DDMS USER GUIDE

DDMS by Xplor

HTTPS://WWW.XPLORTECHNOLOGIES.COM/

DDMS by Xplor

Our Mission: Elevating Everyday Life Experiences

Business owners don't have time – and shouldn't need to be – technology experts to deliver great experiences.

At Xplor, we're building a world where technology runs quietly in the background, so human connection can take center stage. We want every business owner to wake up energised by their purpose, not burdened by complexity.

DDMS (Direct Debit Management System) is a platform built to manage and collect recurring payments via Direct Debits. It functions as an ecosystem of websites, APIs, and task schedulers, all working together to automate and facilitate payment collections in the UK as well as other countries around the world. It operates across multiple locations allowing consumers to sign up and provide the necessary information to initiate scheduled payments.

Your customers can easily sign up and provide their Direct Debit details, allowing DDMS to efficiently schedule, process, and manage their recurring transactions.

It comprises of two components:

- Subscription Manager Platform – Manages the subscription itself
- Gateway System – communicates to the bank and reconciles

Table of Contents

Logins

As a DDMS customer, you'll have your own login into DDMS

Admin User:
Each Xplor customer will have an Admin User. This gives them the ability to set up new and amend existing logins

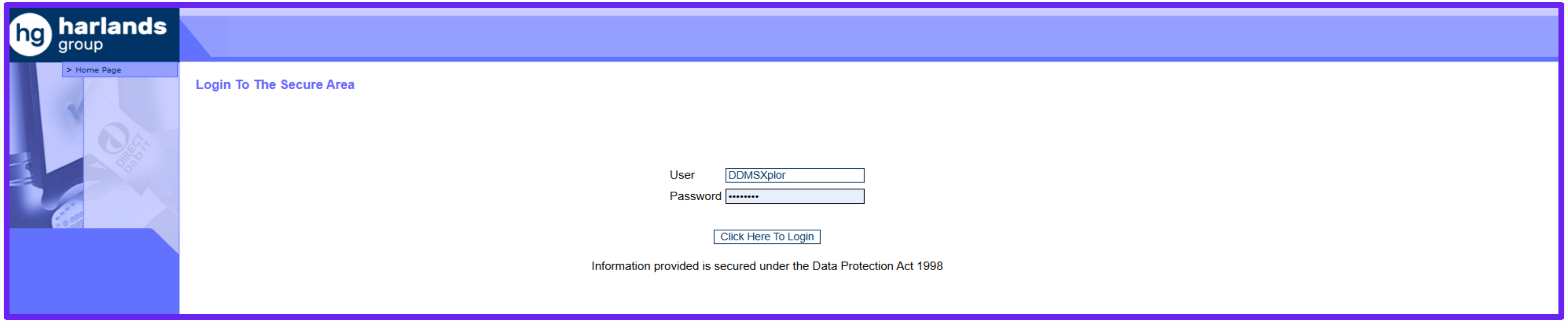
If you do not have a login, can provide the following information to your Admin User:

- Full Name
- Email Address
- Username
- Password
- Access level (Full/Read Only)
- Service / Beneficiary IDs

If you need further assistance, please submit a request to the Xplor Client Support team via this link: https://www.harlandsgroup.co.uk/clients/#form

Logging into DDMS

To access DDMS, follow this link: https://secure.harlands-ddms.co.uk/Security/Login.asp

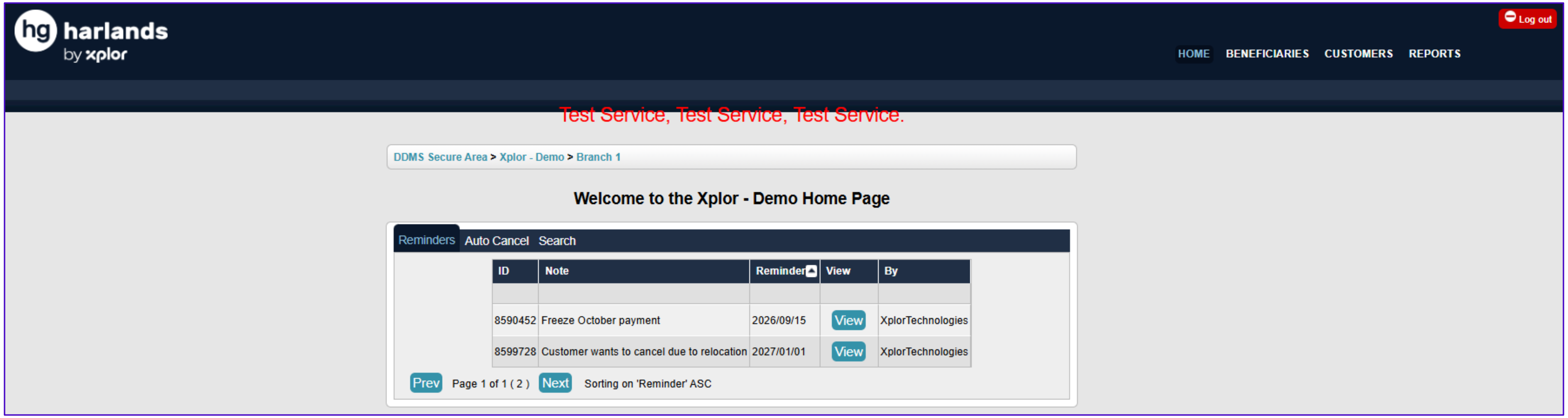


Logging into DDMS

Home Page - Reminders

Once you have logged into DDMS you will land on the **HOME** page

On the home page, you will see a box which contains a quick view of Reminders and Auto-Cancellations that have been set on customer accounts



On the **reminders tab** in the above example, you can see a customer with a note on their account and you can also see who added the note

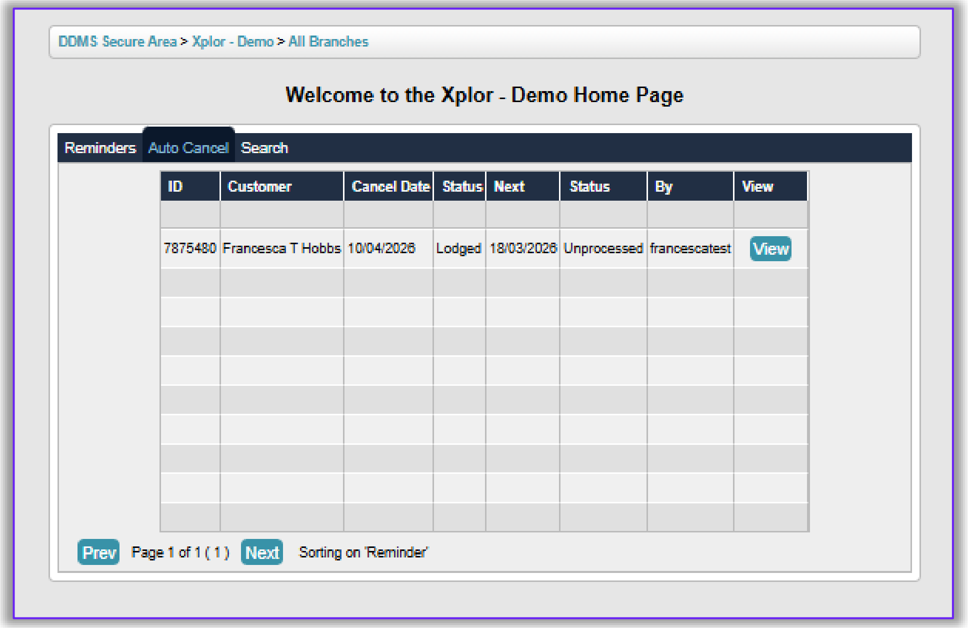
If you click ‘View’ you’ll be taken directly to the notes section on the customer’s account

Logging into DDMS

Home Page – Auto Cancel

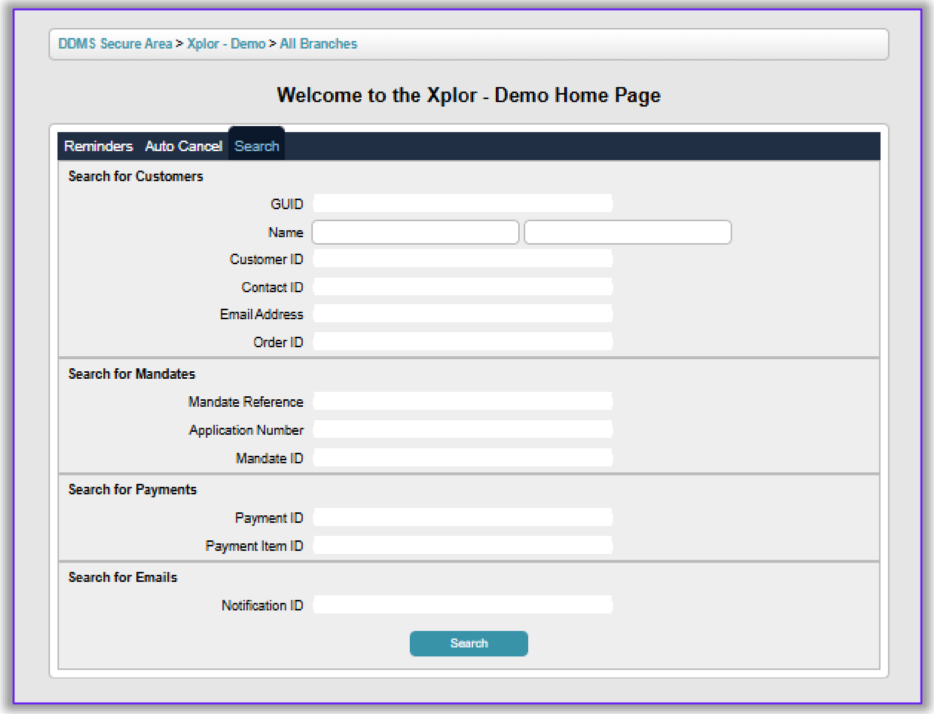
In the **Auto Cancel** tab you'll see all future auto-cancellations that have been set on customer accounts. You can see in this example that this customer is set to cancel on 18/03/2026

If you click view, you'll be taken to the customer's Notes tab on their account where the auto-cancellation was applied (See slide 20 for further information)



In the **Search** tab you can perform a smart search for any of your customers using any of the shown fields

Once you have clicked search, you'll be taken to a list of customers that match that search (if applicable) under the customer's page



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Services and Beneficiaries

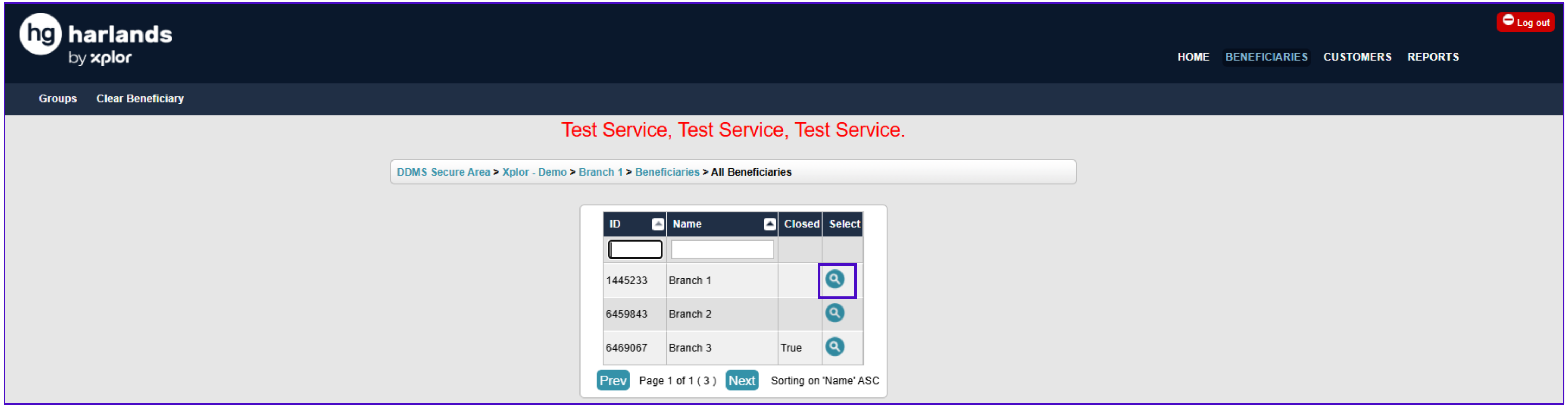
As a customer in DDMS, you'll have your own unique Service ID.

You can be a single branch operation or have multiple branches.

Each branch sits under a Service as a Beneficiary with its own unique Beneficiary ID too.

Within the **BENEFICIARIES** page you have a list of your beneficiaries (branches). If you only have one branch, this page won't be available to you

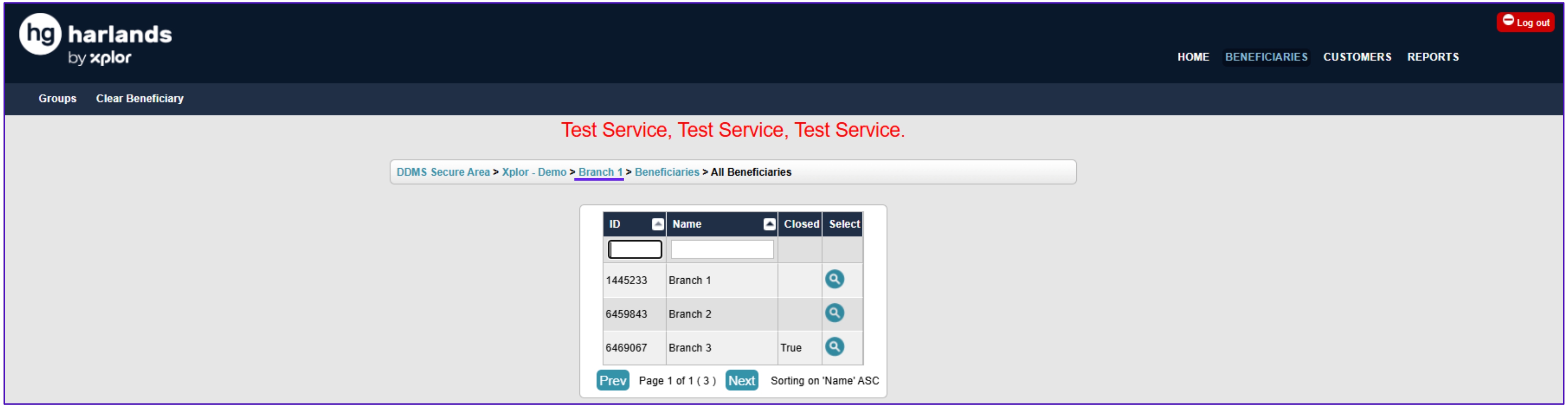
To select a beneficiary, click the **magnifying glass**.



Beneficiaries

You will see which Beneficiary is selected in the **task bar**

If you do not select a beneficiary, then you will be viewing information for all beneficiaries/customers in all other tabs



If one of your branches closes, Xplor will mark the beneficiary as closed once your branch offboard has been completed

You will still have access to all information and customers within this closed beneficiary

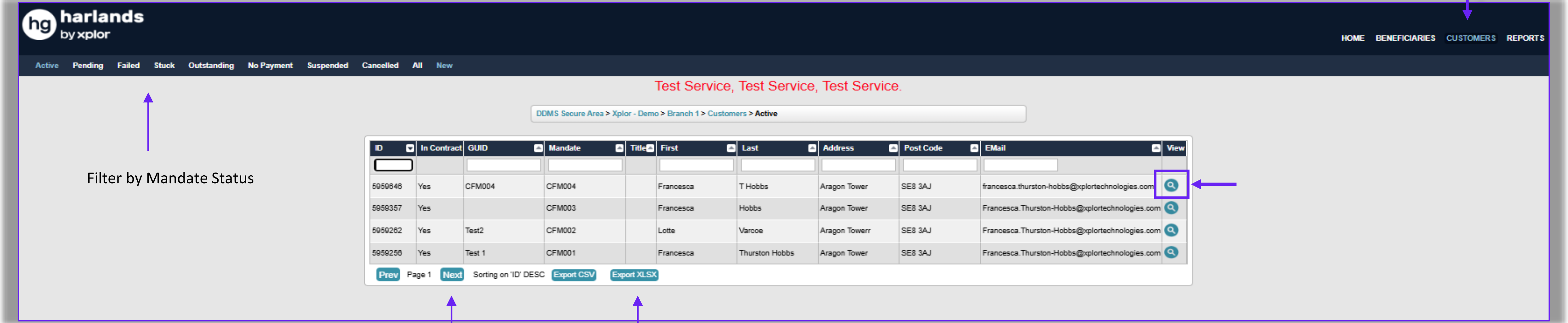
Viewing your customers in DDMS

Within the **CUSTOMERS** tab you can view your customer's accounts. You can filter the list by status (Active/Pending/Failed etc. Select 'All' to view all statuses.

