

Direct Debit Configuration

Overview

If you're looking to make collecting fees easy, why not use SwimSoft's direct debit collection system?

SwimSoft will create orders and invoices for you, as normal, you then pass them to GoCardless for collection; How you create your orders is down to you. Your orders could be for a whole term's fees, a monthly amount, or as per a schedule.

However you decide to collect payments, the five key steps to configuring Direct Debit stay the same:

- 1) Create a link to connect SwimSoft to GoCardless.
- 2) Define the Locations and Activities which will use the link
- 3) Sign up to GoCardless
- 4) Authenticate your GoCardless account
- 5) Review your email communication

Limitations

This document covers configuring SwimSoft and GoCardless to enable funds to be collected and deposited into a single bank account. Contact SwimSoft's support team for help if your needs are more complex.

Please click the link below and visit the GoCardless website for further guidelines if you are a partnership.

[GoCardless Partnership Guidelines](#)

Create a link to connect SwimSoft to GoCardless

1. Log into SwimSoft Online
2. Select any Location – Activity (skip this step if you only have one location and activity)
3. Press **DDM Management**
4. Press **DDM Set Up**
5. Press the **Set up Direct Debit** button
6. Define the name for the link you are about to create between SwimSoft and GoCardless, we recommend you simply enter your **organisation's name and the last four digits of your bank account**. This will enable you to see which account funds are being paid into.
7. Press the Next Button

Defining which Activities and Locations need to be connected to GoCardless

- 1) If you want to connect all your locations and activities to a single GoCardless account press the button marked Select ALL Locations and Activities and skip to point 3
- 2) If you only want to use the link to collect fees from certain locations and activities press the green button marked Select specific Locations and Activities
 - a. Now choose which locations and activities are to be associated with this link.
 - b. Once you have defined your locations and activities press the green Create button.
- 3) Press Authorise to be redirected to the GoCardless website and start the connection process.

Connecting SwimSoft to GoCardless

1. If you already have a GoCardless account, press the **Sign In** at the bottom of the page. This will connect GoCardless to SwimSoft.
2. If you don't have a GoCardless account fill in the registration form, this will connect GoCardless to the SwimSoft.

Once you have completed either of the above processes you will be returned to SwimSoft Online. Note: If you are not automatically reconnected to SwimSoft, return to SwimSoft manually, navigate to the **Main Menu** then re-enter the **DDM Set up** page, this should show your account is 'Authorised'.

Congratulations, you have just connected SwimSoft and GoCardless.

Authenticate your GoCardless account

Check your email inbox, you will have received an email from GoCardless; Follow the instructions to authenticate your account.

Completing the Authentication steps detailed in GoCardless's email will only take a few minutes, but it can take several days for GoCardless to review the information, so you must get authentication started as soon as possible.

You can't collect funds until your account has been reviewed by GoCardless and it's fully activated!

Defining email templates

There are 5 emails templates in SwimSoft Online which are used in connection with GoCardless, they are listed below. Use the link at the bottom of the page to see detailed information and configure them.

- 1) Variable DDM Authorisation Email.
- 2) Invoice
- 3) Invoice Stay
- 4) Invoice Move

5) Invoice DD SO

Template Instructions

Creating Direct Links for current students

The process below is to be followed if clients were loaded onto SwimSoft before GoCardless was commissioned. If SwimSoft does not currently contain Client data, you can skip this section.

Each family requires a unique direct debit link to connect SwimSoft and GoCardless. You will need to run a Group Action at each location and activity to create these unique links. If you do not run the group actions, your DDM Authorisation links will be incomplete and will fail to work.

Run the group action called Create DDM Authorisation Link and Email by pressing **Courses – Search – Group Actions – Create DDM Authorisation Request – Create DDM Authorisation Request – OK – Request Authorisation**. Once the job has been completed you be returned to the list of client names. The DDM Authorisation emails will now be waiting to be sent in the **Client Communication** and **Manage Communication**, you do not have to send these, and these can be deleted.

Next Steps

You have now successfully set the system to collect fees by direct debit.

You can now learn how to use the system by going to the next document, Direct Debit Essential Knowledge.