

Direct Debit Upgrade Fact Sheet

Standard features

Paper free

Mandates are set up by clients online. You simply send them a link, and all they need to do is complete a simple form stating their name, email address, bank account number and sort code.

One mandate

One mandate is used to collect fees for all family members. It does not have to be changed if they change course / activity / location.

Collect any amount

Any amount means any amount. Whether it be a fixed amount each month, a calculated amount each month or a whole terms fees upfront, chose when and how much you want to collect.

Any time

You are not limited to one collection a month and likewise, you don't have to collect each month - collect when you need to.

Skip and cancel

When things don't go to plan it's easy to skip or cancel a collection.

Reduce

If you need to reduce the amount being collected you can change one or a set of collections in a few minutes.

Bolt-ons

If you want to increase the fees to cover additional items, you can change one or multiple collections.

Multi-account

If you run a multi-site operation and want fees collected and paid into different bank accounts you can even choose which activities are paid into different accounts

Reconciliation

SwimSoft Online and GoCardless are fully integrated, end to end, meaning that orders and collections created in SwimSoft Online can be collected by GoCardless, paid into a nominated bank account and reconciled on your software. No order is left unpaid or unchecked.

Overpayments

If the collection exceeds the amount required because the course or lessons have to be cancelled, the overpayment will turn into a credit to be used another day or refunded.

Quick stop

Collections can be cancelled in a button press too!

Cancelled mandates

Instant notifications advise users of any mandates that have been cancelled and unpaid orders are marked for collection by another method, possibly by card online.

Unauthorised mandates

If a mandate needs multiple signatures you'll be made aware so you don't miss a collection because a mandate is not fully authorised.

Cancelled collections

Because collections are linked to orders, cancelled collections don't go unnoticed as is often the case in a system where collections are not directly connected to bookings and purchases.

New features

Multi-site and activity filters

New filters allow all collections at all locations to be viewed and released by a single administrator.

Collection date manipulation

The new upgrade allows collection dates to be changed at any point in time as opposed to being fixed forever.

Collection blocking

Collection can be prevented, if for example a client has asked to pay by a different method to avoid a collection failing and the client incurring a bank charge.

On-screen warnings

On-screen warnings keep the user in complete control. They advise if a payment is too small to be collected by direct debit, has an incorrect or invalid collection date, is locked and can't be released, is being processed, or is late being reconciled.

Central reconciliation

Central reconciliation means there is one place to manage all collections making it way easy to control fee collection.