Each customer has their own unique ID

You can use any of the white boxes to ***smart*** search for a customer (Example: Seach by name, email address, post code etc.)

To view a customer in more detail, click the **magnifying glass**



You can navigate the multiple pages by selecting **Prev & Next**

To download a list of all your customers, click **export CSV** or **Export XLSX**

Customers

Statuses

Status	Description
Active	Customer is active with payments up to date and a lodged mandate
Pending	The mandate is pending – a new customer signed up and waiting for first direct debit to be taken or the mandate has been amended etc
Frozen	Customer has frozen their subscription
Failed	Customer has a failed payment - due to cancelled mandate or insufficient funds etc
Outstanding	Customers who have missed a payment we're chasing, can be reactivated
Suspended	Still active but not taking payments – this status has to be manually set
Cancelled	Customer account is closed
Transferred	Customer has transferred from another beneficiary
Transferred(In)	Customer has transferred externally

Customers

What changes can I make in DDMS?

Below are the **updates/changes** DDMS users can apply to individual customers:

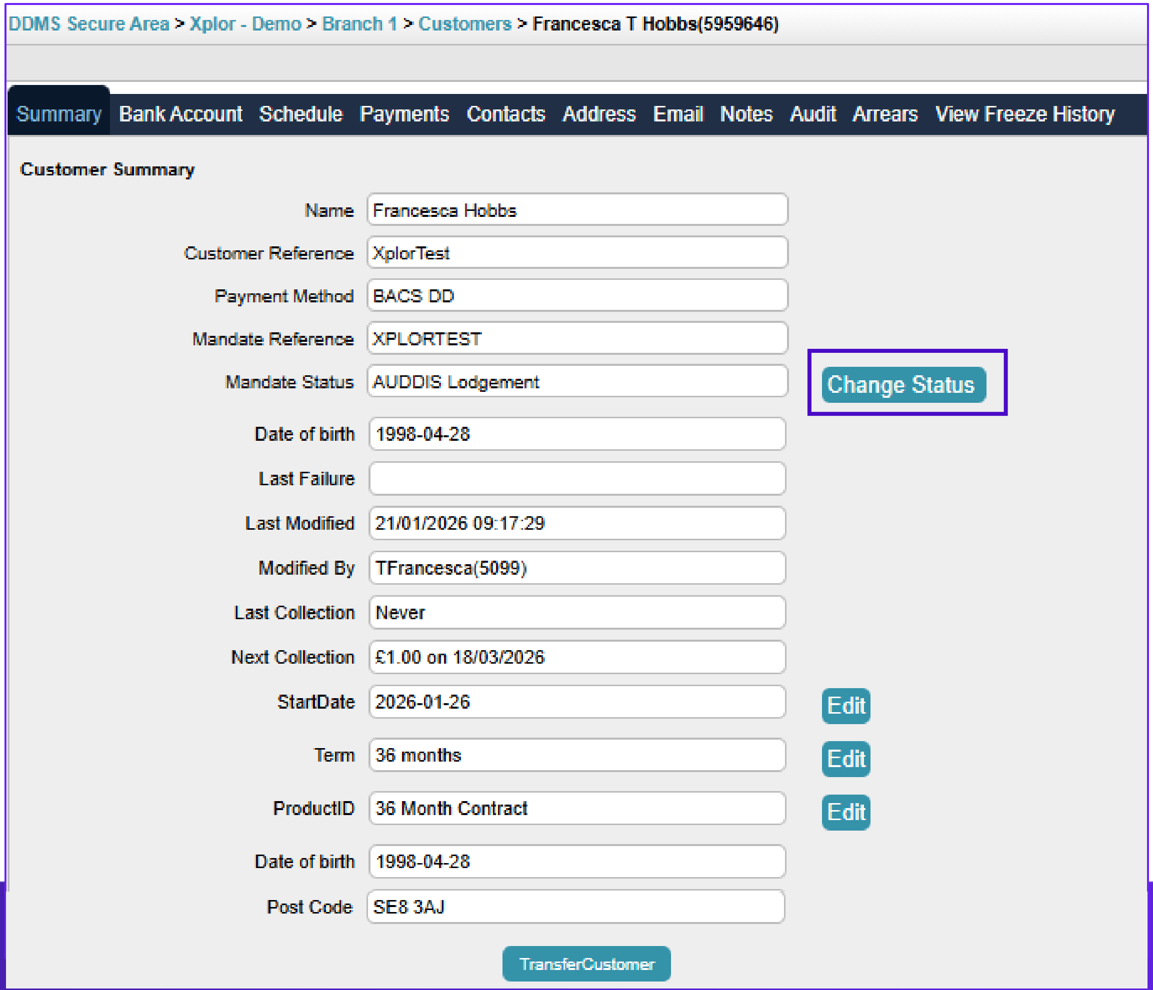
- Mandate Status (Set to ‘Cancelled’ to cancel the DD/Account)
- Start Date
- Minimum Term
- Product ID (If applicable)
- Transfer consumer from one Beneficiary to another
- Bank Account Details Payment Schedule (Including day of the month, frequency and amount)
- Individual Payment Status
- Add Manual Direct Debit Payment
- Add Freeze
- Process a refund (Login settings needs to be updated to include this permission)
- Contact Details
- Physical Address
- Resend/Forward Emails
- Add note to consumer’s account
- Add future auto-cancellation

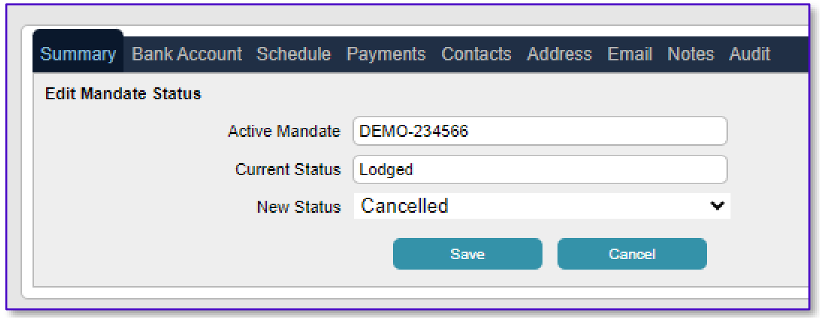
Customers – Summary

Amending status, start date, term and product ID

Once you have selected a customer using the magnifying glass, you'll be taken to their **Summary** page - here you'll find high level information about the customer's Direct Debit mandate

You can make changes to the status by clicking 'Change Status'





Please note, customers that are signed up through SNAP will have a mandate reference that begins with a W

Any imported customers will keep their same mandate reference

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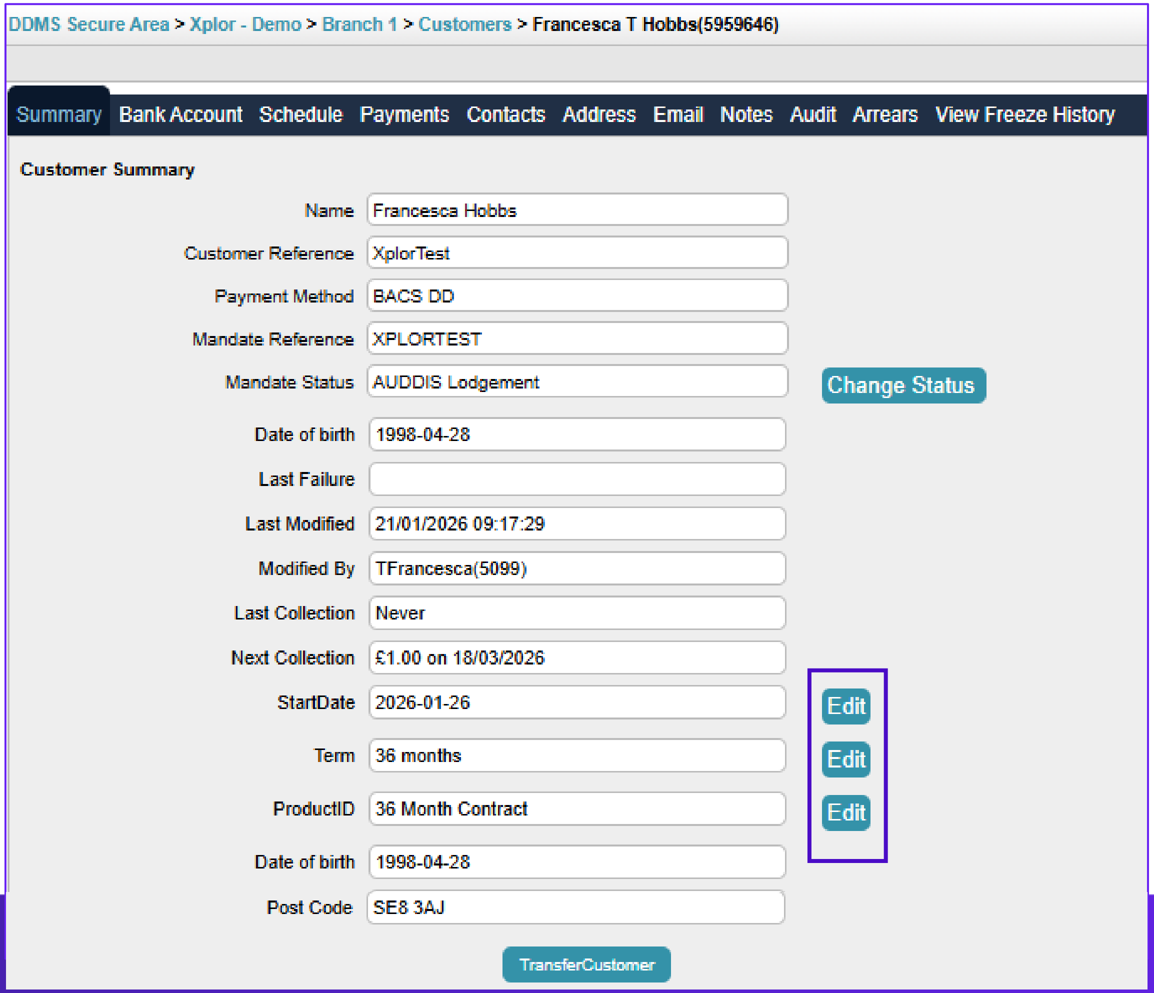
Customers – Summary

Amending status, start date, term and product ID

You can make changes to the start date, term or product ID by clicking 'Edit'



Customers

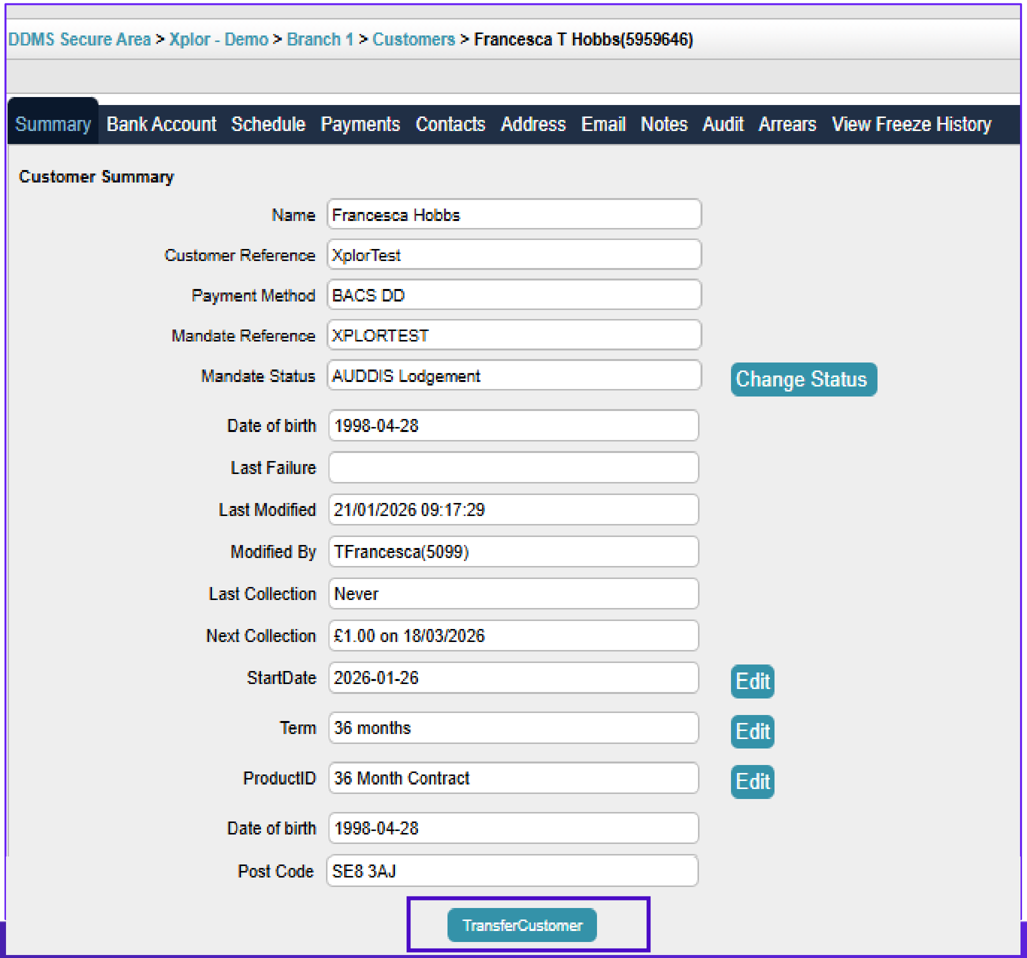
Mandate Status

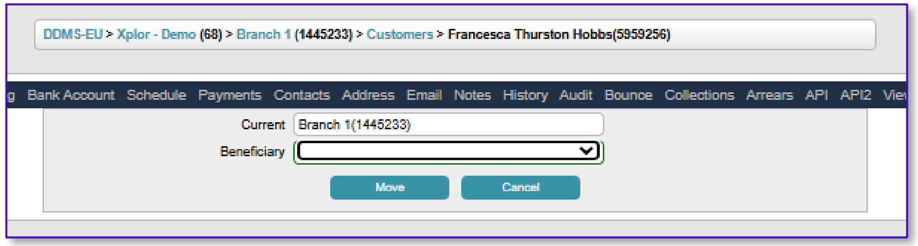
Mandate Status	Description
AUDDIS Lodgement	New customer signed up and waiting for first direct debit to be taken
Lodged	Customer is active with payments up to date and a lodged mandate
Frozen	Customer has frozen their subscription
Failed Lodgement	Mandate set up has failed
Failed / Payment Failed	Customer has a failed payment(s) due to cancelled mandate or insufficient funds (see reason)
Payment Disputed	Customer has disputed their payment
Frozen	Customer has frozen their subscription
Cancelled	Customer account is closed

Customers – Summary

Transferring a customer

If you have multiple beneficiaries, in the **Summary** page you can also transfer the member to a different branch by selecting 'TransferCustomer' at the bottom on the screen





Enter the new Beneficiary and hit 'Move'

The customer will then move to a 'Transferred' status under the transfers status tab

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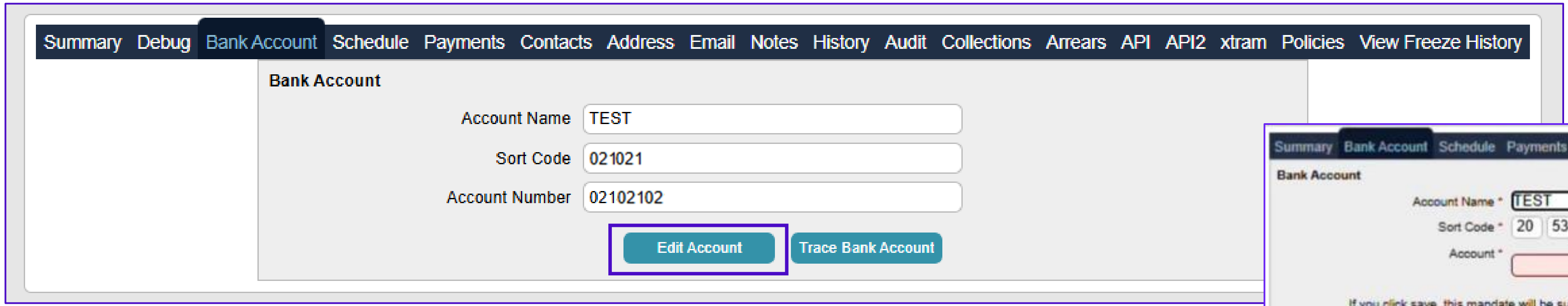
Customers – Bank Account

