FinDock Factsheet

September 2026

for Customer Payment Happiness

At FinDock, we believe payments are more than transactions, they're a vital part of the customer experience. Whether someone's making a donation, paying a bill, or setting up a subscription, that moment reflects their trust, and your commitment to deliver.

That's why we built FinDock: the native payment engine for Salesforce that brings the entire payment journey; processing, recovery, and reconciliation, into one connected environment.

Payments belong in your CRM. They're not just revenue events, they're relationship moments. Every interaction is a transaction.

We call this Customer Payment Happiness, better experiences for the people who pay you. Smoother operations for the teams who support them.

FINDOCK

INFORMATION SECURITY MANAGEMENT SYSTEM DNV ISO/IEC 27001

PCI DSS CERTIFIED

salesforce available on AppExchange

salesforce PARTNER SINCE 2014



Introducing FinDock

With FinDock, you can offer every payment method your customers expect: online, offline, one-time, or recurring, all managed through a single, streamlined engine inside Salesforce.

From donations and subscriptions to rent and tuition, you can connect with the PSPs and banks you choose, while centralizing every payment in the same place your customer data lives.

Built natively on Salesforce, trusted across industries, and ready to scale with any cloud - from Nonprofit to Financial Services - FinDock unites Payment Processing, Recovery, and Reconciliation inside Salesforce. It's built to handle payments at volume, making FinDock the final technology choice for payments.

With FinDock, every payment becomes a customer interaction. Payments are transformed from the back-office right into your customer-first journey.
This factsheet gives you a complete view of:

- All supported payment methods and PSPs (local and global)
- FinDock's key features - from recurring payments to reconciliation
- Regional capabilities across Europe, the UK, and North America
- How FinDock supports Salesforce Clouds and Industries.

Overview of FinDock's offering

Manage the entire payment journey in Salesforce

Payment processing — **Payment recovery** — **Payment reconciliation**

Accept and Process every payment method your customers expect, online, offline, recurring, or one-time.All managed natively in Salesforce and connected to the customer record.

Automate recovery when payments fail and keep revenue flowing without manual follow-up.

Eliminate manual reconciliation with real-time visibility and guided matching, allowing finance teams to spend less time in spreadsheets and more time driving business outcomes.

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.

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.

Accepting MOTO/Virtual Terminal

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

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.

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.

SEPA Bank Transfer

FinDock supports SEPA Bank Transfers using RF Creditor Reference for standardized, easy reconciliation. References can be generated per record or in bulk with the Payment Request Generator.

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 stamps Salesforce records with payment references, ideal for donation requests without upfront installments. Incoming donations are easily matched to Salesforce data using Guided Matching.

Bank Feed

Bank Feed offers instant importing of bank transactions, providing a real-time, 360-degree view of customers' bank payments and eliminating manual intervention. It supports connections with 2,500 EU banks.

Supported across mainland Europe and Ireland

Methods

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

+ Additionally:

🇧🇪 Belgium
Bancontact
OGM

🇫🇮 Finland
MobilePay

🇮🇹 Italy
Bollettino Postale
Satispay
SEDA

🇳🇴 Norway
AvtaleGiro
Giro (KID)
Vipps, Vipps Donations

🇪🇸 Spain
Bizum

🇨🇭 Switzerland
CH-DD, LSV+
PostFinance Pay
QR-bill / ESR
TWINT

🇩🇰 Denmark
MobilePay

🇩🇪 Germany
Sofort

🇳🇱 Netherlands
iDEAL, iDEAL QR
Tikkie

🇵🇱 Poland
BLIK
Przelewy24

🇸🇪 Sweden
Autogiro
Giro (OCR)
Swish

Processors

Adyen
Checkout.com
FinDock Native
GoCardless
Mollie
PayPal
Stripe
Worldpay

+ Additionally:

🇩🇰 Denmark
Vipps MobilePay

🇫🇮 Finland
Vipps MobilePay

🇮🇹 Italy
Axerve

🇳🇱 Netherlands
Buckaroo
Tikkie

🇳🇴 Norway
Vipps MobilePay

🇪🇸 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
Pain.012
Poste Italiane report
SEPA CBI

🇳🇴 Norway
OCR

🇪🇸 Spain
C72
N43

🇸🇪 Sweden
BGMax
Nordea Total IN
Swish reports

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

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.

