Direct Debit Timeline
a Step-by-Step Guide

DAY 1

(Say a Thursday if running fortnightly or weekly direct debits, or the 1st if running monthly)

Create your Direct Debit Batch. When the batch has generated, check that all is ok with the batch (e.g. no strange amounts).
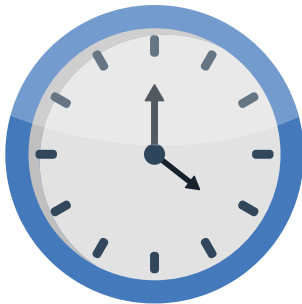
Run your Direct Debit Batch by clicking "Process NOT SENT Payments".
(Make sure you only CLICK ONCE and wait - do not keep clicking).

Create Direct Debit Batch

Process **NOT SENT** Payments

DAYS 2 to 4

(Friday, Saturday, Sunday, Monday if the batch was sent on a Thursday)

Wait for the Direct Debit batch to process. It can take up to 4 banking days for payments to approve from bank accounts (credit card payments are usually same day).

DAY 5

When a status is returned on all families (Approved or Declined), close the batch.

(Tuesday afternoon)

Check on the status of the payments in the batch that is processing. Open the "Processing" batch by clicking on the magnifying glass. Click on "Check PENDING Payments".
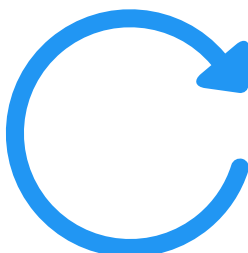
Check **PENDING** Payments

If some families still say "Pending", wait until the next day to check the status again.

CLOSE Direct Debit Batch

DAY 7 or 8

(Thursday or Friday if you ran the initial batch on the previous Thursday. If you run monthly Direct Debits, do this on a set date e.g. 15th)

Re-run your declined payments. The recommended way to do this is to create a new Direct Debit Batch for the same dates as the batch you just closed. Follow the above steps again until all payments are processed.

If your centre does not re-run declined payments, these will be picked up in your normal batch when it is next run.

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