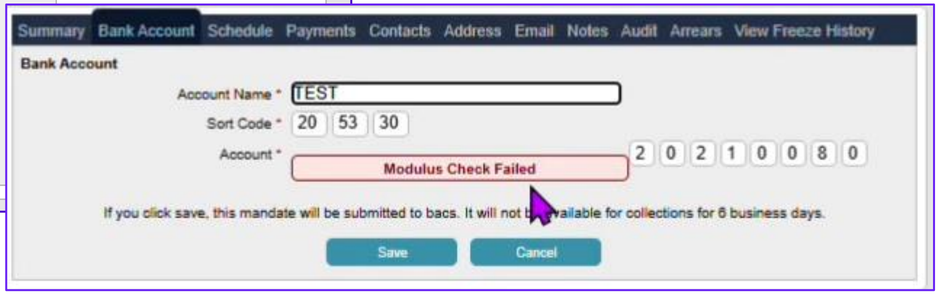
Amending bank details & tracing bank details

Within the **Bank Account** page, you'll find the bank details linked to the customer's Direct Debit

You can change the customers bank details by clicking 'Edit Account'

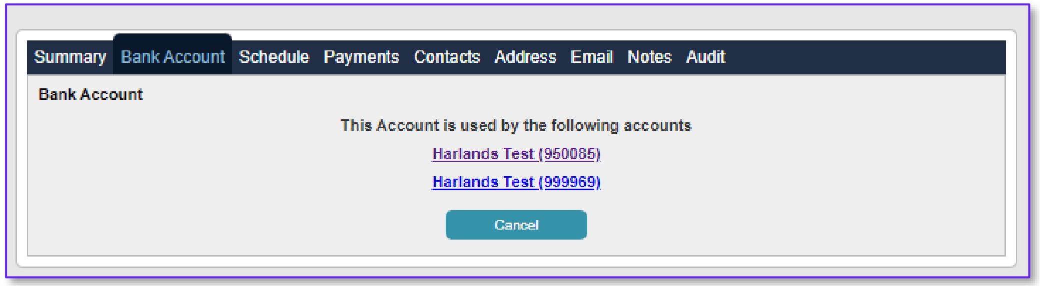


Please note, the details go through a modulus check and you will receive a error message if it fails



By clicking '**Trace Bank Account**', you can locate any other customers linked to those same bank account details.

For example, if someone is paying for their membership and their child's.



Direct Debit Schedule

Payments are collected according to a predefined schedule, which includes:

- Collection date (day of the month)
- Amount
- Frequency

Supported Collection Dates:
DDMS can collect payments on any day of the month up until the 28th

Supported Collection Frequencies:

- Monthly
- Quarterly
- Every Four Months
- Half-Yearly

Submission Timing - A Direct Debit is submitted 3 working days before the due date
Clearing Time - Payments typically clear 3 working days after the due date

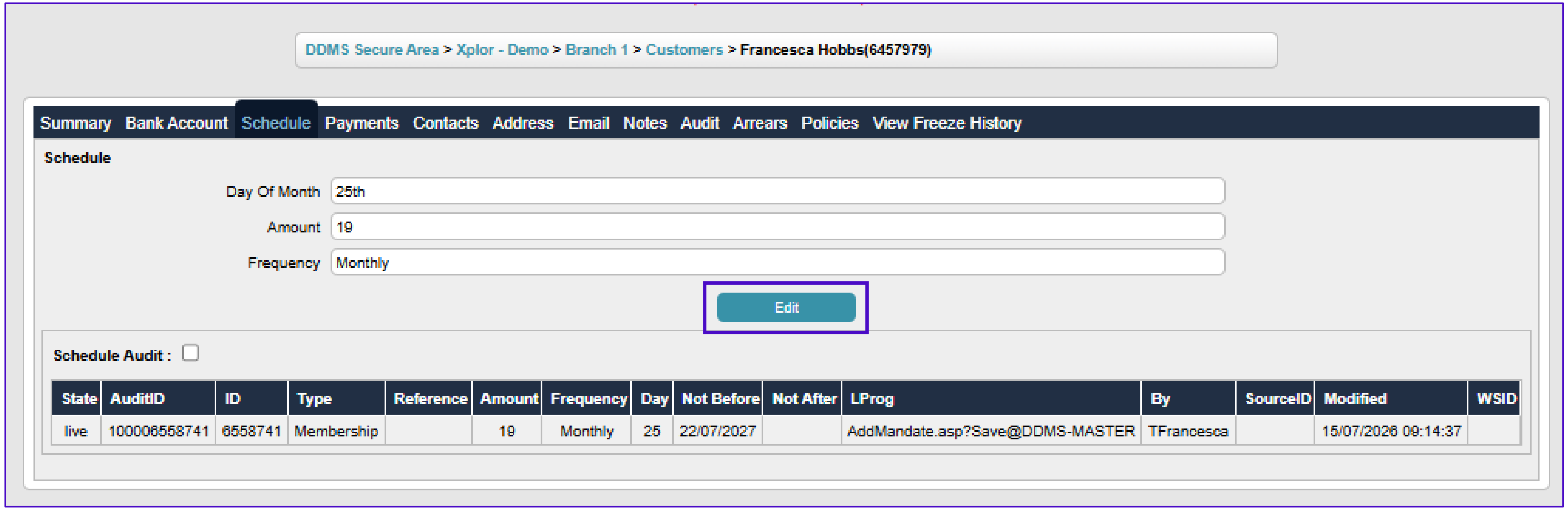
Customers – Schedule

Amending payment schedule

Within the **Schedule** page, you can see the Direct Debit schedule, which contains the DD Date, DD Amount and DD Frequency

The DD Date, DD Amount and DD Frequency can be amended by clicking 'Edit'

Please note, editing the schedule will be making a **change to all future payments** and the change will take place from the next unprocessed payment



You can also see the audit of the payment schedule to see if another user has made changes to the customers schedule and when

Customers – Payments

Amending payment status

Within the **Payments** page, you will be able to see the customers payments, their status and history

The **transmit** date is the due submission date, 3 working days before the **due** date

If we have **resubmitted** for a payment, the original due date will be in brackets next to the retry date

To change the status of a payment, click 'Change Status'

DDMS Secure Area > Xplor - Demo > Branch 1 > Customers > Xplor Technologies(6468520)

Summary | Bank Account | AppNo | Schedule | Payments | Contacts | Address | Email | Notes | Audit | Arrears | View Freeze History

Payment History

ID	Transmit	Due Date	Frequency	Total	(Main)	(Other)	(Charges)	(Partially Refunded)	Status		
63857810	30/11/2026	03/12/2026	Monthly	£29.00					Mandate Failed	Change Status	
63857808*	29/10/2026	03/11/2026	Monthly	£44.00	£29.00		£15.00		Instruction Cancelled(1)	Change Status	
63857807*	29/09/2026	02/10/2026	Monthly	£29.00					Collected	Change Status	
63857806*	27/08/2026	02/09/2026	Monthly	£29.00					Collected	Change Status	
63786661*	29/07/2026	03/08/2026	Monthly	£29.00					Collected	Change Status	

Add Payment | Add Freeze

Customers – Payments

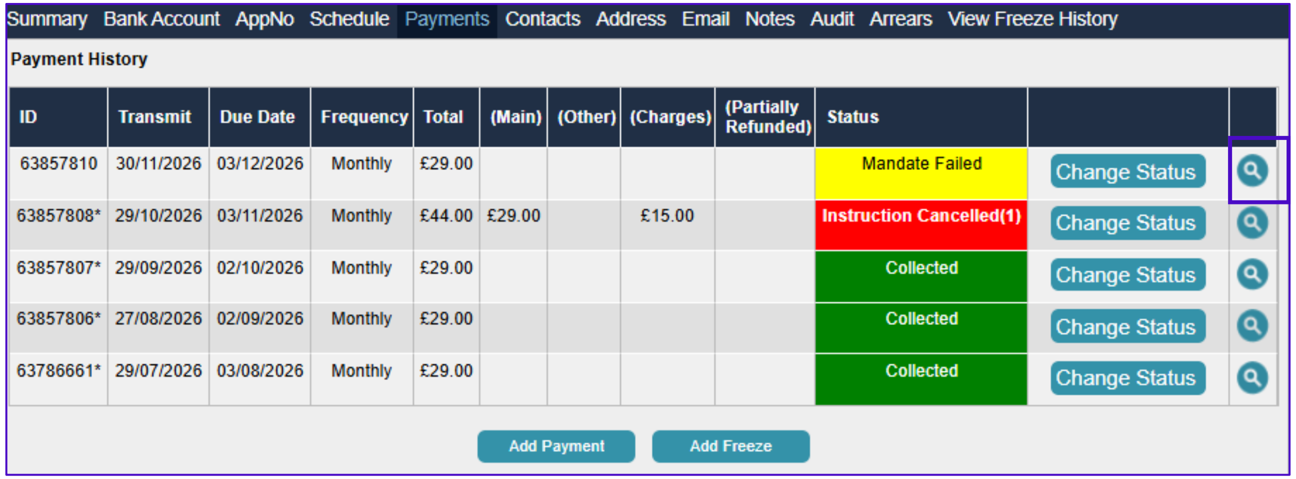
Payment Statuses

Payment Status	Description
Collected	Payment collected
Mandate Failed	Payment not collected because mandate has failed
Instruction cancelled	Payment not collected because customer has cancelled their mandate
Client refunded	Payment has been collected and then refunded
Paid in Cash	Payment marked as paid in cash – not an automatic status
Paid by Invoice	Payment marked as paid by invoice – not an automatic status
Paid in Bank	Payment marked as paid in bank – not an automatic status
Harlands card payment	Payment marked as paid by card – not an automatic status
Payflex Card	Customer has made payment via Payflex

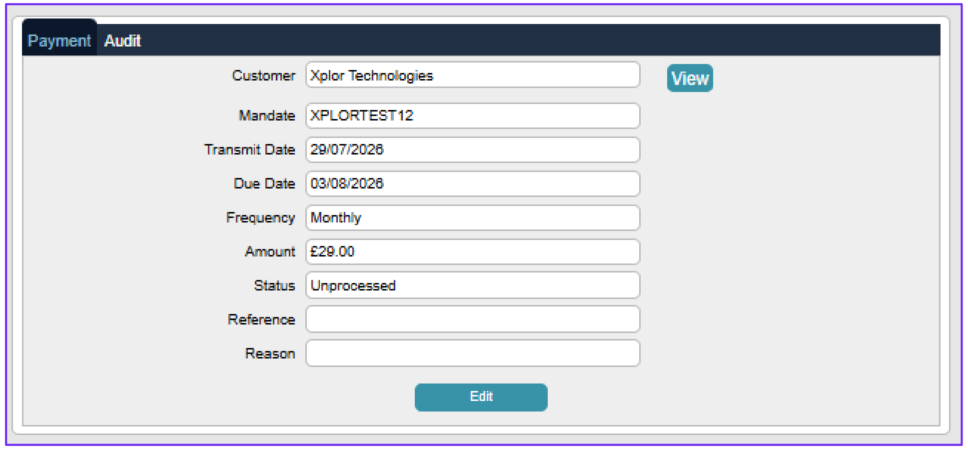
Customers – Payments

Payment Audit

To view one particular payment in more detail, click on the magnifying glass



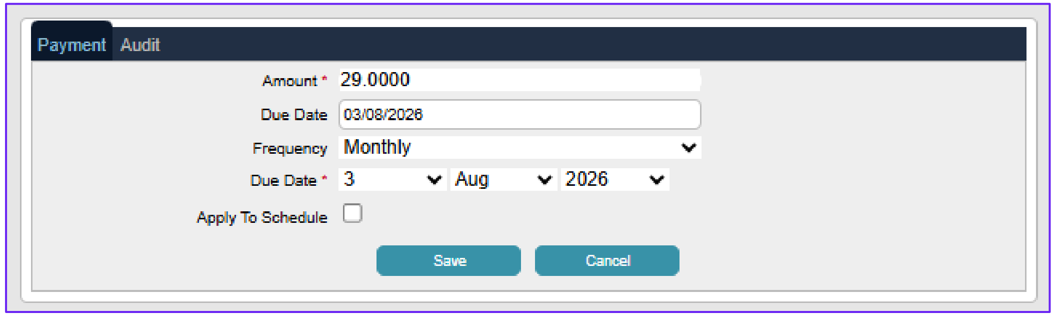
ID	Transmit	Due Date	Frequency	Total	(Main)	(Other)	(Charges)	(Partially Refunded)	Status		
63857810	30/11/2026	03/12/2026	Monthly	£29.00					Mandate Failed	Change Status	
63857808*	29/10/2026	03/11/2026	Monthly	£44.00	£29.00		£15.00		Instruction Cancelled(1)	Change Status	
63857807*	29/09/2026	02/10/2026	Monthly	£29.00					Collected	Change Status	
63857806*	27/08/2026	02/09/2026	Monthly	£29.00					Collected	Change Status	
63786661*	29/07/2026	03/08/2026	Monthly	£29.00					Collected	Change Status	



If you click 'Edit' you can amend the amount, frequency and/or date of that **singular** payment

To make the change to all future scheduled payments, tick the 'Apply To Schedule' box

Please note, you cannot make any changes to a payment that is in submission/clearing

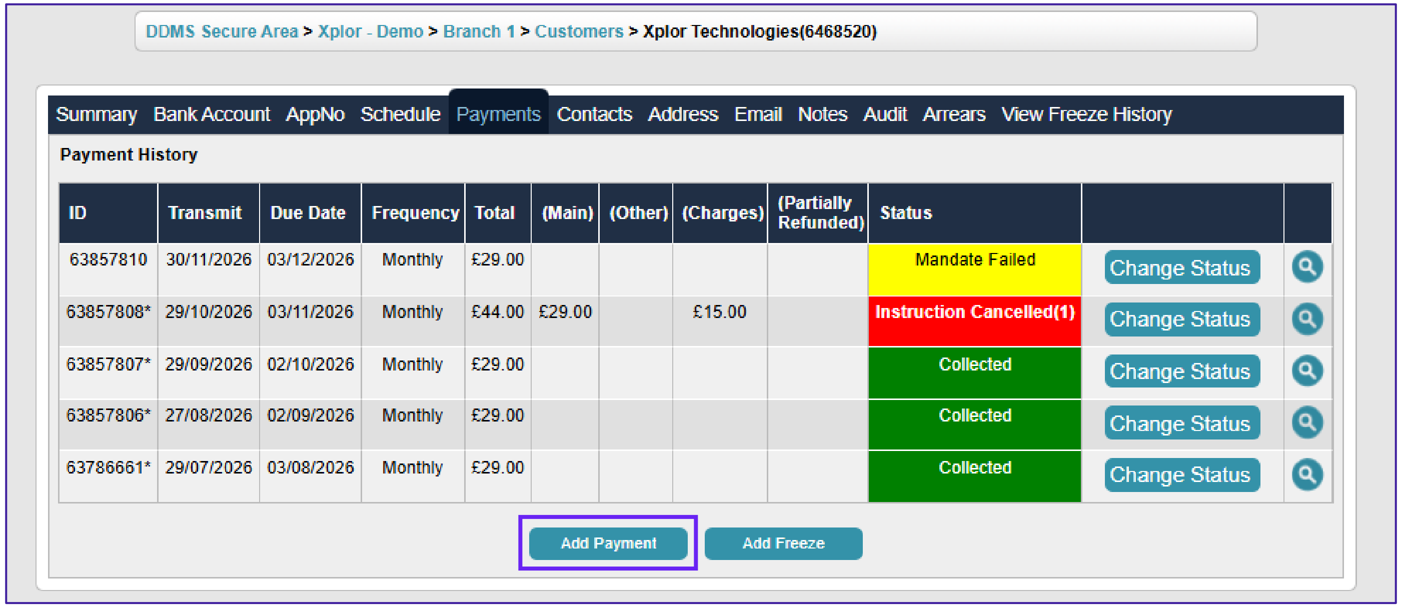


Customers – Payments

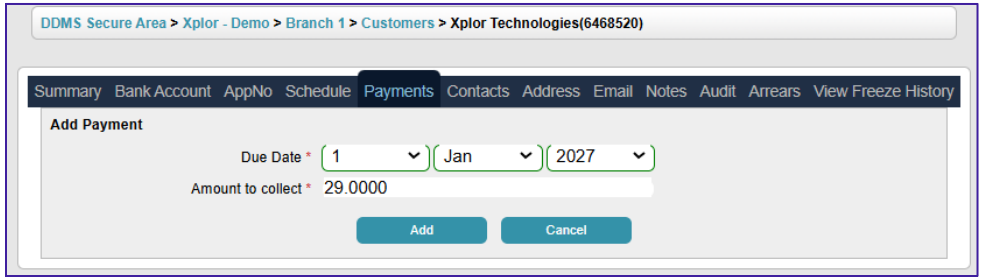
Adding Payments

On the **Payments** page, you can add a one-off payment outside of a customer's schedule by clicking 'Add Payment'