🇳🇱 The Netherlands & 🇸🇪 Sweden

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

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
Adyen
Checkout.com
FinDock Native
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 payments on Salesforce through your Payment Service Provider (PSP) of choice like Stripe, Worldpay, etc. The source of your recurring payment data is Salesforce with customizable schedules to collect payments via API callouts to the PSP when they 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. If, for instance, 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.

Additionally, our Payment API makes it easy to handle common issues like expired credit cards and failed bank mandates. Get ahead of these problems by sending customers a FinDock PayLink, where they can easily update their card details. This proactive approach helps avoid payment disruptions and keeps everything running smoothly.

ACH Direct Debit

You can manage ACH direct debits on Salesforce through Authorize.net, Stripe, GoCardless or Paya (Nuvei) as your payment service provider. Just like recurring card payments, Salesforce holds the recurring payment data and initiates collection runs via API to your payment provider.

Pre-authorized Debit (PAD)

You can also collect and manage Preauthorized Debit (PAD) payments through Salesforce using GoCardless or Stripe 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

Apple Pay
Bank transfer
Cards
Cash/check
Google Pay
PayPal

+ Additionally:

🇨🇦 Canada
Pre-authorized Debits (PAD)

🇺🇸 United States
ACH Direct Debit

Processors

Adyen
Authorize.net
Checkout.com
GoCardless
FinDock Native
Paya (Nuvei)
PayPal
Stripe
Worldpay

Files

CAMT.053
MT940

→ You can find the full overview of the compatible payment methods and processors on the next 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	Apple Pay	Bancontact	Bank Transfer / SEPA	Bolletino Postale	Bizum	BLIK	Cash	Credit Transfer	Credit Card	Direct Debit / ACH	Direct Debit / AvtaleGiro	Direct Debit / BACS	Direct Debit / Bg Autogiro	Direct Debit / CH - DD	Direct Debit / LSV+	Direct Debit / SEPA	Direct Debit / PAD	Gift Cards	Giro (KID)	Giro (OCR) PILOT	Google Pay	iDeal	iDeal QR	Instant Bank Pay	MobilePay	OGM	PayPal	PostFinance Pay	Przelewy24 (P24)	QR-bill / ESR	Satispay	Sofort	Swish	Tikkie	TWINT	Vipps / Vipps Donations
Adyen	✓	✓							✓									✓			✓	✓									✓					
Authorize.net									✓	✓																										
Axerve									✓																											
Buckaroo		✓							✓						✓						✓	✓				✓					✓					
Checkout.com		✓							✓												✓															
FinDock native			✓	✓			✓	✓			✓	✓	✓	✓	✓	✓			✓	✓					✓				✓							
GoCardless								✓		✓		✓	✓			✓	✓						✓													
Mollie		✓							✓							✓					✓					✓					✓					
Paya (Nuvei)									✓	✓																										
Paypal																										✓										
Redsys					✓				✓																											
Saferpay	✓								✓											✓														✓		
Access PaySuite											✓																									
Stripe	✓	✓				✓			✓	✓		✓				✓	✓			✓	✓							✓		✓						
Swish																																✓				
Tikkie																																	✓			
Vipps MobilePay																									✓											✓
Worldpay	✓								✓	✓										✓																

FinDock Native means you can use FinDock to generate payment instructions for your bank or service bureau and reconcile bank statements directly in Salesforce.

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

FINDOCK

What our customers are saying

Wycliffe Bible Translators

”

“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.”

OXFAM

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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.”

ABN·AMRO Verzekeringen

”

“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.”

salesforce partner INNOVATION awards 2024

salesforce PARTNER INNOVATION AWARDS 2022 WINNER

salesforce.org 2021 Partner of the Year Nonprofit EMEA

salesforce.org 2020 Sales Partner of the Year ISV, Nonprofit EMEA

2020 PARTNER OF THE YEAR AWARD salesforce.org