User Manual – SL-DD-Collect-1 – v4.0.0

Objective

A means to collect money from ‘customer’ accounts via the Sales Ledger in Sage 200 using Direct Debit mechanisms provided by BACS systems, in a similar manner to the ‘Suggested Payments’ mechanism built into the standard Purchase Ledger module.

This will create a list of receipts to request from suitably configured customer bank accounts, allow this list to be amended (remove items or customers), post the receipts to the cash book and sales ledger, and allow any rejections file returned by BACS (ARUDD) to post a payment back to the cash book and sales ledger accounts to indicate that the money did not get paid, and then allocate the rejection payment to the receipt, or the receipt to the invoices being paid automatically. Customers may be ‘grouped’ using an analysis field to permit, for example, creating batches of receipts on different payment schedules.

It is possible to also print letters and labels to send to customers, if required. These may also be emailed directly to the customer’s contact en-mass from within the system.

All processing is performed using the concept of a ‘session’ that encapsulates all the processes, and it is possible to have multiple sessions running concurrently.

AUDDIS processing capability is also included. This allows electronic submission to the bank of the direct debit mandate instruction details rather than paper submissions. AUDDIS can be implemented at any stage – either at initial setup or when the system has already been in use for a while and hence allows the ‘paper’ instructions to be converted to ‘electronic’ type.

ADDACS processing capability is also included. This allows electronic notification from the bank about closed or amended mandates.

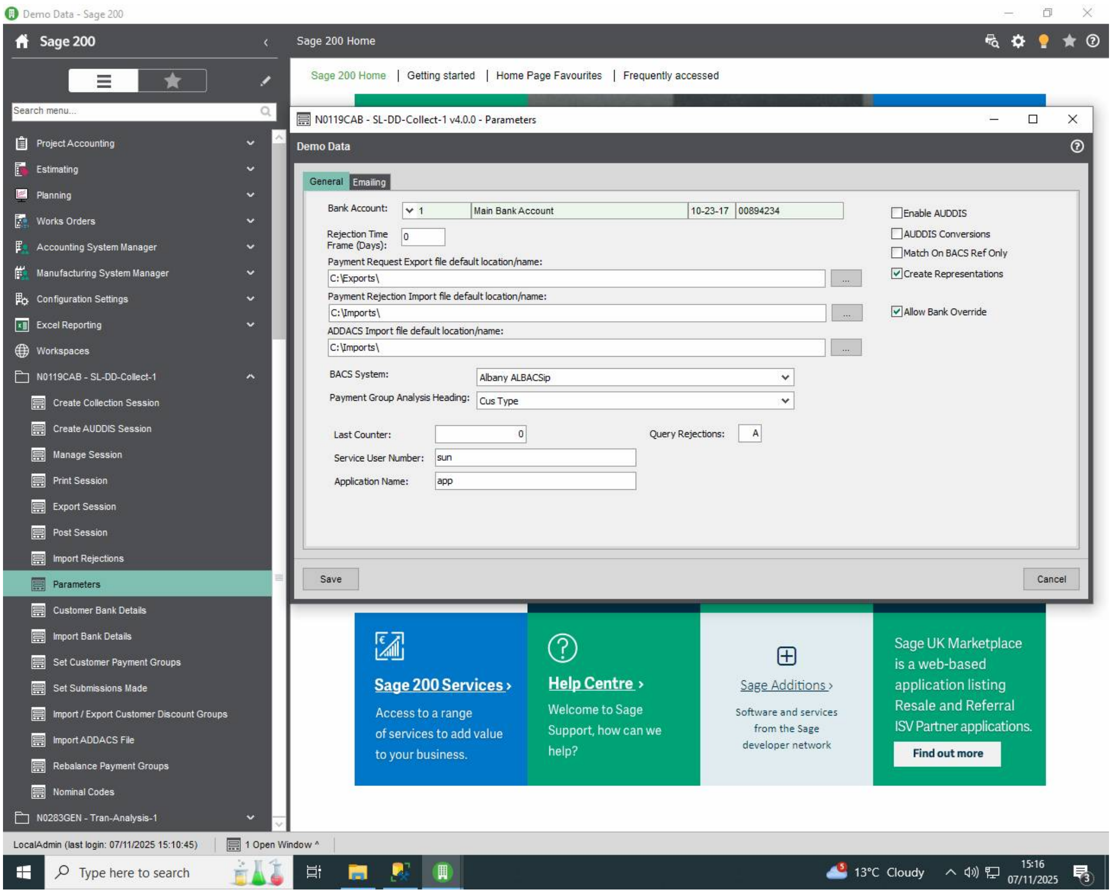
This system requires a compatible 3rd party BACS system that accepts the output files from this system and communicates them to BACS – this system does NOT perform data communications directly with BACS.

It is possible to user multiple bank accounts within the system, which may be non-Sterling in currency, if supported by the banking mechanisms being used, so may be used in more than simple BACS scenarios.

Contents

1 Parameters

1.1 General tab



The parameters screen allows setup of the system. Once defined, it should not need any further amendments.

Bank Account
Defines into which bank account the receipts / payments are to be posted. This can be amended on this screen if a different bank account is required to receive the monies. Ensure the bank account in the cash book has the sort code / account number / account name fields completed.

Rejection Time Frame
A security mechanism to prevent the ‘sessions’ from being closed off and allocated before a suitable number of days to allow a rejections file to be returned from BACS. The ‘payment date’ of the batch has this value added, and the rejections process cannot be run until that date occurs. This should be zero if the rejects file is supplied on payment day, or incrementing by 1 for every day after this that the reject file is delivered.

Payment Request Export File default location/name
The default location and/or filename for the export file that is sent to the BACS system for transmission to BACS to request the payments. This can be overridden at run-time if each export file is to have a unique name, for example. If no filename is supplied (recommended) then one will be generated automatically in the format:

BACS_yyyymmdd_hhmmss.txt

replacing with the current year/month/day/hour/minute/second to generate a unique filename for processing purposes.

Payment Rejection Import File default location/name
The default location and/or filename for the import file that is sent back from the BACS system to advise of payment requests that failed. This can be overridden at run-time if each import file has a unique name, for example. If saving only the path to import from, ensure that the entry ends with '\' to indicate a folder name. e.g. 'c:\imports\'.

ADDACS Import file default location/name
The default location and/or filename for the import file that is sent from the BACS system to advise of mandates that have been closed or amended by the payee or payee's bank. This can be overridden at run-time if each import file has a unique name, for example. If saving only the path to import from, ensure that the entry ends with '\' to indicate a folder name. e.g. 'c:\imports\'.

BACS System
Specifies which BACS system is to be used for the communications to BACS. Current release supports (alphabetically):

Accountis
Albany ALBACSip
APTBacs
BACS-18 (HSBC.Net)
Barclays
Bottomline PT-X
Bottomline PT-X Full
EigerPAY
Finastra
FundTech
HSBC-IP
HSBC v2
Mosaic
NatWest PayAway
NatWest PayAway with Quotes
PayCentre
PayCentre v2
Smart Debit
Version One DbBACS-IP
WinBACS
Yorkshire Bank

Payment Group Analysis Heading
Use is optional. Defines which of the analysis codes on the sales ledger is used to group similar customers together when not all customers are to be included in a processing run. This may be for logical groupings such as payment days within a month, payment frequency etc. See also section 2 for details of how this is operated on the customer screens.

Last Counter (v2.2.0 onwards only)
Added when BACS-18 export file format added for HSBC.Net processing. Last file number exported as file needs a sequentially incrementing reference.

Service User Number (v2.2.0 onwards only)
Unique reference for bank.

Application Name (v2.4.0 onwards only)
Used as part of PayCentre export file format.

Query Rejections (v2.4.0 onwards only)
If non-blank then when rejections are imported then all transactions in the rejected customer session are flagged with this query flag and hence DO NOT get included in the next collection session until the flags are removed.

Enable AUDDIS
Tick this box to allow the system to process sessions based on AUDDIS rules. If not using AUDDIS do not tick this box. Even if not subscribing to the AUDDIS system, it is advised that this feature is enabled as it can be used to report what direct debit mandates need submission to the bank etc.

AUDDIS Conversions
Use this tickbox ONLY when converting the data from paper based mandate instructions to AUDDIS electronic rules. There is a special submission file required by the bank to convert mandates to AUDDIS rules (see Create AUDDIS session in section 13) – once this is submitted then this option is disabled again and should not be used ever again.

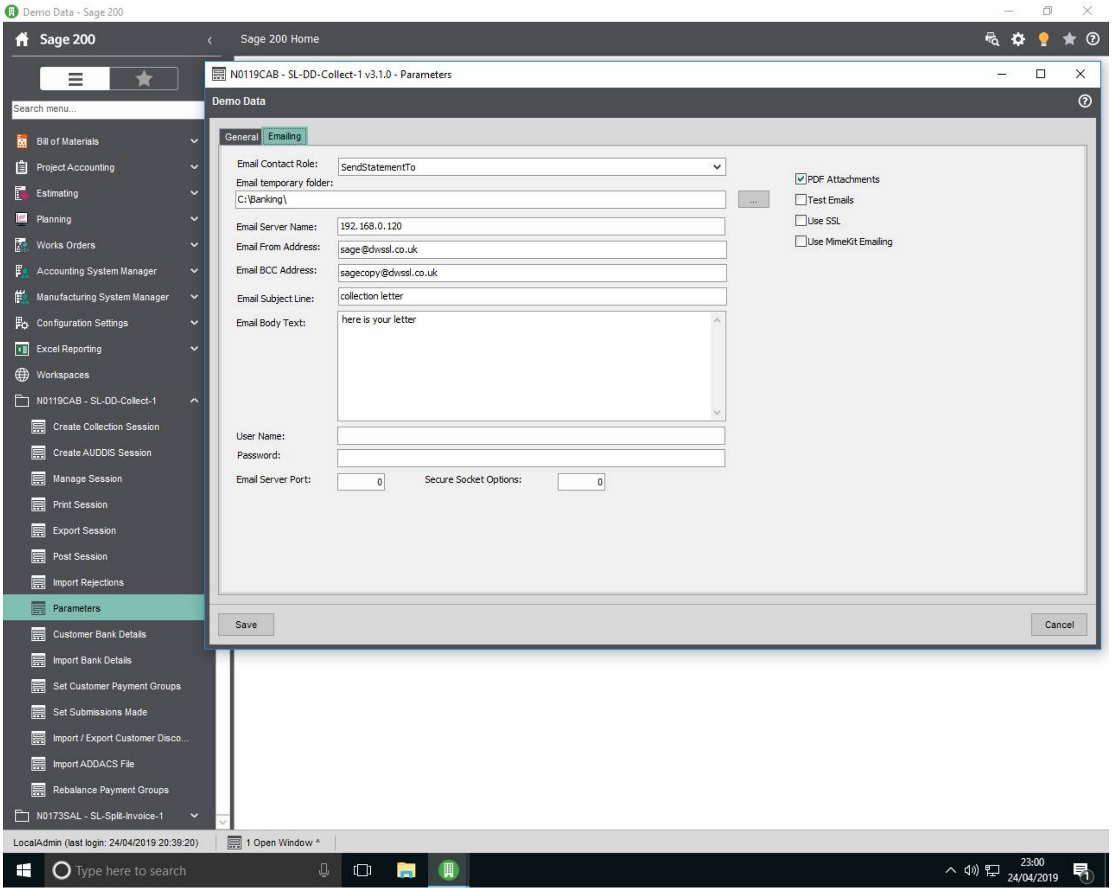
Match On BACS Ref Only (v2.4.0 onwards only)
When importing the rejections file (see section 9) or importing ADDACS files (section 18) this will use ONLY the BACS reference code in order to locate the customer record, WITHOUT any reference to the sort code and account number. This can be useful when the banking details are NOT held within Sage but in a 3rd party BACS system used to communicate with the bank, and only the mandate reference is needed to perform the link. Normally this would NOT be ticked.

Create Representations (v3.0.0 onwards only)
This enables the system to function in a manner that when certain types of rejection transactions are imported (see section 9) a new session is created for the rejected transactions. These are typically the 'refer to payer' class where the account had insufficient funds, and by trying again at a later date a payment may actually be received. See section 19 for full details of how representations operates.

Allow Bank Override (v4.0.0 onwards only)

This enables the system to define different bank accounts to be used to collect monies. Refer to chapter 21 for details of the options this enables.

1.2 Emailing tab



Email Contact Role
The sales ledger allows ‘roles’ to be define to which you can attach one or more contacts on the ledger to fulfil that role, and one contact is defined as the default for the role. This setting allows specification of which contact role is to be used for the production of email statements (section 6) for transmission directly into the contact’s inbox. This role is intended to be distinct from the ‘send statement to’ and ‘account’ roles as these are also used as fallbacks when the role defined here does not have an email address.

Email temporary folder
The email statements from section 6 are created as pdf files and this setting defines the location of the folder where these are stored temporarily before attaching to emails and sent (and the pdf file is then deleted). Any files remaining in this folder are the result of a failed email transmission. Text 250 characters max.

Email Server Name
The IP address or network name of the SMTP email server used to send the email statements from section 6. Text 100 characters max.

Email From Address
The address that is used on the email statements in section 6 as the sender, and hence would be used by the recipient as the ‘return-to’ address. Text 200 characters max.

Email BCC address
When defined this address is added in the BCC field of all emails as an extra distribution address. Typically used for keeping a local copy of all emails sent to customers. It is also used when the 'Text Emails' option below is ticked to override the 'to' address so that local testing of the email system can be performed.

Email Subject Line
The subject text for the email statements in section 6. Text 200 characters max.

Email Body Text
The detail of the email for the email statements in section 6. This is fixed text and may spread across multiple lines. Text 1000 characters max.

User Name (v3.1.0 onwards only)
If the email server is expecting a logon or authentication, then use the user name and password pairing to provide these details.

Password (v3.1.0 onwards only)
If the email server is expecting a logon or authentication, then use the user name and password pairing to provide these details.

Email Server Port (v3.1.0 onwards only)
If the email server is NOT using port 25 then specify the port required here. Always required for MimeKit connection types.

Secure Socket Options (v3.1.0 onwards only)
If the MimeKit based email server requires options to be specified the following values are available:

0	None
1	Auto
2	SSL On Connect
3	Start TLS
4	Start TLS when available
5	Use SSL

PDF Attachments
The emails sent to customers consist of a basic email with the letter as a pdf file attached. By ticking this option the pdf file is added as an attachment to the customer's record in Sage.

Test Emails (v2.7.0 onwards only)
If ticked, the session can be printed (i.e. emails sent) in a safe manner to prove that the system is working. Instead of the emails going to the customer, the address defined in the 'BCC Address' field is used instead for all customers, and hence all emails can be redirected to a specified internal address for testing.

Use SSL (v3.1.0 onwards only)
When using the standard emailing system (designed really for SMTP servers such as Exchange) this allows the 'SSL' option to be enabled, if needed. By default this should be unticked unless needed.