Select the collection date and payment amount



ID	Transmit	Due Date	Frequency	Total	(Main)	(Other)	(Charges)	(Partially Refunded)	Status		
63857810	30/11/2026	03/12/2026	Monthly	£29.00					Mandate Failed	Change Status	
63857808*	29/10/2026	03/11/2026	Monthly	£44.00	£29.00		£15.00		Instruction Cancelled(1)	Change Status	
63857807*	29/09/2026	02/10/2026	Monthly	£29.00					Collected	Change Status	
63857806*	27/08/2026	02/09/2026	Monthly	£29.00					Collected	Change Status	
63786661*	29/07/2026	03/08/2026	Monthly	£29.00					Collected	Change Status	

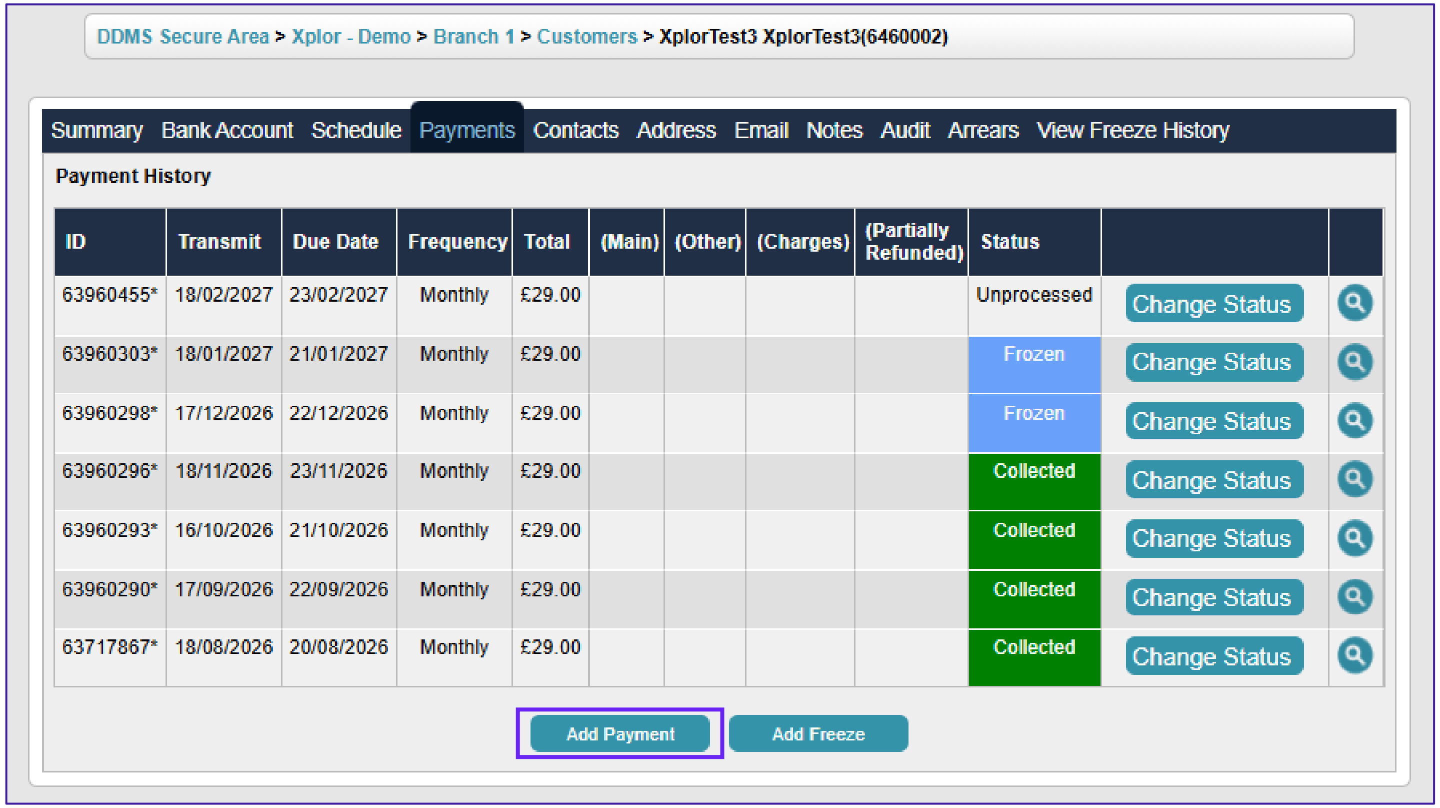


Customers – Payments

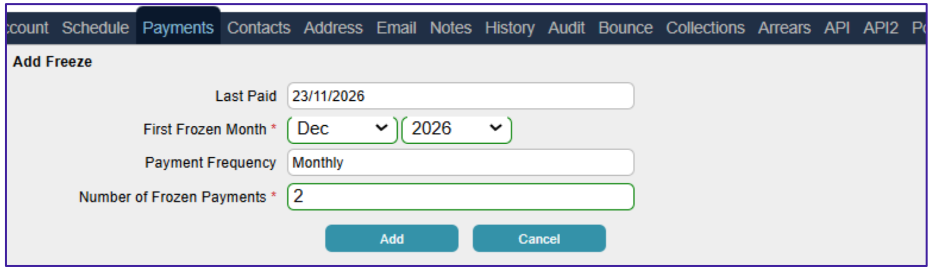
Freezing Payments

On the **Payments** page, you can add a freeze to customer payments by clicking 'Add Freeze'

Select the first frozen month and the number of payments you wish to freeze



ID	Transmit	Due Date	Frequency	Total	(Main)	(Other)	(Charges)	(Partially Refunded)	Status		
63960455*	18/02/2027	23/02/2027	Monthly	£29.00					Unprocessed	Change Status	
63960303*	18/01/2027	21/01/2027	Monthly	£29.00					Frozen	Change Status	
63960298*	17/12/2026	22/12/2026	Monthly	£29.00					Frozen	Change Status	
63960296*	18/11/2026	23/11/2026	Monthly	£29.00					Collected	Change Status	
63960293*	16/10/2026	21/10/2026	Monthly	£29.00					Collected	Change Status	
63960290*	17/09/2026	22/09/2026	Monthly	£29.00					Collected	Change Status	
63717867*	18/08/2026	20/08/2026	Monthly	£29.00					Collected	Change Status	



When the freeze has been applied, the payment status will change to 'Frozen'

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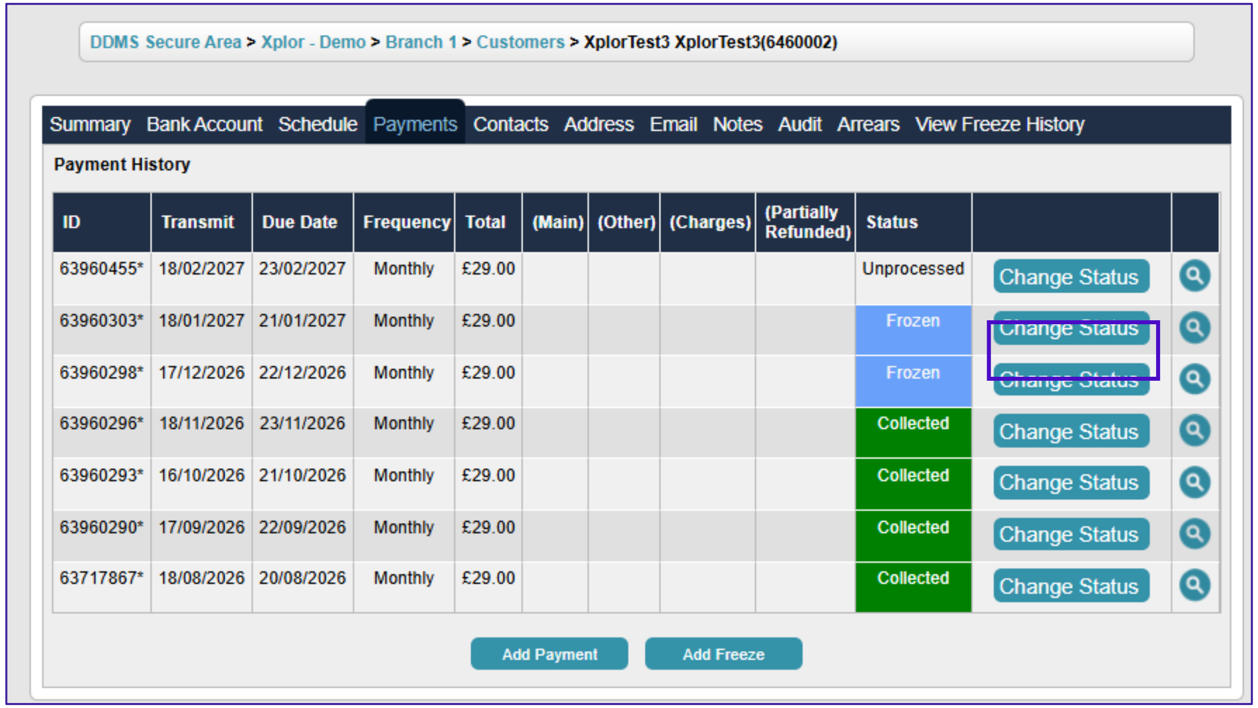
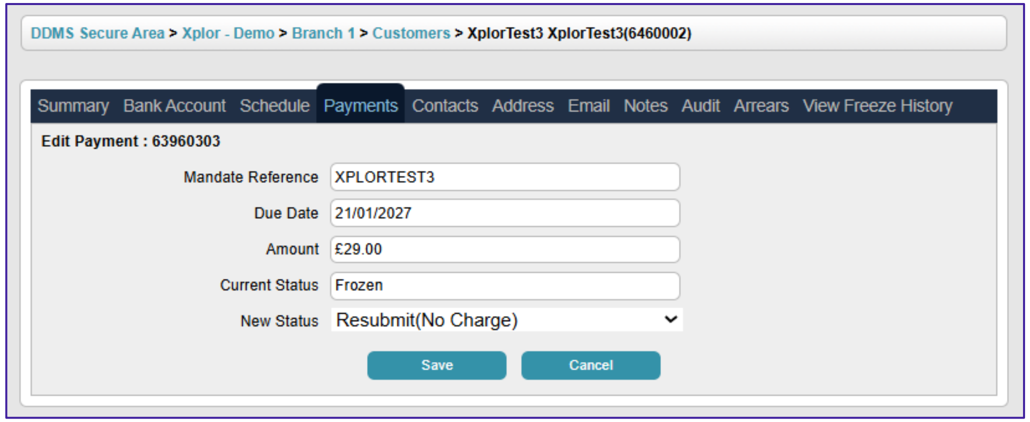
Customers – Payments

Freezing Payments

To remove the freeze, click on ‘Change Status’ and switch it back to ‘Resubmit ‘no Charge’



ID	Transmit	Due Date	Frequency	Total	(Main)	(Other)	(Charges)	(Partially Refunded)	Status		
63960455*	18/02/2027	23/02/2027	Monthly	£29.00					Unprocessed	Change Status	
63960303*	18/01/2027	21/01/2027	Monthly	£29.00					Frozen	Change Status	
63960298*	17/12/2026	22/12/2026	Monthly	£29.00					Frozen	Change Status	
63960296*	18/11/2026	23/11/2026	Monthly	£29.00					Collected	Change Status	
63960293*	16/10/2026	21/10/2026	Monthly	£29.00					Collected	Change Status	
63960290*	17/09/2026	22/09/2026	Monthly	£29.00					Collected	Change Status	
63717867*	18/08/2026	20/08/2026	Monthly	£29.00					Collected	Change Status	



Please note, the maximum length you should freeze a direct debit for is 12 months. The customers bank may cancel the direct debit if it has been inactive for longer.

Customers – Payments

Removing Charges

MOTO Payments – Dev release end of August

If you have a default charge set for missed payments, these will show on the **payments** page in the charges column, click the magnifying glass to view the payment

Payment History

ID	Transmit	Due Date	Frequency	Total	(Main)	(Other)	(Charges)	Status		
42050986	29/08/2024	02/09/2024	Monthly	£25.00				Mandate Failed	Change Status	
41253308	12/08/2024	14/08/2024 (01/08/2024)	Monthly	£40.00	£25.00		£15.00	Disputed	Change Status	
40491513	27/06/2024	01/07/2024	Monthly	£25.00				Collected	Change Status	

Then select 'Waive Fee' under Payment Details

Payment Details

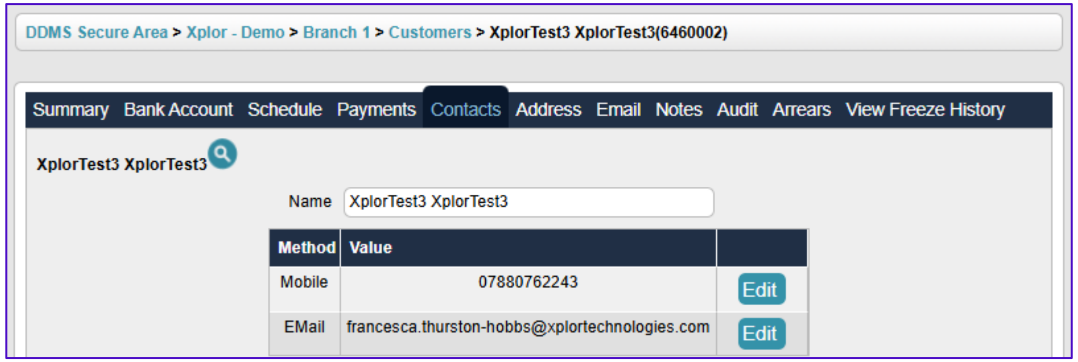
ID	Type	Description	Amount	Status	Reason	
6050411	Resubmit Charge		£15.00	Due	Refer To Payer(0)	Waive Fee

Customers – Contact Details

Amending Contact Details

Within the **contacts** page, you can see all contact details held for that customer

You can click edit to amend the existing contact details



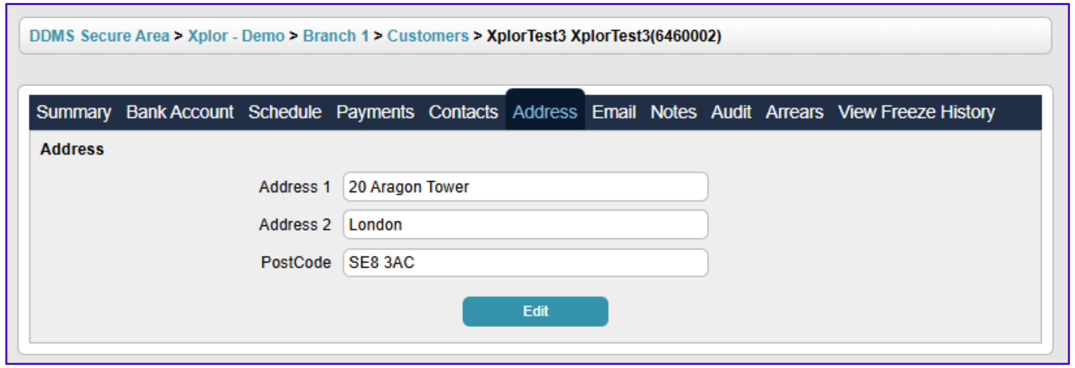
Customers – Address Details

Amending Address

Within the **address** page, you can see all address details held for that customer

You can click edit to amend the existing address

There are a maximum of 8 address lines and post code



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Customers – Emails

Viewing and sending emails

Within the **Email** tab, you can see listed all the emails and SMS's that have been sent to that customer from DDMS

Summary Bank Account Schedule Payments Contacts Address Email Notes Audit Arrears View Freeze History

