

# Access Dimensions Direct Debit Module

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# COMMERCIAL STATEMENT

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# SUMMARY

The Direct Debit (DD) module allows for the setup and transmission of DD collections via the customers Banking software. This means that the flow of information is essentially one way from Dimensions to the Bank.

There is currently now functionality for processing the following information received from the Bank back into Dimensions:

- DD Cancellations
- DD Rejections
- DD Stop messages

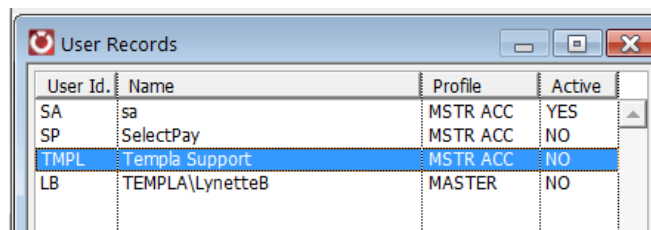
All of the above will have to be dealt with manually (as explained later in this document) by the user changing the Status of the Customer record and posting an adjustment to the account if needed.

# SETUP

## Users Setup

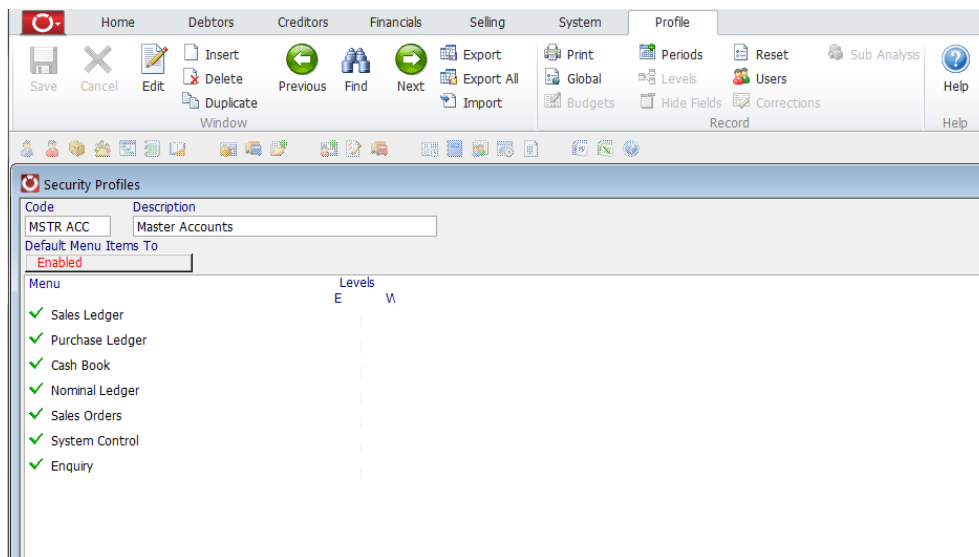
Users have to be given access to the DD Collections and DD Export options from the security profile associated with the user in Access Dimensions.

From System -> User Records check which profile has been associated with the relevant user:



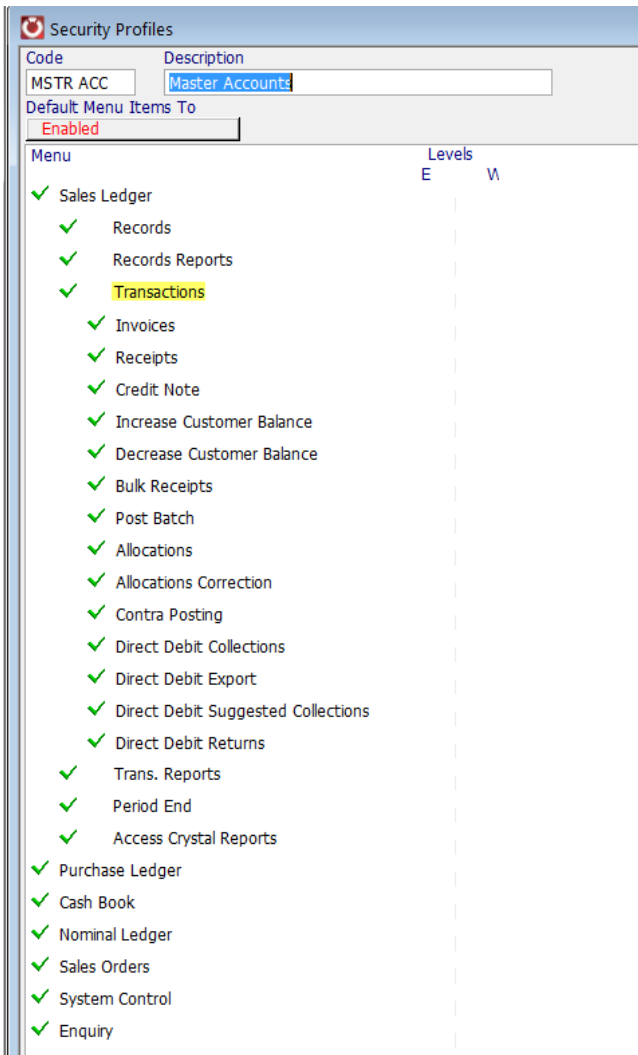
User Id	Name	Profile	Active
SA	sa	MSTR ACC	YES
SP	SelectPay	MSTR ACC	NO
TMPL	Templa Support	MSTR ACC	NO
LB	TEMPLA\LynetteB	MASTER	NO

