

# FinDock Factsheet

September 2024

## for customer payment happiness

At FinDock, we believe payments are more than just transactions—they're a vital part of the customer experience. That's why we've built the Nr1 Customer Payment Management platform fully integrated into Salesforce, transforming payments into a seamless, strategic interaction that enhances both customer satisfaction and operational efficiency.

Ready to unlock the full potential of Salesforce? Discover how FinDock can transform your payment processes and elevate your entire organization to a whole new level. Start making informed, data-driven decisions that drive revenue growth and reduce costs.



# Introducing FinDock

By putting payments at the heart of Salesforce's Customer 360, we empower organizations to deliver personalized, frictionless payment experiences that match the unique preferences of their customers. With FinDock, you can offer every payment method your customers need, while centralizing all processes—both online and traditional—within a single, streamlined architecture.

## → FinDock: your last technology choice for Payments

FinDock is natively built within Salesforce, meaning your payment data is fully integrated into your CRM. No more juggling multiple systems or dealing with fragmented payment processes.

## → Every industry and Salesforce Cloud

FinDock seamlessly integrates payments across all Salesforce industries and clouds, empowering organizations to manage payments within Customer 360, from Nonprofit Cloud to Financial Services Cloud.

## Overview of FinDock's offering



### Online payment acceptance

FinDock enables you to accept and process payments from multiple sources, including credit and debit cards, bank transfers, and digital wallets. Additionally, FinDock enables the creation of tailored payment experiences via Giving Pages, PayLinks, or the Payments API.



### Accepting MOTO/Virtual Terminal

With FinDock you can accept and process card not present MOTO (Mail Order Telephone Order) payments directly in Salesforce via FinDock's virtual terminal, ensuring full PCI compliance and using Stripe or Worldpay as a payment service provider (PSP).



### Recurring payment processing

FinDock seamlessly facilitates the processing of recurring payments, supporting a wide range of payment methods, including SEPA, BACS, ACH (more details in the following pages). With FinDock, you can automate the entire lifecycle of recurring payments natively on Salesforce, from initiation to collection.



### Bank statement & third party payment matching

FinDock's Guided Matching provides a reliable solution for automating payment data matching processes and ensuring the accuracy and completeness of your CRM data. Automatically match payments to the right contact/account, invoice, subscription, donation or campaign in Salesforce.

## Manage the entire payment journey in Salesforce

### Payment collection

Collect both one-time and recurring payments using a range of payment methods through several different processors.

### Payment processing

Centralize all your payment processing for one-time & recurring payments in Salesforce.

### Payment reconciliation

Reconcile bank transaction data with CRM data and ensure you always have a complete 360 degree view of your customer in Salesforce.

### Payment experiences

With actionable payment data in CRM now you can launch intelligent customer payment experiences using the full power of Salesforce.

# Europe Mainland + Ireland

## Highlighted Europe-specific features

### Direct Debit

#### Native support for SEPA payment scheme

##### SEPA Direct Debit

SEPA direct debits are processed with banks using PAIN files generated by FinDock. Reconciliation of bank and payment data is carried out by importing CAMT and N43 files from banks.

##### SEPA Credit Transfer

FinDock simplifies the process of configuring and using SEPA Credit Transfer (SCT) within Salesforce. SCT disbursements in Euros can be made throughout the SEPA zone.

#### Native support for other European payment schemes

FinDock also natively supports **Autogiro**, **AvtaleGiro**, **CH-DD** and **LSV+** payment schemes for direct debit payment collection.

#### Mandate Management

FinDock facilitates mandate management in Salesforce by storing authorization data and handling registration, amendment, and cancellation for various payment schemes and processors. [Read more](#)

### Payment Request Generator

FinDock's Payment Request Generator can be used to "stamp" Salesforce records with a valid payment reference that can be used, for instance, in direct mailings. This feature is ideal for creating donation requests without having to create corresponding installments upfront. Donations that do arrive can in turn be easily matched to your Salesforce data, or instance, using Guided Matching. [Read more](#)

### Highlighted country-specific features

#### Belgium

Out-of-the-box matching logic for **CODA** bank file reconciliation.

#### Italy

Out-of-the-box matching logic for **Bollettino Postale** reconciliation.

#### Norway

Out-of-the-box matching logic for **OCR giro file** import reconciliation.