Notification History

ID	Created	Sent	Method	FSB	To	Subject	
9089958	24/02/2025 14:22:09	29/01/2026 15:19:18	Send HTML Email	Refer to Payer Rolling (charge) S1	Customer	Direct debit cancelled with Branch 1 – Action required	View
9089958	24/02/2025 14:22:09	29/01/2026 12:25:00	Send HTML Email	Refer to Payer Rolling (charge) S1	Customer	Direct debit cancelled with Branch 1 – Action required	View
9089958	24/02/2025 14:22:09	27/01/2026 09:55:04	Send HTML Email	Refer to Payer Rolling (charge) S1	Customer	Direct debit cancelled with Branch 1 – Action required	View
9089958	24/02/2025 14:22:09	21/01/2026 08:54:49	Send HTML Email	Refer to Payer Rolling (charge) S1	Customer	Direct debit cancelled with Branch 1 – Action required	View
9089958	24/02/2025 14:22:09	21/01/2026 08:54:48	Send HTML Email	Refer to Payer Rolling (charge) S1	Customer	Direct debit cancelled with Branch 1 – Action required	View
9089958	24/02/2025 14:22:09	24/02/2025 14:50:42	Send HTML Email	Refer to Payer Rolling (charge) S1	lotte.varcoe@xplortechnologies.com	Direct debit cancelled with Branch 1 – Action required	View
9089958	24/02/2025 14:22:09	24/02/2025 14:25:40	Send HTML Email	Refer to Payer Rolling (charge) S1	lotte.varcoe@xplortechnologies.com	Direct debit cancelled with Branch 1 – Action required	View
9092186	25/02/2025 09:08:36	25/02/2025 09:10:09	Ignore	Instruction Cancelled - Contract (no charge) S1	Customer	Your membership at Branch 1 - DIRECT DEBIT CANCELLED	View

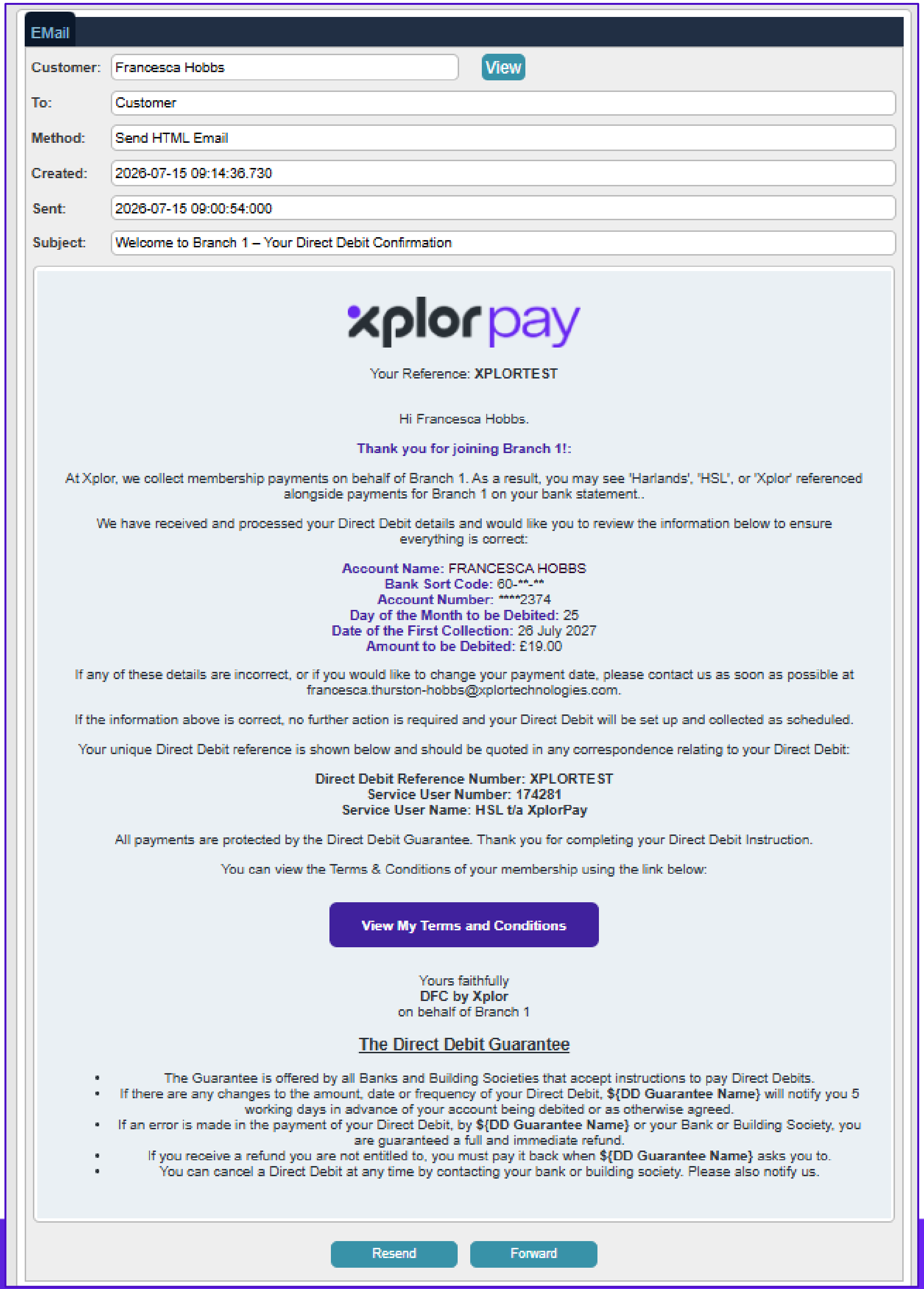
Click view on an email you wish to view and/or resend

Customers – Emails

Viewing and sending emails

Once you have clicked the email, you can choose to resend or forward the email

For example, if a customer's email address is incorrect and they have not received any communication, then you can resend them here after amending their contact details



EMail

Customer:	Francesca Hobbs
To:	Customer
Method:	Send HTML Email
Created:	2026-07-15 09:14:36.730
Sent:	2026-07-15 09:00:54:000
Subject:	Welcome to Branch 1 – Your Direct Debit Confirmation

View

xplorpay

Your Reference: **XPLORTEST**

Hi Francesca Hobbs.

Thank you for joining Branch 1!:

At Xplor, we collect membership payments on behalf of Branch 1. As a result, you may see 'Harlands', 'HSL', or 'Xplor' referenced alongside payments for Branch 1 on your bank statement..

We have received and processed your Direct Debit details and would like you to review the information below to ensure everything is correct:

Account Name: FRANCESCA HOBBS
Bank Sort Code: 60-**-**
Account Number: ****2374
Day of the Month to be Debited: 25
Date of the First Collection: 26 July 2027
Amount to be Debited: £19.00

If any of these details are incorrect, or if you would like to change your payment date, please contact us as soon as possible at francesca.thurston-hobbs@xplortechnologies.com.

If the information above is correct, no further action is required and your Direct Debit will be set up and collected as scheduled.

Your unique Direct Debit reference is shown below and should be quoted in any correspondence relating to your Direct Debit:

Direct Debit Reference Number: XPLORTEST
Service User Number: 174281
Service User Name: HSL t/a XplorPay

All payments are protected by the Direct Debit Guarantee. Thank you for completing your Direct Debit Instruction.

You can view the Terms & Conditions of your membership using the link below:

View My Terms and Conditions

Yours faithfully
DFC by Xplor
on behalf of Branch 1

The Direct Debit Guarantee

- The Guarantee is offered by all Banks and Building Societies that accept instructions to pay Direct Debits.
- If there are any changes to the amount, date or frequency of your Direct Debit, **${DD Guarantee Name}** will notify you 5 working days in advance of your account being debited or as otherwise agreed.
- If an error is made in the payment of your Direct Debit, by **${DD Guarantee Name}** or your Bank or Building Society, you are guaranteed a full and immediate refund.
- If you receive a refund you are not entitled to, you must pay it back when **${DD Guarantee Name}** asks you to.
- You can cancel a Direct Debit at any time by contacting your bank or building society. Please also notify us.

Resend Forward

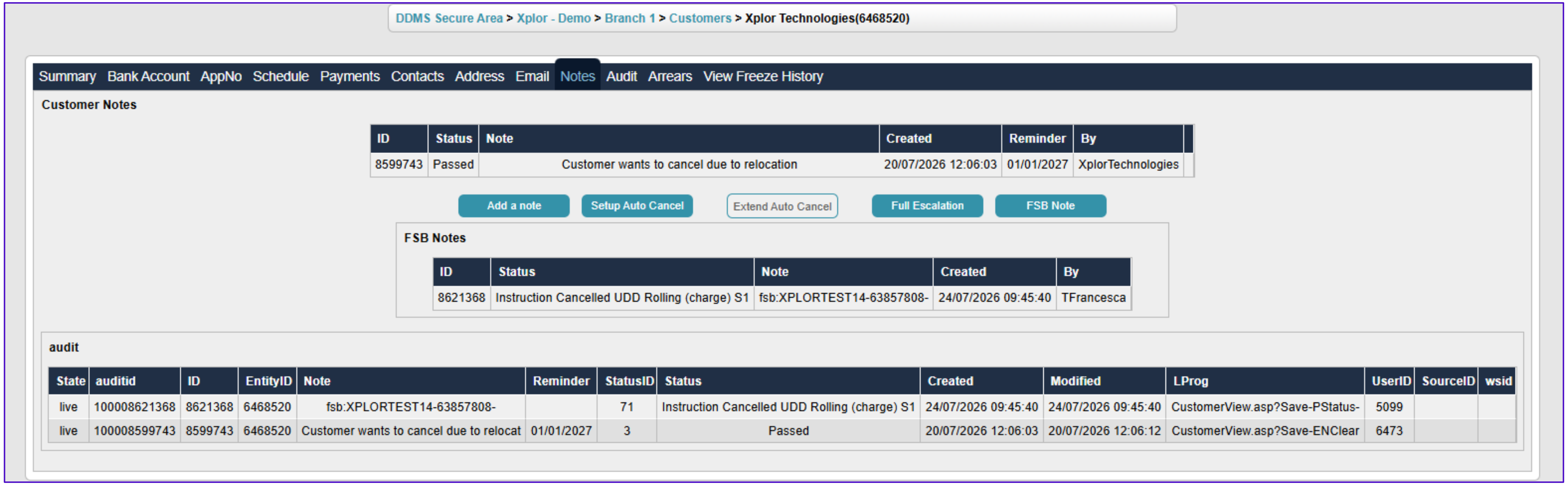
Customers – Notes

Viewing/adding customer notes & auto cancellations

Within the **notes** page you can add a note or auto cancellation date to the customer account

Click '**Add a note**' to create a new note for a customer or '**Set Auto Cancel**' to create a new auto cancellation for a customer

Once it has been applied, they will appear on the Homepage



DDMS Secure Area > Xplor - Demo > Branch 1 > Customers > Xplor Technologies(6468520)

Summary Bank Account AppNo Schedule Payments Contacts Address Email Notes Audit Arrears View Freeze History

Customer Notes

ID	Status	Note	Created	Reminder	By
8599743	Passed	Customer wants to cancel due to relocation	20/07/2026 12:06:03	01/01/2027	XplorTechnologies

Add a note | Setup Auto Cancel | Extend Auto Cancel | Full Escalation | FSB Note

FSB Notes

ID	Status	Note	Created	By
8621368	Instruction Cancelled UDD Rolling (charge) S1	fsb:XPLORTEST14-63857808-	24/07/2026 09:45:40	TFrancesca

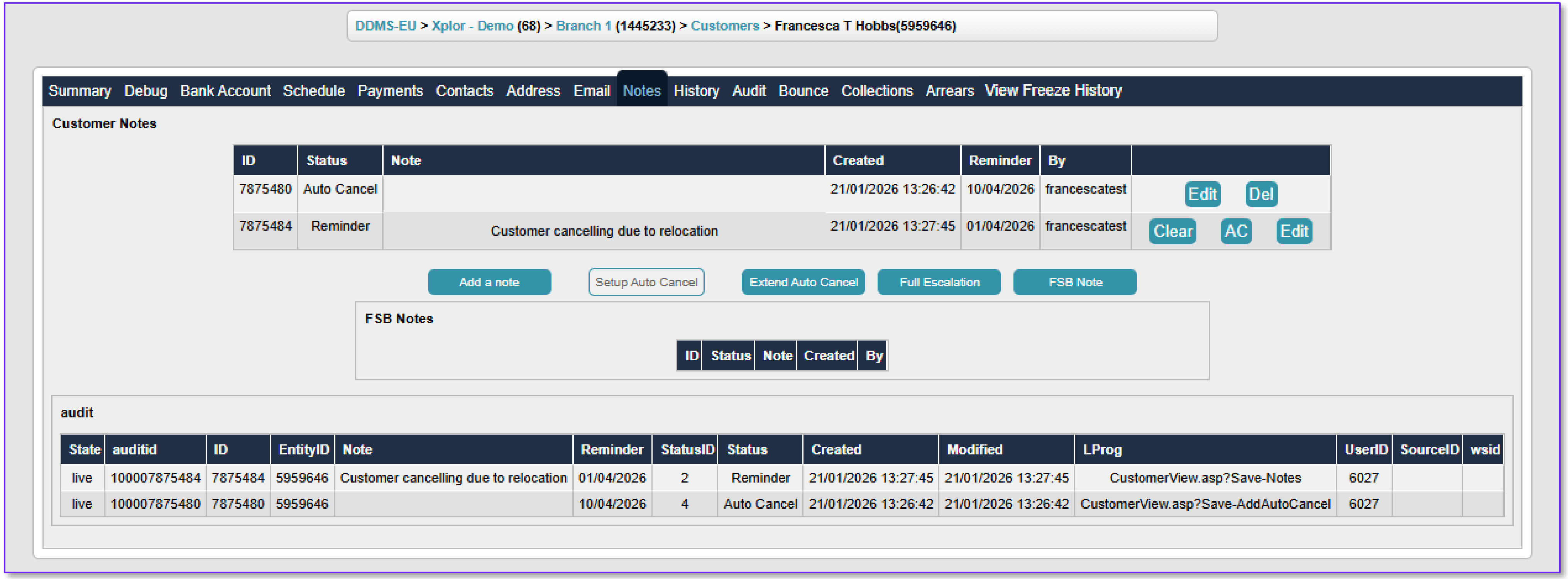
audit

State	auditid	ID	EntityID	Note	Reminder	StatusID	Status	Created	Modified	LProg	UserID	SourceID	wsid
live	100008621368	8621368	6468520	fsb:XPLORTEST14-63857808-		71	Instruction Cancelled UDD Rolling (charge) S1	24/07/2026 09:45:40	24/07/2026 09:45:40	CustomerView.asp?Save-PStatus-	5099		
live	100008599743	8599743	6468520	Customer wants to cancel due to relocat	01/01/2027	3	Passed	20/07/2026 12:06:03	20/07/2026 12:06:12	CustomerView.asp?Save-ENClear	6473		

Customers – Notes

Viewing/adding customer notes & auto cancellations

The **Notes** tab, the audit will show you all notes and auto cancellations added by any DDMS user



Customers – Audit

In the **Audit tab**, you'll be able to see a history of all actions related to the customer's Direct Debit mandate

Summary Bank Account Schedule Payments Contacts Address Email Notes Audit Arrears View Freeze History

Audit Trail

When	Reference	Status	User	Application	Sort Code	Account Number	wsid
25/02/2026 10:35:40	WA5317034	Importing	Admin(2)	Global?HServices.AddCustomer	205333	43655458	47177984
25/02/2026 10:35:40	WA5317034	Importing	Admin(2)	mandate.postprocessing	205333	43655458	47177984
25/02/2026 10:35:40	WA5317034	AUDDIS Lodgement	Admin(2)	Global?HServices.AddCustomer	205333	43655458	47177984
26/02/2026 08:00:59	WA5317034	Submitting	Admin(2)	vBACS_MandateSweep	205333	43655458	
26/02/2026 08:01:07	WA5317034	Pending	Admin(2)	Global?HServices.Catchers.Voyager.MandateWebhook	205333	43655458	47263345
02/03/2026 00:05:06	WA5317034	Lodged	Admin(2)	Global?HServices.Catchers.Voyager.MandateWebhook	205333	43655458	47486708
02/03/2026 00:05:06	WA5317034	Lodged	Admin(2)	payment.postprocessing	205333	43655458	47486708
24/03/2026 04:21:27	WA5317034	Lodged	Admin(2)	payment.postprocessing	205333	43655458	52206957
15/04/2026 03:06:25	WA5317034	Failure(RTP)	Admin(2)	payment.postprocessing	205333	43655458	58715868
15/04/2026 03:06:25	WA5317034	Payment Failed	Admin(2)	mandate.postprocessing	205333	43655458	58715868

Customers – Arrears

In the **Arrears tab** you'll be able to determine if the customer owes any money due to missed payments

You'll also be able to see any default charge added as a result of the missed payment(s)

Bank Account | Schedule | Payments | Contacts | Address | Email | Notes | Audit | Arrears

Gateway arrears mode

Failed	£84.98
Resubmits	£0.00
Charges	£15.00
Wave days	10
Wave Charges	£0.00
Waive resubmits Charges	£0.00
Arrears	£-84.98
Status	In Arrears
DS Arrears	£0.00
DS Arrears Since	
DS Arrears Since	
Default Count	
Last Default Date	
Last Default Description	

Policy boxes

If you use our Contact Centre (VAS), then within DDMS, there is the option to set the following policies for your customers:

- Service Level
- Cancellation
- Freeze

These won't be visible to you, but will be available for our Customer Service team to refer to when one of your customers may get in contact

Please see an example below

Service Level:
We only collect on the 15th of the month – please do not amend payment dates outside of this

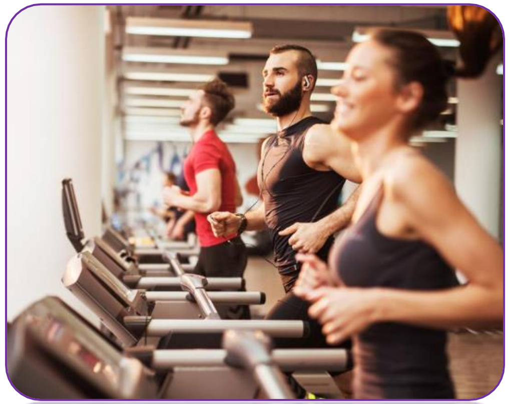
Cancellation:
One month's notice
Please email example@xplor.com when a customer makes an outstanding payment before cancellation

Freeze:
Maximum freeze length is 1 month

If you wish to add/update policies, then please contact our Client Support team: https://www.harlandsgroup.co.uk/clients/#form

Please note, if you have migrated from another Xplor system, your policies will be transferred.