From System -> Profiles use the 'NEXT' button to find the relevant profile as per above:



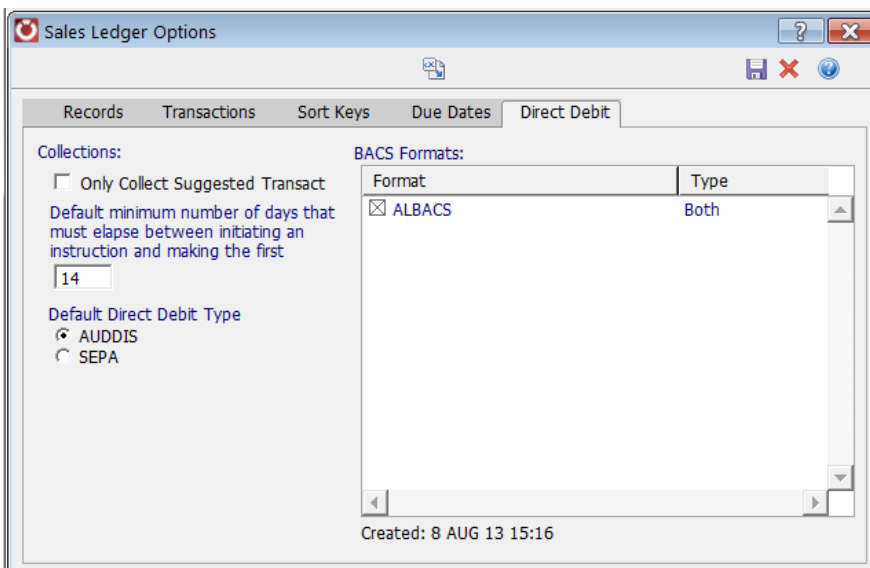
Click on 'Edit' on the above screen.

Expand the Sales Ledger -> Transaction options and ensure the Direct Debit options are 'Green Ticked' as needed:



## System Setup

From the System -> Options menu click on 'Sales Ledger Options' and select the 'Direct Debit' tab:



- **Collections:**
  - **Only Collect Suggested Transactions** - a part of the approval process for DD Collections, this option controls whether only transactions suggested for collection should appear in the Collections List. The default setting is off.
  - **Default minimum number of days that must elapse between initiating an instruction and making the first collection** - enter as appropriate, e.g. 14.
  - **Default Direct Debit Type** - select either AUDDIS (Automated Direct Debit Instruction Service) or SEPA (Single Euro Payments Area).
- **BACS Formats:**
  - **Format** - Choose the BACS Formats that you use. Other formats can be imported by selecting the toolbar function.
  - Currently, the only standard BACS format installed is the ALBACS format

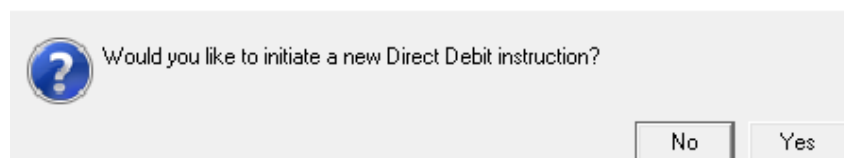
## Customer Setup

To set up a DD for a customer, enter their bank details on their customer record. This can be done from Debtors -> Customers. Only 1 Direct Debit Collection can be set up for each customer.

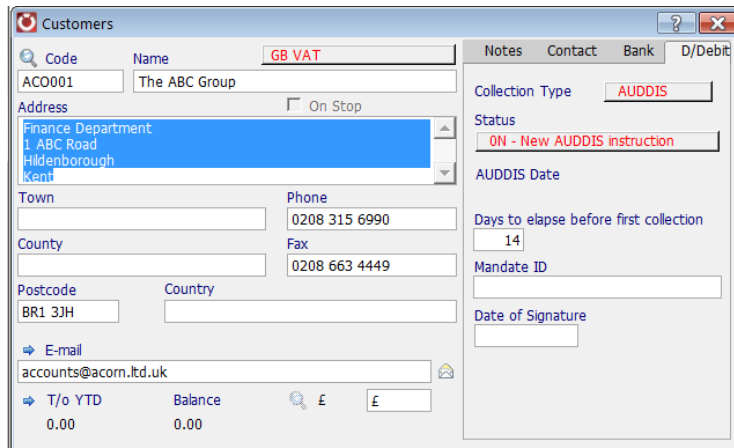
Select the customer, click on 'Edit' and then enter the customer bank details on the 'bank' tab:

The screenshot shows the 'Customers' window with the 'Bank' tab selected. The customer name is 'The ABC Group' and the VAT is 'GB VAT'. The address is 'Finance Department, 1 ABC Road, Hildenborough, Kent'. The phone number is '0208 315 6990' and the fax is '0208 663 4449'. The postcode is 'BR1 3JH'. The account details include: Sort Code '40-07-07', Account No. '13245678', Account Name 'ABC Group LTD', BACS Reference 'TEMPLA', Bank Name 'HSBC', and SWIFT/BIC Code. The balance is shown as 0.00.

