

DIRECT DEBIT GUIDE

Direct debit is a popular payment type used in First Class software to collect fees from customers.

This guide will explain how direct debit works within First Class including how to set it up, how to..

How direct debit works in First Class

First Class only supports monthly direct debit. This means that a billing cycle includes a full month of billing.

In a perpetual setting, invoices for the upcoming month are generally generated a set number of days before the start of that billing period.

For example, if the month of May is approaching, invoices for the full month of May would be generated in late April.

For example - On the 25th of April ALL invoices for the month of May would be generated and students with a direct debit token would have payment for that invoice scheduled on the nominated debit scheduled date. E.g.. 1st of May.

Setting up direct debit

Direct debit is essentially a payment type (a way of collecting payment) within First Class.

To set up direct debit within your First Class you must first set up an account with a recommended payment gateway such as Ezidebit.

You will receive an EDDR (Electronic Direct Debit Request) link from Ezidebit.

This needs to be shared with First Class support to establish your direct debit functionality and payment type.

You will also need to share with First Class Support your preferred invoice generation date (for perpetual classes) as well as your preferred billing date. (Date that the payments are taken, i.e. First of the month).

You can check your current settings for invoice generation date and scheduled payment date via the payments section under payment settings.

Settings

Billing Periods

Billing Frequency: Monthly

Current Invoice Generation: 25th of September

Current Payment Scheduled: 1st of October

Current Billing Period: 1st of October to 31st of October

Next Invoice Generation: 25th of October

Next Payment Scheduled: 1st of November

Next Billing Period: 1st of November to 30th of November

Note:

Direct debit payments can typically be taken from a bank account or a credit card.

As a default both payment types are available, however, if you only wish to accept one type of payment for direct debit, please speak to your First Class account manager.

How to set up clients on direct debit

Clients must establish a direct debit authorization in order to have their payments for invoices automatically taken.

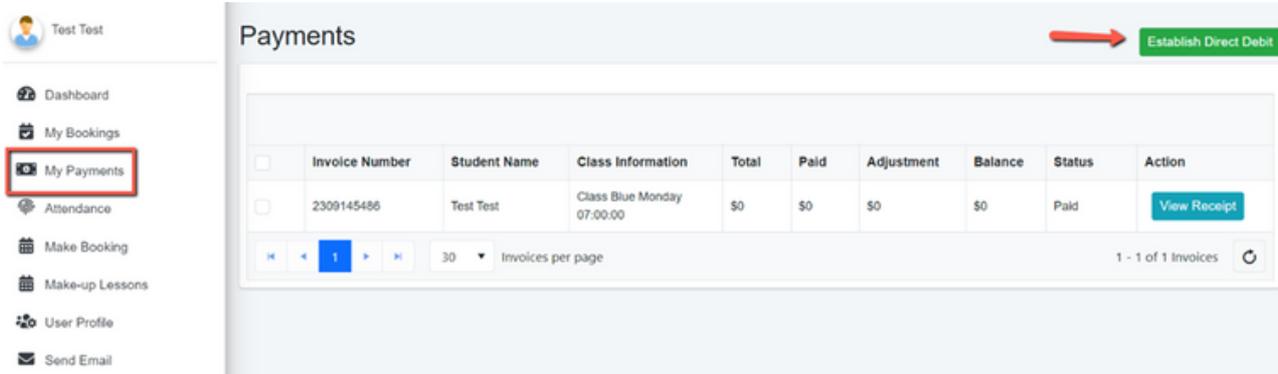
This can be established by filling in a direct debit authority or EDDR.

This can be done in 2 ways within First Class.

1. Within the customer portal

Go to my **payments** section.

Within the top right-hand corner is a button **“establish direct debit”**.



Test Test

Dashboard

My Bookings

My Payments

Attendance

Make Booking

Make-up Lessons

User Profile

Send Email

Payments

[Establish Direct Debit](#)