Bulk Updates



Bulk consumer updates are any updates applied in bulk in the back-end of DDMS actioned by Xplor

These updates are processed by preparing and pasting data from a standardised template. To complete the bulk update process, consumer IDs must be provided, as they are required to correctly identify and update the relevant records

The following bulk updates can be actioned in DDMS directly without any involvement from our Dev team:

- Bulk cancellations
- Bulk Freezes
- Bulk Price changes
- Bulk payment date changes

The following bulk updates are actioned by our Dev team via a ticket:

- Bulk Refunds
- Bulk Beneficiary set ups
- Bulk transfer of consumers

If you require a bulk update, then please contact our Client Support team: https://www.harlandsgroup.co.uk/clients/#form

Bulk Transfers

Bulk transfers are the movement of customers from one beneficiary to another. This can be within the same Service, or across 2 different Services.

Our Dev team can simply 'lift and shift' a beneficiary from one Service to another, whilst keeping the same beneficiary ID and all consumer history on the accounts

If the transfer is within the same Service, you must consider:

- SUN changing
- Integration
- Collection dates

If you require a bulk transfer, then please contact our Client Support team: https://www.harlandsgroup.co.uk/clients/#form

xplor

SNAP

DDMS integrates with SNAP, a secure and configurable online membership sign-up platform that can be integrated within a business's website

Consumers use SNAP to sign up to particular memberships offered by our customer. Once processed, SNAP then passes the consumer's information straight to DDMS

The information captured by Snap is most commonly:
- Consumer name
- Consumer Address
- Consumer Email
- Membership name
- Membership amount (DD amount)
- DD frequency (Monthly/Yearly…)
- Sort Code
- Account Number
- Card Holder Name

SNAP is customisable to match the customer's branding and data requirements, allowing optional information collection if required.

Most importantly, SNAP captures the consumer's card information (Sort Code & Account Number) which DDMS then sends to our Bank via BACS for set up via an AUDDIS file. Once the DD is successfully set up (lodged), DDMS schedules the recurring payments, and makes the collections according to a pre-defined schedule set by SNAP.

If you would like your own bespoke SNAP journey, please speak to our Client Support team:
https://www.harlandsgroup.co.uk/clients/#form

Typical Sign-Up Flow

Select product/membership

↓

Enter personal info and payment details (bank/card)

↓

SNAP validates the data and takes the first card payment (If applicable)

↓

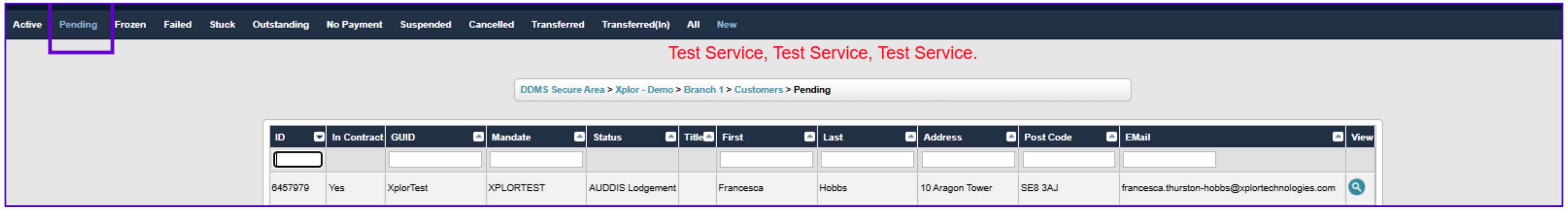
Data can be optionally forwarded to third-party systems

↓

Information is securely sent to DDMS for further processing

SNAP

Once a customer has signed up through SNAP, they will flow through to DDMS under the CUSTOMERS tab under Pending customers in a AUDDIS Lodgement status



The customer will automatically receive an email confirming the sign up to your business and advising them Xplor will be collecting the direct debit on your behalf


Confirmation/Advance Notice of Direct Debit f...

xplor PAYMENTS

Your Reference: **W03725184**

Hi IC Contract,

Thank you for joining JD Gyms Test!

At Xplor, we collect your membership payments on behalf of JD Gyms Test. As a result, you may see 'Harlands', 'HSL', or 'Xplor' referenced alongside payments for JD Gyms Test on your bank statement.

We have now received and processed your Direct Debit details and would like you to review the information below to ensure everything is correct:

Account Name: TEST
Bank Sort Code: 30-**-**
Account Number: ****0001
Day of the Month to be Debited: 1
Date of the First Collection:
{MandateDateFirstUnprocessedTrans}
Amount to be Debited: £19.99

If any of these details are incorrect, or if you would like to change your payment date, please contact us as soon as possible at payments@jdgyms.co.uk.

If the information above is correct, no further action is required and your Direct Debit will be set up and collected as scheduled.

Your unique Direct Debit reference is shown below and should be quoted in any correspondence relating to your Direct Debit:

Direct Debit Reference Number: W03725184
Service User Number: 174281
Service User Name: HSL t/a XplorPay

All payments are protected by the Direct Debit Guarantee. Thank you for completing your Direct Debit Instruction.

You can view the Terms & Conditions of your membership using the link below:

View My Terms and Conditions

Yours faithfully
DFC by Xplor
on behalf of JD Gyms Test

The Direct Debit Guarantee

- The Guarantee is offered by all Banks

Full Service Billing (FSB)

FSB (Full-Service Billing)
Refers to the complete billing process, including payment retries, the chase cycle, and all related activities.

Retry Cycle
A phase in the billing process where attempts are made to collect a failed payment. Multiple retries may occur during this period.

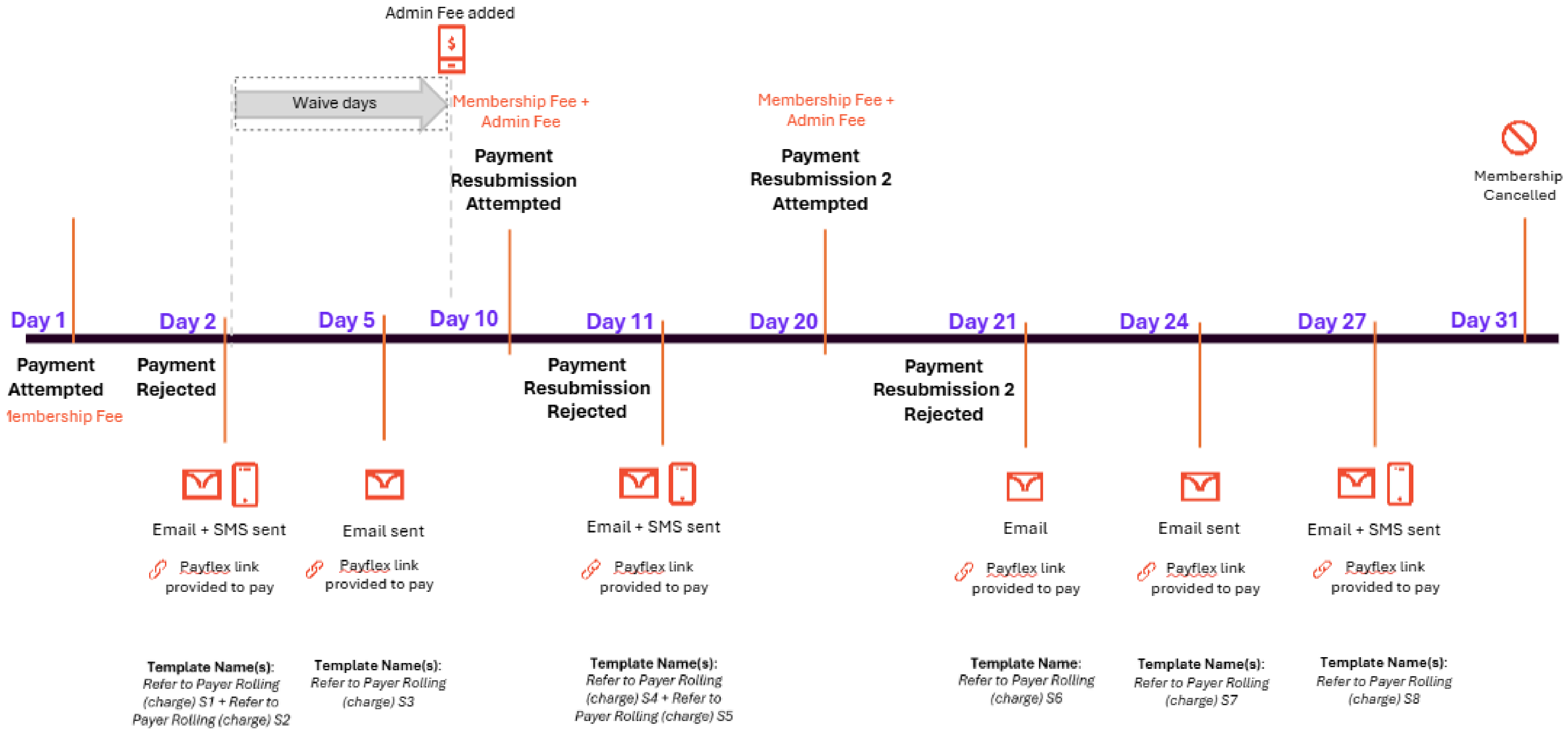
Chase Cycle
This phase begins after the final payment retry has failed. No further payment attempts are made. Typically, the consumer is cancelled at the end of the chase cycle if payment remains unresolved.

Resubmission
Payment resubmission refers to reprocessing a failed or rejected financial transaction. Within DDMS a customer can choose if they want to resubmit for their consumers missed payments and the default process for those missed payments.

Default Fee
A fee that may be applied to a consumer’s account when a payment fails to encourage consumers to make their payments on time. The timing of when this fee is charged is configurable—or it may not be applied at all.

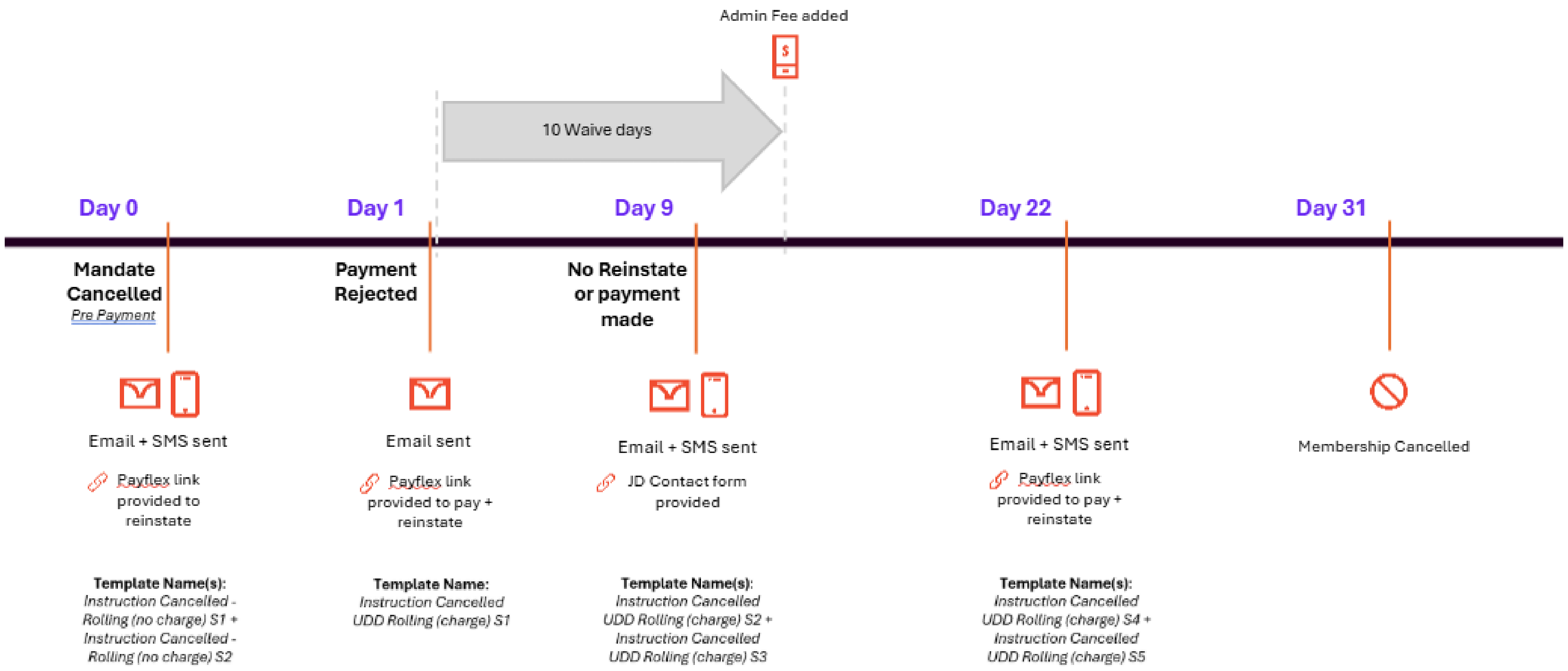
Full Service Billing

Default Cycle – Refer to Payer



Full Service Billing

Default Cycle – Instruction Cancelled



Payflex

DDMS integrates with PayFlex, a 24/7 online self-service portal provided for consumers to manage their Direct Debit payments

A one-time payment portal within DDMS, used by consumers to make catch-up payments and reinstate the DD.

If a consumer cancels their Direct Debit or misses a payment, they will automatically receive an email and/or SMS notification. The link to PayFlex can be included in these communications. The link to PayFlex can be included in the communications in such a way that when the consumer clicks on it, it automatically populates their Reference number.
The link will become inaccessible if we are in submission of the next payment or resubmitting a missed payment.

