Direct Debits Module in Dimensions

The Direct Debit module for Dimensions allows you to send DD instructions and collect Direct Debit Payments. This works with Albany (Bottomline). Once you have unlocked the module, a new tab is available on the customer record for Direct debits where you define what action you are going to take with this customer.

Then once the right information is set, instructions can be sent using the export function, which is available on the Direct Debit option on the debtor's ribbon.

Payments are collected using the Direct Debit collections screen, which is very similar to the bulk receipts screen. Once payments have been made – produce the collections export file to send the instructions to collect the cash.


The user can define the length of time required to wait, before a collection can be made. This is defined by default, in system control and can be amended on a customer by customer basis. This is to allow the user flexibility in adding existing direct debit mandates for existing customers.
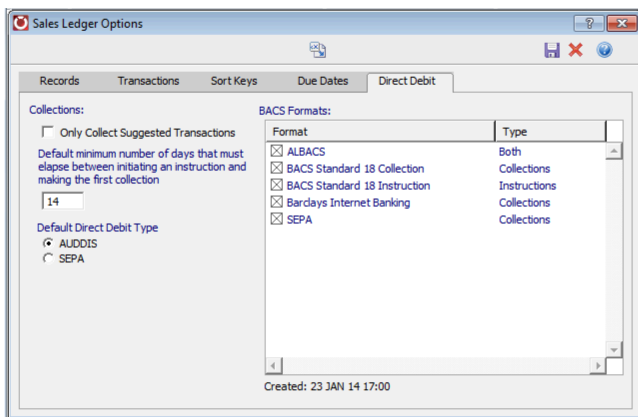
Additionally the SEPA format is fully supported, and the user can chose to collect Euro payments, by setting the option on the customer record.

The user can allow collections to be "Suggested", giving additional control over which payments are collected. Additionally it is possible to part collect an invoice, if you are using multiple due dates.

You are also able to process returned or unpaid direct debits. This allows you to import the data from the XML file and then on processing, de-allocates the payment, leaving the invoice as outstanding again.
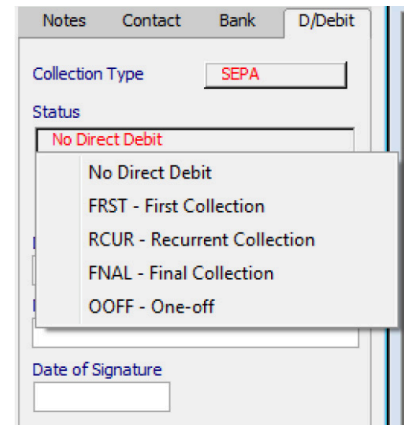
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