

The logo for esenda, featuring the word "esenda" in a lowercase, white, sans-serif font. The letters are bold and modern, with a slight shadow effect. The background is a solid blue color with faint, white, abstract curved lines that suggest a globe or a stylized letter 'e'.

eMandates Setup
Information for Schools

Introduction

Direct Debit is one of the most reliable ways for schools to collect payments. With eMandates in esenda, you can capture new Direct Debit instructions digitally and keep visibility of their status.

Unlike traditional paper mandates, eMandates allow you to see if a mandate has been cancelled, helping you stay proactive when managing cash collection.

Introducing eMandates in your school

The easiest way to introduce eMandates is through a small process change during admissions.

Instead of giving new parents a paper mandate form or another registration process, simply send them your esenda eMandate link when they join the school.

This approach has two advantages:

- You don't need to change anything for parents already paying by Direct Debit
- Over time, new parents will use eMandates and older paper mandates will naturally phase out

This makes the transition simple while gradually giving you better visibility and control over Direct Debit mandates.

Setting Up eMandates

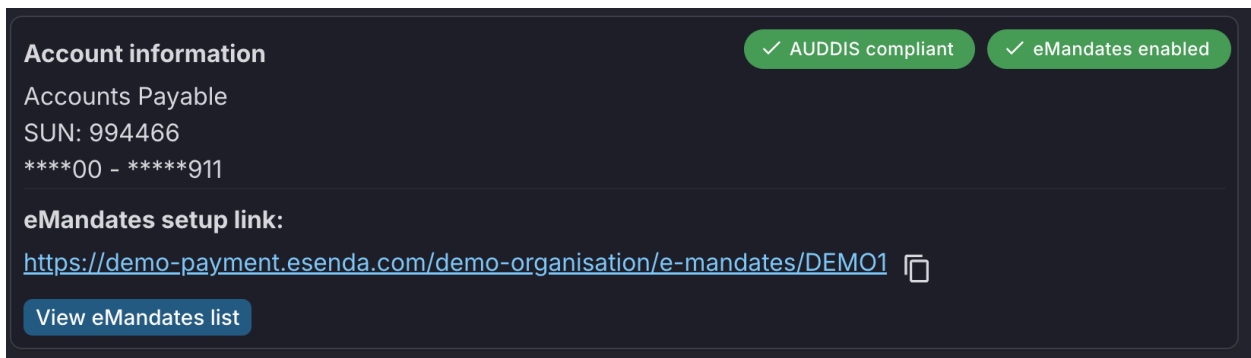
Step 1: Finding Your eMandate Setup Link

To get started, log in to your esenda portal.

Head to Settings, then select eMandates.

Here you'll find your eMandate setup link.

This is the link you'll send to parents or payers who want to set up a Direct Debit instruction.



The screenshot shows a dark-themed interface for eMandates setup. At the top right, there are two green status indicators: '✓ AUDDIS compliant' and '✓ eMandates enabled'. Below these, the 'Account information' section lists 'Accounts Payable', 'SUN: 994466', and '****00 - ****911'. The 'eMandates setup link:' section displays a blue hyperlink: <https://demo-payment.esenda.com/demo-organisation/e-mandates/DEMO1>, followed by a copy icon. At the bottom left, there is a blue button labeled 'View eMandates list'.

When a parent completes the form through this link, their mandate will automatically appear in your esenda portal.



Step 2: Viewing Submitted Mandates

Once a payer completes the eMandate form, you'll see the mandate in the All Mandates module.

Here you can:

- View all submitted mandates
- Search for specific payers
- Filter by status

This page also shows the **AUDDIS code**, which is the Direct Debit mandate reference used by the BACS service.

eMandate	AUDDIS	Account name	Sort code	Account no.	SUN	Status
 Yes	OWEN18 OWEN18	Hayley Gill	183869	42812159	994466	 Active

Step 3: Setting Up the Mandate in Your Finance System

Once a parent has completed the form, you'll need to manually create the mandate in your finance system.

When doing this, ensure the mandate reference in your finance system matches the AUDDIS code shown in esenda.

This is important because the BACS service will use that reference to validate the payment instruction.

Step 4: Uploading Your Direct Debit Collection

Once you've created the mandate and generated your Direct Debit collection file in your finance system, simply upload the collection through the Direct Debit (DD) menu in esenda.

esenda will then process the collection through the BACS service as normal.