

Trouble Shooting – Direct Debit

Below is a list of issues and questions that our support team have been posted concerning Direct Debits. We hope this document will mean that you can support your clients with minimal effort.

My direct debits requests fail when I released them for my new location

SwimSoft needs to know which GoCardless account it needs to connect to, which in turn tells it which bank account you want funds transferred to, if you release collections without specifying a GoCardless account then collections will fail. To specify which GoCardless account is to be used press **DDM Management** then **DDM Setup** next press the **Location Activities** button which corresponds with the mandate link you want to use, there is often only one link so it just a question of pressing the location activities button and activating the location and activity.

Failed collections can be seen and re-enabled for collection by pressing **Students** on the **Main Menu** followed by the **To-Do** button on the submenu, you should proceed to **CDS** relating to each of the failed orders, in turn, navigating to the **Invoice** section, press on the **Red** padlock, this will reactivate the order and enable it to be re-released. Once you have corrected the issue pressing the **Exit** button on the **CDS** will return you to the To-Do list where you should mark the To-Do as **Done**. Repeat this process until all orders have been reactivated.

A Direct Debit collection has failed

Failed collections can be re-requested twice more by re-releasing them from within GoCardless, when the collection is made successfully the order will be paid off. After the third attempt the order will need to be paid by a different method or cancelled and a new order created.

I have been paid but SwimSoft shows the order as unpaid

Remember the payment timeline

1. Clients pay on one day.
2. Funds are transferred to you the next working day.
3. SwimSoft is updated at 2:00 AM each day meaning a payment made to you at 4:00 in the afternoon will show as paid the following morning.

If more than 48 hours have passed since the payment was received and the order is not marked as paid contact the support team.

I can't see a Direct Debit order in the checkout

When you press **Financials** and **Checkout** you will not see orders that are due to be collected by direct debit this is to prevent them from being paid off in error. To see an order that is due to be paid by Direct Debit **Search** by the **Order Number** on the checkout page, alternatively, you can go the client's **CDS** and press **Invoices** and **Manage Invoice**, this will show you all invoices regardless of how they will be paid off, this will enable you to pay off an order by another method.

Orders less than £1

If a client has authorised you to collect fees by direct debit you will see all unpaid orders listed on the Direct Debit review page however orders for less than £1 can not be collected by Direct Debit and must be collected by an alternative method.

Negative order values

If the credit on an order is larger than the collection value you must reconcile the order manually by proceeding to the Client's **CDS** where you should select the **Invoices** sub-menu next press **Manage Invoices**, you will now be in a position to proceed to **Select** the order and **Proceed to the Checkout**, Press the **Record Payment Details** button, this will confirm that the client wishes to use the credit to pay for the course, it will also turn the overpayment into a new credit to be used in the future.

Collecting a payment as soon as possible

Direct Debit rules are many so it can be hard to work out when an order can be collected, the easiest thing to do is to set the Payment Collection date to the current date, this will mean that GoCardless and SwimSoft will combine to collect your funds as soon as possible.

My collection dates have passed what do I do?

Possible very little, you have two choices, release the collections without doing anything, in this case, your collections will be made as soon as possible or set a new date at least 7 days in the future.