

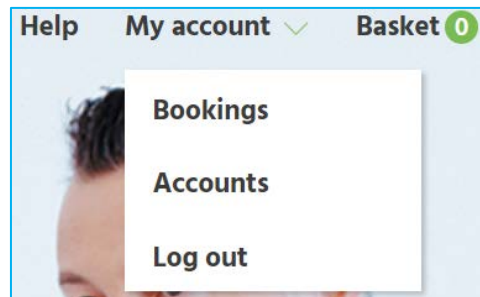
QRG3 – QUICK REFERENCE GUIDE

Direct Debits



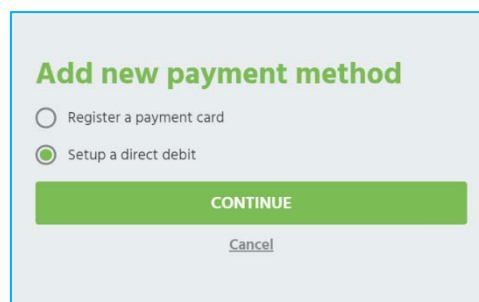
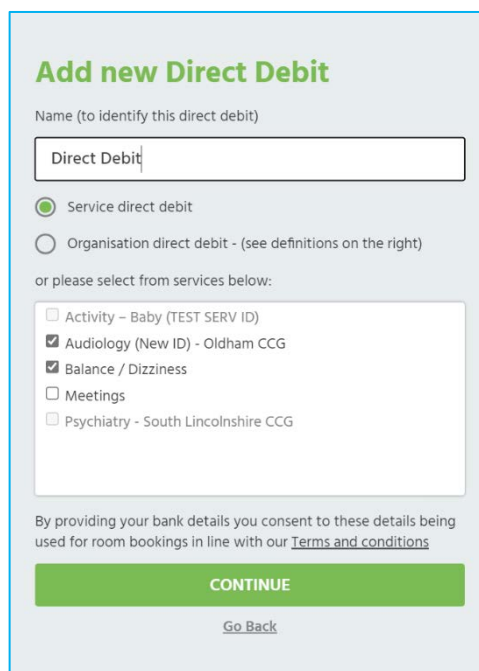
SETTING UP A NEW DIRECT DEBIT

- Log into your *NHS Open Space* account and navigate to the My Account drop down in the top right hand corner of the screen.
- From the drop down menu, select **[Accounts]**.



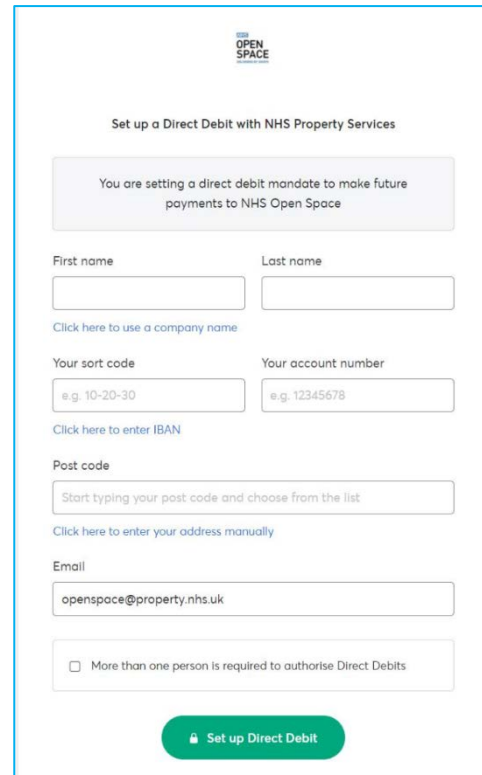
Add New Direct Debit Mandate

- On the Accounts screen, scroll to the Payment Management section and click on **[Add new]**.
- Next select 'Register a direct debit', and click on **[CONTINUE]**.
- Insert a unique name for your Direct Debit.
- This will make it easier to find the card in your payment management list.
- Select "Organisation card" to make this the default payment method for your account (note this is overridden if you have a service card)
- Select "Service card" and select the relevant service(s) if you want to make this the default payment method for one or more specific services.
- Select **[CONTINUE]** button to proceed to the Payment details page.