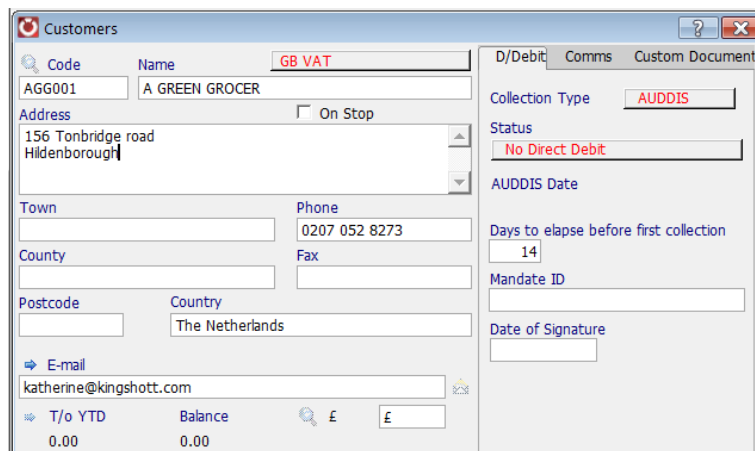
Click on 'Save', the following message should appear:



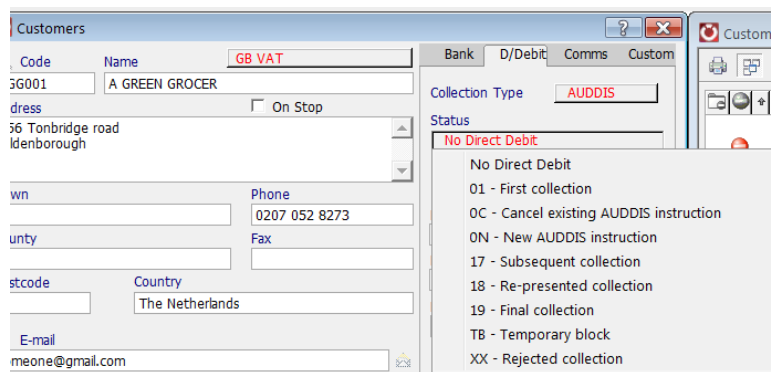
Answering 'YES' at this point will show enable the DD tab on the customer record and display the following status:



Answering 'NO' will assume the customer does not want to pay by DD and therefore has been opted out of the DD system in which case the DD tab will look as follows:



If a customer subsequently need to be included in the DD system this can be done via editing their record and under the DD tab, change the status from 'No Direct Debit' to a status of '**ON - New AUDDIS Instruction**':



If a customer wishes to cancel the DD after collections have taken place their status will need to be changed to '**0C - Cancel existing AUDDIS Instruction**'.

If after setting up a customer with a status of 'ON - New AUDDIS Instruction' they change their mind the status can be changed to '**No Direct Debit**'.

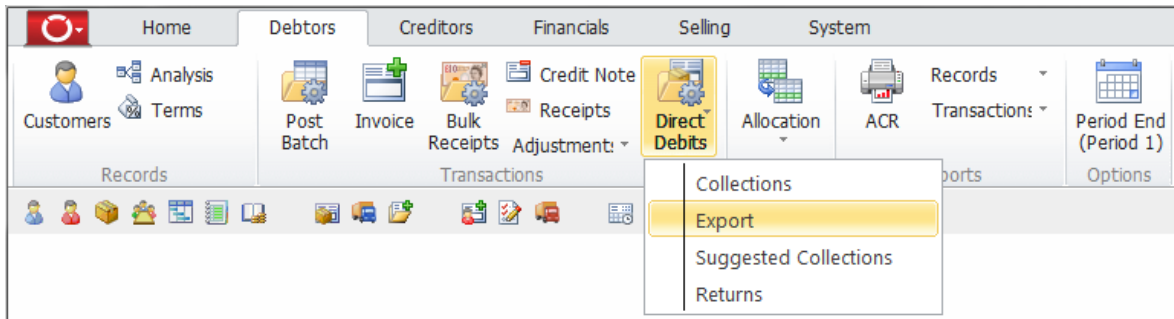
**Please note the changes to a customer's status is limited - for example a change cannot be made directly from 'No Direct Debit' to '01 First Collection'.**

