

GOCARDLESS CATCH WEIGHT

Admin Guide

A WooCommerce payment gateway for catch-weight wholesale orders.

WHAT THIS PLUGIN DOES

Mandate at checkout, charge after weighing

Direct Debit via GoCardless

Full status tracking on every order

Requires: WooCommerce · WooCommerce GoCardless (official plugin) · Optional: WooCommerce Subscriptions

How It Works

This plugin implements a **mandate now, charge later** payment flow for wholesale orders where the final total is only known after the goods are weighed and packed. No money is taken at checkout.

Step	What happens	Who acts
1	Customer authorises a Direct Debit mandate at checkout. First-time customers are redirected to GoCardless to complete authorisation. Returning customers reuse their existing mandate — no redirect needed.	Customer
2	Order is created at Pending payment with status Awaiting charge . Order confirmation emails fire immediately (unlike standard Pending orders).	System
3	Staff weigh and pack the order, then edit line items to the actual amounts.	Admin
4	Staff click Charge via GoCardless. This is the only action that moves money — for the exact final total. The order moves to Processing.	Admin
5	GoCardless collects the Direct Debit over the next 3–4 working days. The order status updates automatically via webhooks.	GoCardless

Subscriptions

WooCommerce Subscriptions are supported. Renewals follow the same flow — a renewal order is created at Awaiting charge and held until staff confirm the final amount and click Charge. No automatic charging takes place. When GoCardless confirms the payment, the subscription reactivates automatically.

Where the controls are

Charge via GoCardless button — appears on each order edit screen, top left under the order details. Only visible on orders that are ready to charge.

GC Payment column — on the WooCommerce orders list. Shows the current payment status of every order placed through this gateway. Wholesale badges are outlined (hollow); standard GoCardless badges are solid.

Payment Statuses

Every order placed through this gateway progresses through a series of payment statuses, shown in the **GC Payment** column on the orders list. The table below covers every status, what it means, and what action — if any — is required.

Status	What it means	Staff action
Awaiting charge	A valid mandate is in place. The order is waiting for staff to confirm the final total and initiate the charge.	Weigh, pack, edit order to actual amounts, then click Charge via GoCardless.

Charging...	A charge request is currently in progress.	Nothing — wait and refresh.
Submitted	Payment created at GoCardless. The Direct Debit is being collected. Typically takes 3–4 working days.	Nothing — dispatch the order as normal.
Confirmed	GoCardless has successfully collected the payment from the customer's account.	Nothing.
Paid out	The collected funds have been settled into your bank account.	Nothing.
Failed	The Direct Debit failed or was cancelled by the customer or their bank.	The button returns as Retry Charge via GoCardless. Consider contacting the customer before retrying.
Failed – GoCardless retrying	The payment failed, but GoCardless is retrying it automatically.	Do not charge manually — this would result in a double charge. Wait for GoCardless to resolve.
Charged back	The customer's bank has reversed the payment under an indemnity claim. The money has been returned to the customer.	Review in the GoCardless dashboard. Contact the customer. Do not simply re-charge — the charge button is disabled.

Failed – GoCardless retrying: do not charge manually

When an order is in this state, the charge button is deliberately hidden by the plugin. Initiating a manual charge through any other route would bill the customer twice. Leave the order alone — GoCardless will resolve it to either Confirmed or Failed automatically.

Common Tasks

Charging an order after weighing

This is the standard workflow for every order placed through this gateway.

- 1 Open the order. Confirm it shows **Pending payment** and badge **Awaiting charge**.
- 2 Adjust all line items and totals to the actual weighed amounts and save the order.
- 3 Click **Charge via GoCardless** (top left of the order screen, under order details).
- 4 The order moves to **Processing** and the badge updates to **Submitted**. A note is added to the order recording the GoCardless payment ID.

If the Charge button is not visible, the order is already charged, mid-charge, or charged back. Check the GC Payment badge and the order notes for the current state.

Handling a subscription renewal

Subscription renewals are **never charged automatically**. The catch-weight flow requires staff to confirm the final amount before any payment is initiated.

What to expect when a renewal is due

A new renewal order appears at **Pending payment / Awaiting charge**.

The parent subscription shows **On hold**. This is expected and correct.

Treat the renewal exactly like any other order: weigh, adjust, click **Charge via GoCardless**.

When GoCardless confirms the payment, the subscription reactivates automatically.

Refunding an order

Refunds are available once the order has reached **Confirmed** or **Paid out** status.

- 1 Open the order and click **Refund**.
- 2 Enter the refund amount.
- 3 Click **Refund via GoCardless** — not "Manual refund", which does not move any money.

Refunds initiated directly in the GoCardless dashboard are also recorded automatically against the matching WooCommerce order, with a note — so records stay aligned either way.

Refunds require GoCardless account-level enablement

The GoCardless refund capability is not on by default — it must be enabled per merchant account by GoCardless, on request. Until this is in place, the refund button will show a clear error message and no money will be taken. Contact GoCardless support to enable it.

