Releasing and Managing Direct Debits

New Page Information

As of 9 07 2021, SwimSoft Online has a new page to help manage direct debit collections called **Review and Release Orders**. This new page will run alongside the original page until 1st September 2021, at which point the original **Review Held DD Orders** page will be retired. The new direct debit page has been designed based on client feedback. Client's will find they can now release and monitor direct debits collections as opposed to just releasing them. It is now also possible to manage orders relating to any term, location and/or activity. The actual additional features are listed below and then explained in detail later in the documents. They are…

- Collection date specification
- Multi-term management
- Multi-location management
- Multi-activity management
- Collection Status (see failed and late payments)
- Prevent configuration oversights
- Prevent collection rule breaches

Collection date specification

It is now quicker and simpler to specify an exact collection date for single or multiple collections. If a single collection date is manipulated it will become locked as indicated on the screen. Locked order collections dates do not change if the bulk date change process is used, meaning if you agree to a collection date with a client it won't be overridden or changed unless you change it manually.

Tip… Did you know you can release orders for collection at any time and the client will only get the advisory email 3 or 4 days before the collection?. Note if you want to collect on a specific date the order must be released 7 days before the collection date.

Multi-Term Management

Some clients have forgotten to release collections because they were associated with a previous term that was not monitored.

The new **Review and Release Orders** page now opens showing orders relating to the current location and activity but **ALL** terms. The term name is displayed in a column on the information table. This new feature enables you to manage all the collections relating to the activity at the location without having to go back to the previous term. We have added a filter on the left-hand side of the page which allows you to focus on one or more terms at a time. Note the Terms filter will only show terms where there are pending, or released and outstanding collections.

Multi-Site Management

If activities are run across multiple sites a location filter on the left-hand side of the page allows you to select other locations. This means it is possible to manage all the direct debits relating to a specific activity from one place, it does not matter which location the user is originally logged into when the page is accessed.

Multi-Activity Management

If more than one activity such as swimming lessons and crash courses need to be managed it can be handy to be able to see direct debit collections relating to both activities at the same time. A new filter on the left-hand side allows access to additional activities to do just this.

TIP... To see everything that's going on make sure that all the filters are set to the **ALL** position this can be achieved by pressing the **Clear** button at the bottom of the filter list

Collection status

In addition to releasing orders for collection, the new page shows the collection status too. By default, the page shows orders which are *Pending* release. As soon as an order is released for collection it will disappear from the screen unless the **collection status** filter is set to show *released* orders. If the page is showing released orders the collection info indicator will be light blue, this indicates that the collection has been released and is being processed Intiallty by SwimSoft then later GoCardless. Once the processing has been completed the button will turn green. SwimSoft communicates with GoCardless every 10 minutes so you should expect this process to take up to 15 minutes to be completed.

If an order has been released to GoCardless and 10 days or more have elapsed and funds have not been collected and reconciled the collection info button changes to orange to indicate an issue. If you press the button you will see the direct debit collection reference which you can copy and paste into GoCardless to determine why the collection is outstanding.

Configuration Oversights

If a new activity or location is being set up SwimSoft need to know which GoCardless account to use. In the past, this operation was often overlooked leading to failed collections. On the new system, SwimSoft prompts the user to define the GoCardless account to be used. It also provides the user with a button to access the **Direct Debit Configuration** page to enable the account to be defined. The system will not allow collections to be released until this work is done.

System Access

Access to the **Review and Release Orders** page will be initially issued on request this will allow the roll-out to be managed and supported correctly. If you would like access to the page please contact the support team.

Please note users can only see collections relating to locations and activities as specified in the **Personnel** section of the database. To check a user's access permissions press **System Configuration** on the **Main Menu** then select the **Personnel** button and finally press the **Access Permissions** button. Once the **Access permissions** page is open review the settings, press **OK** to confirm any changes and leave the page.