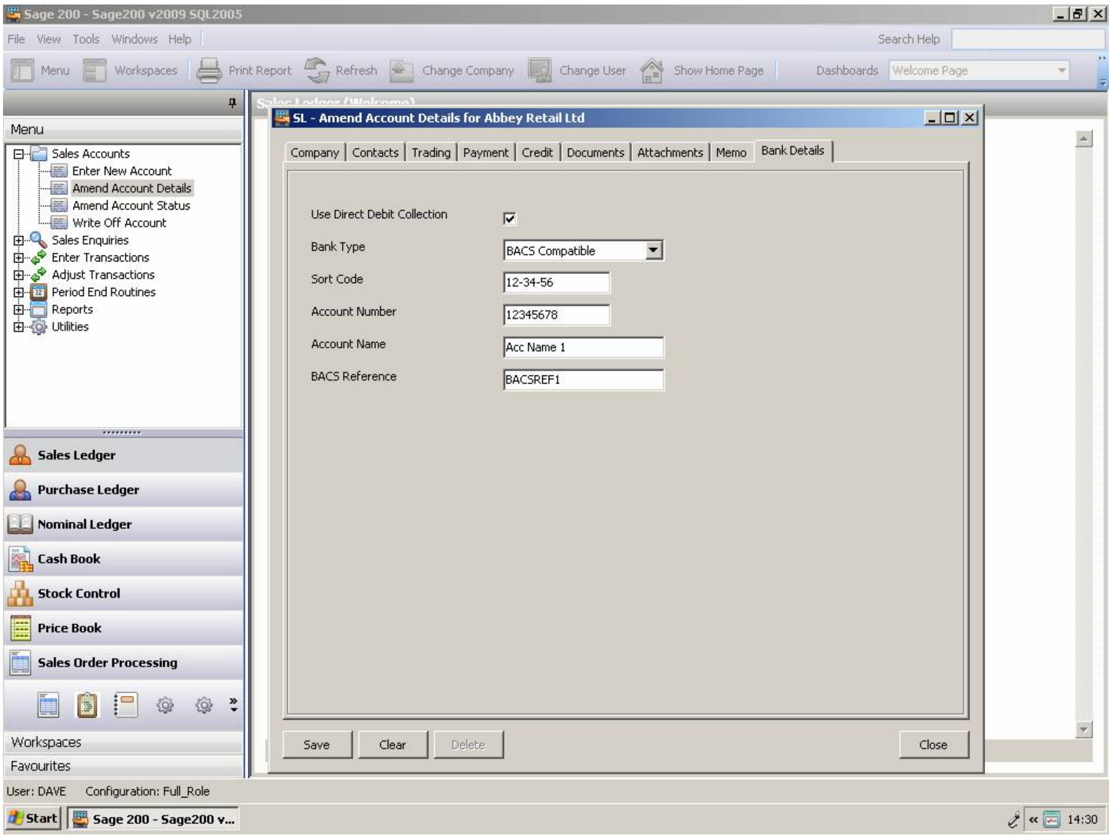
Use MimeKit Emailing (v3.1.0 onwards only)
The original system was written using the internal email client toolkit provided within the .Net framework by Microsoft, and this worked fine as most people used Exchange as their email server. Since then other email servers and mechanisms have been developed which provide more features for which the .Net system cannot cope. Microsoft have hence marked the internal system as 'obsolete' and recommend the use of MimeKit, which is a 3rd party system, instead. Ticking this option switches the system across from using the .Net system to MimeKit. MimeKit is more flexible (many of the options on this screen are only used by MimeKit and not the standard .Net toolkit) and copes with systems such as Office365 emailing etc.

<u>Notes for Office365 setups</u>

- server name is smtp.office365.com
- port is 587
- use Secure Socket Options as 4
- ensure Use MimeKit emailing is ticked
- user name and password relate to the mailbox being used to send the emails and must be populated

2 Customer Bank Details – Sales Ledger

2.1 Bank Details



The screen above shows an extension of the sales ledger maintenance screens (New and Amend but not the enquiry) where the customer's banking details can be recorded.

Use Direct Debit Collection
This box must be ticked for the system to include this customer in the sessions. It is possible to record the customer's banking details in the other fields on this screen, but without ticking this box those values will not be used. It is not possible to tick this box if the customer's account currency is not the same as the default bank's currency in the parameters in section 1.

Bank Name

This box allows selection of banks that do NOT follow the standard BACS numbering rules for sort codes and account numbers. Leave set to 'BACS Compatible' for any bank not listed, else select from:

National Westminster Bank	use last 8 digits of 10
Co-Operative Bank	uses first 8 digits of 10
Alliance & Leicester	{uses last 8 digits of 9, 1st digit as last
Girobank	{digit of sort code
National Savings Bank	{…
National & Provincial BS	{…

Use BACS Compatible also for any account in the banks listed above BUT WHERE the account number is 8 digits as, for example, Alliance & Leicester have used both 8 and 9 digit codes.

Sort Code

Bank Sort Code. 6 digits, auto-hyphenated.

Account Number

8 digit account number. Note: Some banks have account numbers longer than this – follows BACS guidance rules on how to adjust account number and sort code fields to suit these requirements.

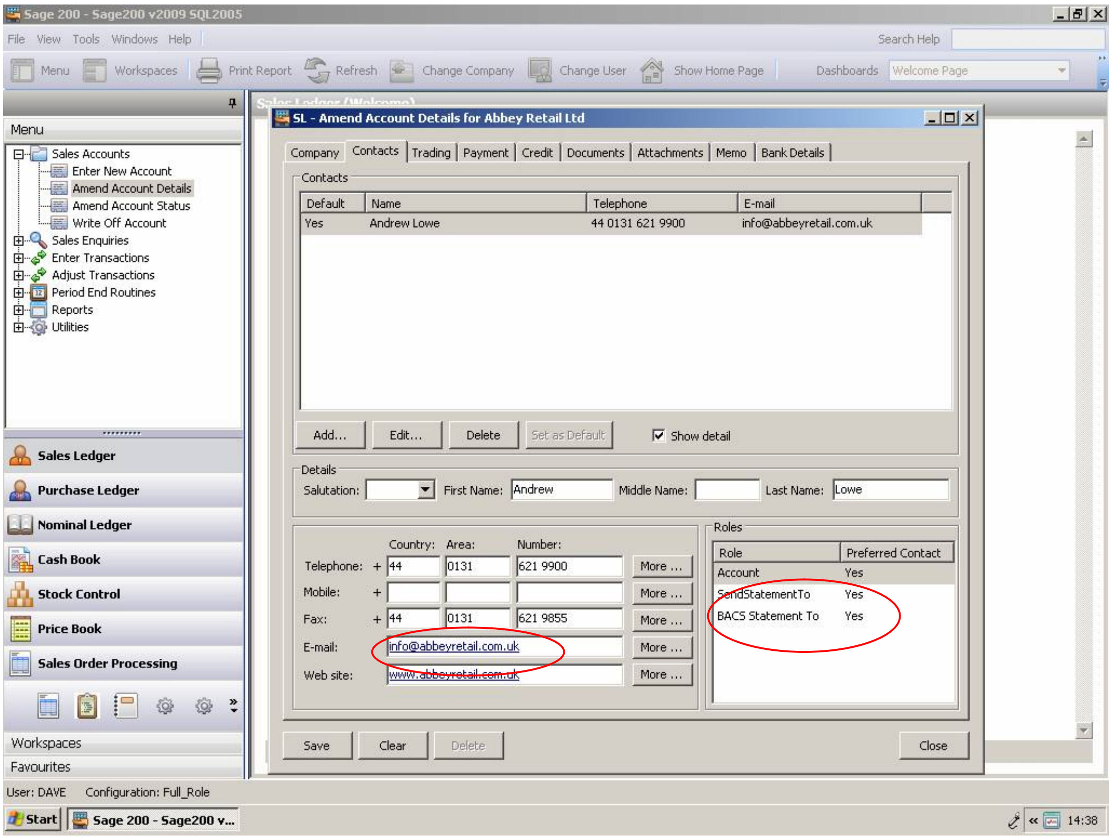
Account Name

18 character account holder's name. Must not be blank.

BACS Reference

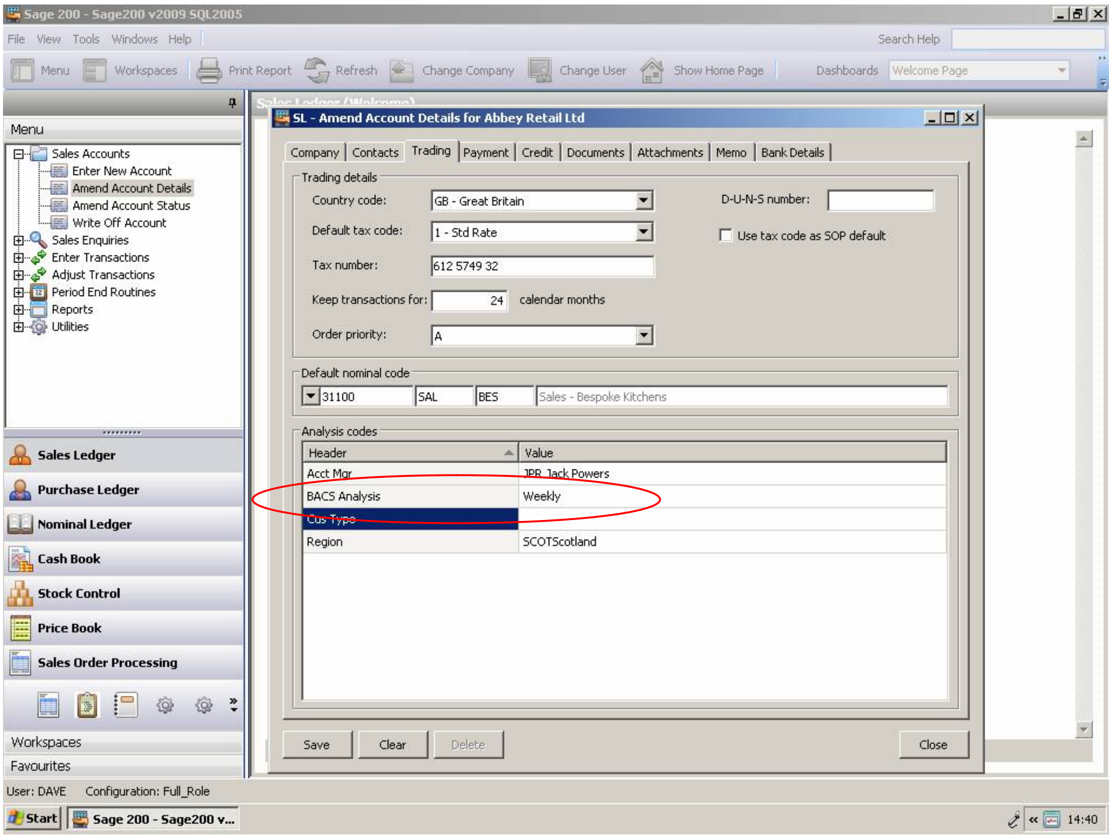
The reference of the direct debit agreement with the customer. Minimum of 6 characters, 18 characters maximum, upper case enforced.

2.2 Contact Details



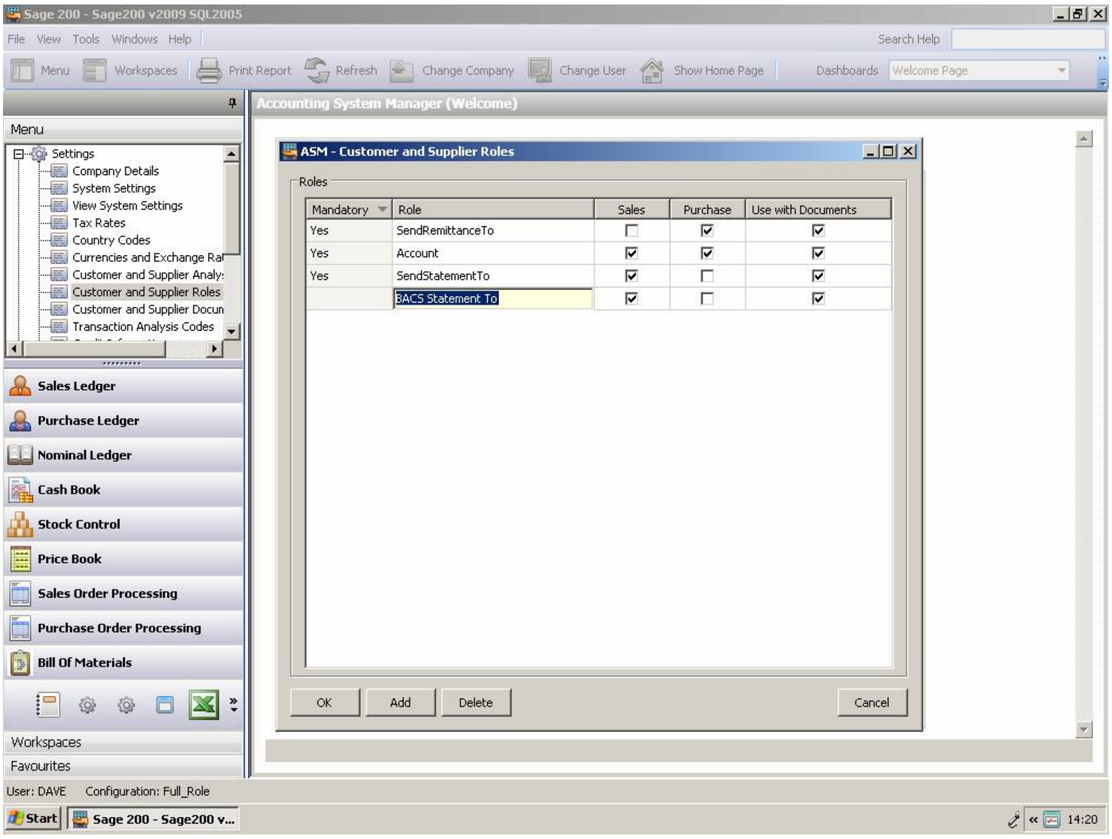
This screen shows the standard 'contacts' tabs and shows the fact that the selected contact (there can be more in the list) is the preferred contact for the Direct Debit Contact role defined in the parameters and from where the system will extract the email address for this contact for use with the email statements in section 6.

2.3 Analysis Codes



This screen shows the analysis code setup for the ‘Payment Group Analysis Heading’ parameter defined in section 1. Note this is NOT a mandatory field to define within Sage and has no ‘default’ value so unless completed the analysis value for a customer will be blank. This can be addressed using the ‘set customer payment group’ option in section 11.

