Checking and Releasing GoCardless Orders

The page's purpose.

The **Review and Release Orders** page gives the system operator the ability to review and manipulate SwimSoft Online's orders before they are passed to GoCardless for collection by Direct Debit. The page also allows them to see which orders are pending release (meaning waiting to be sent to GoCardless), and orders that have been passed to GoCardless and are yet to be reconciled in SwimSoft. Remember Direct Debit collections are recorded in SwimSoft overnight, meaning if you are paid by GoCardless @ 16:00 SwimSoft will be updated between 02:00 and 04:00 the following morning.

Page access.

The **Review and Release Orders** page can be accessed by pressing **DDM Management** on the **Main Menu** and then pressing **Review and Release Orders** on the submenu, the page may take a few seconds to load completely depending on the number of orders that have to review and release. The user is only allowed to see orders relating to the location and activities they have been given access to in the **Personnel section** of the system. If they can't see all the locations or activities they should return to the **Main Menu** and press **System Configuration** and **Personnel**, then **Edit** the appropriate Access Permissions

The default view & filtering

By default, the page will open showing **All** the pending orders relating to the current location, that need to be released, and errors that have occurred, such as failed collections. Orders may be associated with previous terms so take care not to release historic collections that are no longer required, historic orders should either be released by changing the collection date to make it valid and released or cancelled in the client's datasheet by pressing **Invoices**, **Manage Invoice** and the appropriate **Cancel** button.

Once you have entered the **Review and Release Orders** page you can use the **Terms** filter on the left-hand side to specify which terms you can see, and you can also choose to use the **Locations** and **Activities** filters to enable you to review collections relating to other locations and activities. This means that you can manage all of your collections from this page, there is no need to exit it to change activity or locations as with earlier versions of the page.

You can also use the **Collections Status** filter to check direct debits are being processed in a timely fashion, collections can be delayed if a client does not have sufficient funds in their account or a Direct Debit Mandate is not fully activated, set the collection **Status filter** to **Released** to monitor collections, the column headed Collection Info will advise you if there is an issue that needs to be dealt with, we will discuss potential issues in greater depth later.

Checking the amount to be collected.

The third column on the **Review and Release Orders** page is the amount to be collected. To the lower right corner of this column's header, you will find a **small arrow** this allows you to sort your orders by value (as shown in the image below). Clicking on this arrow is an easy way to organise collections from the largest to the smallest one or vice versa by **clicking** for a second time, this feature makes it easy to spot errors and anomalies.
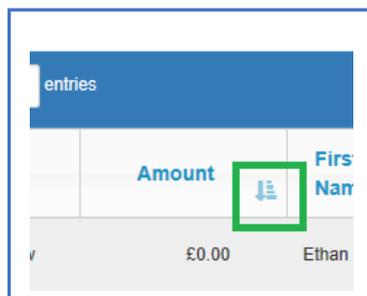

If you spot an error, you can press the **CDS** button located at the start of the row to open the client's **CDS** then navigate to the **Invoice** section, press **Manage Invoices** to either edit, pay off or cancel an order. Pressing **Exit** on the **Manage invoices** page and **Exit** on the **CDS** will return you to the **Review and release orders** page.

If the amount is lower than £1 a warning will show to say fees can not be collected by Direct Debit, if the value is £0 it is possible that a client has been moved from one course to another and a credit has been applied to the new course invoice, but the new invoice has not been marked as paid.

Searching for a client.

If you want to search for a specific client's order to check it, use the **Search** box, which you can find in the top right of the page.
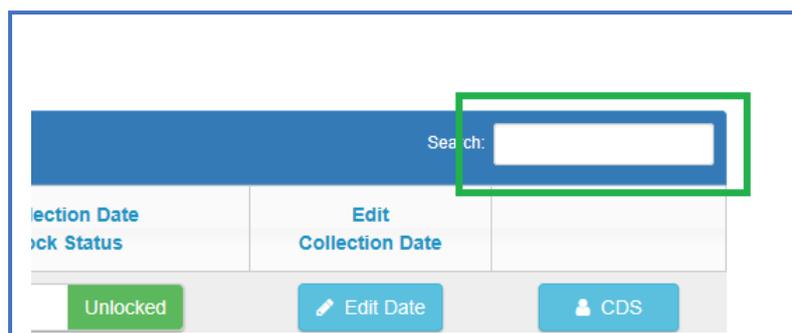
Collection dates.

The **Review and Release Orders** page allows you to…

- Make a collection as soon as possible.
- Make a collection on a specific date Valid Date

Make a collection as soon as possible.

SwimSoft will help you make a collection as soon as possible meaning in 3 or 4 working days, to do this your order **Collection Dates** need to be set to the current date.

You can change orders collection dates one at a time or on mass.

Change a single orders collections date by pressing the **Edit Date** button related to the order you want to amend, it is located at the right-hand end of the row. If you change a Collection Date manually the collection date will become *locked* as indicated in the column on the right of the page headed in the Collection Date Locked column, this lock prevents a date from being changed if you use the bulk date change system described below.

