Sending Communication and Collecting Direct Debits

The last major part of re-enrolment is to send out your communications to your clients, this is done by going to **Client Communication** on the **Main Menu** and then **Manage Communications**.

Click on the documents you wish to send out to clients, you can either send one output type at a time by pressing the **View** button in line with said output and then spot-check a few to ensure the content is correct. Finally, when you're ready to send, **select all** documents and press the green **Send** button at the bottom left of the page.

The other option is to send out all documents at once by **selecting** multiple output types using the white boxes next to them and then pressing **View Selected**. You will be taken to the same page as the previous process, but this will include all emails. Once again, spot check a few to ensure they are correct and when you're ready, select all and press the green **Send** button.

Once all your documents have been released via the system, you can now release and Direct Debit collections you have pending. It is always better to release the Direct Debits once the communications have been sent as GoCardless will email clients to let them know a collection will be made but does not specify how much.

To release Direct Debits, you will need to go to **DDM Management** on the **Main Menu** and then **Review and Release Orders** on the **sub-menu**. Review that all your clients paying by Direct Debit are listen on this page, when confirmed you can **select** all payments you wish to release and then finally, press the **Release All Selected On Page** button. If you have multiple pages in this section, you will need to send a page at a time.