# DIRECT DEBIT PROCESS

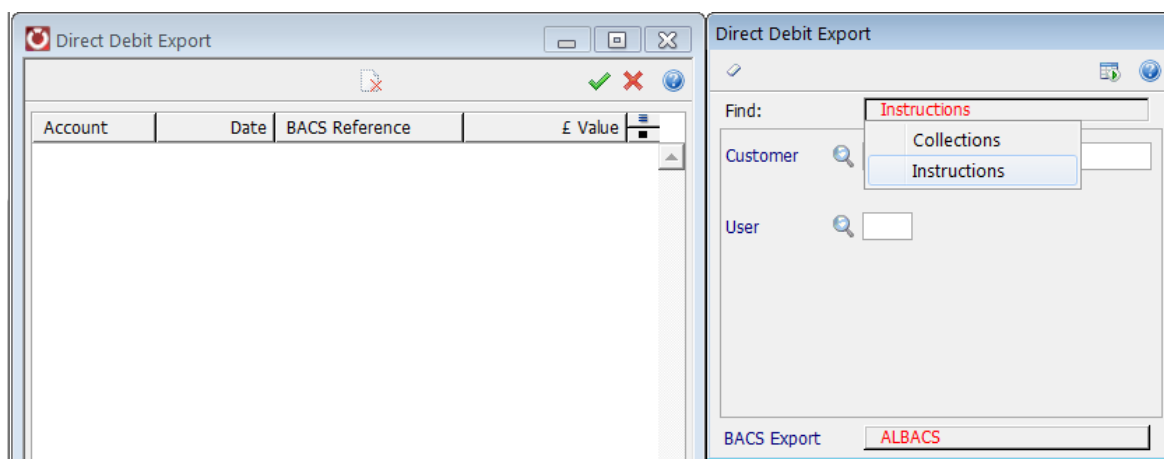
## Initiating a DD Instruction

This process will need to be done every time a new DD is set up. This enables the user to initiate an instruction to the bank effectively stating that henceforth a variable amount of money will be requested from the customer's bank.

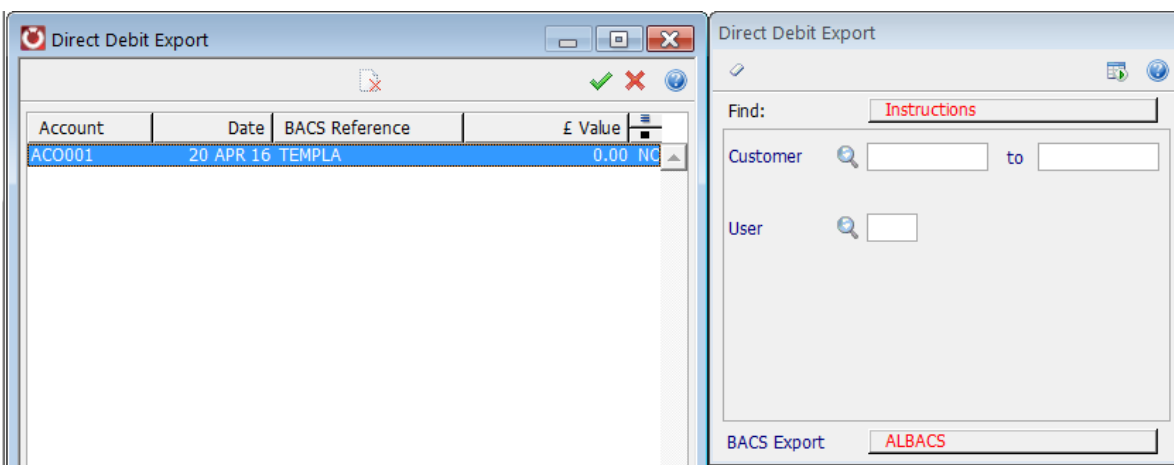
This can be done from the Debtors -> Direct Debits menu via clicking on the 'Export' option:



On the below screen click on the 'Collections' button and change this to 'Instructions':



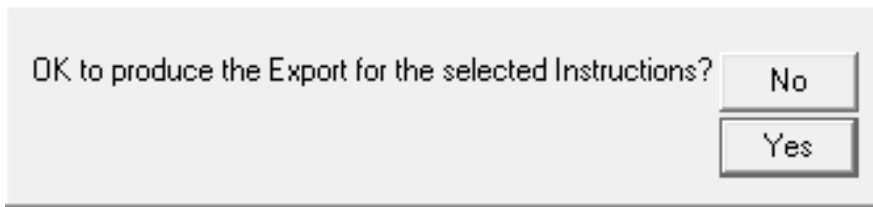
Click on 'Display'. The following screen will show all customers with their status set to '0N - New AUDDIS Instruction':



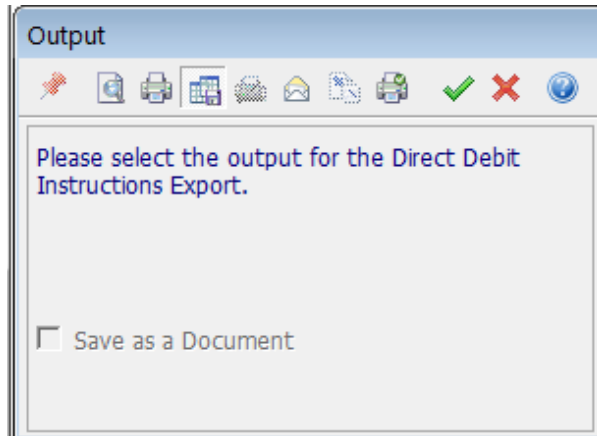
Select the customers for whom DD instructions should be sent by toggling the process flag from 'Yes' to 'No'.

