. A navigation sidebar on the left lists: Home, Customers, Payments, Plans, and Payouts. The main content area features a three-step process flow:

- Step 1: "Create your account" with a green checkmark icon.
- Step 2: "Connect with an integration" with a green checkmark icon.
- Step 3: "Set up your account" with a blue arrow icon.

- The verification process has 7 steps of varying levels of information, which you can complete individually and return to complete the rest at any stage. Have a look at the steps, and get started with the simple stuff straight away.

- Select a package
- Tell us about your company
- Contact Details
- Add your brand
- Connect your bank account
- Verify payout account
- Verification status

Verify your account to enable payouts

Before you can receive any money from GoCardless, we need to verify your company. Please take a few moments to tell us about your company and set up your account.

What you'll need:

- ✓ Some basic company details
- ✓ Access to your company bank account
- ✓ About 5-10 minutes of your time

[Continue →](#)

[Do this later?](#)

- Select a package: All accounts linked to Spacehive have a fixed transaction fee of 0.5%, and no monthly fee. Please choose the top option, 'Standard'.

- Select a package**
- Tell us about your company
- Contact Details
- Add your brand
- Connect your bank account
- Verify payout account
- Verification status

Select a package

Choose which features you'd like to use.

Standard Direct debit made easy

0.5% per transaction | No monthly fee
No minimum fees

- ✓ All core features, [learn more](#)
- ✓ Quick and simple setup — start taking payments today

[Choose Standard](#)

4. Tell us about your company:

Fill in the details of either yourself as an individual/Sole Trader, or the charity/company you're working with. If you're a CIC please choose Limited company, and as a society or friends' group please choose Charity/non-profit, and then the relevant Charity type further down the page. Below is a brief guide to registering each company type, and a more in depth guide can be found in the GoCardless support centre, [here](#).

GOCARDLESS

English ▾

1 Select a package

2 **Tell us about your company**

3 Contact Details

4 Add your brand

5 Connect your bank account

6 Verify payout account

7 Verification status

Tell us about your company

Please provide as much detail about your business as possible, to ensure we can successfully verify your account.

Once completed, we'll be able to payout the money you collect with GoCardless to your bank account.

Country*

United Kingdom ▾

Business type*

Choose a business type ▾

4.1 Individual/Sole Trader

If you are running this project as individual or using a personal bank account on behalf of your organisation, then the account should have been created under your personal name, and you can now select 'Individual/Sole Trader'.

Country*

United Kingdom ▾

Business type*

Individual/sole trader ▾

What does your company do?*

e.g. Provides monthly coffee subscriptions

What is your trading name?

e.g. Coffee monthly

Your details

Please enter your details as they appear in any official records. Avoid abbreviations, and make sure to check for misspellings.

This **must be** your home address, rather than business address (if they're different).

Given name*

Given name

Family name*

Family name

Select address*

Start typing and select address

Or enter address manually

Date of birth*

DD MM YYYY

What does your company do?

As an individual please describe briefly what your raising funds for via Spacehive – e.g. raising funds to renovate a local park.

What is your company trading name?

Please add your name, which should be the same as the name on your bank account.

4.2 Charity/non-profit

If your organisation is any kind of incorporated or unincorporated not for profit, please select this option. The option to select the type of organisation which fits you best appears further down the page.

Country*

United Kingdom

Business type*

Charity/non-profit

If your organisation has a company number, please choose 'Limited company' instead

What does your company do?*

e.g. Provides monthly coffee subscriptions

What does your company do?

Please briefly outline the nature of your charity.

Charity type*

Choose a charity type

Choose a charity type

Registered charity

Excepted charity (eg. Scout or Guide group)

Unregistered club or society

Other

Community amateur sports club (CASC)

Charity type

Here you have the flexibility to select the type of charity that best fits your organisation.

Trustee details

Please enter the personal details for all trustees here.

If you have more than one, click 'add trustee'.

Given name*

Given name

Family name*

Family name

Date of birth*

DD

MM

YYYY

Country of residence*

United Kingdom

Trustee details

Please enter the details of all Trustees of the Charity. If they can't all be gathered at the same time feel free to upload one at a time, saving as you go.

Select address*

Start typing and select address

Or enter address manually

[Add another trustee](#)



4.3 Limited Company

Limited Company includes any kind of company registered with Companies house, whether it's a for profit business, a social enterprise, or a CIC. If your company has Directors rather than Trustees, please select this option.

Tell us about your company

Please provide as much detail about your business as possible, to ensure we can successfully verify your account.

Once completed, we'll be able to payout the money you collect with GoCardless to your bank account.

Country*

United Kingdom

Business type*

Limited company

Search for company

Type company name or number...

Company search

The lookup tool will find your registered company and populate the form with details of your company directors, apart from the day of their birth which they need you to confirm.

Director details

Please enter the name and date of birth for each director of your company, as they appear in any official records. If you don't provide complete and correct information, your account verification process will be delayed.

Director 1

Given name*

John

Family name*

Jones

Date of birth*

DD

01

1966

Date of birth is required

[Remove director 1](#)

Director 2

Given name*

Jane

Family name*

Jones

Date of birth*

DD

01

1966

Date of birth is required

[Remove director 2](#)

Director verification

The home address is needed for only one Director. Please choose the director whose information is most easily available.



Ultimate beneficial owners (UBO)

Please provide details of any individuals who own at least 25%, directly or indirectly or have ultimate control or management of the business.

If you aren't absolutely sure which details you should enter, please take a look at our step-by-step guide to [Ultimate Beneficial Owners](#).

If another company (not individual) owns at least 25%, you will need to enter the details of that company's UBOs.

If you don't provide complete and correct information, your account verification process will be delayed.

Ultimate Beneficial Owner 1

Given name

Family name

Date of birth

[Remove UBO 1](#)

Ultimate Beneficial Owner 2

Given name

Family name

Date of birth

[Remove UBO 2](#)

[Add another UBO](#)

Ultimate beneficial owners

Are individuals with more than a 25% stake in the company, as listed in your company's confirmation statement.

Final steps

After these steps have been complete the last remaining task is to link the bank account that matches the GoCardless account.

For more information on doing this, and on the whole process please visit the GoCardless support centre, here - support.gocardless.com/hc/en-gb