

How to Resend a Direct Debit Mandate

Overview

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

Instructions

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

Enter your data here and press **Search**

First name Surname **Search** **Reset**

Create student **Exit student select**

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

Next press the **Payment Method** text on the left

Select a person
Raggett Family - 235594
Mrs A Raggett - Mother
Master Finley Raggett - Child
Add Student **Add Guardian**
Switch Student **Inherit Student**

Menu - Finley Raggett - 235593
Family Information
Client Information
General
Address
Contact
Correspondence
Course
History
Lessons
Add

Financials
Payment Method
Top Up Account
Invoices
Invoice Schedules
Payments
Credits
Switch Student

Notes
General
Health Issues
To Do
Waiting List
Awards & Progress
Communications
Membership
Exit

Info Center - General Information
Title: Master
First Name: Finley
Prefers to be called:
Surname: Raggett
Date of Birth: 01 Sep 2011 e.g. 16-Jan-2003
Age: Sys 11m
Gender: Female Male
Membership Type: Child Adult
Third party membership no:

Linked Locations
Andover **Delete**

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

You will then be presented with the below page, press **Resend** and the DDM Authorisation email will appear for you to check and send to your client.

Manage Direct Debit Mandates for the Fox Family

Authorisation request	Status	DD Reference	Created Date	Location	Activity	Delete
Resend	Awaiting Student Authorisation		18 Jun 2025 09:33	Andover	Swimming	Delete

Showing 1 to 1 of 1 entries

[Previous](#) | [1](#) | [Next](#)

[← Exit](#)
[+ Create](#)

If the page is blank, or the Created Date is old, you will need to create a new link. To create a new link, simply press the Create button and the DDM Authorisation Email will appear for you to check and send to your client.

If you want to replace an old link, press the red Delete button, then press Create.

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