Click on the 'Green tick', the following message will appear:

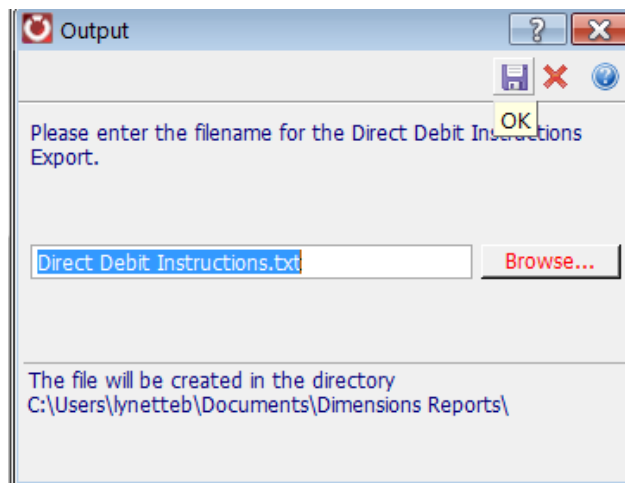




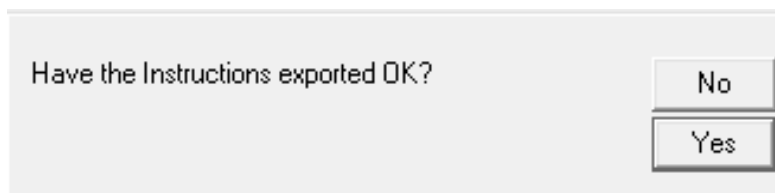
Click on 'Yes' to continue. On the below screen set the output to 'file' and then click on the 'Green tick':



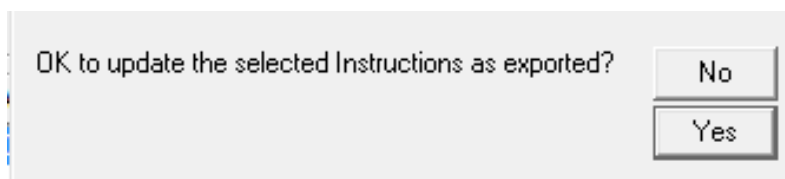
On the below screen browse to the location where the file should be saved and click on 'Save'. This will generate the file that can be picked up in the Banking software to send to the bank.



The following message will appear:



Click on 'Yes' to continue if the instructions exported ok. The following message will appear:



Click on 'Yes' to continue.

This will set the **AUDDIS Date** to today's date and the **status** to '01 – First Collection' on the customer record:

T/o YTD	Balance	£	£
0.00	0.00		

The **AUDDIS date** is set to the date that the instructions were sent. This value cannot be changed. This is because 14 days have to elapse from the time the instructions are sent and the time the collection is made.

The 14 days is designated as the 'cooling-off period' so that the customer has time to change their minds before the first collection is made. **To comply with Banking guidelines this should not be changed.**

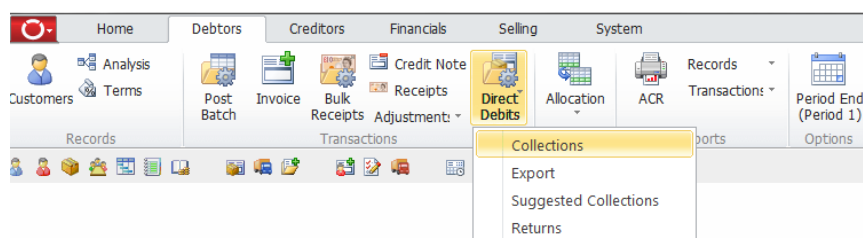
## DD Collections

The following is a full list of the status flags currently used in the DD module:

- No Direct Debit
- 01 – First Collection
- 0C – Cancel Existing AUDDIS Instruction
- 0N – New AUDDIS Instruction
- 17 – Subsequent Collection
- 18 – Re-presented Collection
- 19 – Final Collection
- TB – Temporary Block
- XX – Rejected Collection

The purpose of the DD module is that the user will periodically run a Collections Routine to select all the Invoices due for payment and then create a BACS file. The export routine will create the file and allocate the cash against the Invoice transaction.

The 'Collections' option can be run from the Debtors -> Direct Debits menu:



## SEARCH

To restrict the list of invoices to be paid enter the relevant search criteria on the below screen:

Direct Debit Collections

Find Transaction by

Customer to  
Batch Ref. to  
Trans. Date to  
Due By to  
Sett.Date to  
Invoice No. to  
O/S Invoice Value 0.00 to 0.00  
List Reference  
Sub Ledger  
Currency £ User Keys  
 Exclude Future Period Transactions  Include Disputed  
Status AUDDIS All

Payment Detail

Reference  
Receipt Date 20 APR 16  
Bank 1250 Trust Account Current Year  
Discount 4025 Period 3  
Discounts allowed

The 'Status' option on the search screen can be used to restrict the list of customers to:

- 01 – First Collection
- 17 – Subsequent Collection
- 18 – Re-presented Collection
- 19 – Final Collection

Direct Debit Collections

Find Transaction by

Customer to  
Batch Ref. to  
Trans. Date to  
Due By to  
Sett.Date to  
Invoice No. to  
O/S Invoice Value 0.00 to 0.00  
List Reference  
Sub Ledger  
Currency £ User Keys  
 Exclude Future Period Transactions  Include Disputed  
Status AUDDIS 17 - Subsequent collection