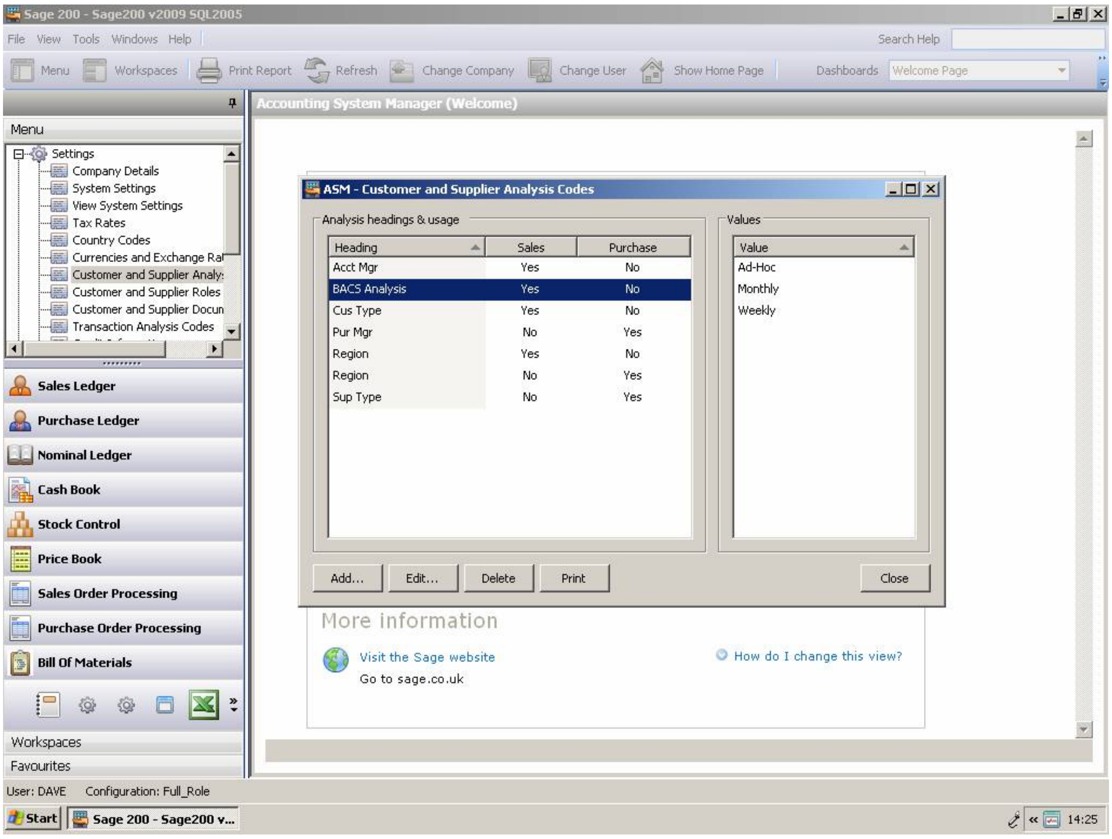
2.4 Set Customer Roles



This screen shows how to define the option ‘contact role’ on the sales ledger to allow the specification of a contact on the account that is to receive the BACS notification document via email (if used). Note: Ticking the ‘Use with documents’ option forces the role to be defined for every account, and it is recommended that this option is taken.

2.5 Setup of Customer Analysis Codes

<u>Up to v2009 only</u>

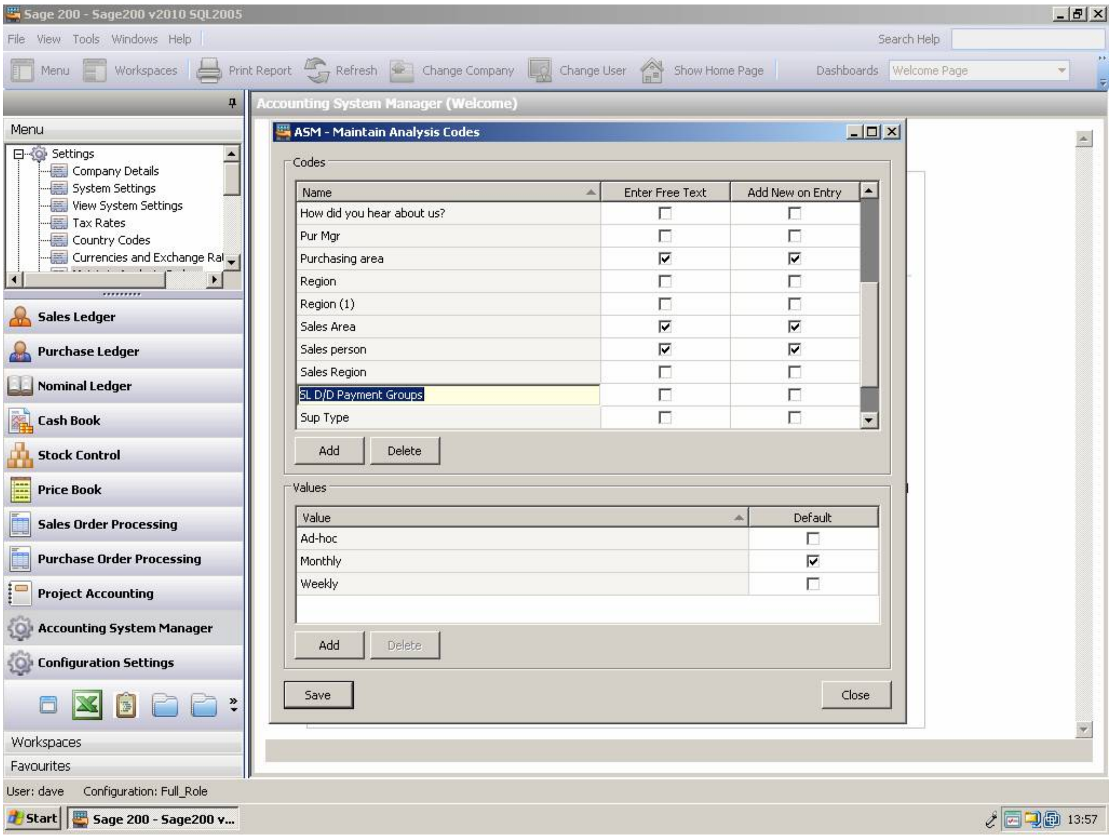


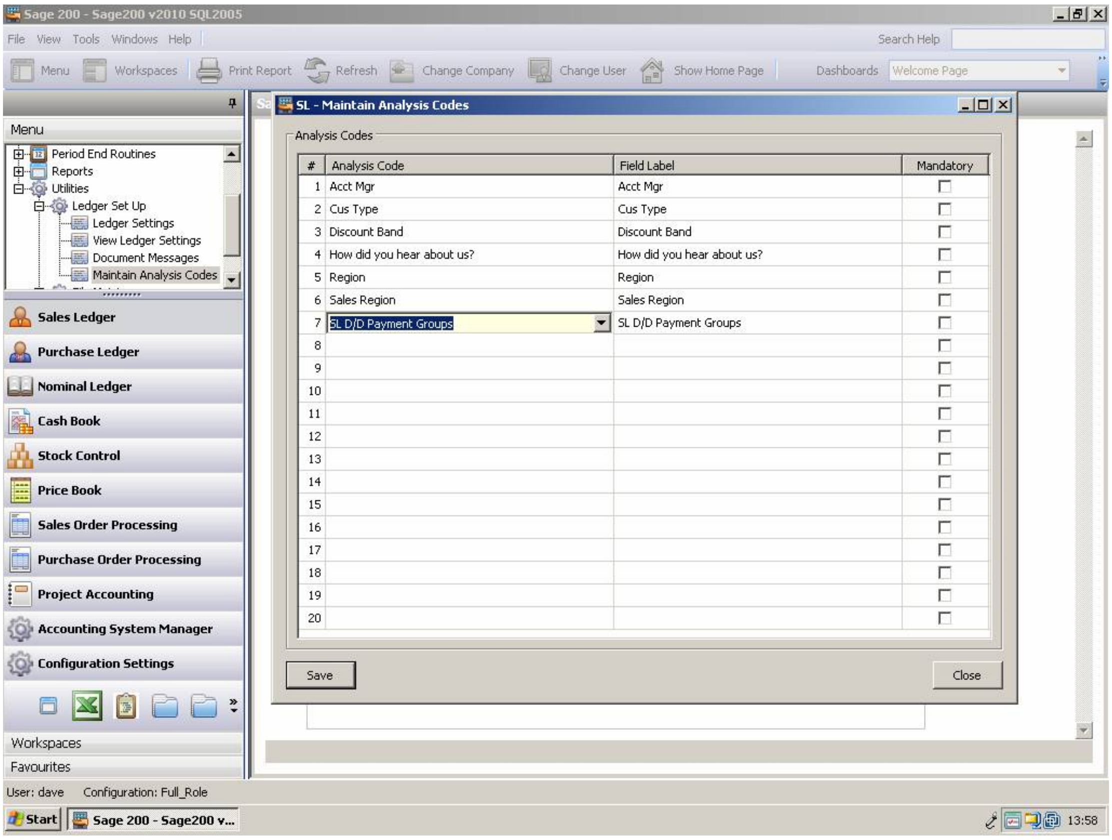
This screen shows how the optional Analysis Codes facility is defined which allows customers to be grouped into collection runs, if required.

The analysis code shown has 3 options – every customer must belong to one of these types and the sessions (both collection and AUDDIS) offer the ability to select any number of these analysis codes to be included.

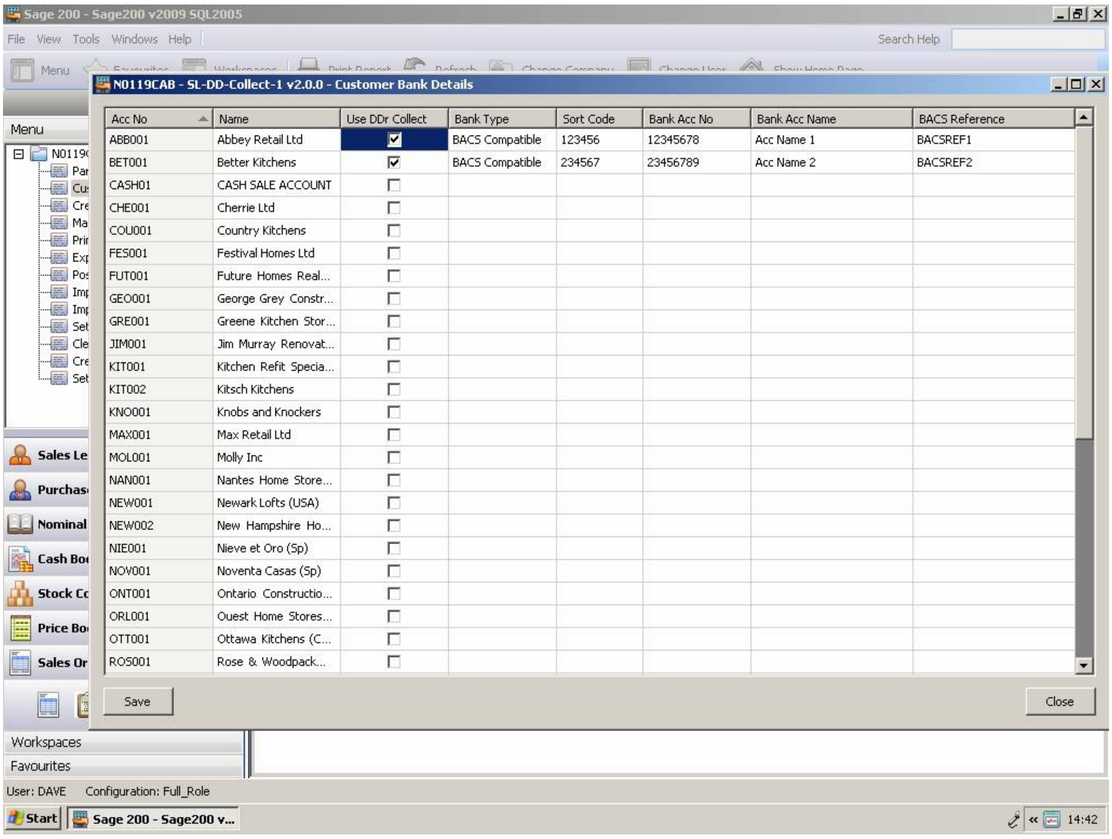
v2010 onwards

This is slightly different to previous versions as there are 2 screens involved. The first sets up the analysis code for use, and the second defines where in the sales ledger the analysis code gets used.




Sage 200 - Sage200 v2010 SQL2005
SL - Maintain Analysis Codes
Analysis Codes
| Analysis Code | Field Label | Mandatory
1 Acct Mgr Acct Mgr
2 Cus Type Cus Type
3 Discount Band Discount Band
4 How did you hear about us? How did you hear about us?
5 Region Region
6 Sales Region Sales Region
7 SL D/D Payment Groups SL D/D Payment Groups
Save
Close
Sales Ledger
Purchase Ledger
Nominal Ledger
Cash Book
Stock Control
Price Book
Sales Order Processing
Purchase Order Processing
Project Accounting
Accounting System Manager
Configuration Settings
Workspaces
Favourites
User: dave Configuration: Full_Role

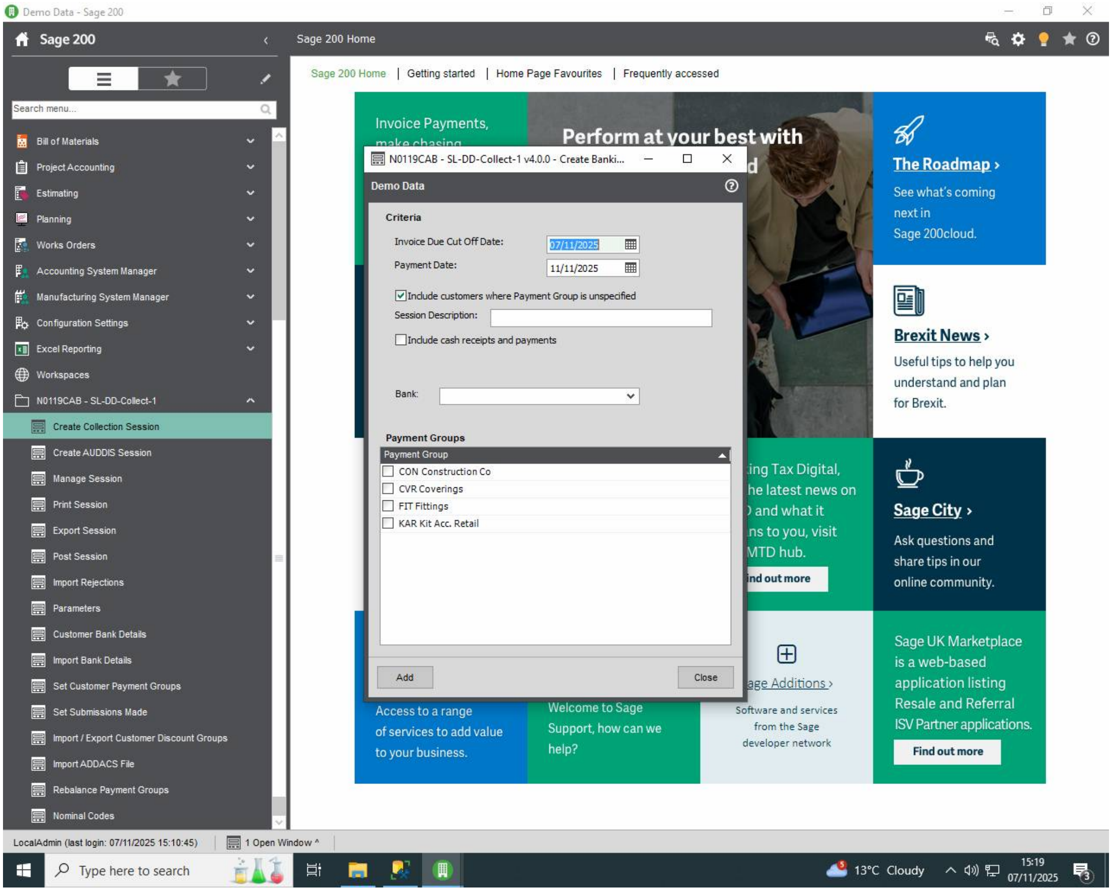
3 Customer Bank Details – Specialised Screen



This screen shows the same details as section 2, but the screen provides for rapid entry of the banking details only, directly into a grid, without having to access each customer's record in the sales ledger, and hence is highly suited for initial data setup.

