To set up a direct debit you will need to log into allpay and select create new DD

Select Bron Afon Community Housing from the client code drop down.
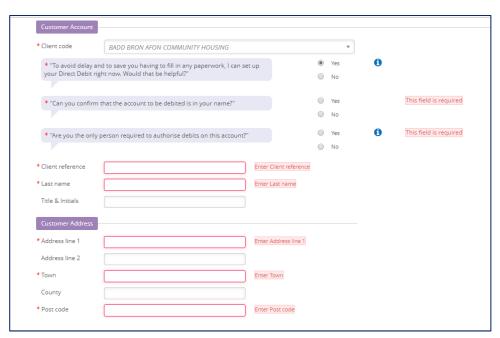
Fill in the required fields, client reference (which is the rent account number) and last clients name.
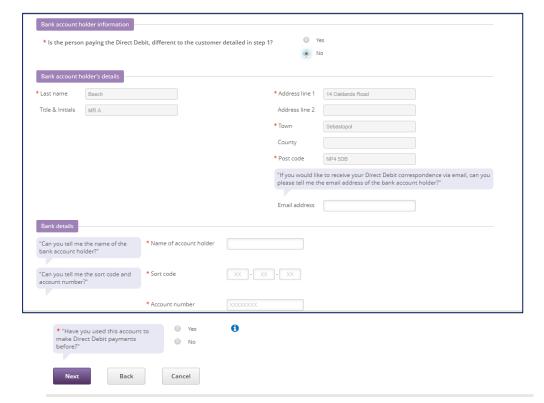
This should automatically fill in the customer address. If this is correct click next at the bottom of the screen, if not complete.

If the person paying the DD is different to the CH fill in the address or if not select no.

This will then populate the bank account holder's details.

Next fill in the account holders name, sort code and account number.

Follow each step on the next page to set up the date, amount and frequency of the direct debit and select next.

This will take you to the paperless direct debit script which must be read back to the customer each time you set up a direct debit.

Ensure you select yes and then confirm at the bottom or the direct debit will not start.

Then add an activity and payment type in the rent account. You will need to copy the first two lines of the statement into the activity.