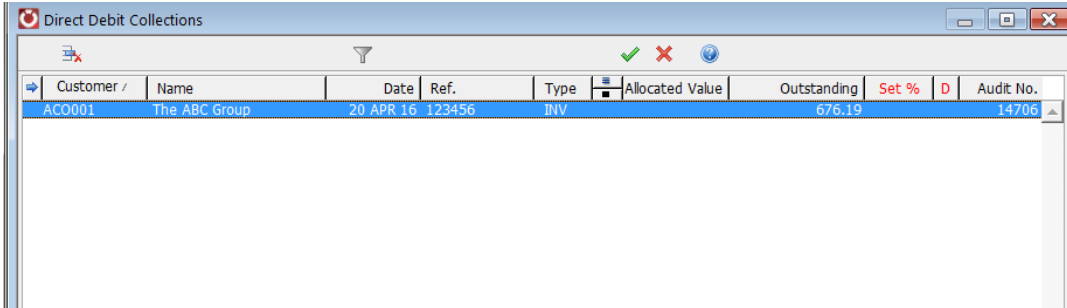
Payment Detail

Reference  
Receipt Date 20 APR 16  
Bank 1250 Trust Account  
Discount 4025

All  
01 - First collection  
17 - Subsequent collection  
18 - Re-presented collection  
19 - Final collection

## LIST

Once the search criteria above have been entered click on 'display' to see a list of the transactions:



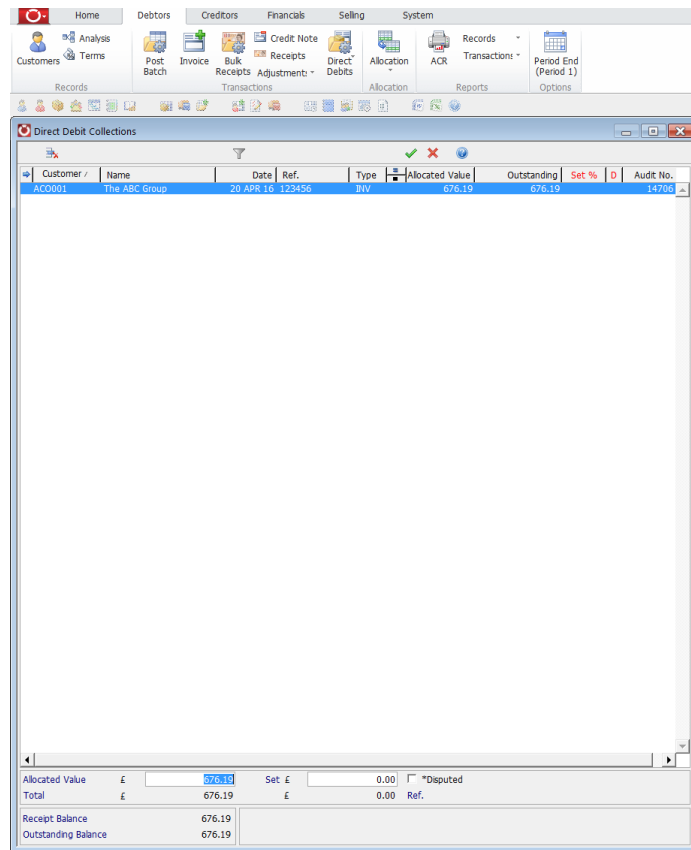
Customer /	Name	Date	Ref.	Type	Allocated Value	Outstanding	Set %	D	Audit No.
ACO001	The ABC Group	20 APR 16	123456	INV		676.19			14706

A list of valid, outstanding Sales transactions that match the search criteria will be displayed.

To be classed as valid the following conditions must be met:

- If the DD Status is set to 'First Collection' then all outstanding transactions are displayed for Customers with this status and where 14 days have elapsed since the date the AUDDIS instructions was sent.
- If the DD Status is set to 'Subsequent collection' or 'Final collection' then all o/s transactions are displayed for customers with this status

To generate the collection, double click on the 'Invoice' on the following screen:



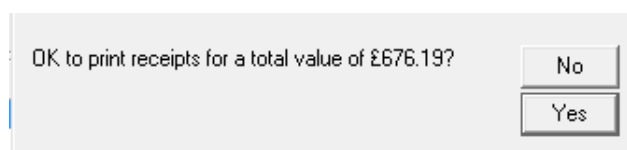
Customer /	Name	Date	Ref.	Type	Allocated Value	Outstanding	Set %	D	Audit No.
ACO001	The ABC Group	20 APR 16	123456	INV		676.19			14706

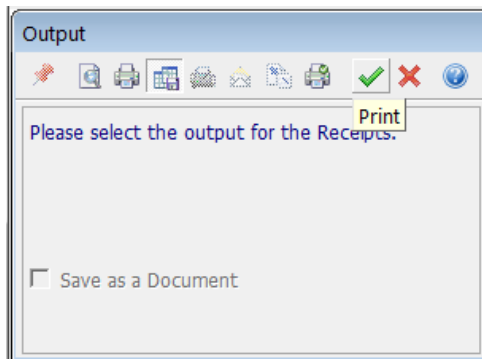
Allocated Value	£	576.19	Set	£	0.00	<input type="checkbox"/> *Disputed
Total	£	676.19	£	0.00	Ref.	
Receipt Balance		676.19				
Outstanding Balance		676.19				

If the amount to be allocated does not match the invoice amount overwrite the value in the 'Allocated Value' field.