It is not possible to tick the 'Use DDr Collect' box if the customer's account currency is not the same as the default bank's currency in the parameters in section 1.

4 Create Collection Session



Creates a new ‘session’ ready to be processed by all the other stages.

It is important to allocate outstanding cash to the customer’s account before running this section, otherwise the system will treat unallocated cash as being ‘on-account’ and hence may include invoices that have already been paid but not yet allocated.

Invoice Due Cut Off Date
All outstanding invoices (and credit notes) with a due date on or before this date will be included. If the sum of these is negative then the account will be excluded from the session anyway. Default is today.

Payment Date
The date on which the customer can expect to see the money to be taken from their account, and the date on which the receipt will posted into the Sage accounts. This is also used for the letters process as the payment date. Default is 1 weekday from today (does not check for Bank Holidays!).

Include customers where Payment Group is unspecified
See section 2.3 which describes why customers may not have a payment group defined. This option, which is selected by default, ensures that any customers without a payment group are included in the batch. Untick this to ensure that only customers on the correct payment group(s) are included – see below.

Session Description
Allows entry of an optional 30 character description to allow identification of this session.

Payment Groups list
This list shows all the different payment groups defined. Tick which are to be included in the batch. Customer that have a payment group that is not ticked here will NOT be included in the processing.

Include cash receipts and payments
Under normal circumstances and unallocated cash on the ledger accounts is ignored for inclusion in suggesting what needs to be collected. This option forces the system to include these cash transactions instead, if needed.

Bank (v4.0.0 onwards only)

This allows the user to select which bank account is to be used to collect the money, and by inference which BACS system and other parameters etc. See section 21 for more details. This is only operational if the 'Allow Bank Override' option is ticked in the parameters (section 1.1), else the bank account defined in the parameters is inserted and used automatically.

<u>Processing</u>

Accounts that have their banking details ‘Pay By BACS’ setting ticked will be included unless:

- Sort Code does not contain 6 digits
- Bank Account does not contain 8 digits
- BACS reference does not contain at least 6 characters
- Bank account name is blank
- The sum of outstanding invoices / credit notes is not positive
- The sum of outstanding invoices / credit notes exceeds the current balance
- Currency of customer account does not match the bank account currency

Accounts that fail for the above reason will be included on an audit report created automatically for review.

Transactions that are ‘on query’ are not included.

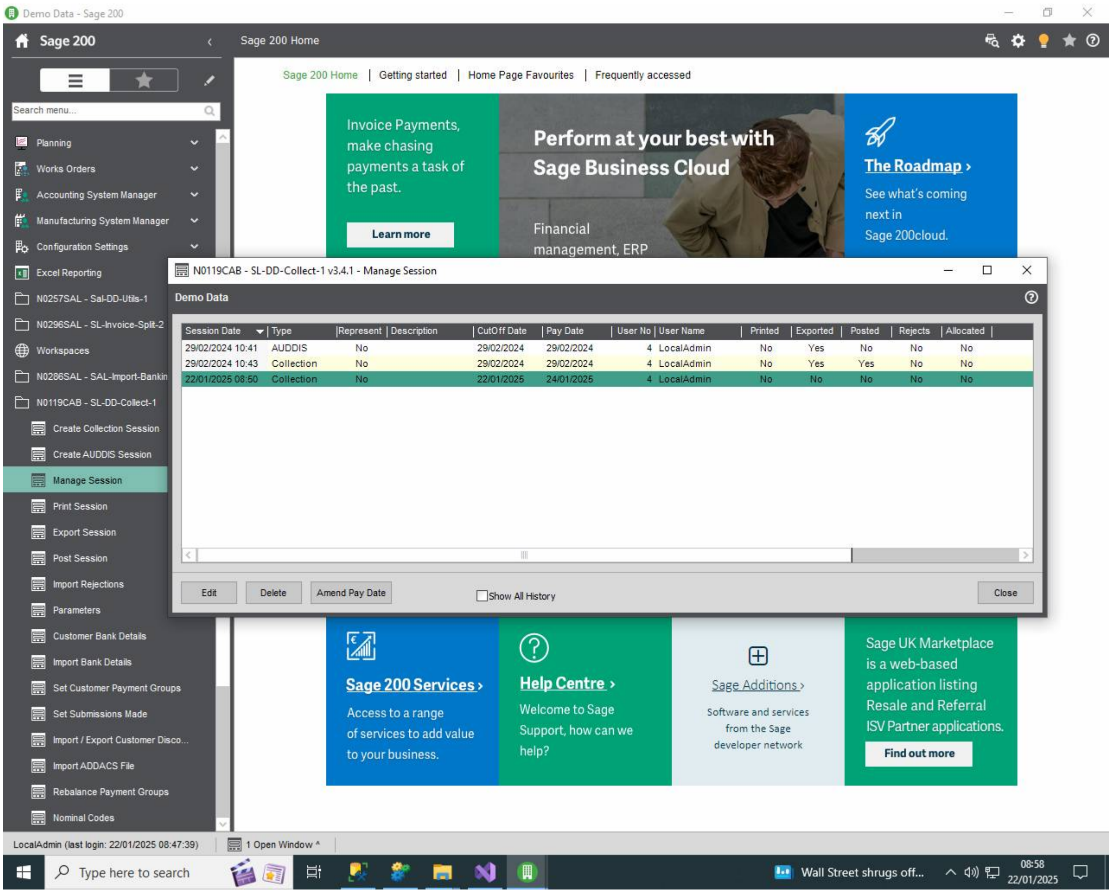
Transaction that are already included on another batch that has NOT reached the allocations stage will also be excluded to ensure monies are not requested during the crossover period of these sessions.

Note: the sort code and account number are converted the standardised BACS format prior to the checks above and will be shown from this point onwards as the format that will be used for the export, rather than in their original format.

5 Manage Session

Managing sessions is split over 2 screens. The first allows selection of the session to be managed and the second allows management of that session.

5.1 Select Session to Manage



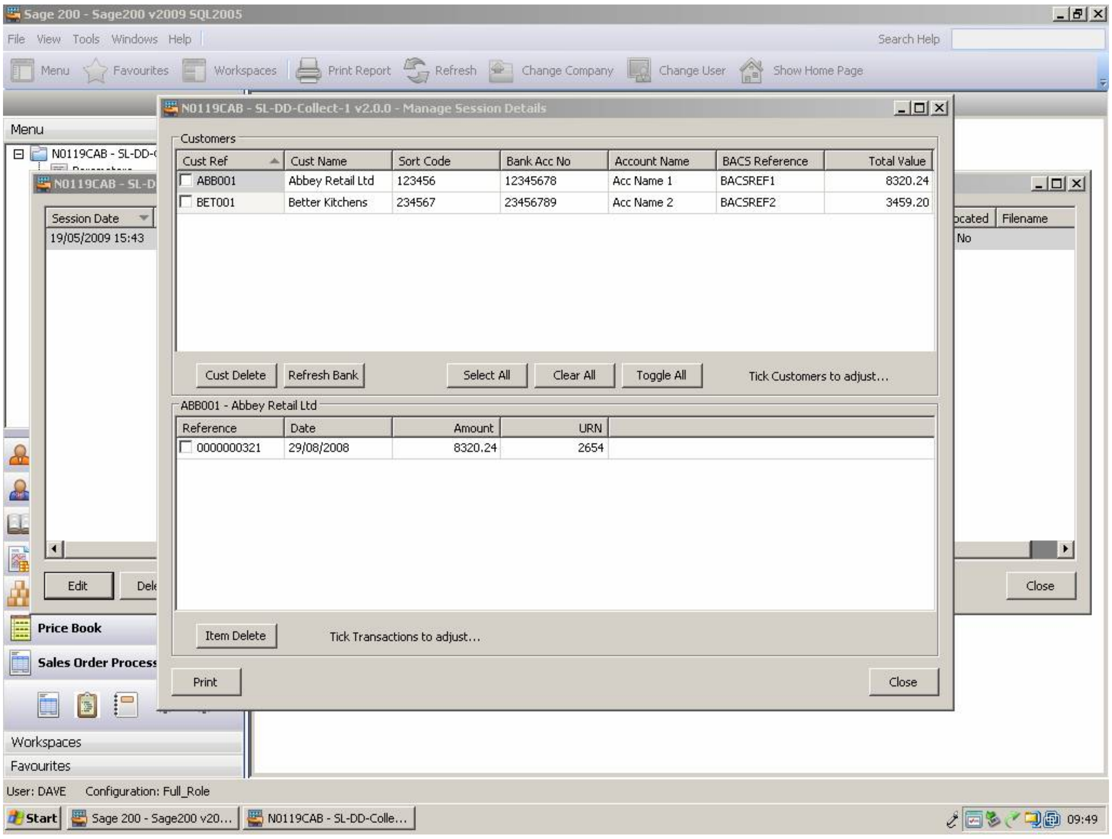
This screen allows you to select a session from the available list.

Use the delete button to remove a session from the system completely. Note it is not possible to remove a session that has been posted (section 8) as this requires processing to completion as cash postings have been made to the system.

Use the edit button to access the details screen, as section 5.2.

Use the Amend Pay Date button (added v3.4.1) to allow the 'Pay Date' for an 'UnPosted' session to be changed, e.g. the date was set incorrectly when the session was created. It must be at least 2 days after the session date, as BACS has a minimum 3 day cycle. As the session date shown is 22 January 2025 (Wednesday) the pay date must be at least the 24th - Friday. It also takes into account weekends and bank holidays, so if the session date had been the 24th (Thursday) then the earliest payment date would be the 27th (Monday) as Saturday and Sunday are not valid.

5.2 Manage Session Details



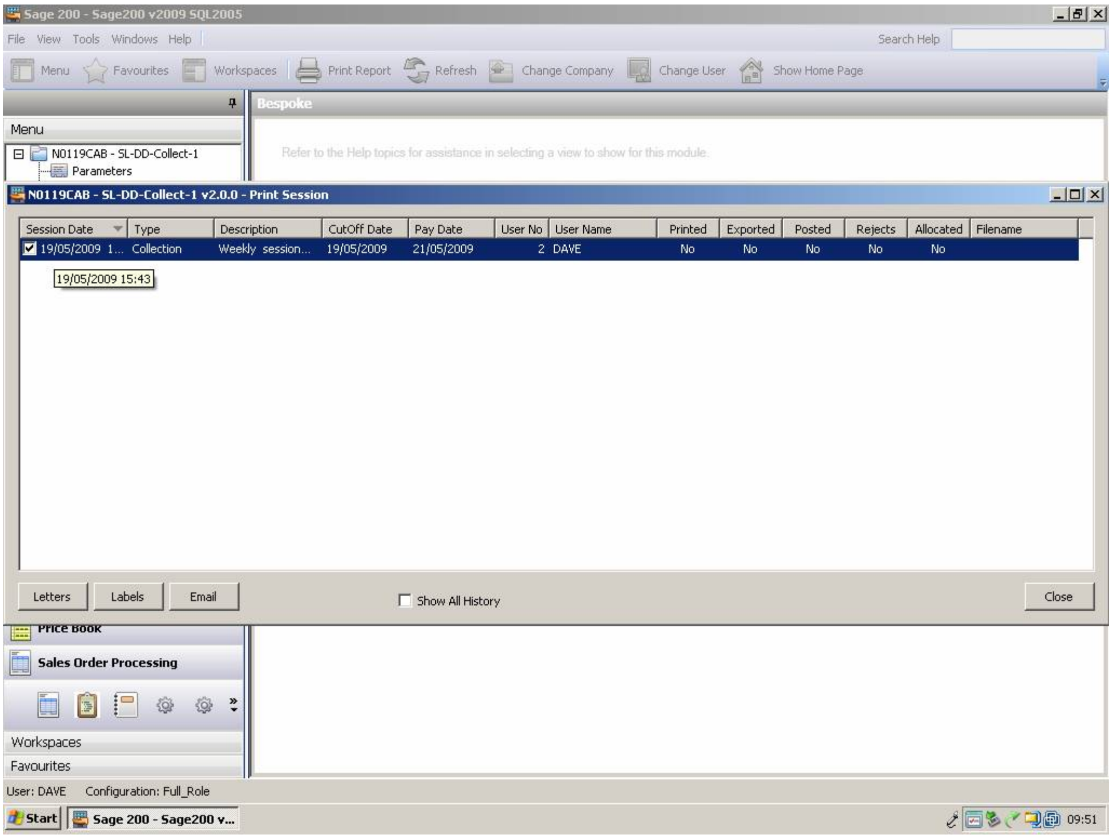
This screen allows detailed amendments of the session. The top grid shows all the customers that are included in the session. Tick the box(s) against the customer account number and you can use the 'Cust Delete' button to remove that customer from the list completely. The 'Refresh Bank' button allows the banking details to be updated on the customer record and then refreshed through to here if required. The 'Select All', 'Clear All' and 'Toggle All' allow rapid ticking / clearing of the boxes for this process if required. One example is a session is created but only a single customer is to be included in this session – you select that customer, then use the 'Toggle All' button to set every other customer instead and then click the 'Cust Delete' button – you will be left with a session for a single customer.

As you change the selection on the top (customer) grid, the lower grid will reflect the invoices / credit notes included in their total. Again, tick the box(s) against a specific item(s) and use the 'Item Delete' button to remove the item(s) and update the customer's total. Note: It is better to remove a customer from the top grid rather than remove all the entries from the lower grid – the customer will still be excluded from the export file, but a warning would be given if the customer has a nil or negative value remaining.

The ‘Print’ buttons allows a detailed report to be printed of all the information contained within the session, if required.

The ‘Cust Delete’, ‘Refresh Bank’ and ‘Item Delete’ buttons are not available once the session has been posted.