Handling a failed payment

Status	What to do
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Failed – GoCardless retrying	Leave it alone. GoCardless retries automatically. The order will resolve to Confirmed or Failed within a few days.
Failed	The Retry Charge via GoCardless button reappears. Common causes are insufficient funds, a closed account, or cancelled mandate. Consider contacting the customer before retrying. If their bank details have changed, they can re-authorise a new mandate by placing their next order.

Handling a chargeback

The order moves to **On hold** with a **Charged back** badge and an explanatory note. The customer's bank has reversed the payment under a Direct Debit indemnity claim — the money has already been returned to the customer.

- Review the claim in the **GoCardless dashboard** for full details.
- Contact the customer to resolve the dispute before taking any further action.
- The charge button is permanently disabled on charged-back orders.

Abandoned mandate setup

If a customer begins checkout but does not complete the GoCardless authorisation step, the order is cancelled automatically and a note is added explaining the reason. No manual cleanup is required.

Settings

Configuration lives in two places — the Catch Weight gateway's own settings, and the underlying official GoCardless plugin, which handles the connection to GoCardless.

GoCardless Catch Weight settings

WooCommerce → Settings → Payments → GoCardless Catch Weight

Setting	Description	Default
Enable / Disable	Turns the gateway on or off at checkout.	Disabled
Title	The payment option label shown to customers at checkout.	Direct Debit (Wholesale Account)
Restrict to roles	Only logged-in users with the specified roles see this gateway. Leave empty to allow all logged-in users. Guests never see it.	Empty (all logged-in)
Order confirmation message	The text shown on the order-received page after a successful mandate authorisation.	Standard message

GoCardless connection settings

WooCommerce → Settings → Payments → GoCardless (the official plugin)

API keys, webhook configuration, test/live mode, saved bank accounts, and logging are all managed in the official GoCardless plugin. The Catch Weight gateway reuses this connection and does not require separate credentials.

Shared saved bank accounts

Both gateways share the same pool of saved bank accounts. A customer who has previously authorised a mandate — through either gateway — will have it reused automatically on future orders, with no redirect to GoCardless required.

Mandate saving must be enabled in the official GoCardless plugin's settings.

Quick Reference

Common scenarios at a glance

Scenario	Expected status	Action
New wholesale order arrives	Pending payment / Awaiting charge	Weigh, pack, edit order, click Charge via GoCardless
Subscription renewal due	Pending / Awaiting charge + subscription On hold	Treat as a normal order — weigh, adjust, charge
Charge currently in progress	Charging...	Wait and refresh
Payment collecting from customer	Submitted	Dispatch as normal
Payment failed, auto-retry pending	Failed – GoCardless retrying	Do nothing — wait for auto-resolution
Payment failed (final)	Failed	Contact customer if appropriate, then retry
Need to refund an order	Confirmed or Paid out	Refund → Refund via GoCardless (not manual refund)
Chargeback received	On hold / Charged back	Review in GoCardless dashboard, contact customer
Customer abandoned checkout	Order cancelled (automatic)	No action required

When to involve a developer

Day-to-day operation — charging, refunds, status queries — requires no developer involvement. Contact your developer or plugin support if:

- The Charge button does not appear on an order that should be chargeable, and the badge and order notes show no obvious reason.
- A webhook status has not updated after several days and a hard browser refresh has not helped.
- You need to add a new user role restriction or change checkout-facing wording.
- You need to enable refunds on your GoCardless merchant account (this is a GoCardless support request, not a plugin change).

Glossary

Key terms used throughout this guide and in the WooCommerce admin interface.

Mandate

A Direct Debit authorisation the customer grants to GoCardless at checkout. Captured once and reused for all subsequent orders and subscription renewals.

Catch weight

Products sold by actual weight, determined after packing. The checkout total is an estimate; the real payment is collected only after staff confirm the final weight and total.

Mandate now, charge later

The core payment model of this plugin. Bank authorisation is captured at checkout, but no money moves until staff initiate the charge after weighing.

Charge via GoCardless

The admin button that initiates the actual payment. The only action that causes money to move, and only for the exact final order total at the moment of clicking.

GC Payment column

The status column on the WooCommerce orders list showing the payment lifecycle stage for every order processed by this gateway.

Awaiting charge

A valid mandate exists and the order is waiting for staff to confirm the final total and click Charge. Staff action is required.

Submitted

GoCardless has created the payment and Direct Debit collection is underway. Typically resolves to Confirmed within 3–4 working days.

Confirmed

The payment has been successfully collected from the customer's account.

Paid out

The collected funds have been settled into the merchant's bank account.

Failed – GoCardless retrying

The payment failed but GoCardless will retry automatically. The charge button is hidden to prevent accidental double-billing. No action required.

Charged back

The customer's bank has reversed the Direct Debit under an indemnity claim. The charge button is permanently disabled; resolution requires human review.

Refund via GoCardless

The WooCommerce refund action that sends the refund through GoCardless. Distinct from a manual refund, which updates records only and does not move money.

Requirements

WooCommerce — required.

WooCommerce GoCardless (official plugin) — required. The Catch Weight gateway extends it and reuses its connection, credentials, and saved bank accounts.

WooCommerce Subscriptions — optional. Required only if you need subscription and renewal support.

GoCardless merchant account — required. Refund capability must be enabled separately by GoCardless on request.