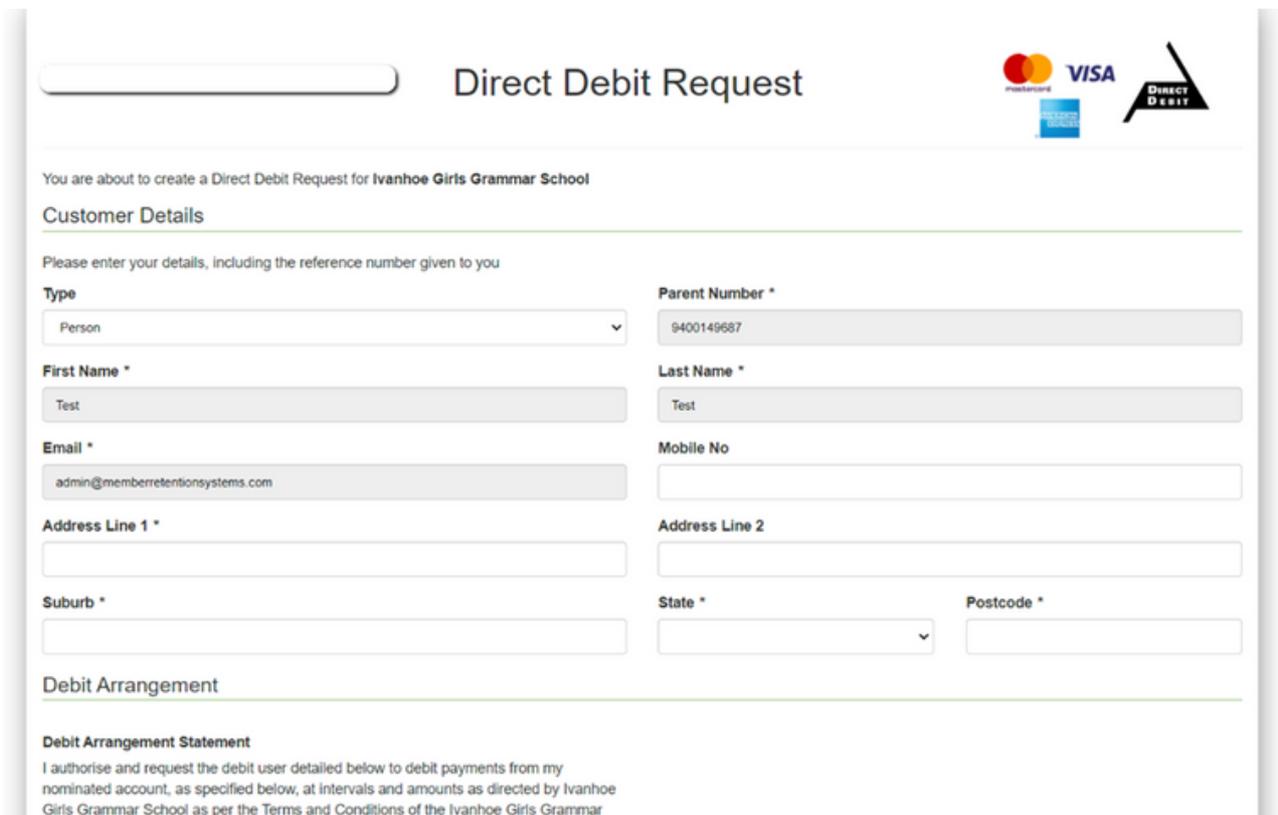
<input type="checkbox"/>	Invoice Number	Student Name	Class Information	Total	Paid	Adjustment	Balance	Status	Action
<input type="checkbox"/>	2309145486	Test Test	Class Blue Monday 07:00:00	\$0	\$0	\$0	\$0	Paid	View Receipt

30 Invoices per page

1 - 1 of 1 Invoices

Clicking on this button will open an EDDR form that the customer can fill in.

This will link a debit authorization token to their account.



Direct Debit Request

You are about to create a Direct Debit Request for **Ivanhoe Girls Grammar School**

Customer Details

Please enter your details, including the reference number given to you

Type
 Person

Parent Number *
 9400149687

First Name *
 Test

Last Name *
 Test

Email *
 admin@memberretentionsystems.com

Mobile No

Address Line 1 *

Address Line 2

Suburb *

State *

Postcode *

Debit Arrangement

Debit Arrangement Statement

I authorise and request the debit user detailed below to debit payments from my nominated account, as specified below, at intervals and amounts as directed by Ivanhoe Girls Grammar School as per the Terms and Conditions of the Ivanhoe Girls Grammar

2. By sending a EDDR form via email

You can send an EDDR form direct to a customer from the parent/customer profile within first class.

Click on the **send EDDR** button and this will send an EDDR form to the customers email on file.

Parent Profile

Details

Test Test

ID: 149687

Number of Children: 1

Email: admin@memberretentionsystems.com

Mobile: 1111111111

Address: Test

City:

Post Code: 231

Secondary Contact Name: Test Test

Secondary Contact Number: 11212313213

Last Login Date: 9/10/2023 3:39:08 PM

[Edit Parent](#)

[Send Reset Password](#)

[Send Temporary Password via SMS](#)

[Establish Direct Debit](#)

[Delete Parent](#)

Send Direct Debit link? Yes No

Students Payment Transactions Notes Ledger Communication Direct Debit

Payments

From: Oct 01 2023 To: Oct 09 2023

Payment ID	Invoice Number	Amount Pa
		\$0.00

0 30 Payments per page

How do I know when a customer has a direct debit authorisation set up?

On active students list, there is a column called direct debit. If a student has a YES in that direct debit column it means the customer/parent of that student has a direct debit authority set up.