It means that if you have agreed on a collection date with a client it can't be accidentally overridden.

If you have many orders that require their collection date to be changed, use the **Change Collection Date** button located at the bottom of the page.

Very Important Note: This bulk change button will only change the collection date to ASAP if…

- The orders Collection Date is not locked (Green and set to No)
- The orders Collection Date is no more than 30 days in the past

The second restriction is put in place, so you don't accidentally change the date of old orders and release them unchecked. Orders, where the collection date passed more than 30 days ago, need to be changed one at a time.

Tips: If you know you won't be collecting orders for some time and you will need to use the bulk date change collection button to specify a date in due course take time out as soon as possible to set the collections date to the last day of the course, this will mean its highly unlikely the order we ever become more than thirty days overdue and you will be able to use the bulk collection date tool when you need to.

You can calculate when a collection will be made using the rules provided by GoCardless, these can be viewed by following the link below.

Bacs-UK-Payment-Timings

Make a collection on a specific date

Collections requested from SwimSoft can only be made on a specific date if the date is seven or more days in the future, this rule is in place to ensure that SwimSoft and GoCardless can comply with direct debit notification rules and in turn, the clients have enough notice of the collection. You will find that the collection date option will not allow you to select closer dates. You will also find that you can't select a Saturday, Sunday, or a UK bank holiday either.

Order selection and release

Orders need to be selected before they can be released to GoCardless. You will find that there are six circumstances when you cannot select an order to release, if an order can't be released you'll find the reason why detailed in the Collection Info column, below is a list of the messages you may encounter along with what they mean and the action you should take, once corrective action is taken you will be able to release an order for collection.

1. Check Order Date   The collection date passed at least 30 days ago and hence the order should be checked, if the order date is valid it must be changed manually.

2. Define Mandate   If you have not specified which GoCardless account you want to use, you will see a button marked **DDM Set Up** at the start of a row, simply press this button to open the **Direct Debit Configuration Page** and use the **locations activities** button define which account you want to use, once you have completed this task press the **Exit** button to return to the current page.

3. Error Check Order   The order is related to a term that has been deleted, the order must be cancelled and recreated if required.

4. Invalid Collection Date   Meaning there is not enough time between the current date and the specified collection date to allow the client to review the collection.

5. Review Collection date   If the collection date has recently passed it will need to be changed. All orders in this state can have their collection date changed using the **Change Collection Data** button found at the bottom of the page as long as they are not locked.

6. The amount is too low   The fee is less than £1 the minimum amount that can be collected by Direct Debit.

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You will also see two messages that confirm all is well too

1. Collect ASAP   The order can be passed to GoCardless to be collected in the shortest possible time.

2. Collection Date Valid   The order can be released and will be collected on the defined date.

Please note you can press the **Collection Info** buttons on the page to view on-screen instructions, detailing the specific issue and how to resolve it.

Collecting funds.

To request simply place a tick in front of each order, this can be done on an order by order basis or by ticking the box in the header to select all the orders, once you have selected the orders you want to release press the button at the bottom of the page marked **Release all Selected on Page**
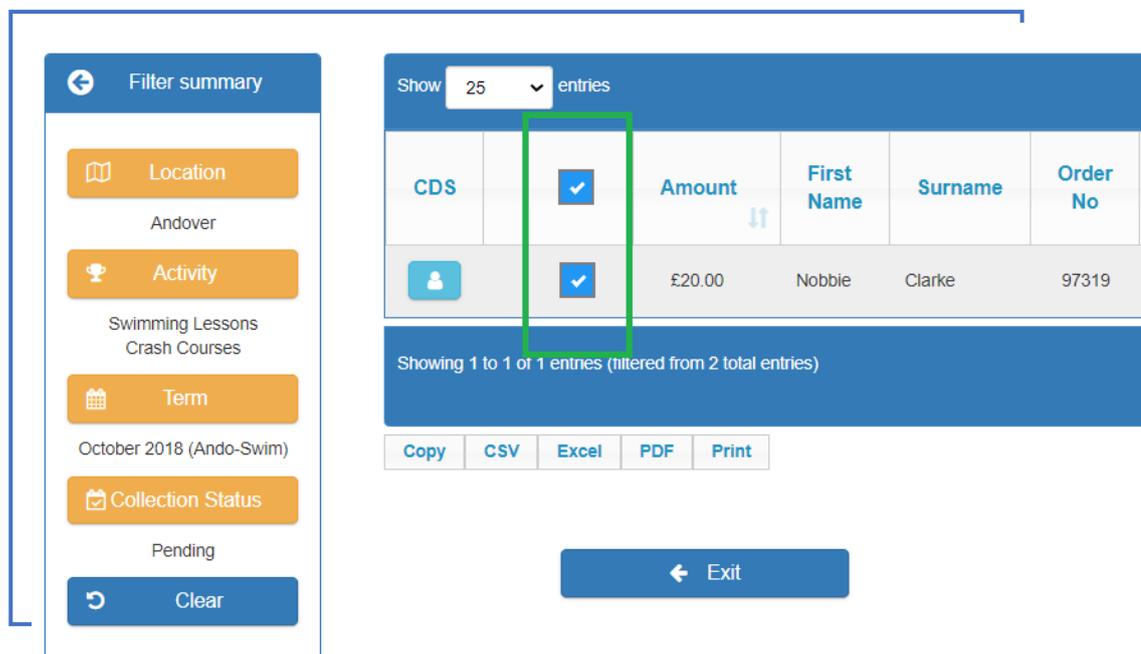
Only orders which can be seen on-screen will be released and forwarded to GoCardless, once an order is released it will disappear from the screen and be prepared for GoCardless. Remember SwimSoft communicates with GoCardless every 10 minutes so collections won't show in GoCardless (as Payments in GoCardless) for a few minutes.