6 Print Session



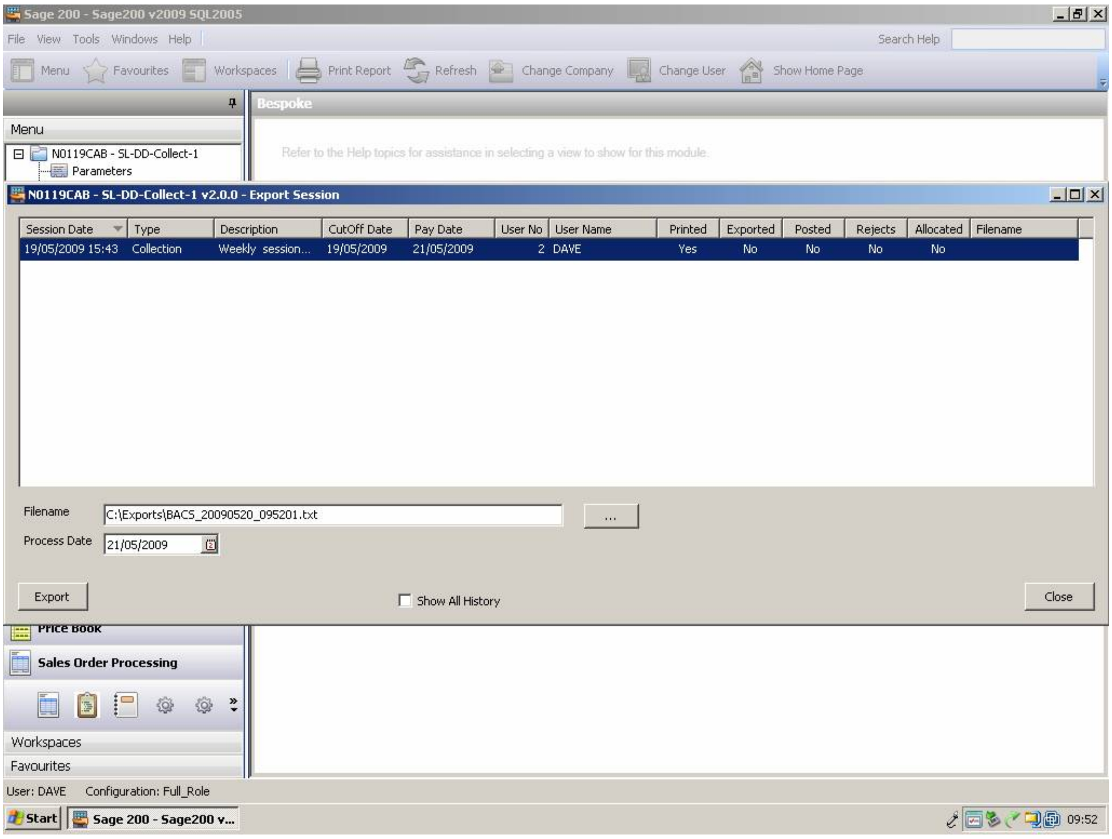
This screen allows printing of letters to customers detailing when they are having their direct debit taken, much like a statement. It also allows printing of labels for envelopes should these be required (single column labels only).

The option to Email is provided to send an email with the report attached as a pdf file directly to the customer. Any customer failing to locate an email address from the chain of contacts will have their report printed anyway (with a label also).

The contact is located using the "Email Contact Role" setting from the parameters in section 1. Whoever is defined as the default contact for that role is checked for an email address. If no email address present, the system drops to using the 'send statement to' contact role instead – and if this fails then the system drops to using the 'account' contact role instead – and if this still fails then the system prints the report instead.

There are different stationery layouts defined within the standard Report Writer for the Letters and Email versions.

7 Export Session



This screen creates the export file to be used by the BACS system.

Select the session to be exported. Warnings will be given if this session has been exported before, or not yet printed, or already posted.

The filename is defaulted to the value stored in the parameters in section 1 - *Payment Request Export File default location/name* but may be amended here if required. If no filename was supplied it will be created in the format:

BACS_yyyymmdd_hhmmss.txt

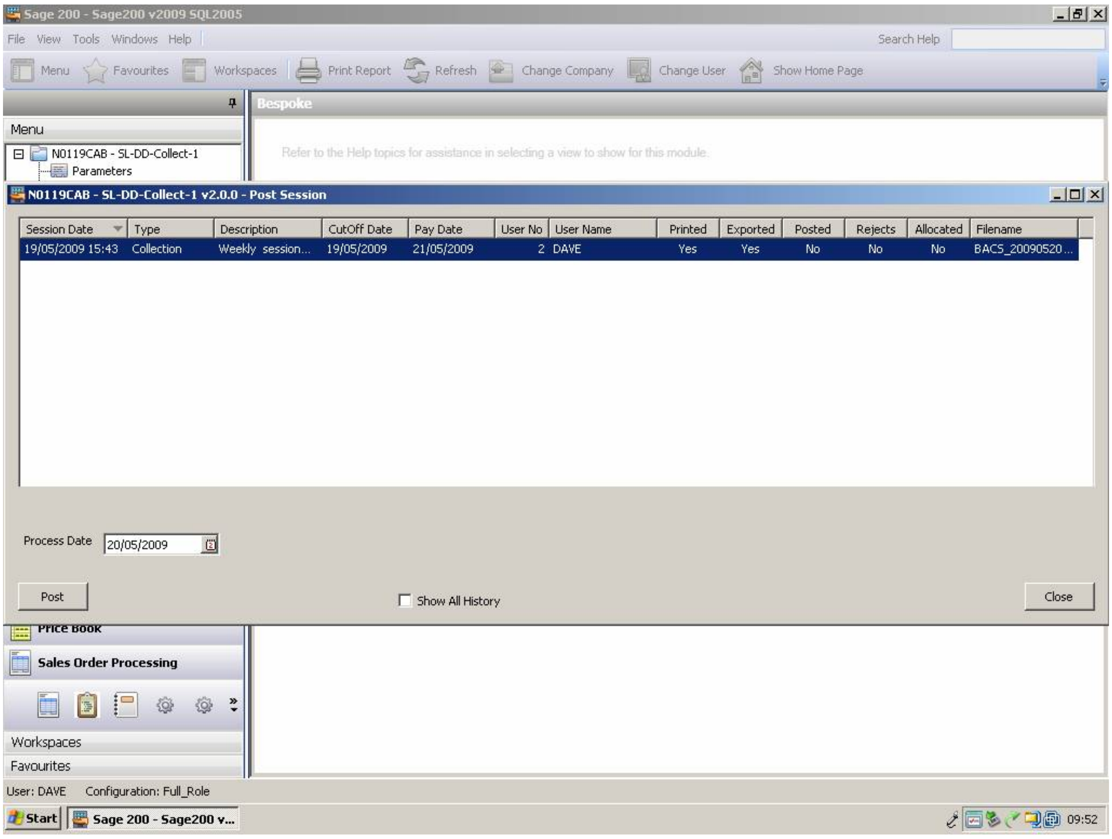
replacing with the current year/month/day/hour/minute/second to generate a unique filename for processing purposes.

The Process Date (which defaults to the batch payment date) is the date to be used in the BACS file. This may be amended if required, and represents the date on which payments are to be made. Hence a file may be submitted in advance (users must submit this file at least 2 days in advance of the payment date to ensure payments are made).

See the technical manual for details of the file formats used by each compatible system.

Transaction types for collection type files will be 01 for the first time a collection is made, or 17 for normal collections. For AUDDIS type files, the transaction types are 0N for new details, 0C for cancellations and 0S for ‘switches’ from paper to AUDDIS type.

8 Post Session



Collection type sessions

This screen commits the payment requests to the Sage ledgers. A single cash book posting is made for the total batch (allowing easy bank reconciliation) and attached is 1 receipt for each customer (regardless of the number of invoices etc).

The Process Date (which defaults to the batch payment date) is the date to be used for the receipts made to the ledgers. This may be amended if required.

The reference given on the cash book and sales account transactions is:

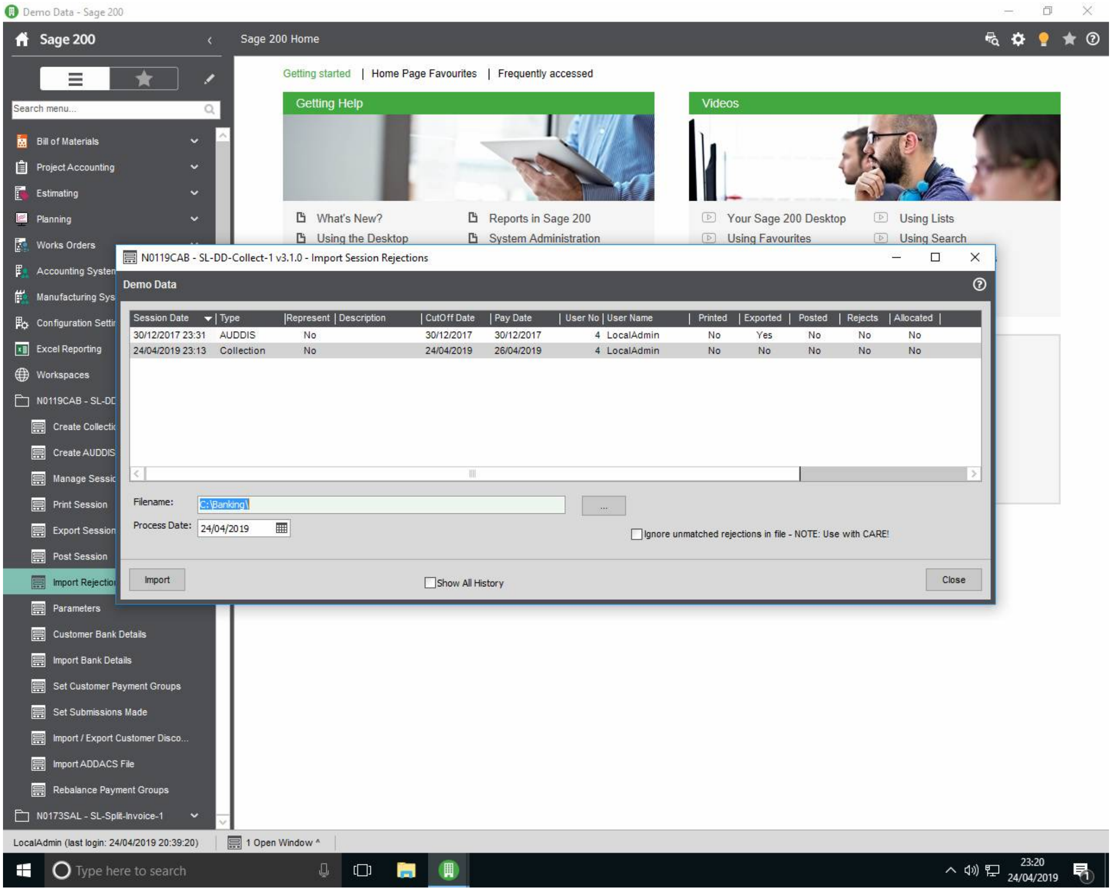
IRddmmyyyy

Where ddmmyyyy is replaced with the process date entered.

AUDDIS type sessions

The post session operation for AUDDIS is intended to instruct the system that the previously exported file has actually been sent to BACS and hence it resets internal fields on the customer records as to their AUDDIS status. The session is then ‘closed’ as no further processing is required for this type as there is no electronic reply from banks for any rejected mandates – see the BACS site for any error reports and amend the customer details as required and resubmit another AUDDIS session with these changes. Note: There is a 5-day period between submission of the AUDDIS details and being able to collect from that customer.

9 Import Session Rejections



This screen is dual purpose:

- Allows the rejections file returned by BACS (ARUDD) to be processed so that any payment requests that were refused by the customer's bank (because of fund shortage, no direct debit mandate etc.) can be reversed from the system with a 'payment' transaction.
- Allows the receipt to be allocated to the payment transaction, or where no rejection was issued, the receipt to be allocated to the relevant invoices and credit notes.

Leave the filename BLANK if the session is to be processed WITHOUT a rejections file – this allows for the scenario where all requests were successful. This simply performs the allocation stage.

The Process Date (which defaults to the batch payment date) is the date to be used for the payments made to the ledgers. This may be amended if required.

Note: You cannot process this stage until the *Rejection Time Frame* period has passed from the Payment Date to ensure that the rejection file can be returned before premature allocations get performed.

The reference given on the cash book and sales account transactions is:

REddmmyyyy

Where ddmmyyyy is replaced with the process date entered.

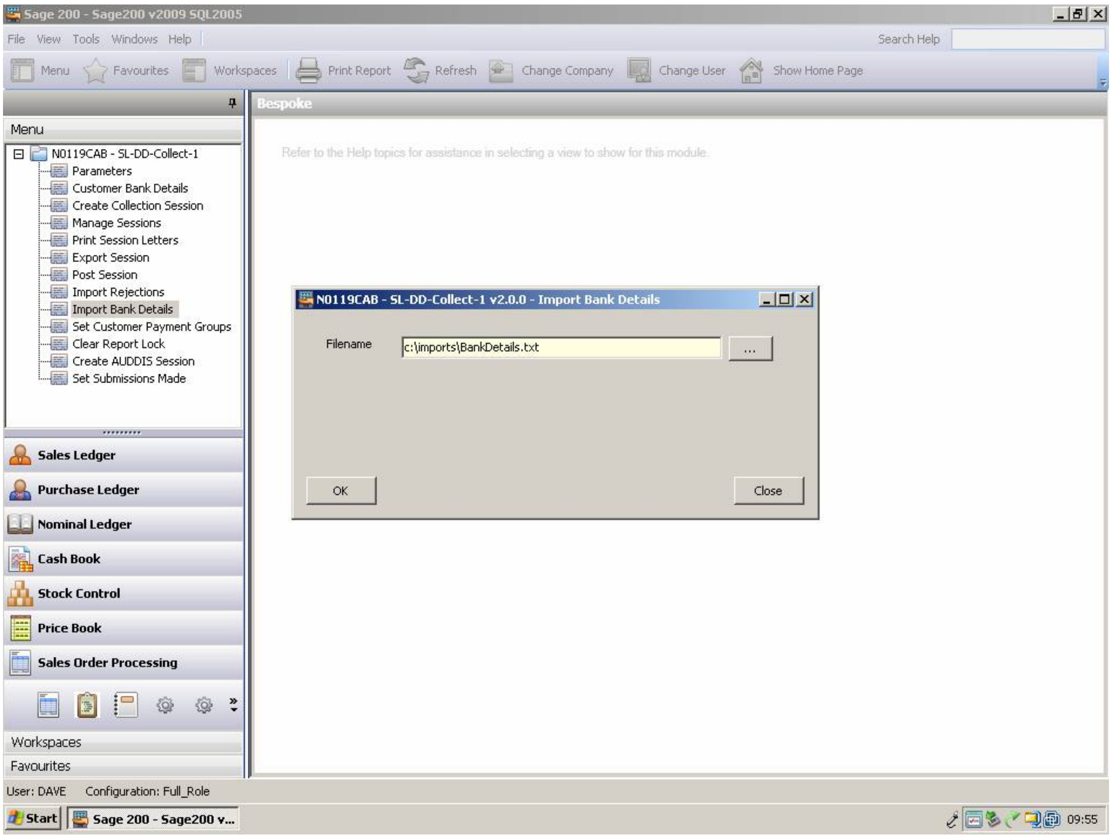
From v2.4.0 if the ‘Queried’ parameter is non-blank then the transactions linked to the rejected customer are automatically flagged with the query flag defined and hence are not included in the next collection session (not applicable if the transaction is added to a representation session as added in v3.0.0 - see section 19).