Consumers need their Snap Reference & date of birth to sign in

Payflex

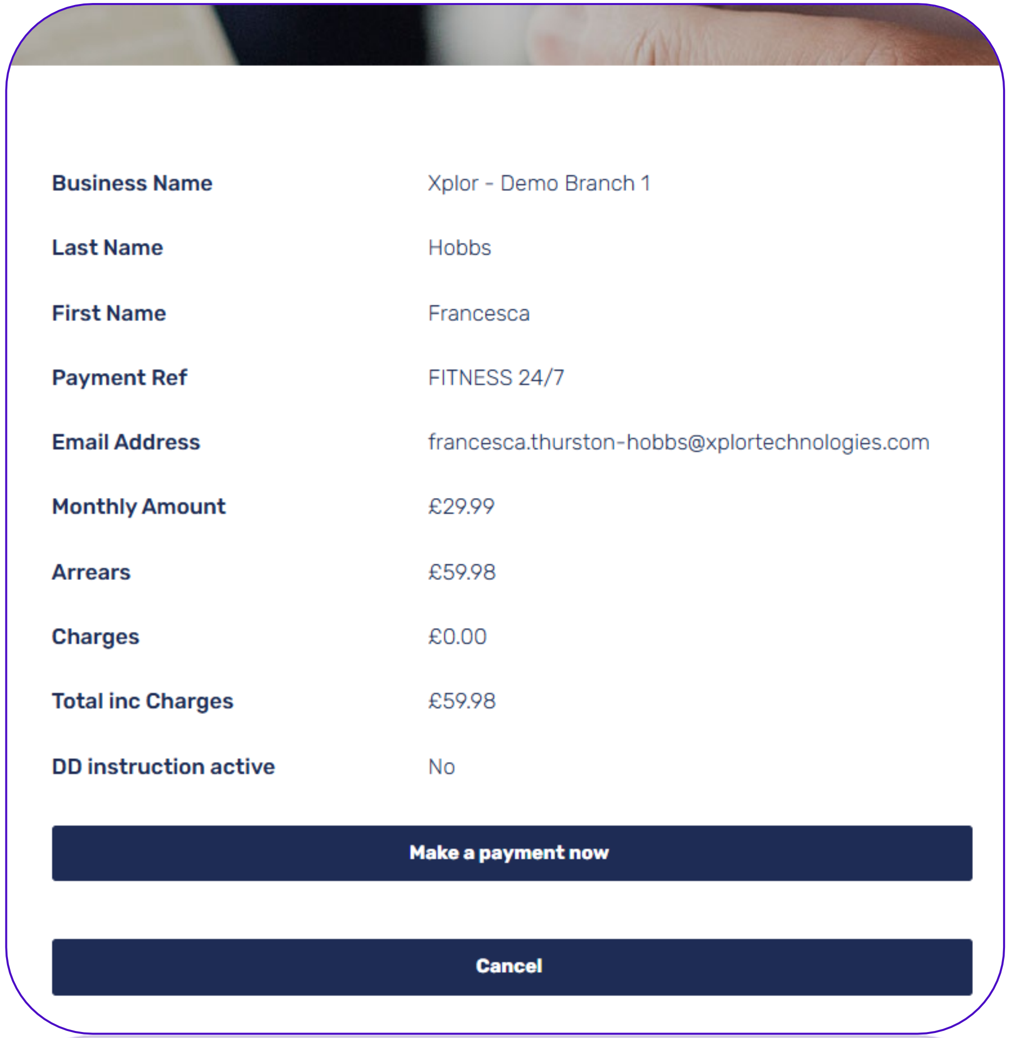
Once the member is in the Payflex portal, they'll have the option to reinstate their direct debit and/or make a missed payment by card by clicking either:

'Make a payment now' or **'Reinstate my direct debit'**

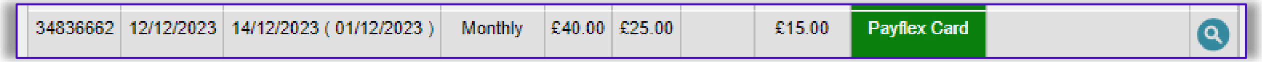
Once card details are entered by the consumer, we will process the transaction immediately, and they will receive confirmation on screen of a successful payment

Consumers can update their bank account details (Sort code & Account Number)
Consumers can reinstate a Direct Debit instruction that was previously cancelled

We do not store consumer card details on the PayFlex website or on DDMS.



Once a payment is made by card via Payflex, the Payment Status on DDMS will update to 'Payflex Card'

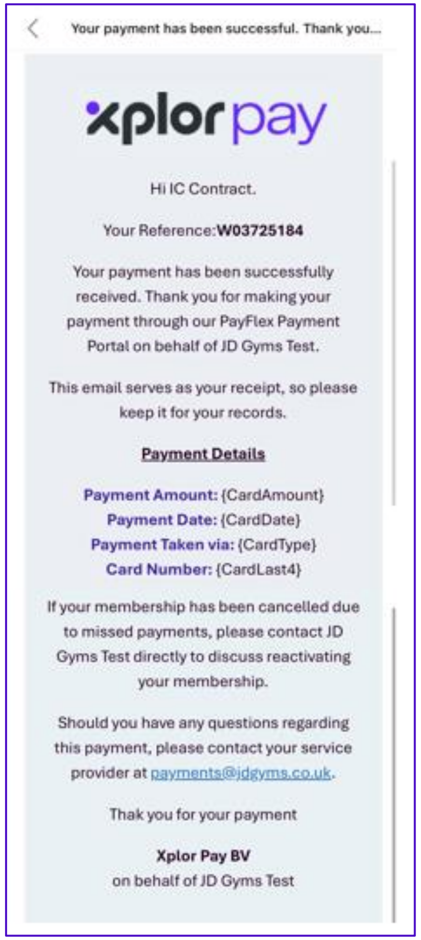


Payflex

Once a payment is made by card, or if a Direct Debit is Reinstated or updated, DDMS has the functionality to send out a confirmation email to the consumer. This needs to be set up in the FSB Settings tab.

Making a Payment

Once a customer has logged into Payflex and made a missed payment, they will receive a confirmation email of their payment made



Your payment has been successful. Thank you...

xplor pay

Hi IC Contract.

Your Reference: **W03725184**

Your payment has been successfully received. Thank you for making your payment through our PayFlex Payment Portal on behalf of JD Gyms Test.

This email serves as your receipt, so please keep it for your records.

Payment Details

Payment Amount: {CardAmount}
Payment Date: {CardDate}
Payment Taken via: {CardType}
Card Number: {CardLast4}

If your membership has been cancelled due to missed payments, please contact JD Gyms Test directly to discuss reactivating your membership.

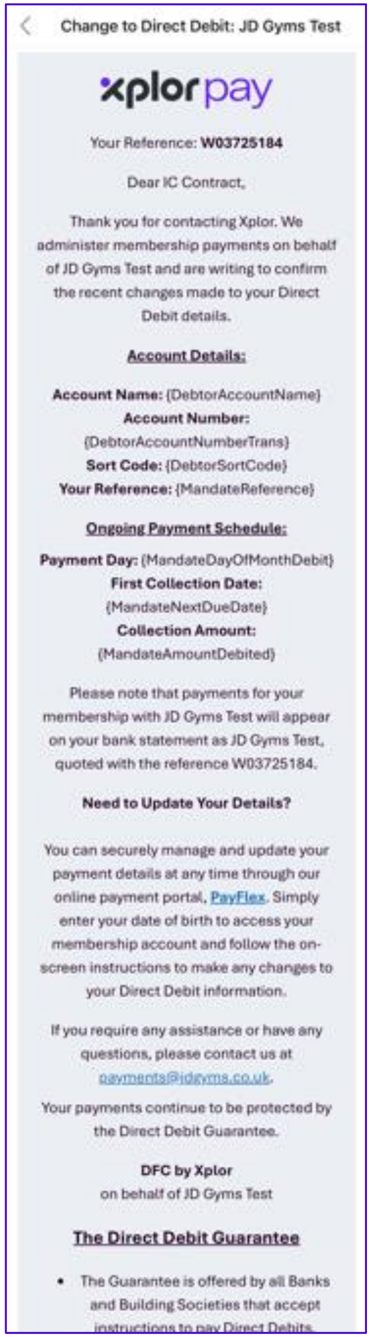
Should you have any questions regarding this payment, please contact your service provider at payments@jdgyms.co.uk.

Thak you for your payment

Xplor Pay BV
on behalf of JD Gyms Test

Reinstating direct debit

Once a customer has logged into Payflex and reinstated their direct debit details, they will receive a confirmation email with the new details



Change to Direct Debit: JD Gyms Test

xplor pay

Your Reference: **W03725184**

Dear IC Contract,

Thank you for contacting Xplor. We administer membership payments on behalf of JD Gyms Test and are writing to confirm the recent changes made to your Direct Debit details.

Account Details:

Account Name: {DebtorAccountName}
Account Number: {DebtorAccountNumberTrans}
Sort Code: {DebtorSortCode}
Your Reference: {MandateReference}

Ongoing Payment Schedule:

Payment Day: {MandateDayOfMonthDebit}
First Collection Date: {MandateNextDueDate}
Collection Amount: {MandateAmountDebited}

Please note that payments for your membership with JD Gyms Test will appear on your bank statement as JD Gyms Test, quoted with the reference W03725184.

Need to Update Your Details?

You can securely manage and update your payment details at any time through our online payment portal, PayFlex. Simply enter your date of birth to access your membership account and follow the on-screen instructions to make any changes to your Direct Debit information.

If you require any assistance or have any questions, please contact us at payments@jdgyms.co.uk.

Your payments continue to be protected by the Direct Debit Guarantee.

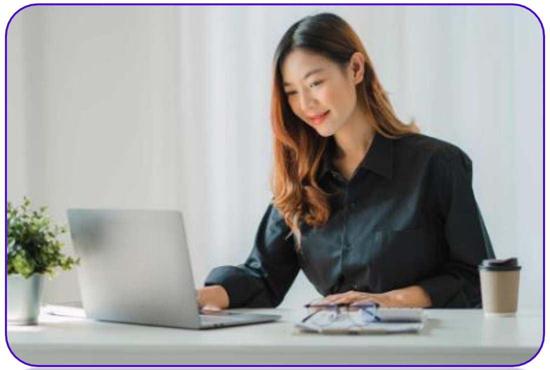
DFC by Xplor
on behalf of JD Gyms Test

The Direct Debit Guarantee

- The Guarantee is offered by all Banks and Building Societies that accept instructions to pay Direct Debits

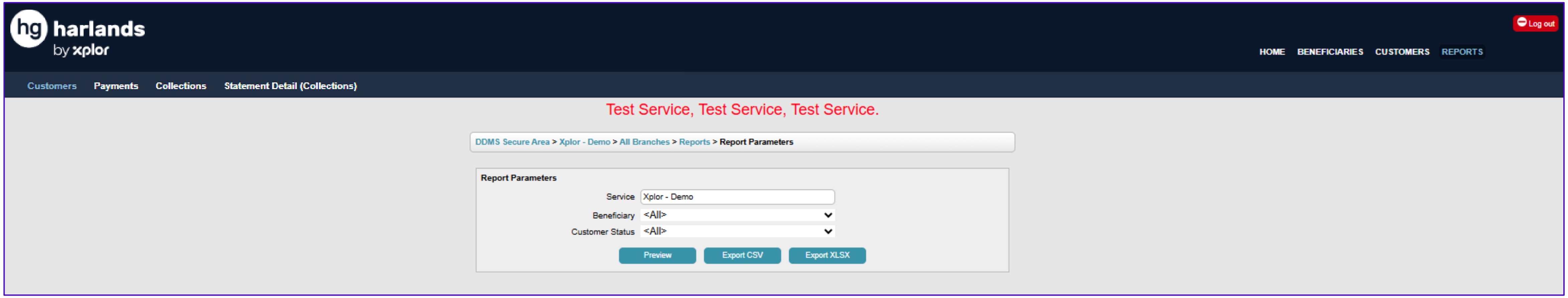
Reporting

Within the **reporting** page, you can run 4 types of reports in DDMS



Customers	Payments	Collections	Statement Detail (Collections)
Provides a list of your customers and their details by status, selected or all	Provides a list of payments between selected dates by status, selected or all	Provides a list of collections by type: debits, cash or non cash	Provides a list of collections between selected dates, with the collection status and reason

Filter the report where required and click Export



Reporting

Below are the automatic reports you will receive via email regarding your payments, depending on your set up with Xplor:

Merchant Statement	How a settlement was derived, from gross collections to the net amount paid into the bank	**Non-Bureau**
Daily Collection Activity	Every collection attempt made that day and how each one resolved	**Bureau**
Monthly Fee	The month's chargeable fees, line by line.	**Bureau**
Monthly Tax Invoice	The VAT invoice for those fees	**All customers**
Partner Settlement	What is paid out to a partner, broken down by merchant	**Partner · Split**

Reporting

Merchant statement

Non-Bureau · Single-site

Non-Bureau | Single-site | PDF + Excel | API + Subscription

The full derivation of one settlement — from gross collections through fees, reserves and adjustments to the net amount paid into the customer's bank.

v 1.0.0

xplorpay

Target Account: ****** 5951
Payment Send Date : 17-Jun-2026
This is the date we initiated the transfer, it does not take into account processing time by your bank, weekends or holidays.
Collection Period : 12-Jun-2026 to 12-Jun-2026
Statement Number: 20260617-122-001

Account Statement
[CUSTOMER]

Settlement Summary

Description	Amount	Balance
Amount of Direct Debit Collected (Total Transactions:31)	4,262.50	4,262.50
Direct Debit Transaction Fee	-15.63	4,246.87
Value Added Service Fee	-6.32	4,240.55
Net Amount Transferred		**4,240.55**

Note: VAT is included in the charges.

Detailed Breakdown of Non-Transactional Fee

Description	Charged Date	Quantity	Unit Price	Tax	Amount
Total					

Reserve Features

Description	Characteristics
Progressive Filling Rate	
Dynamic Reserve Ratio	

Reserve Details

Description	Amount	Balance
Previous Fixed Reserve (Reserve Threshold * Progressive Filling Rate)	0.00	0.00
Amount Released from the Fixed Reserve	0.00	0.00
Fixed Reserve Collected (Reserve Collected for this period)	0.00	0.00
Current Fixed Reserve Balance		**0.00**

Previous Dynamic Reserve Balance	0.00	0.00
Amount Released from the Dynamic Reserve	0.00	0.00
Dynamic Reserve Collected (Reserve Collected for this period)	0.00	0.00
Current Dynamic Reserve Balance		**0.00**

Change in reserve over the period*
Balance of amount collected and released over the period **0.00**

List of Successful Transactions for Direct Debit

Reporting

Merchant statement

Non-Bureau · Multi-site

Non-Bureau **Multi-site** **PDF + Excel** **Consolidated**

Every transaction list gains a leading Site Name column, so activity stays attributable per site while the organisation is settled as a single payment.

v 1.0.0

xplorpay

Target Account: ****** 4614
Payment Send Date : 23-Jun-2026
This is the date we initiated the transfer, it does not take into account processing time by your bank, weekends or holidays.

Account Statement
[CUSTOMER]

Collection Period : 12-Jun-2026 to 18-Jun-2026
Statement Number: 20260623-1018-001-GRP

Settlement Summary

Description	Amount	Balance
Negative Account Balance from Previous Period	-0.50	-0.50
Amount of Direct Debit Collected (Total Transactions: 182)	7,481.56	7,481.06
Amount of Card Collected (Total Transactions: 3)	94.90	7,575.96
Direct Debit Transaction Fee	-91.73	7,484.23
Card Transaction Fee	-2.85	7,481.38
Direct Debit Rejection Fee	-14.62	7,466.76
Net Amount Transferred		**7,466.76**

Note: VAT is included in the charges.

List of Successful Transactions for Direct Debit

Site Name	Date of Collection	Mandate Reference	External Transaction Reference	Original Transaction Reference	Member Number	Member Name	Product Type	Amount	Transaction Fees
[SITE 1]	12-06-2026	[MANDATE REF]	[EXT REF]	[ORIG REF]	[MBR NO]	[MEMBER NAME]		40.00	0.5040
[SITE 1]	12-06-2026	[MANDATE REF]	[EXT REF]	[ORIG REF]	[MBR NO]	[MEMBER NAME]		45.00	0.5040
[SITE 2]	12-06-2026	[MANDATE REF]	[EXT REF]	[ORIG REF]	[MBR NO]	[MEMBER NAME]		29.95	0.5040
[SITE 1]	12-06-2026	[MANDATE REF]	[EXT REF]	[ORIG REF]	[MBR NO]	[MEMBER NAME]		45.00	0.5040
[SITE 1]	12-06-2026	[MANDATE REF]	[EXT REF]	[ORIG REF]	[MBR NO]	[MEMBER NAME]		39.99	0.5040
[SITE 2]	12-06-2026	[MANDATE REF]	[EXT REF]	[ORIG REF]	[MBR NO]	[MEMBER NAME]		36.75	0.5040
[SITE 2]	12-06-2026	[MANDATE REF]	[EXT REF]	[ORIG REF]	[MBR NO]	[MEMBER NAME]		29.95	0.5040
[SITE 3]	12-06-2026	[MANDATE REF]	[EXT REF]	[ORIG REF]	[MBR NO]	[MEMBER NAME]		36.50	0.5040
[SITE 1]	12-06-2026	[MANDATE REF]	[EXT REF]	[ORIG REF]	[MBR NO]	[MEMBER NAME]		55.00	0.5040

Reporting

Monthly Tax Report

Non-Bureau · Single-site

Non-Bureau | Single-site | PDF | Already settled

The VAT invoice for the month's fees. The document is a record for the books, not a request for payment.

xplor pay

Tax Invoice

v 1.0.1

Harland Services LTD
1st Floor Central Square South
Orchard Street
Newcastle Upon Tyne
United Kingdom
NE1 3AZ
Tax No. 799711370

Invoice number	VY202606-0000003509NS
Invoice period	June 2026
Date of issue	30-Jun-2026
Amount	**£2,719.33**

Bill to

[CUSTOMER]
[ADDRESS]

United Kingdom
VAT No.