Insert Your Bank Account Details

- Enter your full name or alternatively you can enter the company's name.
- Enter your email address and your country of residence.
- Enter your 6 digit sort code and your 8 digit account number.
- Alternatively, use the link to enter your IBAN.
- Enter your postcode and locate your address.
- If more than one person is required to authorise direct debit mandates, tick the relevant box.
- Instructions on how to sign a paper version of the Direct Debit mandate will be sent to you after completing of the form.
- Select the **[Set up Direct Debit]** button to proceed to the summary page.



Set up a Direct Debit with NHS Property Services

You are setting a direct debit mandate to make future payments to NHS Open Space

First name Last name

[Click here to use a company name](#)

Your sort code Your account number

[Click here to enter IBAN](#)

Post code

[Click here to enter your address manually](#)

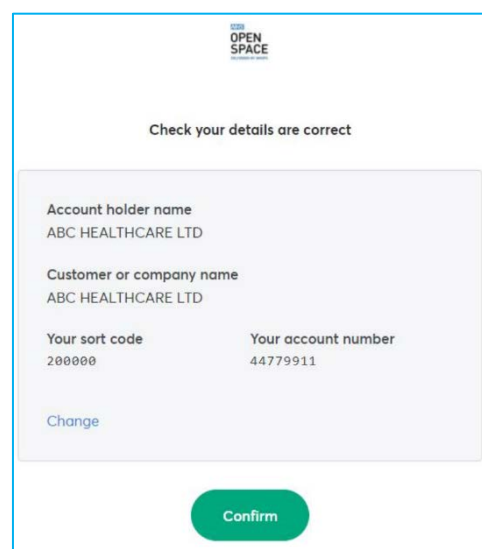
Email

More than one person is required to authorise Direct Debits

Set up Direct Debit

Setup Summary

- Check the information you have entered and use the 'Change' link if required.
- Select the **[Confirm]** button to complete your direct debit mandate submission. It will take two working days for your mandate to become active.
- Please note that if you have elected for More than one person to authorise Direct Debits you will need to complete the instructions and upload your dual signatory mandate using the link provided before the two working days starts.
- *Note: You can add a new or edit or remove an existing direct debit mandate by navigating to your Accounts screen, locating the 'REGISTERED DIRECT DEBIT MANDATES' section and selecting the appropriate option.*



Check your details are correct

Account holder name
ABC HEALTHCARE LTD

Customer or company name
ABC HEALTHCARE LTD

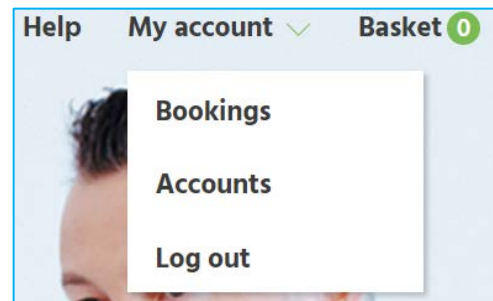
Your sort code Your account number

[Change](#)

Confirm

Booking Cancellation & Refunds

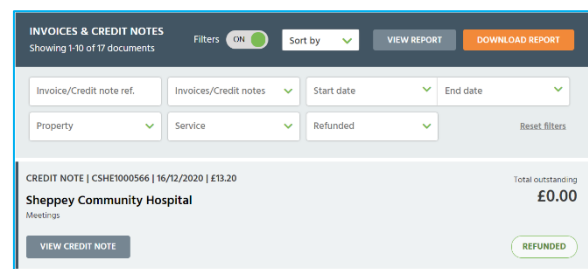
- You may cancel a paid for booking and automatically receive a refund once your payment has finished processing.
- It typically takes four working days for a new payment to process.
- Select the **[Bookings]** option and locate the individual booking you wish to cancel.
- Select the **[Cancel]** button to proceed.
- Enter your cancellation reason and select the **[Approve Cancellation]**.
- Please allow a few days for your refund to be processed.



CANCEL BOOKING

Refund Status

- You may check the current refund status by selecting the **[Accounts]** option.
- In the invoices and credit notes section, you can see if a payment has been refunded.
- The refund will be made automatically to the same account the original payment was taken from.



Reasons why a booking may not be cancelled.

- Bookings cannot be cancelled within 48 hours prior to the start time.
- The payment is still processing and has not yet updated to the status 'Paid'.