

Direct Debit and Standing Order Mandates can be used to record money collected from patients for 3 different reasons:

1. To pay for products and services that you supply on a regular basis e.g. contact lenses or monthly aftercare fees – this is referred to as ‘Product Supply’.
2. To pay for products purchased on credit e.g. patient is paying for spectacles over 3 months – this is referred to as ‘Credit’.
3. To pay into a ‘pot’ which can be used to help customers save up for future purchases – this is referred to as ‘Saver’.

i-Clarity will allow you to mix and match the payments from each of these schemes within the one patient mandate.

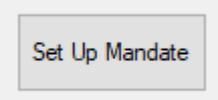
Understanding the Mandate Maintenance form

Mandates are created and maintained using the mandate maintenance form in the CL Management form.

Open the CL Management form by clicking on the alarm clock icon.



Click on the ‘Set Up Mandate’ button.

A rectangular button with a light gray background and a thin border, containing the text 'Set Up Mandate' in a dark gray font.

The screenshot shows the 'Mandate Maintenance' window with the following fields and controls:

- Collection Method:** A dropdown menu.
- First Collection Date:** 8 Sep 2020 (calendar icon)
- Date Cancelled:**
- Date Created/Modified:** 25 Aug 2020 (calendar icon)
- Next Collection Date:** 22 Sep 2020 (calendar icon)
- Collect Every:** [] **Months** (dropdown)
- Mandate Reference:** RE 6290
- Sort Code:** 000000 (dropdown)
- Account Number:** []
- Account Name:** []
- Details...** button
- Notes:** []
- Copy Details From Another Patient** button
- Table:**

Start Date	Type	Amount	No of Payments	Notes	End Date
25 Aug 2020 (calendar icon)	Prod Supp (dropdown)	£0.00	[]	[]	25 Aug 2020 (calendar icon)
- Quit - Don't Save Changes** button
- Create Mandate** button
- Save Online** button
- Total Monthly Value of Goods Supplied:** £0.00
- Total for Next Payment:** £0.00
- Add This Payment** button

Collection Method: You can set up multiple collection methods for any practice, e.g. Standing Order (for patients who would prefer not to sign a DD mandate) and 1 or more Direct Debit accounts.

First Collection Date: This is the first date that a new mandate is to be collected on. The main purpose for this field is so that, depending on the arrangements you have with your DD provider, you can collect an initial payment quite quickly, e.g. two weeks after signing a patient up, and then a further collection two weeks later, and monthly after that. *Please see the separate section below about when the First and the Next collection dates are used.*

Date Cancelled: Once a date has been entered into this field then no payments will be collected after the date specified, irrespective of any other date settings.

You can reinstate a mandate that has been cancelled by simply removing the check box, though be aware that you should also then modify the Next Collection date to a date in the future that you want the next payment to be collected on.

Next Collection Date: Once a first payment has been collected under a new mandate, then the next payment will be collected on this date. This date is automatically advanced by the time interval specified in the next two fields:

Collect Every: How many weeks or months each collection should be made.

Weeks/Months: Whether you are collecting calendar monthly or every 'x' weeks, typically 4.

Date Created/Modified: The date that this mandate was either set up originally OR the date that any of the following fields were modified:

Collection Method
Mandate Reference
Sort Code
Account Number

The reason for this is that if any of these fields have been amended then this effectively becomes a new mandate – a new instruction to the patient's bank, e.g. they may have changed their bank, or you may be switching them from one collection method to another with a different authorisation. Therefore, if any of these fields are changed then by default two things will happen:

1. The next collection will be triggered by the First Collection Date, and not the Next Collection date, so you should check that these have been amended accordingly, i.e. typically setting the First Collection Date to the next date that you want to collect from this patient and the Next Collection Date to the appropriate interval after that.
2. The details of this 'new' mandate will be included in your next Audit submission, ***if you are using software that supports this feature.***

Mandate Reference: By default, this is generated automatically by i-Clarity, and consists of the Branch Code and the Patient's Branch ID. (This may not always be the case, e.g. if we have imported mandates from another system, or you have an alternative scheme in place). Note that this is the 'link' between the authorisation that the bank holds, saying that you have permission to collect a DD, and the actual instruction the bank receives to pay out, so if this field is amended then further payments may be considered not to be authorised and so may not be collected.