#### Sweden

**FinDock E-mandates**, an end to end service for electronic IDs used to digitally sign e-mandates.

## Supported across mainland Europe and Ireland

### Methods

Apple Pay  
Bank transfer  
Cards  
Cash/check  
Google Pay  
PayPal  
SEPA Direct Debit  
SEPA Credit Transfer

#### + Additionally:

##### Belgium

Bancontact  
OGM

##### Germany

Sofort

##### Italy

Bollettino Postale  
SEDA

##### The Netherlands

Acceptgiro  
iDEAL, iDEAL QR  
Tikkie

##### Norway

AvtaleGiro  
Giro (KID)  
Vipps

##### Poland

BLIK  
Przelewy24

##### Spain

Bizum

##### Sweden

Autogiro  
Giro (OCR)  
Swish

##### Switzerland

CH-DD, LSV+  
Crypto  
PostFinance E-finance  
PostFinance PostCard  
QR-bill / ESR  
TWINT

### Processors

Adyen  
Checkout.com  
FinDock  
GoCardless  
Mollie  
PayPal  
Stripe  
Worldpay

#### + Additionally:

##### Italy

Axerve

##### Norway

Vipps

##### The Netherlands

Buckaroo  
Tikkie

##### Spain

Redsys

##### Sweden

Swish

##### Switzerland

Saferpay

### Files

CAMT.053  
CAMT.054  
MT940  
Pain.001  
Pain.002  
Pain.008

#### + Additionally:

##### Belgium

CODA

##### Italy

Pain.009  
Pain.010  
Pain.011  
Poste Italiane report  
SEPA CBI

##### Norway

OCR

##### Spain

C72  
N43

##### Sweden

BGMax  
Nordea Total IN

→ You can find the full overview of the compatible payment methods and processors on the last page.

# United Kingdom

## Highlighted UK-specific features

### Native support for Bacs Direct Debit

FinDock supports direct debit schemes including Bacs Direct Debit. Direct debits can be collected directly with FinDock (self-managed bank file handling) or through a payment service provider.

#### Full flexibility of how you collect

Either manage Direct Debits through a Bacs Bureau, or your preferred Payment Service Provider.

#### Managed from Salesforce

The source of your recurring payment data is Salesforce. Your collection runs are triggered from Salesforce either via a file or API to your Bacs Bureau or PSP.

#### Visibility of failures and collections

All reason codes and payment statuses are visible directly from the payment and customer record.

### Gift Aid Management

FinDock Gift Aid is a 100% native on Salesforce and is included for all UK nonprofit customers.

#### Advanced declaration management

FinDock supports advanced scenarios including multiple declarations per donor and gaps in eligibility.

Declarations can be created via FinDock's Payment API, through Giving Pages, or manually in Salesforce.

#### Automated claim creation

FinDock automatically creates and submits Gift Aid claims for every eligible donation.

FinDock can also claim Gift Aid on donations from the past four years that become eligible due to a new Gift Aid Declaration.

#### Complete audit history

Leverage the Salesforce platform for a full audit history of every claim, reversal and declaration.

#### Automated claim reversal

If a Gift Aid claim needs to be reversed due to a canceled declaration or refunded donation, FinDock will handle it automatically.

The reversal is included in your next claim to HMRC and updated in Salesforce.

## Supported across UK

#### Methods

Apple Pay  
Bacs Direct Debit  
Bank transfer  
Cards  
Cash/check  
Google Pay  
Instant Bank Pay  
PayPal  
SEPA Credit Transfer  
SEPA Direct Debit  
Standing Order

#### Processors

Access PaySuite (SmartDebit)  
Adyen  
Checkout.com  
FinDock  
GoCardless  
PayPal  
Stripe  
Worldpay

#### Files

CAMT.053  
Direct Debit Instruction (Standard 18)  
Direct Debit collection (Standard 18)  
MT940

→ You can find the full overview of the compatible payment methods and processors on the last page.



# North America

## Highlighted North America specific features

### Recurring card payments

FinDock enables you to manage recurring card collections on Salesforce through your Payment Service Provider of choice (i.e. Stripe, Worldpay etc). The source of your recurring payment data is Salesforce with your collection runs being triggered from Salesforce via API automatically when payments are due.

This means you can harness Salesforce to manage the frequency, amount and dates of your recurring payments. You also have full visibility over collections and failures - so if a card payment fails due to insufficient funds being available you can see that in Salesforce and could trigger automation to recollect or send an email to the customer.