From v2.4.0 if the “Match By BACS Ref” box is ticked then the sort code and account number fields are NOT used in the matching of the rejection record from the ARUDD file to locate the customer session, to allow for scenarios where the bank details are NOT held in Sage but externally in the BACS interfacing system in use.

Ignore unmatched rejections in file

This option suppresses the error handling that is present by default. This would prevent the file being imported if the system is unable to locate the customer in the session. There are reasons why this may be case because of operational issues. For example if you create more than 1 collection session for a date, you may only receive a single rejects file containing all the rejections across both sessions. Naturally when importing the reject file to locate the customers related to given session, it will be unable to locate the ones for the other sessions related to the file. This option basically disables the system from rejecting the import when this happens.

10 Import Bank Details



This screen allows initial data importing of customer banking details from a csv file to populate the sales ledger record from another source. This can allow parallel systems to be synchronised, as it will overwrite any existing data.

File format: csv file, no header line, all columns in set sequence.
Columns:

Account Number	Text 8 Must exist in sales ledger
Pay By Bacs	Text 1 1st character Y or T for yes, else no
Bank Name	Text (see note 1)
Sort Code	Text 6 nnnnnn – no hyphens
Bank Account No	Text 8
Bank Account Name	Text 18
BACS Reference	Text 18 (should be upper case alpha-numeric)
Analysis Code	Text 60 (see note 2) - v3.4.1 onwards only

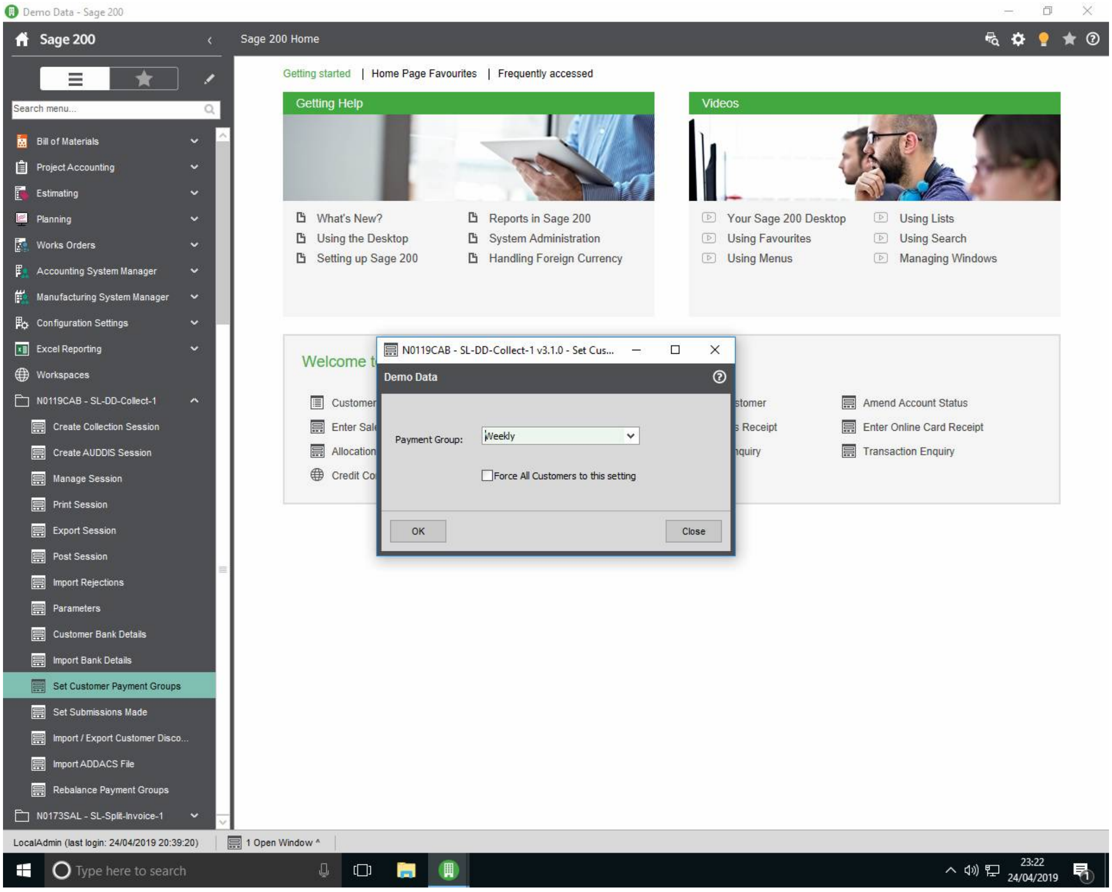
Note 1:
Value must be one of the following:

- BACS Compatible
- National Westminster Bank
- Co-Operative Bank
- Alliance & Leicester
- Girobank
- National Savings Bank
- National & Provincial BS

Any value NOT as listed (including blank) will be treated as BACS Compatible, unless the account number field exceeds 8 digits, in which case an error will be reported.

Note 2:
The analysis code value will ONLY be updated IF the 'Payment Group Analysis Heading' value is set in the parameters in section 1.1, otherwise it will be ignored. The value will ONLY be set if the field is NOT BLANK so that this mechanism can be used to update just the bank details without affecting analysis code values. If you wish the analysis code to be set to blank then use the word 'SetEmpty' (case insensitive) to force the current value to be clear.

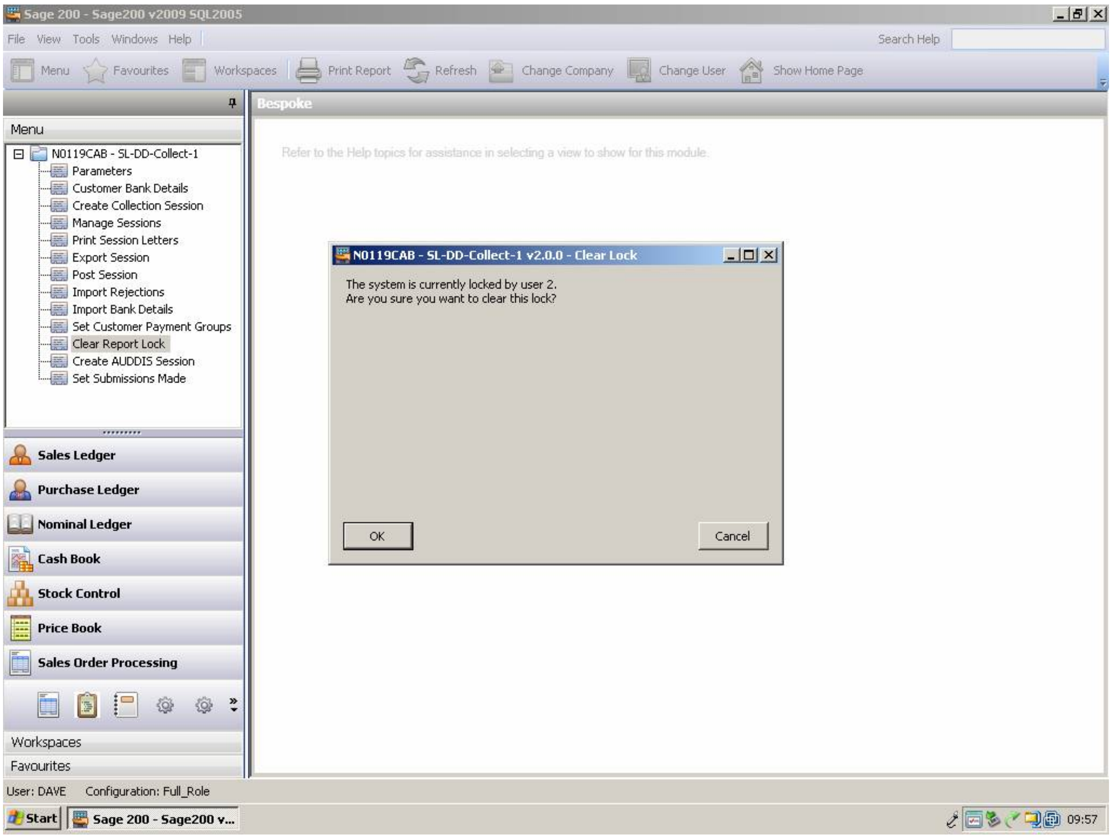
11 Set Customer Payment Group



This screen permits a rapid solution to the issue raised in section 2.3 whereby customer accounts can be created without the payment group analysis code being defined. This allows for 2 scenarios:

a) By leaving the ‘Force All Customers to this setting’ flag unticked, any customer without an analysis code will be defined with the analysis code selected from the list.
b) By setting the ‘Force All Customers to ticked, ALL customers will be defined with the analysis code selected from the list, overriding any existing setting if required.

12 Clear Lock

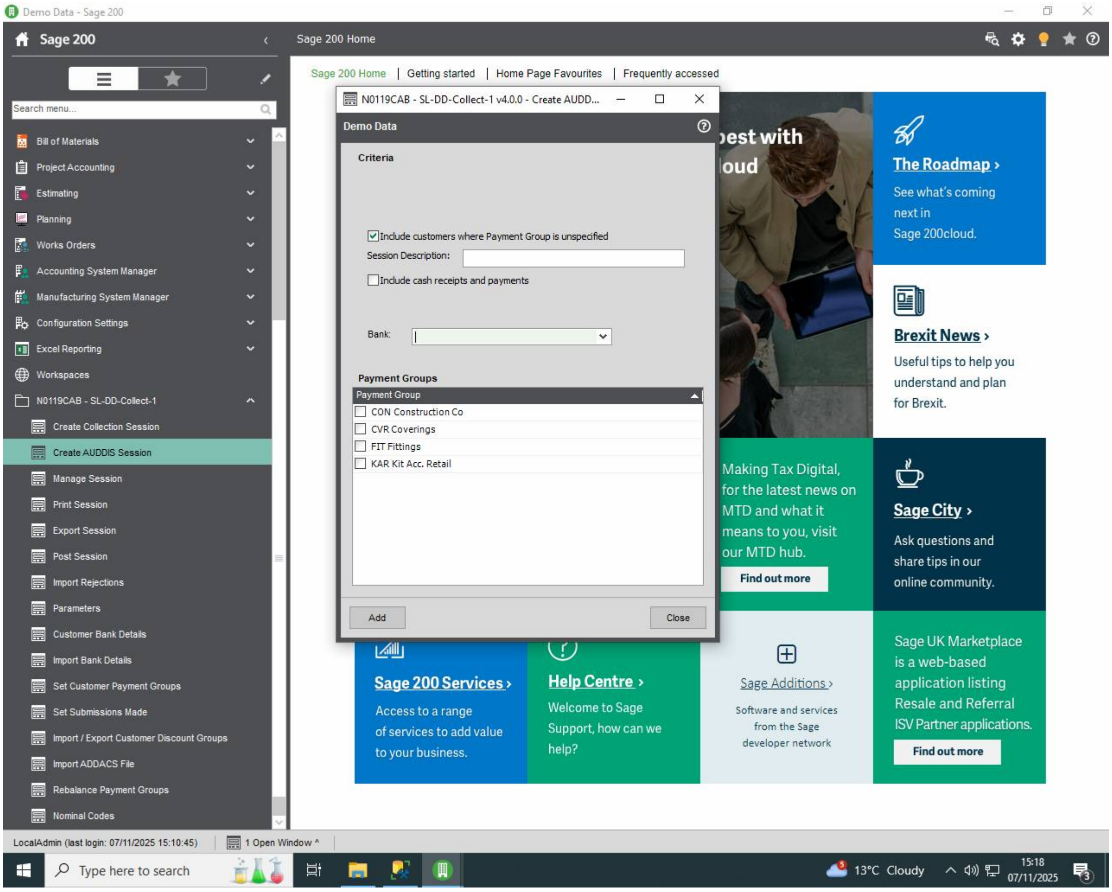


This screen is a utility that allows a temporary report lock to be removed from the system under extraneous circumstances. NOTE: This option is NOT available or required in v2010 onwards as the new Report Designer changes made this requirement obsolete.

There are 2 places in the system when the system must guarantee sole user access to a temporary database file that contains details of data to be printed – namely the ‘Print’ button in Manage Session Details – section 5.2, and the Print Session screen in section 6. Both of these require a lock to be placed on the system for the duration of the report it is creating and will be automatically removed when completed. For the duration of the lock no other user would be able to initiate another print session. In odd circumstances, such as a power failure, this lock may remain on the system and this screen is then used to remove that lock.

The screen above shows when a lock is in place and using the OK button will remove the lock – do this only if you are sure that the user number shown in not actually creating a report. If there is no lock in place this screen is harmless and will report that there is no lock present and will not allow access to the OK button. If a user attempts to create a print process whilst another is running the system will wait for up to a minute for the other process to end before stopping and allowing the user to try again later.

13 Create AUDDIS Session



This screen creates an AUDDIS session file.

If the parameter AUDDIS Conversions (section 1) is ticked, then this will create details for converting the 'paper' mandates to electronic format (this step has to be performed because BACS rules prevent the collection of both paper and electronically logged accounts within a single collection session).

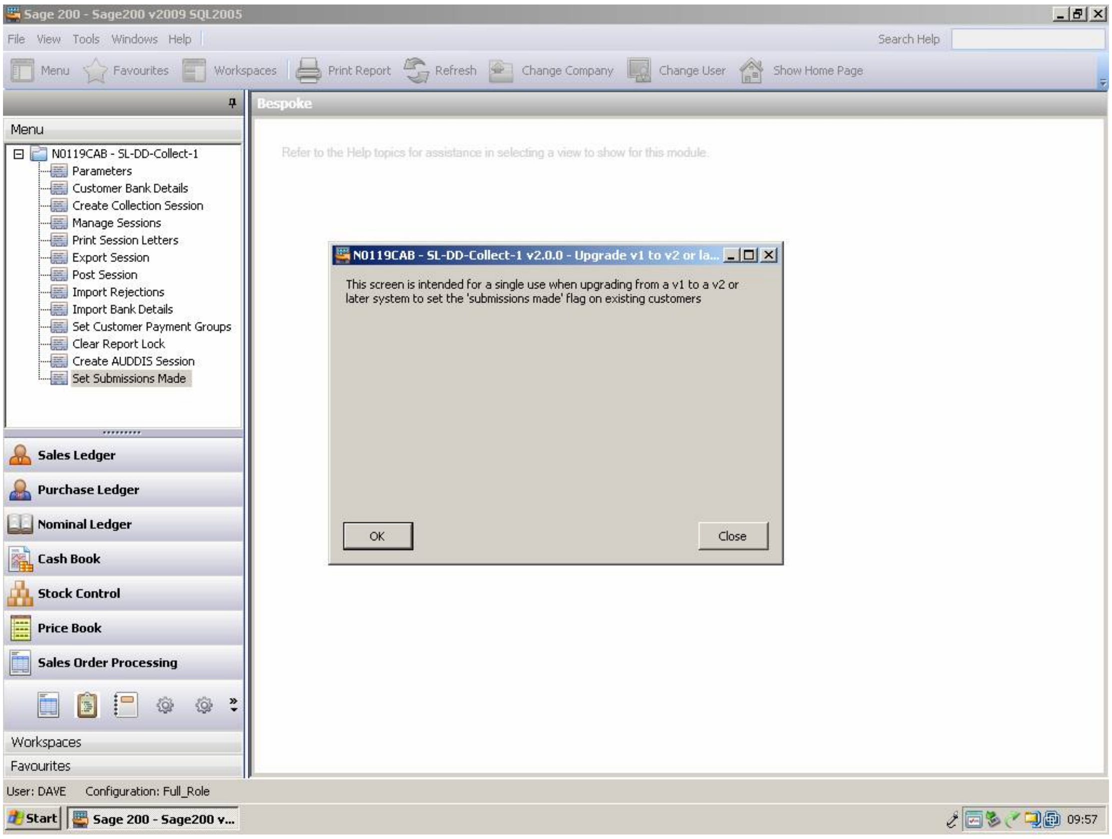
If the parameter AUDDIS Conversions (section 1) is not ticked (normal conditions), then this will create a file of details changes to be submitted. This can consist of:

- New customers being created with bank details
- Existing customers having their previously submitted details changed to new details.
- Existing customers having their previously submitted details to be empty, and hence representing that the customer is no longer to be collected by direct debit (Note: It is recommended that this is the means to indicate that a customer is no longer to be included, so that it can submit the cancellation mandate to the bank and it will then in turn remove the 'pay by direct debit' option directly.