When you press the button **Released all Selected on Page** a pop-up message will ask you to confirm that you want to release the orders. If you do press the **Release** button and you don't want to continue press the **Cancel** button.

Released orders

If you release orders with the **Order Status** filter set to *pending*, the screen will either go blank if all the orders have been proceeded or show you the remaining orders that need to be released.

If you release orders with the **Order Status** filter set to *pending and released*, the Collection Info column will initially turn Light blue and display the text *Collections Requested* then Once the collection has been accepted by GoCardless the indicator will turn green still displaying the text *Collection Requested*, this indicates that the collection process has started successfully.

Email communication.

GoCardless will always email clients either 3 or 4 working days before a collection is made to advise them of the pending collection. Clients that have never paid by GoCardless previously will be emailed 4 working days before the collection and clients that have used the system previously will be sent their notification email three working days before the collection. The email will tell them the amount to be collected and the collection date but not what the money is for, therefore it is strongly recommended that either Invoice or Booking communication is emailed to them from SwimSoft before requesting funds, this will prevent clients from contacting you asking what the collection is for!

Cancelling Collections.

If a collection needs to be cancelled the payment must be cancelled in GoCardless, this will mean that the order will be reactivated during the night ready for you to manage, by manage we mean to pay off by another method or cancel.

Take special care not to resubmit orders that you are supposed to be cancelling.

Collection Monitoring

If a collection has not been fully completed in 10 days the system will show the message Check Collection. If you see the Check Collection message you should investigate the collection, you might find the client has not fully set up a Mandate, cancelled their mandate, cancelled the collection at their bank or have insufficient funds.

If you click on the **Check Collection** button a pop-up message will show you the GoCardless Reference which the collection is being made, you can copy and paste this into GoCardless's search system, once you can see the order you will be able to view the collection timeline to determine the issue.

Your funds.

Once funds have been collected from your clients, they will be held by GoCardless for one day ready to be paid out the following day. Meaning you effectively get your funds 2 days after your client has paid.

SwimSoft Online updates each orders status at 2:00 AM the day after you have been paid.

Failed collections

If a collection fails to be made due to insufficient funds the order will be reset in SwimSoft for re-release this will mean the collection reference associated with the order is removed.

You have a few options they are as follows

1. Re-release the order in GoCardless and set the PM reference in the SwimSoft order, this is achieved by looking up the PM Ref by pressing **Notes** in the client's **CDS** and then selecting the **To-Do** option, once you have the PM Ref select the **Invoice** option in the CDS then press **Manage Invoices,** once you can see the order press **Edit** and **paste** the PM ref in the field marked **GC Ref** and press **Store.**

2. Release the order for a second time from SwimSoft, to do this the order will have to be **cancelled** then **re-enabled.**

3. Allow the client to pay using the Payments Online system (PayPal).

4. Pay off the order using a different method.

Reconciliation failure

Most of the time SwimSoft will reconcile payments correctly but there are a few times when the conciliate will have to be performed manually. Manual reconciliation is complete using the **Sycnronise collections manually** option in the **Direct Debit Manage** sections

You will need to use this page if…

1. You have re-requested a payment in GoCardless, been paid but forgotten to set the PM ref in SwimSoft.

2. The GoCardless Payment reference has been moved to a different order.

3. SwimSoft has been rolled back leaving orders unreconciled.

Full information on how to use the **Manual Reconciliation** page is detailed in the **Help** file associated with the page. Note the page can take several minutes to open as it has to request information from GoCardless and then compare the information with SwimSoft before displaying data.

Cancelling Mandate

If the client doesn't want you to take any more collections from their account they can cancel their mandate with their bank or ask you to cancel it. If you are cancelling a client's mandate you should perform two processes.

1. The first is to enter the **Client's Datasheet** press **Payment Method** press **Manage** and **Delete** the mandate

2. The second process is to delete the mandate in GoCardless, this is completed by logging into GoCardless looking the client up, and cancelling their mandate.

Strictly speaking, you only need to perform the first process but we feel it is better if you do both.