Payment Method	Description	Transaction amount	Rate	Qty	Unit Price	Amount
Direct Debit	Refund Fee	297.00		2	5.00	10.00
Direct Debit	Transaction Fee	412,588.59		3019	0.42	1,267.98
Direct Debit	Value Added Service Fee	412,588.59		3019	0.17	513.23
Card	Transaction Fee	5,020.03	3.5%	32		175.70
	Establishment Fee			176	1.70	299.20
Subtotal						**2,266.11**
VAT						**453.22**
Total Amount						**2,719.33**

Payment details
Payment is not required; fees were deducted from your remittance.

Reporting

Monthly Tax Report

Non-Bureau · Multi-site

Non-Bureau | Multi-site | PDF | Consolidated

Titled Consolidated Monthly Tax Invoice – Net. One invoice covers the whole organisation rather than one per location, with fees aggregated across sites and still settled by deduction.

xplor pay

Consolidated Monthly Tax Invoice - Net

v 1.0.1

Harland Services LTD
1st Floor Central Square South
Orchard Street
Newcastle Upon Tyne
United Kingdom
NE1 3AZ
Tax No. 799711370

Invoice number	[ACCOUNT]-202606-001
Invoice Period	June 2026
Date of Issue	30-Jun-2026
Amount	**£850.21**

Bill to

[CUSTOMER]
[ADDRESS]

United Kingdom
VAT No. [VAT NO]

Payment Method	Description	Transaction Amount	Rate	Qty	Unit Price	Amount
Direct Debit	Rejection Fee	6,992.48		180	0.42	75.60
Direct Debit	Transaction Fee	60,910.26		1478	0.42	620.76
Card	Transaction Fee	485.95	2.50%	15		12.15
Subtotal						**708.51**
VAT						**141.70**
Total Amount						**850.21**

Payment Details
Payment is not required; fees were deducted from your remittance.

Harland Services LTD Registered in The United Kingdom. Company Registration No. 02982925. Vat Number: 799711370
Registered office: 1st Floor Central Square South, Orchard Street, Newcastle Upon Tyne , United Kingdom, NE1 3AZ

Reporting

Monthly Tax Report

Bureau · Single-site

Bureau | Single-site | PDF | Payable

The same fee table as its Non-Bureau counterpart, but the opposite document.

xplorpay

Tax Invoice

v 1.0.1

Harland Services LTD
1st Floor Central Square South
Orchard Street
Newcastle Upon Tyne
United Kingdom
NE1 3AZ
Tax No. 799711370

Invoice Number	VY202606-0000003603DS
Invoice Period	June 2026
Date of Issue	30-Jun-2026
Amount due to be paid	**£120.84**
Payment Terms	30 days

Bill to

[CUSTOMER]

[ADDRESS]

United Kingdom
VAT No.

Payment Method	Description	Transaction Amount	Rate	Qty	Unit Price	Amount
Direct Debit	Transaction Fee	1,876.45		54	0.8500	45.90
	Establishment Fee			2	2.4000	4.80
	Software Fee			1	50.0000	50.00
Subtotal						**100.70**
VAT						**20.14**
Total Amount						**120.84**

Payment Details
Payment is due in line with the payment terms above.

Please make payment to:
Name: Harland Services LTD
Bank: Natwest
Sort Code: [SORT CODE]
Account Number: [ACCOUNT NO]
BIC: [BIC]
IBAN: [IBAN]

All queries must be notified in writing to accounts@xplortechnologies.com within 14 days of receipt of invoice, otherwise the invoice remains payable in full.

Reporting

Daily Collection Activity

Bureau · Single-site

Bureau | Single-site | Daily | Subscription

A daily record of every collection attempt and how it resolved. Bureau customers collect into their own bank under their own SUN.

v 1.0.0

xplor pay

Daily Collection Activity Report

Collection Activity Statement Report Date: 31-Jul-2026

[CUSTOMER]

Collection Summary

Description	Transaction Volume	Amount
Direct Debit		
Total Collected	60	3,067.45
Total Rejected	0	0.00
Total Returned	0	0.00
Total Chargeback	0	0.00
Total Chargeback Reversal	0	0.00
Total Refund	0	0.00

Collected Transactions

Payment Type	Status Date	Mandate Reference	External Txn Ref	Original Txn Ref	Member Number	Member Name	Product Type	Amount	Transaction Date
Direct Debit	31-Jul-2026	[MANDATE REF]	[EXT REF]	[ORIG REF]	[MBR NO]	[MEMBER NAME]		35.00	03-Aug-2026
Direct Debit	31-Jul-2026	[MANDATE REF]	[EXT REF]	[ORIG REF]	[MBR NO]	[MEMBER NAME]		14.30	03-Aug-2026
Direct Debit	31-Jul-2026	[MANDATE REF]	[EXT REF]	[ORIG REF]	[MBR NO]	[MEMBER NAME]		18.50	03-Aug-2026
Direct Debit	31-Jul-2026	[MANDATE REF]	[EXT REF]	[ORIG REF]	[MBR NO]	[MEMBER NAME]		24.75	03-Aug-2026
Direct Debit	31-Jul-2026	[MANDATE REF]	[EXT REF]	[ORIG REF]	[MBR NO]	[MEMBER NAME]		18.75	03-Aug-2026
Direct Debit	31-Jul-2026	[MANDATE REF]	[EXT REF]	[ORIG REF]	[MBR NO]	[MEMBER NAME]		18.50	03-Aug-2026

v 1.0.0

xplor pay

Daily Collection Activity Report

Collection Activity Statement Report Date: 31-Jul-2026

[CUSTOMER]

Payment Type	Status Date	Mandate Reference	External Txn Ref	Original Txn Ref	Member Number	Member Name	Product Type	Amount	Error Code	Error Description	Transaction Date

Chargeback Reversal Transactions

Payment Type	Status Date	Mandate Reference	External Txn Ref	Original Txn Ref	Member Number	Member Name	Product Type	Amount	Transaction Date

Refund Transactions

Payment Type	Status Date	Date of Collection	External Txn Ref	Ref Number of Refund	Member Number	Member Name	Product Type	Description	Refund Amount

Reporting

Daily Collection Activity

Bureau · Multi-site

Bureau | Multi-site | Daily | High volume

The consolidated form of the same report, with Site Name leading every table. Structurally identical to the single-site version — the difference is scale.

v 1.0.0

Daily Collection Activity Report

Collection Activity Statement

Report Date: 31-Jul-2026

[CUSTOMER]

Collection Summary

Description	Transaction Volume	Amount
Direct Debit		
Total Collected	60	3,067.45
Total Rejected	0	0.00
Total Returned	0	0.00
Total Chargeback	0	0.00
Total Chargeback Reversal	0	0.00
Total Refund	0	0.00

Collected Transactions

Payment Type	Status Date	Mandate Reference	External Txn Ref	Original Txn Ref	Member Number	Member Name	Product Type	Amount	Transaction Date
Direct Debit	31-Jul-2026	[MANDATE REF]	[EXT REF]	[ORIG REF]	[MBR NO]	[MEMBER NAME]		35.00	03-Aug-2026
Direct Debit	31-Jul-2026	[MANDATE REF]	[EXT REF]	[ORIG REF]	[MBR NO]	[MEMBER NAME]		14.30	03-Aug-2026
Direct Debit	31-Jul-2026	[MANDATE REF]	[EXT REF]	[ORIG REF]	[MBR NO]	[MEMBER NAME]		18.50	03-Aug-2026
Direct Debit	31-Jul-2026	[MANDATE REF]	[EXT REF]	[ORIG REF]	[MBR NO]	[MEMBER NAME]		24.75	03-Aug-2026
Direct Debit	31-Jul-2026	[MANDATE REF]	[EXT REF]	[ORIG REF]	[MBR NO]	[MEMBER NAME]		18.75	03-Aug-2026
Direct Debit	31-Jul-2026	[MANDATE REF]	[EXT REF]	[ORIG REF]	[MBR NO]	[MEMBER NAME]		18.50	03-Aug-2026
Direct Debit	31-Jul-2026	[MANDATE REF]	[EXT REF]	[ORIG REF]	[MBR NO]	[MEMBER NAME]		18.50	03-Aug-2026
Direct Debit	31-Jul-2026	[MANDATE REF]	[EXT REF]	[ORIG REF]	[MBR NO]	[MEMBER NAME]		18.50	03-Aug-2026

Daily Collection Activity Report

Collection Activity Statement

Report Date: 31-Jul-2026

[CUSTOMER]

Payment Type	Status Date	Mandate Reference	External Txn Ref	Original Txn Ref	Member Number	Member Name	Product Type	Amount	Error Code	Error Description	Transaction Date

Chargeback Reversal Transactions

Payment Type	Status Date	Mandate Reference	External Txn Ref	Original Txn Ref	Member Number	Member Name	Product Type	Amount	Transaction Date

Refund Transactions

Payment Type	Status Date	Date of Collection	External Txn Ref	Ref Number of Refund	Member Number	Member Name	Product Type	Description	Refund Amount

Reporting

Daily Collection Activity

Bureau · Single-site

Bureau | Single-site only | Monthly | PDF + Excel

This report sets out what Xplor will charge for the month, line by line, ahead of the tax invoice.

Daily Collection Activity Report

Collection Activity Statement

Report Date: 09-Jun-2026

[CUSTOMER]

Collection Summary

Description	Transaction Volume	Amount
Direct Debit		
Total Collected	2650	199,649.01
Total Rejected	0	0.00
Total Returned	0	0.00
Total Chargeback	0	0.00
Total Chargeback Reversal	0	0.00
Total Refund	0	0.00

Collected Transactions

Site Name	Payment Type	Status Date	Mandate Reference	External Txn Ref	Original Txn Ref	Member Number	Member Name	Product Type	Amount	Transaction Date
[SITE 1]	Direct Debit	09-Jun-2026	[MANDATE REF]	[EXT REF]	[ORIG REF]	[MBR NO]	[MEMBER NAME]		47.04	10-Jun-2026
[SITE 2]	Direct Debit	09-Jun-2026	[MANDATE REF]	[EXT REF]	[ORIG REF]	[MBR NO]	[MEMBER NAME]		71.11	10-Jun-2026
[SITE 3]	Direct Debit	09-Jun-2026	[MANDATE REF]	[EXT REF]	[ORIG REF]	[MBR NO]	[MEMBER NAME]		112.50	10-Jun-2026
[SITE 3]	Direct Debit	09-Jun-2026	[MANDATE REF]	[EXT REF]	[ORIG REF]	[MBR NO]	[MEMBER NAME]		38.86	10-Jun-2026
[SITE 3]	Direct Debit	09-Jun-2026	[MANDATE REF]	[EXT REF]	[ORIG REF]	[MBR NO]	[MEMBER NAME]		121.50	10-Jun-2026
[SITE 3]	Direct Debit	09-Jun-2026	[MANDATE REF]	[EXT REF]	[ORIG REF]	[MBR NO]	[MEMBER NAME]		32.10	10-Jun-2026
[SITE 3]	Direct Debit	09-Jun-2026	[MANDATE REF]	[EXT REF]	[ORIG REF]	[MBR NO]	[MEMBER NAME]		121.50	10-Jun-2026

Rejected Transactions

Site Name	Payment Type	Status Date	Mandate Reference	External Txn Ref	Original Txn Ref	Member Number	Member Name	Product Type	Amount	Error Code	Error Description	Transaction Date

Returned Transactions

Site Name	Payment Type	Status Date	Mandate Reference	External Txn Ref	Original Txn Ref	Member Number	Member Name	Product Type	Amount	Error Code	Error Description	Transaction Date

Chargeback Transactions

Site Name	Payment Type	Status Date	Mandate Reference	External Txn Ref	Original Txn Ref	Member Number	Member Name	Product Type	Amount	Error Code	Error Description	Transaction Date

Chargeback Reversal Transactions

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v 1.0.0

Daily Collection Activity Report

Collection Activity Statement

Report Date: 09-Jun-2026

[CUSTOMER]

Site Name	Payment Type	Status Date	Mandate Reference	External Txn Ref	Original Txn Ref	Member Number	Member Name	Product Type	Amount	Transaction Date

Refund Transactions

Site Name	Payment Type	Status Date	Date of Collection	External Txn Ref	Ref Number of Refund	Member Number	Member Name	Product Type	Description	Refund Amount

Integration

DDMS has the functionality to integrate with different CRMs creating a unified system for managing consumer billing and data processing.

Membr by Xplor

Membr is an Xplor CRM. Membr is a cloud-based gym management and membership software that handles various aspects of gym operations, including member sign-ups, billing, and access control. It offers consumers a self-service portal and a custom-branded app to manage their memberships and book classes, while providing gym operators with a comprehensive platform to manage their business, generate reports, and increase consumer engagement and retention.

To integrate with Membr or any other new integrations, the link below is provided to customers to assist them to build the integration between them and Xplor:

https://xplortechnologies.atlassian.net/wiki/external/Yjc5YWE1ZDBmYjkzNDFlZWI3ZWFiMmI5MjkzM2VhM2

The DDMS Dev team will provide test API credentials (URL, test service & branch ID, username and token) and test login details (username and password) to allow the customer to test the integration before setting live.

FAQS

I forgot my password, how can I reset it?

If you forget your login into DDMS, please contact our Client Support team with your login ID and new password and they will update this for you (see next slide for contact details).

When will I get paid?

Xplor will settle your payments weekly on Tuesdays, unless you have a bespoke set up with Xplor

How long does it take for a new mandate to become active?

Once submitted, mandates undergo standard Bacs processing cycles. They generally clear and become active within 3 to 5 working days depending on the customer’s bank.

Why can’t I make a change to a customer payment or direct debit details?

You cannot make changes to individual payments or direct debit details when a payment is in submission or clearing. You will need to wait until 2 working days after the payment to make a change.

Why did a customer’s direct debit fail ‘Modulus Check’?

The modulus check failed because the customer's sort code and account number combination does not exist or cannot accept Direct Debits. Contact the customer to verify their bank details (see next slide for contact details).

How can I find out who else a customer is paying for?

Within the bank details page of a customer account, you can click ‘Trace Bank Account’ which will bring up any other DDMS customers that are using the same bank details.

FAQS

Can I add a payment outside a customers payment schedule? (Slide 23)
You can add a payment via the Payments page on a customers account by clicking 'Add Payment'. This won't affect the customer's direct debit schedule.

How can I refund my customers? Can this be done in bulk?
Customer payments can be refunded once the payment has cleared. To raise a refund, please contact our Client Support team and they will process it for you. The customer will receive their refund in 5-7 working days.
Refunds can be actioned in bulk by Xplor's Dev team. The customers will receive their refund in 7-10 working days.

A customer has made an indemnity claim/DDICA, what if I want this to be counter claimed?
Xplor has 14 working days to counter claim a DDICA if Xplor's SUN.

How can I update my memberships and/or their prices (SNAP)?
If you wish to make any changes to your SNAP portal, please contact Client Support who will provide you a 'Snap Change Request Pack' to complete.

I want to onboard a new branch and/or direct debits, how can I do this?
If you wish to onboard a new branch and/or migrate direct debits into DDMS, please contact our Client Support. They will request some further information from you and then hand you over to Xplor's Implementation team.

I'm interested in other Xplor products, what else is available to me?
Please see the below link to our newest product, Resamania:
[Say hi to Resamania – best-in-class gym management software]

Need to contact us?

Head over to our website to log your query/request

https://www.harlandsgroup.co.uk/clients/#form

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