Sort Code/Account Number/Account Name: The patient's sort code (6 digits), Account number (8 digits), and Account Name (28 characters).

Notes: Memo field.

End Date: Date after which this payment will no longer be collected. This will typically either be blank, (e.g. in the case when the patient entered an open ended agreement to pay for contact lenses and aftercare at a fixed rate); a date in the past, where a payment line has been cancelled either automatically (when a specified number of payments have been received) or manually; or a date in the future after which you no longer wish to collect this payment line.

Setting up a new mandate

Click on the 'Set up Mandate' button.

The maintain mandate form will open.

The screenshot shows the 'Mandate Maintenance' window. It contains several input fields and buttons. The 'Collection Method' is a dropdown menu. The 'First Collection Date' and 'Next Collection Date' are date pickers. The 'Date Cancelled' is a checkbox. The 'Collect Every' is a text input followed by a frequency dropdown. The 'Date Created/Modified' is a date picker. The 'Mandate Reference' is a text input. The 'Sort Code' is a dropdown menu. The 'Account Number' and 'Account Name' are text inputs. There is a 'Details...' button below the 'Sort Code' dropdown. A 'Notes' text area is below the 'Details...' button. A table with columns 'Start Date', 'Type', 'Amount', 'No of Payments', 'Notes', and 'End Date' is present. Below the table are buttons for 'Copy Details From Another Patient', 'Quit - Don't Save Changes', 'Create Mandate', and 'Save Online'. At the bottom, there are fields for 'Total Monthly Value of Goods Supplied' and 'Total for Next Payment', and an 'Add This Payment' button.

Select the applicable collection method from the drop down.

The screenshot shows the 'Collection Method' dropdown menu. The selected option is 'Direct Debit'. The text 'DD via First Capital' is visible in the adjacent input field.

Select the first collection date from the calendar.

The screenshot shows the 'First Collection Date' date picker. The selected date is '14 Sep 2020'.

Select the next collection date from the calendar.

The screenshot shows the 'Next Collection Date' date picker. The selected date is '1 Oct 2020'.

Type in the frequency of the collection after this second date.

The screenshot shows the 'Collect Every' frequency dropdown menu. The selected option is 'Months'. The text 'e.g. every 1 month' is visible to the right of the dropdown.

The mandate reference will be completed automatically.

The screenshot shows the 'Mandate Reference' field with the value 'RE 6290'. The 'Sort Code' dropdown menu is set to '000000'. The 'Account Number' and 'Account Name' fields are empty. There is a 'Details...' button below the 'Sort Code' dropdown.

Complete the sort code, account number and account name.

The next step is to add a payment to the mandate.

Start Date	Type	Amount	No of Payments	Notes	End Date
25 Aug 2020	Prod Supp	£0.00			25 Aug 2020

If you would like the payment amount to start at the same time the collection starts, then leave the payment start date as today.

Select the type of payment from the drop down – Prod Supp/Credit/Saver/Other.

Type the value of the payment in the amount field.

If this is a continuous payment collection, then leave the number of payments fields and the end date blank. If you are only wanting to collect a specific number of payments, then enter a number in the number of payments field e.g. 3. If you need the payment collection to end at a specific time enter an end date.

25 Aug 2020	Prod Supp	25.00			25 Aug 2020
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Click 'Add This Payment' to add the payment line to the grid.

Add This Payment

Start Date	Type	Amount	No of Payments	Notes	End Date
25/Aug/2020	Prod Supp	£25.00	0		

Click the button 'Create Mandate'.

Create Mandate

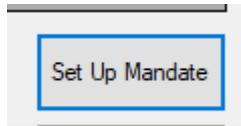
This will save the mandate information.