### ACH Direct Debit

You can manage ACH direct debits on Salesforce through Stripe or GoCardless as your payment service provider. Similar to recurring card payments, the source of your recurring payment data is Salesforce with your collection runs being triggered from Salesforce via API to Stripe or GoCardless.

### Pre-authorized Debit (PAD)

You can also collect and manage Preauthorized Debit (PAD) payments through Salesforce using GoCardless as your payment service provider. With all recurring payment data stored in Salesforce, FinDock allows you to automatically execute and manage your collection runs.

## Supported in the US and Canada

Methods	Processors	Files
Apple Pay	Adyen	CAMT.053
Bank transfer	Checkout.com	MT940
Cards	GoCardless	
Cash/check	FinDock	
Google Pay	PayPal	
PayPal	Stripe	
<b>+ Additionally:</b>	Worldpay	
<b> Canada</b>		
Pre-authorized Debits (PAD)		
<b> United States</b>		
ACH Direct Debit		

→ You can find the full overview of the compatible payment methods and processors on the last page.



# Payment processors and methods

FinDock offers out-of-the-box integrations with multiple global and local Payment Service Providers. Enjoy seamless Payment Management, from your CRM using the payment methods most suited to your customers.

## Payment Methods

### Payment Processors

	<u>Acceptgiro</u>	<u>Apple Pay</u>	<u>Bancontact</u>	<u>Bolletino Postale</u>	<u>Bizum</u>	<u>BLIK</u>	<u>Cash</u>	<u>Credit Transfer</u>	<u>Credit Card</u>	<u>Cryptocurrency</u>	<u>Direct Debit   ACH</u>	<u>Direct Debit   AvtaleGiro</u>	<u>Direct Debit   BACS</u>	<u>Direct Debit   Bg Autogiro</u>	<u>Direct Debit   CH - DD</u>	<u>Direct Debit   LSV+</u>	<u>Direct Debit   SEPA</u>	<u>Direct Debit   PAD</u>	<u>Giro (KID)</u>	<u>Giro (OCR) PILOT</u>	<u>Google Pay</u>	<u>iDeal</u>	<u>iDealQR</u>	<u>Instant Bank Pay</u>	<u>OGM</u>	<u>PayPal</u>	<u>PostFinance E-Finance</u>	<u>PostFinance PostCard</u>	<u>Przelewy24 (P24)</u>	<u>QR-bill / ESR</u>	<u>Sofort</u>	<u>Swish</u>	<u>Tikkie</u>	<u>TWINT</u>	<u>Vipps</u>			
<u>Adyen</u>		✓							✓												✓																	
<u>Axerve</u>									✓																													
<u>Buckaroo</u>		✓							✓						✓											✓												
<u>Checkout.com</u>		✓							✓													✓	✓															
<u>FinDock</u>	✓			✓			✓	✓			✓	✓	✓	✓	✓	✓	✓	✓	✓	✓				✓					✓									
<u>GoCardless</u>										✓		✓	✓		✓	✓	✓						✓															
<u>Mollie</u>		✓							✓						✓							✓				✓												
<u>Paypal</u>																									✓													
<u>Redsys</u>				✓					✓																													
<u>Saferpay</u>	✓								✓	✓											✓					✓	✓									✓		
<u>SmartDebit</u>												✓	✓																									
<u>Stripe</u>	✓	✓				✓			✓	✓	✓				✓						✓	✓						✓										
<u>Swish</u>																																		✓				
<u>Tikkie</u>																																			✓			
<u>Vipps</u>																																					✓	
<u>Worldpay</u>								✓		✓																												

For more detailed information on payment processors and methods, please visit [docs.findock.com/](https://docs.findock.com/) or click on the processor and method names on the table.

# What our customers are saying



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“Before FinDock, it used to take us two weeks to get caught up with processing donations after the Christmas break. This year, it took us two days, even though donation income is growing.”



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“Prior to FinDock and Salesforce, resolving monthly exceptions would take weeks of effort by our Data Processing team. These activities are now completed within 24 hours resulting in improved supporter care and more reliable and up to date data.”



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“Because of the seamless integration between Salesforce and FinDock, we have one overview of business insurances and intermediary activities. That’s easier for us and for customers: we can collect and pay money faster — in ways they expect.”

