Payments taken outside Gorilla Dash

Bringing payments made directly in your gateway onto member accounts, and clearing the review queue.

Payments are not always taken through Gorilla Dash. Somebody charges a card in the gateway's own dashboard, or a member pays through a payment link. Those payments can be read back onto member accounts automatically.

Switching it on

In **Membership Settings**, turn on **Read payments taken directly in Stripe onto member accounts**. It only reaches gateway accounts connected to Gorilla Dash.

Confident matches only

A payment is matched to a member by the member reference on the payment, then the gateway customer, then the billing email. Anything ambiguous is **held for review rather than guessed** — which is the behaviour you want, because a payment credited to the wrong member is far worse than one waiting a day.

The review queue

Stripe Payments To Review lists the unmatched ones, with a **Why It Needs You** column explaining each. **Assign** one to a member and it lands on their account immediately; dismiss the ones that are not membership payments at all.

> **AN EMPTY QUEUE IS NOT THE SAME AS NOTHING TO DO**
> If this feature is switched off, payments taken in the gateway never reach the ledger at all and members appear to owe money they have already paid. Check the setting before concluding your members are behind.

Reviewing payments inside a tribe

Open the tribe, select **Memberships**, then **Stripe Payments To Review** in the left-hand menu. The list and its count contain only payments belonging to that tribe. The **Status** filter starts at **Needs review**; choose **Assigned** or **Dismissed** to see resolved payments. Use the page controls below the table to see more results.

Tribe users can view this queue. To assign or dismiss a payment, their tribe role needs **Manage Membership Payments**, or they need organisation permission to manage memberships. If the buttons are missing, ask an administrator to check the role. Select **Assign**, search for the member, choose the matching member from this tribe, then select **Assign** again. The payment is added to that member’s account and cannot be assigned a second time.

> **PAYMENTS WITHOUT A TRIBE**
> A payment without an identified tribe remains in the organisation review queue. It does not appear in every tribe’s list.

The manual alternative

Any payment received outside the gateway — bank transfer, cheque, cash — still has to be entered by hand with **Add Payment** on the member.