A note of the next payment amount will be displayed on the main CL management form:

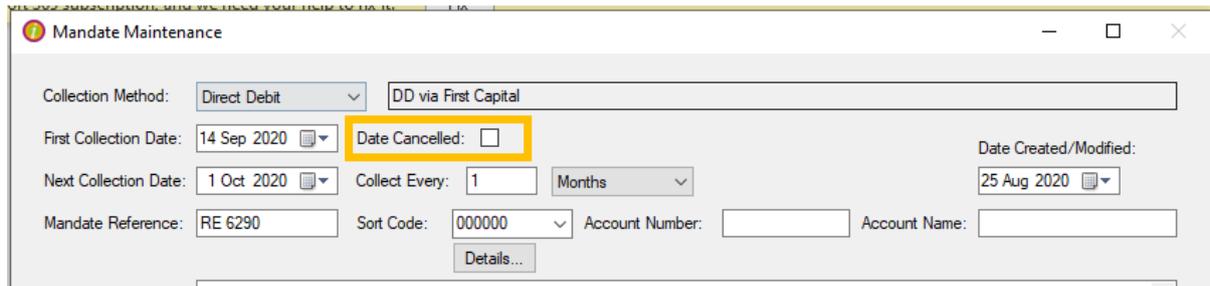
Monthly Spend paid for by DD/SO:	<input type="text"/>
Total Monthly Spend:	<input type="text"/>
Total for Next Payment:	£25.00

Canceling a mandate

To cancel a mandate, open the CL management module and click on the 'Set up Mandate' button.



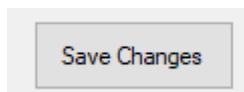
On the mandate maintenance form tick the box next to the 'date cancelled:' field:

A screenshot of a "Mandate Maintenance" form. The form contains several fields: "Collection Method" (Direct Debit), "First Collection Date" (14 Sep 2020), "Next Collection Date" (1 Oct 2020), "Mandate Reference" (RE 6290), "Sort Code" (000000), "Account Number", and "Account Name". The "Date Cancelled:" field is highlighted with a yellow box and contains an unchecked checkbox. A "Details..." button is located at the bottom of the form.

Once the box has been ticked, today's date will appear next to the box.

A close-up of the "Date Cancelled:" field. The checkbox is now checked, and the date "25 Aug 2020" is displayed next to it.

Click 'Save changes' on the mandate maintenance form, to save and exit.



Amending a DD/SO payment

This process can be used if you need to amend the amount of money the patient is paying by direct debit or standing order.

Click the 'Set Up Mandate' button.

On the mandate maintenance form type the date into the 'End Date' field against the current payment.

Start Date	Type	Amount	No of Payments	Notes	End Date
19/Aug/2019	Prod Supp	£25.00			

Start Date	Type	Amount	No of Payments	Notes	End Date
19/Aug/2019	Prod Supp	£25.00			25/08/2020

Now complete a new payment line.

Start Date	Type	Amount	No of Payments	Notes	End Date
19/Aug/2019	Prod Supp	£25.00			25/08/2020

25 Aug 2020 Prod Supp 28.00 0 25 Aug 2020

Total Monthly Value of Goods Supplied: £0.00 Add This Payment

Once the details have been added to the new line fields click 'Add this payment' to add the new payment line to the grid.

Start Date	Type	Amount	No of Payments	Notes	End Date
19/Aug/2019	Prod Supp	£25.00			25/08/2020
25/Aug/2020	Prod Supp	£28.00	0		

Click 'Save Changes' to update and exit the mandate.

Scheduling future payment changes

You can use the payment line Start Date and End Date fields to schedule changes to future payments, e.g. if you agree a price rise with a patient that is to occur at some point in the future.

In the example below the system will collect £50 each collection until the end of December 2015, and then any further collections will be at the new rate of £55.

Start Date	Type	Amount	No of Payments	Notes	End Date
27/11/2013	Prod Supp <input type="text" value="v"/>	£50.00			31/Dec/2015
01/01/2016	Prod Supp <input type="text" value="v"/>	£55.00			