The export file that is created may hence have a single entry for a customer (with transaction types of 0C for cancellation or 0N for new details) or BOTH entries if the details have changed. An AUDDIS conversion file will have a transaction type of 0S.

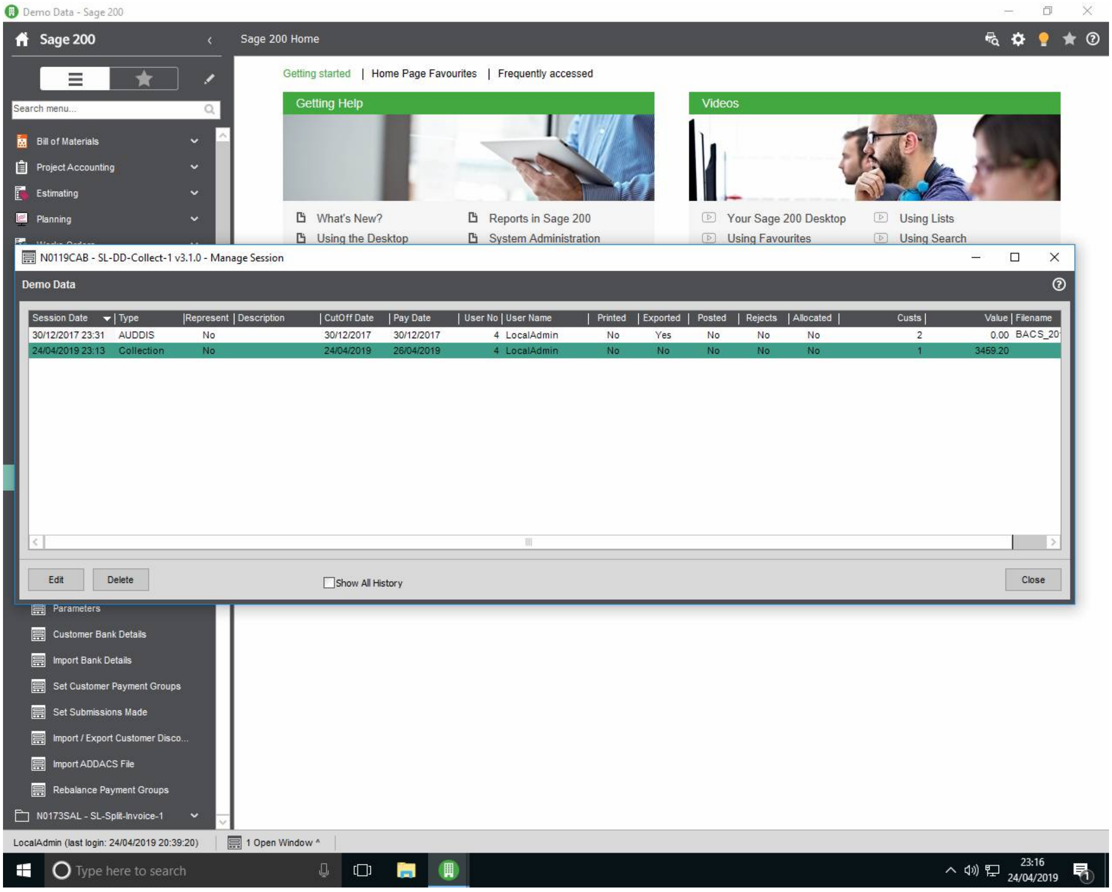
The 'Bank' field (v4.0.0 onwards) will default to the default bank defined in the parameters (section 1.1) unless the 'Allow Bank Override' option in the parameters is set, in which case refer to section 21 for the changes that this option invokes.

14 Set Submissions Made Flag



A once-off utility for sites upgrading from v1 to the latest release (do not use unless upgrading from v1!!) This sets the flag on all marked direct debit customers that submissions have previously been made to these accounts, and hence transaction code 17 will be used. Unless this is run, the next submission of a customer will use the transaction code 01 instead, which may confuse BACS. The v1 system ONLY used transaction code 17, even for initial collections, but v2 onwards have tried to send the correct code instead.

15 Other screen and processing notes



Many of the screens are based upon a common format. These notes describe the layout of the screen.

Session Date
The date and time the session (either collection or AUDDIS) was created.

Type
The type of session. This is either ‘Collection’ for a session that is requesting money from a customer’s bank account, or ‘AUDDIS’ for a session that is transmitting customer bank detail information.

Represent
A true/false setting describing whether the session is a 'representation' session or not. See section 19 for full details.

Description
The optional descriptive text entered when creating either session type.

CutOff Date
The date up to which invoices due for payment by are included in a collection type session – defined at time of creating session. Not applicable to AUDDIS type sessions, where it will show the date created.

Pay Date
The date on which payments in a collection type session should be transferred – defined at time of creating session. Not applicable to AUDDIS type sessions, where it will show the date created plus 3 working days.

User No / User Name
The number and name of the user that created the session.

Printed
Has the session had statement letters or emails sent for collection type sessions. Will always be No for AUDDIS sessions as these are not processed through the print stage.

Exported
Has the session had the export file created for either collection or AUDDIS type sessions.

Posted
Has the session updated the ledgers for either collection or AUDDIS type sessions.

Rejects
Has the collection session had the ARUDD rejects file imported (or by-passed if no rejects were returned). Will be set to Yes on an AUDDIS type session as part of the Posting stage as this marks the session completed.

Allocated
This should mirror the same state as the Rejects state for collection type sessions but may be left as No if there is a problem allocating the batch after the rejects file is imported.

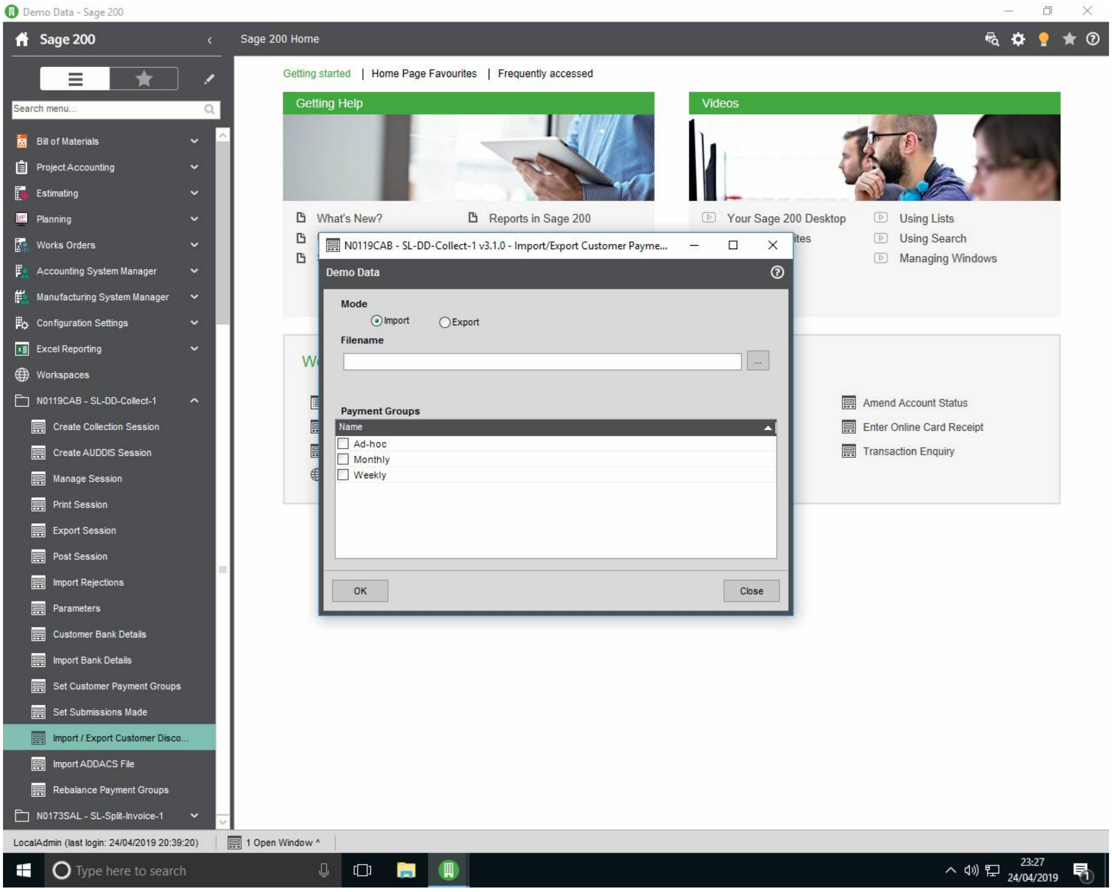
Custs
Indicates how many customer accounts are included in this session.

Value
Indicates the total value of the collection session. (AUDDIS sessions by definition are zero valued).

Filename
The name of the file created by the export stage for the file to be submitted to the BACS system for transmission.

Show All History
By default only sessions that have NOT had their rejections imported (i.e. not processed by section 9 and hence still active) are shown – all sessions that are considered closed are excluded for the list. Ticking this box will then list ALL sessions.

16 Import / Export Customer Collection Groups (v3.1.0 onwards only)

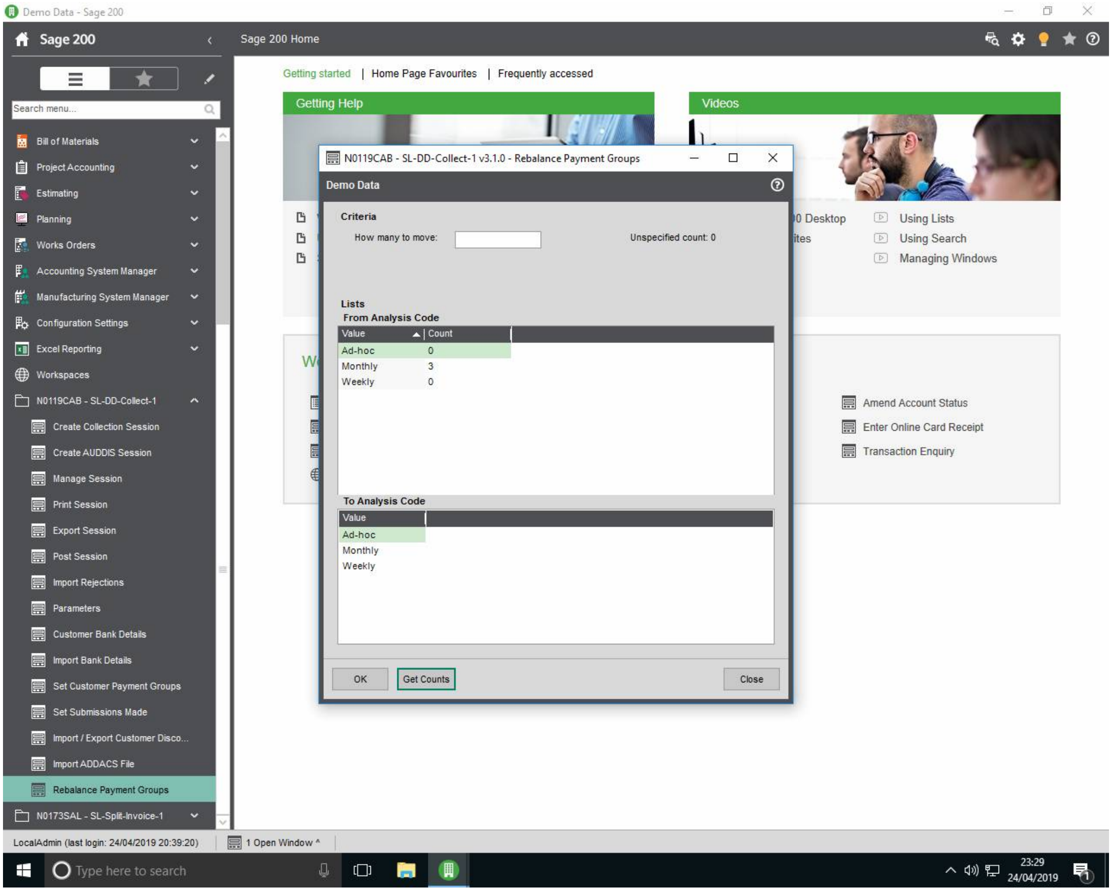


Section 11 provided a means to set the payment group for all customers to a single analysis code. This option allows a csv file to be imported what contains 2 columns containing the sales ledger account number and the payment group analysis code value for that customer, and hence allows different groups to be populated with a different set of customers.

The system is also defined to allow the details of the customers to be exported to an identically formatted file so that the details could be amended elsewhere and the reimported.

Specify the filename to be used for the import or export process. If exporting, tick which of the payment groups are to be exported (one, more or all can be selected so that the relevant groups only are exported - under the import process this grid has no function.

