How to Resend a Direct Debit Mandate

Overview

The instructions below guide you how to resend a direct debit mandate request be email to a client if the original email has been misplaced or deleted.

Instructions

To recreate the email, you need to go to the students **CDS**, this is achieved by Clicking **Students** and **Search** on the Main Menu. Enter the students name

Select the student and under financials in the CDS go to **Payment Method**.

The following screen will appear, click **Manage**.

Click **Authorise.**

Once you have clicked Authorise, SwimSoft Online will generate the a Direct Debit Authorisation email. You will need to go to **Client Communication** and **Manage Communication** to send this email.

If any aspect of this manual needs improvement please email support@morsolutions.co.uk with your suggestion(s).