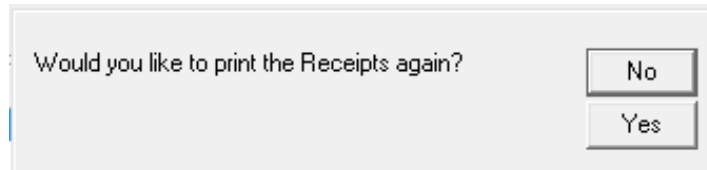
Once all the required transactions have been allocated click on the 'Green tick'. The following screen will appear:



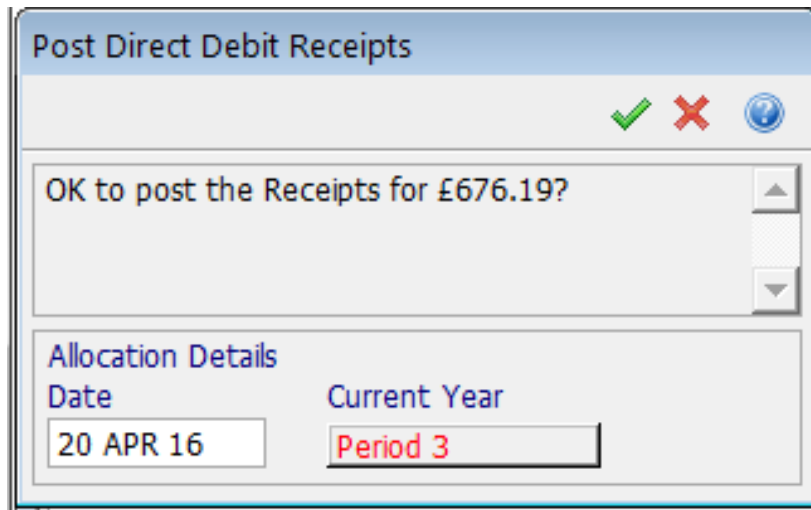
Click on 'Yes' to continue. On the below screen set the 'Output' to file or printer as required and click on the 'Green tick':



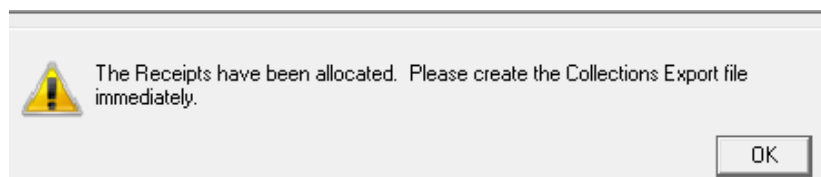
The following screen will appear. Click on 'No' to continue or 'Yes' to print the receipts again:



On the below screen enter the allocation date & period and click on the 'Green tick' to post the DD receipts:



The following message will appear:



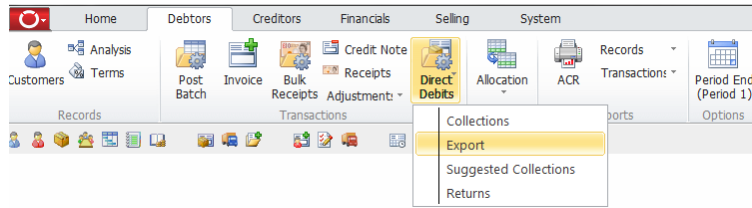
Continue on to the next section to generate the export file.

If this was the customer's first collection their status on the customer record will now have changed to '17 - Subsequent' collection (if it was not already at this status).

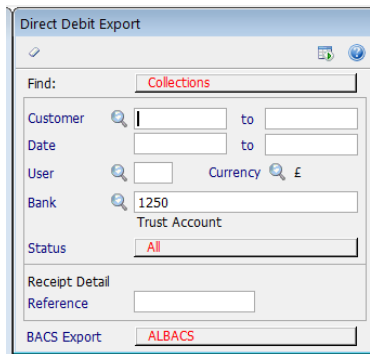
# DD Export

As per the system warning above **the Collections Export file must be created immediately**. If this is not done immediately there is a chance that the transactions selected in the routing will be reset and you will end up with the Invoice showing as having been paid but no actual instruction sent to the bank to collect the money.

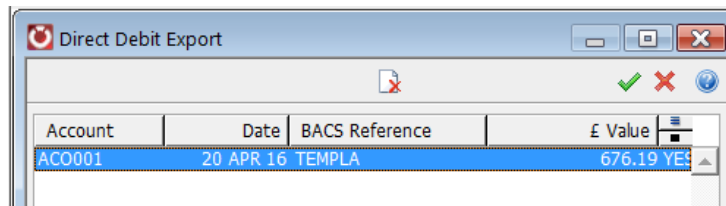
The 'Export' option can be run from the Debtors -> Direct Debits menu:



On the below screen make sure the 'Find' option is set to 'Collections'.

