

## Moving a student after requesting a Direct Debit payment

If you have placed a client on a course and requested payment by direct debit, but the funds have yet to be received, you can do one of the below. **Do Not** move PM references from one order to another.

### Option 1

If the order is still available to cancel in GoCardless:

1. Cancel the payment in GoCardless
2. Move the student in SwimSoft.
3. Cancel the old course invoice in SwimSoft.
4. Double-check the next day that the old course invoice is still marked as 'Cancelled'.

### Option 2

If the order is unable to be cancelled in GoCardless:

1. Wait until the payment has come into SwimSoft and the invoice is marked as 'Paid' then move the student.

### Option 3

With this option we will be looking to use the funds requested initially to pay for the new course.

1. Move the student as per normal, meaning **CDS – History – Move**
2. Select the **Course Type**
3. Select the **Course**

This will result in the order relating to the original booking being cancelled and an invoice being created for the new course

4. Go to the **DD Review and release** page and set the **collection date** for the new order to be 3 months (or more, not less) in advance. This will prevent it from being collected for 30 days.
5. Monitor the **Unused Credits** page (**Financials - Unused Credits**) you are waiting for the original order to be paid, when it is and overpayment credit will be created.
  - a. If the overpayment credit is the same value as the outstanding invoice use the credit to pay off the invoice.
  - b. If the overpayment credit is more than the fee due, pay off the order using the credit, this will result in the order being settled and the creation of a new credit, the credit will be equal to the unused element of the previous payment.
  - c. If the credit is smaller than the total fee due, add the credit to the order, (do not pay it off) adding the credit will reduce the fee due, then go to the DDM review and release page and release the order to collect the outstanding balance.