Lists

- All Students
- Parents
- Active Students
- Cancelled Students
- New Students
- Acquired Students
- Settings

Search filters: Term, Date To, Tags, Direct Debit (Select)

Select Separately Select All

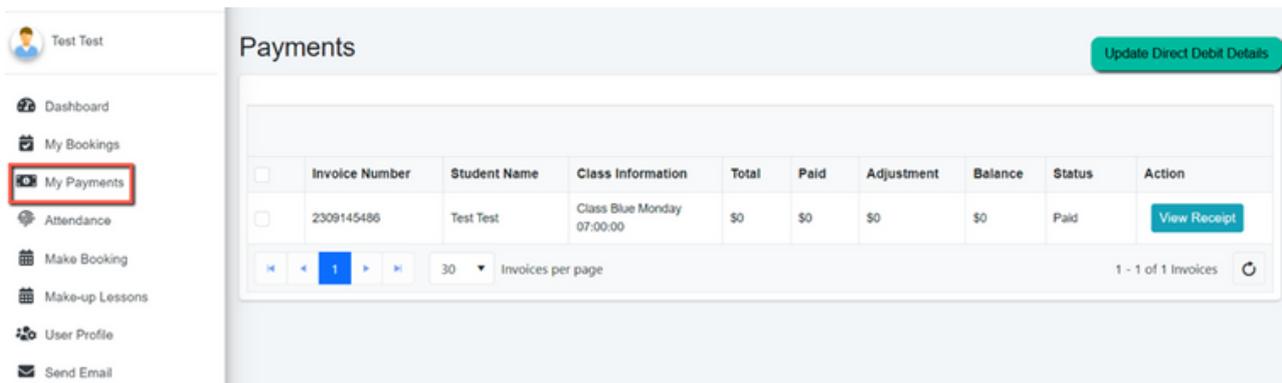
Student Code	Student Name	Age	Parent Name	Email Address	Contact Number	Date Created	Date Started	Location	Direct Debit
STU-228574	Test Test	3y 8m	Test Test	admin@memberretentionsystems.com	1111111111	Sep 27, 2023	Oct 09, 2023		No

1 30 Students per page 1 - 1 of 1 Students

How can parents/customers update their payment details

Sometimes customers may need to update their payment details on their direct debit authority. This can be done within the customer profile within the MY PAYMENTS section.

If a debit authority is in place, there will be a button in the top right-hand corner of this section which reads “Update Direct Debit Details”.



Clicking on this button will open a widget that will allow the customer update and save their updated payment details.

How to take payment within a cycle

Since perpetual invoices work on a cycle, if a customer enrolls within a cycle their pro-rated payment for the current needs to have payment taken.

There are two ways in which this payment can be taken.

1. One-time payments

One-time payments take the current cycle pro-rated payment IMMEDIATELY when the customer establishes their debit authority. This is an ideal option to automate the full direct debit process.

2. Real-time payments

If you do not have one-time payments set up for direct debit, the other option is to process the customer's first payment as a real-time payment.

Real-time payments are a payment type where you can charge the card on file/schedule the payment for the first direct debit.

To process a real-time payment, go to the invoice of the customer, click the pay button and then click on real-time payment option.

Record a Payment ✕

Student

Name: **Test Test**
Age: **3.08y**

Class

Start: **10/10/2023**
End: **18/12/2023**
Day-Time: **Wednesday 7:00 am**
Level: **Blue**
Teacher: **N/A**
Location:

Charges & Fees

Class fee: **\$150.00**
Total: **\$150.00**

Payment Summary

Payment Type:

Discount Code:

Active Kids Voucher:

First Lap Voucher:

Real Time Payment

The amount you will be charged

Failed payments

A natural part of direct debit payments are failed payments. You can get a list of failed payments via the Ezidebit report within your reporting menu in First Class.

Just filter the payment list for a date range and chose the failed payment type.

EziDebit Payments Report

Payments

From To

Search

Transaction Status

Payment ID	Invoice Number	Parent ID	Parent Name	Amount Paid/Scheduled	Date Paid/Scheduled	Status	Action
SCHEDULED1793375667	144791.144792.144800.144801	132561	<input type="text"/>	\$351.96	Oct 02, 2023	Failed	<input type="button" value="Refund"/>
SCHEDULED1793348452	144831	135468	<input type="text"/>	\$87.99	Oct 02, 2023	Failed	<input type="button" value="Refund"/>
				\$439.95			

1 - 2 of 2 Payments

You have a couple of options when it comes to failed payments

1. **Auto re-try** - This allows you to automatically re-try failed payments after 3 days.
2. **Real time payment** - You can process an outstanding payment by charging someone's card/scheduling the payment again via a real time payment which will allow you to collect any overdue fees.

Payment error codes

Fees

Fees will apply for direct debit payments. Please refer to Ezidebit or your approved payment gateway for specific details on your fees. Typically, direct debit payments taken from credit card will incur higher fees than those taken from a bank account.

If you have any further questions about direct debit payments in First Class, please contact your account manager or support at support@memberretentionsystems.com.
