Re Requesting Direct Debit Authorisation.

This document details how to re-request permission to collect fees by Direct Debit, this procedure should be followed if you see a Direct Debit failure message in the 'To Do' section of SwimSoft. 'To Do' messages are seen by pressing **Students** and **To Do**. Follow this process if the mandate has been cancelled by the client.

If you see a 'To Do' similar to the one below, look for the words we have highlighted below (Note. They won't be highlighted in your message)

GoCardless Payment Creation Exception processing Go Cardless order: amount - 55.5' External ref - MD00*******HQ for name - John Richards - Swimming - Course 2018 - Advanced Beginner - Luci Morrish - CN: 28 - SO Ref: 39(student ref 256); Description - Swimming - Course 2018 - Advanced Beginner - Luci Morrish - CN: 28; Order date - 10/12/2017 00:00:00; Type - EntityDDM; Org Ref - 231; Error - {"error":{"message":"Mandate is failed, cancelled or expired","errors":[{"reason":"**mandate_is_inactive","message":"Mandate is failed, cancelled or expired"**}],"documentation_url":"https://developer.gocardless.com/api-reference#mandate_is_inactive","type":"invalid_state","request_id":"03******6-b8de-42da-8eb8-623af3b9970d","code":422}}

It means one of the following events has taken place:

- The client has cancelled their Direct Debit authorisation.
- A problem occurred during the sign-up process.
- The client's account does not allow Direct Debits.

In all cases, the client will need to authorise a new mandate to enable you to collect fees. To do this complete, the following steps:

1) Navigate to the client's **CDS.**

2) Press **Payment Method.**

3) Press the **Manage** button.

4) Press the **Delete** button (this will remove the old unauthorised mandate).

5) Press **Manage** again (to create a new mandate).

6) Press **Authorise** to activate it, (this also creates an email in your communication manager).

*If the client is due to pay an invoice, go to the **Invoices** section of the CDS and check the order status. If it says '**error**', **press the red padlock** to allow the order to be reprocessed, the padlock will be orange if the order can be reprocessed.

7) Proceed to the **Communication Manager** by returning to the **Main Menu** pressing **Client Communication** and **Manage communication**, next view the new DD authorisation email and then if all is well send to the client.

8) Release the order as normal once the new mandate has been authorised.

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