

Breathe Partner policy

Partner payments

This document sets out the Breathe Payment policy for the Partner Channel. It will cover how our invoices are generated, when invoices are sent, due, and what happens should a payment be missed.

Invoices being generated & sent

Breathe invoices are system generated on the 1st of each calendar month for all managed clients. Referral clients are not included in this invoice.

This invoice is generated at midnight, which is why we advise if any changes are needed to any of your managed client accounts within your Partner Hub, this should be done by the end of the day, on the last working day of each month.

The invoice is then sent to the invoice receiver within the Partner Hub. You can see who is an invoice receiver by logging in and clicking **settings > Users**.

Payment Terms

The payment terms for this invoice, are due to be shared on the 31st of the same calendar month. Using the Direct Debit, we will collect the total amount on your invoice.

The majority of payments are successfully collected by Direct Debit, however sometimes the Direct Debit may be unsuccessful, or the payment for the invoice isn't made.

If this is the case, you'll get an email reminder from our accounting system, Xero, around the 7th of the following month prompting you to make the payment for the overdue invoice.

You'll also hear from the Partnership team to inform you if your Direct Debit was unsuccessful.

If the payment was unsuccessful due to lack of funds, Go Cardless will automatically attempt to charge your account again. We will try and take the Direct Debit three times more. If unsuccessful on the 3rd attempt, the Direct Debit will be cancelled, and another will need to be set up using this link: <https://pay.gocardless.com/AL0000M48TZYZ6>

Please let your Account Manager, or partnership@breathehr.com aware that you have reset your Direct Debit, so we can inform our Accounts team as soon as possible.

Overdue Invoice

If there is still no successful payment, then on the 14th day of the month after the invoice is due, your Partner Hub will be placed on hold, and access will be lost.

The Partnership team will contact you to help get access re-instated.

If there is still no successful payment, then on the 30th of the month after your invoice is due, your client accounts will be placed on hold, and they will lose their access to Breathe.

If your account is on hold over the 1st of the following month, your next invoice will still be generated, however, commission will not be payable until the outstanding balance is paid.

Once payment has then been successfully made, we will remove your hub and/or clients accounts from being on hold and resume with the next commission payment.