17 Rebalance Customer Collection Groups (v3.1.0 onwards only)

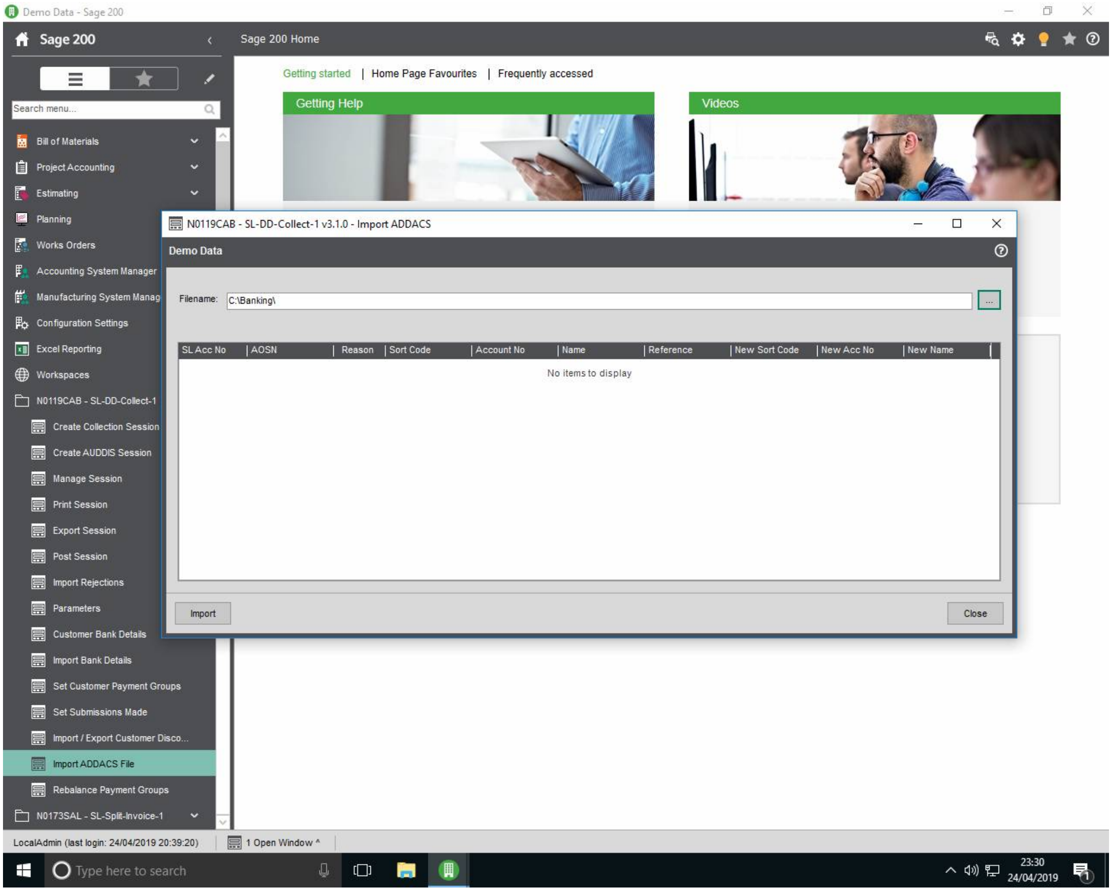


This option is useful when the numbers of customers being included in a single session is too large. There is a memory constraint caused by the interaction of the 2GB memory limit for 32-bit applications (such as Sage 200) and the amount of customer records that be held in this memory at the same time. This limits sessions to not exclude 10,000 customers. When this occurs, simply create another payment group and move the excess customer using this option.

The system will ask what is the source and target payment groups (they cannot be the same) and asks how many customers are to be moved.

The 'Get Counts' button queries the database and will count how many customers (each having the 'pay by bacs' option set) belong to each group, and will also indicate how many customers DO NOT have a payment group set.

18 Import ADDACS (v3.1.0 onwards only)



BACS can provide updated banking mandate information, for example when your customer cancels the mandate. This mechanism provides a means to import the xml file that BACS can provide to update the banking details.

The D/D system actually holds 2 sets of the banking details. The first set is the one visible on the customer account screen etc. and allows changes. The second set is hidden and holds what details are lodged at the bank via the AUDDIS routine (these are set as part of the 'Post Session' processing of an AUDDIS session. Variations between these 2 sets of details are what trigger entries to be made in the AUDDIS sessions, so as the first set are amended a 'ON' transaction is issued for the 'new' mandate, plus a '0C' transaction is issued for the 'cancel' mandate but only if the second set are not blank.

The system reads the ADDACS file and makes changes to the customer's banking details to reflect the information given. There is a 'reason code' supplied for each transaction - these are listed below:

ADDACS Reason Codes and their meanings:

Code	Reason	Circumstances	Special instruction
0	Instruction cancelled – Refer to payer	Paying PSP has cancelled Instruction	Service user cannot collect via Direct Debit on this account. If Direct Debit is to continue the service user must obtain a new DDI for a new account
1	Instruction cancelled by payer	Payer has instructed paying PSP to cancel DDI	Service user must liaise with the payer to agree the payment method for collection of any outstanding debts
2	Payer deceased		
3	Account transferred to a new bank or building society	Account transferred to a new bank or building society	If both old and new bank details are quoted you will need to amend your records accordingly. AUDDIS service users only – A 0N must be sent to lodge the new instruction. **NB** – With effect from 1 January 2013 do **not** send a 0C to the old bank to cancel the DDI. If only the old bank details are quoted first check you have been notified of new account details. If new account details have not been advised you must obtain a new DDI from the payer. Collection must be suspended until a new DDI set up and advance notice issued to the payer.
B	Account closed	Payer has closed their account for an unknown reason	If the Direct Debit is to continue the service user must obtain a new DDI for a different/new account
C	Account transferred to a different branch of bank/building society	New account details supplied to the service user	Service user must apply change to data file and continue with Direct Debit collections. AUDDIS service users only – A 0C/0N pair must not be sent on receipt of this message
D	Advance notice disputed	Payer disputes time, amount or frequency of advance notice	Service user should not collect further Direct Debits until it has resolved the dispute with the payer
E	Instruction amended	Paying PSP will advise amendment via ADDACS message	Service user should collect Direct Debits using new details. AUDDIS service users only –A 0C/0N pair must not be sent on receipt

			of this message
R	Instruction re-instated	Paying PSP may re-instate a cancelled DDI up to two months from cancellation	Service user may resume direct debiting under the reinstated Instruction. However, a new DDI must be obtained and lodged if reinstatement is identified after the two month period

The system performs the following actions, based in the reason codes given.

0 / 1 / B - cancelled or closed
Removes the 'pay by bacs' flag for the customer, and removes the second set of details. This ensures the customer will no longer be included in collections and if new bank details are entered then no cancel notice is issued but it leaves the user with access to the current banking data so that they know they are getting new details when they are reentered.

2 - deceased
Removes the 'pay by bacs' flag for the customer, and removes both the first and second set of details. This ensures the customer will no longer be included in collections. Payment for any outstanding debts could only be achieved from the customer's estate now.

3 - new bank
Assuming a new sort code and account number are provided (this is not guarenteed!) then the first and second sets of details are updated, which will ensure no 'ON' or '0C' notices will be generated (the banks don't like getting details in AUDDIS files that have already been supplied via ADDACS!) and the 'pay by bacs' flag is set.
If the new details are not provided then both the first and second sets are cleared, and the 'pay by bacs' cleared, ensuring that when new details do ever get entered a '0N' will get created only.

C / E / R - new details updated - same bank
First and second sets are updated with new details and 'pay by bacs' ensured to be set. Hence updates the customer's bank details with NO '0N' or '0C' being created.

D - disputes
These transactions are ignored at this time.

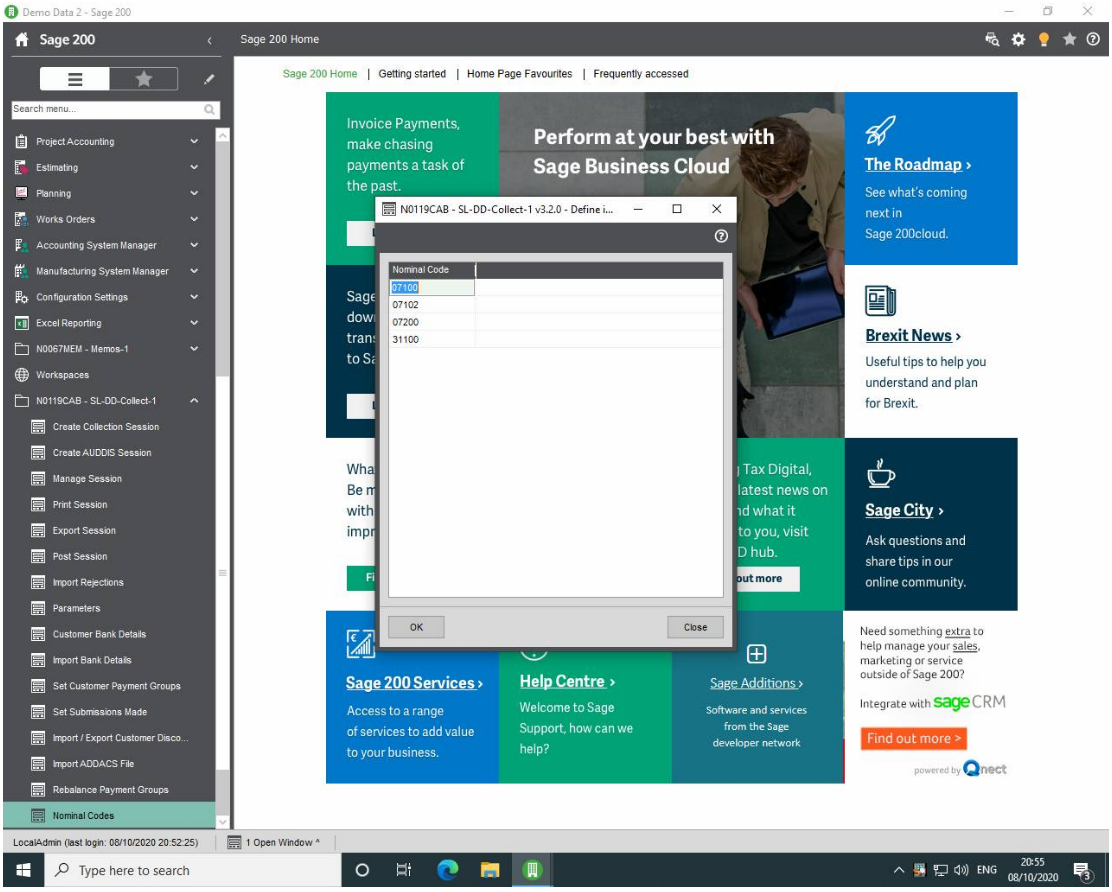
19 Representation processing (v3.0.0 onwards only)

If the option is enabled in the parameters to create representation sessions, then when an ARUDD file is imported in the import rejections process (section 9) then whenever the reason code begins with a zero then it is added to a new session. This representation sessions DOES NOT conform to a standard session in that is does not need to have notifications sent to the customers 10 days in advance, for example. It can simply be resent to the bank again to try to take the funds again.

Note: if the session being rejected is in itself a representation session then the user is asked whether a further representation session is wanted. There is a cut-off of no more that 30 days since the original session being represented, and hence at some point it is pointless to keep trying to collect from any remaining customers.

Note: standard sessions use transaction codes of 01 and 17 (first collection and ongoing collection). A representation session will use code 18.

20 Nominal Codes (v3.2.0 onwards only)

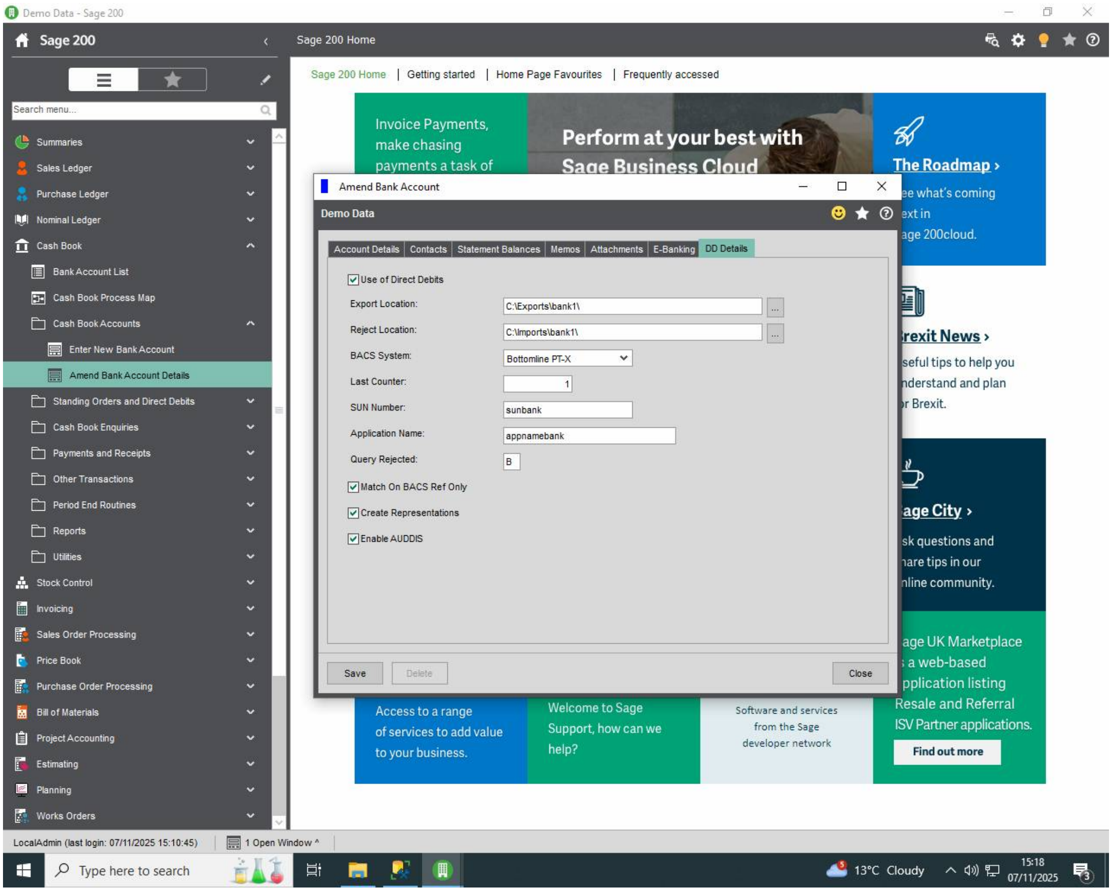


This feature is an optional part of the system and controlled by the site license function. If not enabled the user will be informed of this and the form will not operate.

The screen allows the entry of a list of nominal codes (account numbers only, with no reference to cost centres or departments) where one of the codes must be present on the nominal drilldown for a transaction in order to be included in a collection session. Any transactions containing only nominals that are NOT in the list created here will be excluded from the creation of the session.

The list is free format entry, no lookups provided, as it represents a simple list of a small number of nominal codes that are pre-known and unlikely to changes once initially configured.

21 Allowing Alternative Bank Accounts (v4.0.0 onwards)



If the 'Allow Bank Override' option is set in section 1.1 of the parameters, then the following tab is shown when adding and amending cash book accounts in Sage 200.

The intention of this section is to allow the system to use multiple different bank accounts to perform the collection from customers, each of which may be to a different bank, may be different currencies if supported by the bank, may use different export file formats, and the parameters for each bank account can be different and not have to follow the same parameters as defined in section 1.1 for the global parameters. Note: As you set the 'Use Of Direct Debits' check box then the system will automatically copy the default parameters from section 1.1 to reflect the default settings, but these can be amended where different.

The 'Use of Direct Debits' being ticked will list this bank account as being available whenever creating either collection or AUDDIS sessions (sections 4 and 13) so that only these accounts can be selected to ensure the wrong bank accounts are not selected by mistake.

Refer to section 1.1 for what each of these parameters represent as they are repeats of the defaults, but allow customisation by bank account as required.