

How to connect your bank account for automatic payment import?

Cloudex TMS can automatically import payments from your bank account and match them with outgoing invoices.

The bank connection is provided through **GoCardless**.

Why should I connect my bank account?

Without an automatic bank connection, someone needs to regularly download bank statements and import them into Cloudex TMS manually.

With automatic payment import, Cloudex TMS can:

- automatically download new bank transactions **up to 3 times per day**;
- automatically match payments with outgoing invoices where possible;
- keep payment information in Cloudex TMS more up to date;
- reduce manual bank statement imports;
- show payments that could not be matched automatically so they can be reviewed.

This means your accounting and transport teams spend less time checking whether customers have paid and importing payment information manually.

How much does automatic bank payment import cost?

Automatic bank payment import is a paid Cloudex TMS add-on.

Price: €10 + VAT per month for up to 5 connected bank accounts.

If you need to connect more than 5 bank accounts, please contact Cloudex support.

How to connect your bank account?

Go to: **Your profile Settings → Settings → Classifications → Bank accounts**

Select the bank account you want to connect and start the **GoCardless bank connection** process.

Follow the GoCardless authorization steps and select the bank account you want to connect with Cloudex TMS.

After the connection is completed, Cloudex TMS will start importing transactions automatically.

[image-1774946604962.png](#)

How can I check whether automatic import is working?

On the Cloudex TMS Dashboard, you can see information about each bank account.

Unrelated payments in the last 30 days			
Bank account	Import	Last import	Unrelated payments
SCL Swed Eur	Manual	03.08.2026 15:06	1 / 123,00 EUR
 SCL Luminor Eur	 Auto	06.08.2026 17:36	1 / 150,00 EUR
 SCL Paysera Eur	 Auto	07.08.2026 09:02	1 / 500,00 EUR

GoCardless expires: 10.08.2026

Import method: The bank account shows whether payments are:

- imported **manually**, or
- imported **automatically through the GoCardless API**.

Last import: The **Last import** column shows when payments were last imported into Cloudex TMS.

This can be either a manual or an automatic import.

Unrelated payments

After importing payments, Cloudex TMS tries to match them automatically with invoices.

If some payments cannot be matched, the Dashboard shows:

- the number of unrelated payments;
- the total amount of unrelated payments.

Click the bank account to open the list of **unrelated payments from the last 30 days**.

Review these payments and relate them manually when necessary.

What should I do if payments are no longer imported automatically?

Check the **Last import** date.

If automatic imports have stopped, the bank authorization may have expired or need to be renewed.

Reconnect the bank account through GoCardless or contact Cloudex support if the problem continues.

Related articles

- [How to import bank payments manually](#)
- [How to check unpaid outgoing invoices](#)

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