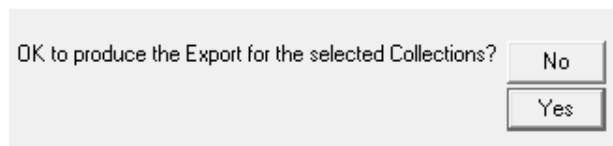


Change the bank account if necessary, enter the reference for the receipts and click on the 'Display' button.

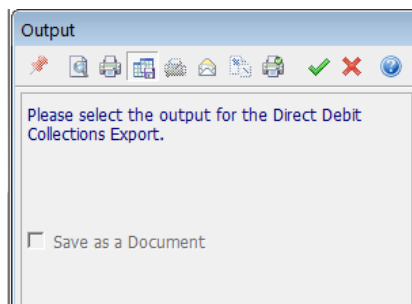


Toggle the transactions to be included to 'Yes' by double-clicking on each one or select them all by clicking on the solid black square.

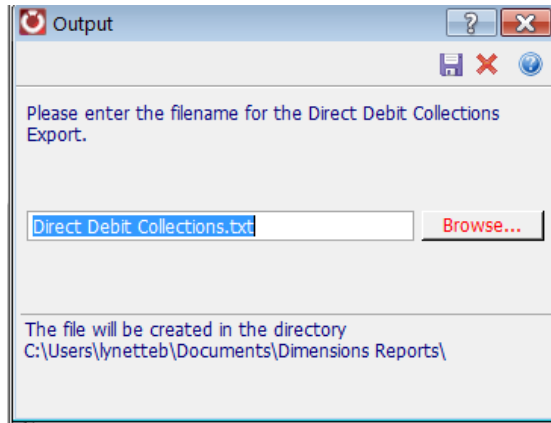
Click on the 'Green tick', the following message will appear:



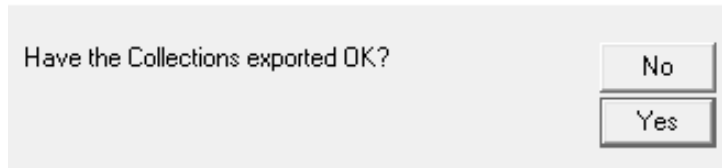
Click on 'Yes' to continue. On the below screen set the output to 'file' and then click on the 'Green tick'.



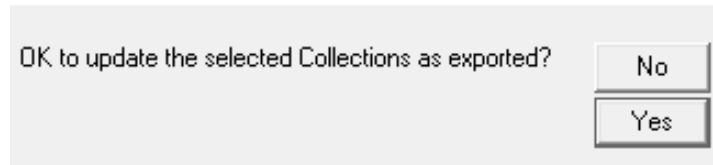
Browse to the location where the file should be saved and click on 'Save'. This will generate the file that can be picked up in the Banking software to send to the bank.



Answer 'Yes' to the following message if the collections exported ok.



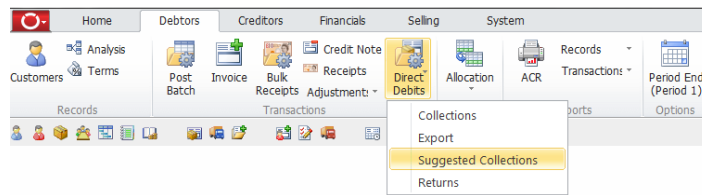
Answer 'Yes' to the following message to set the Collections as exported.



Pick up the export file that was produced from within the banking software and transmit to the Bank.

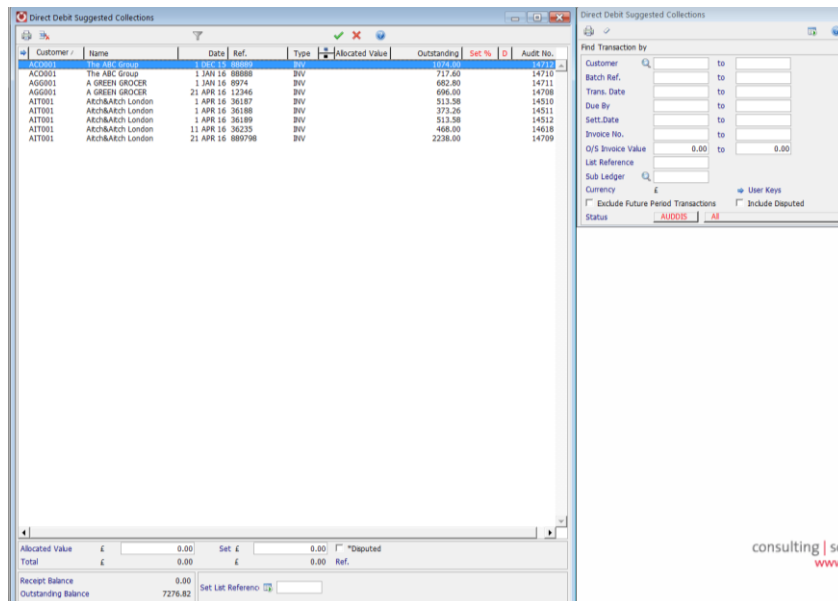
# DD SUGGESTED COLLECTIONS

The 'Suggested Collections' option can be run from the Debtors -> Direct Debits menu:



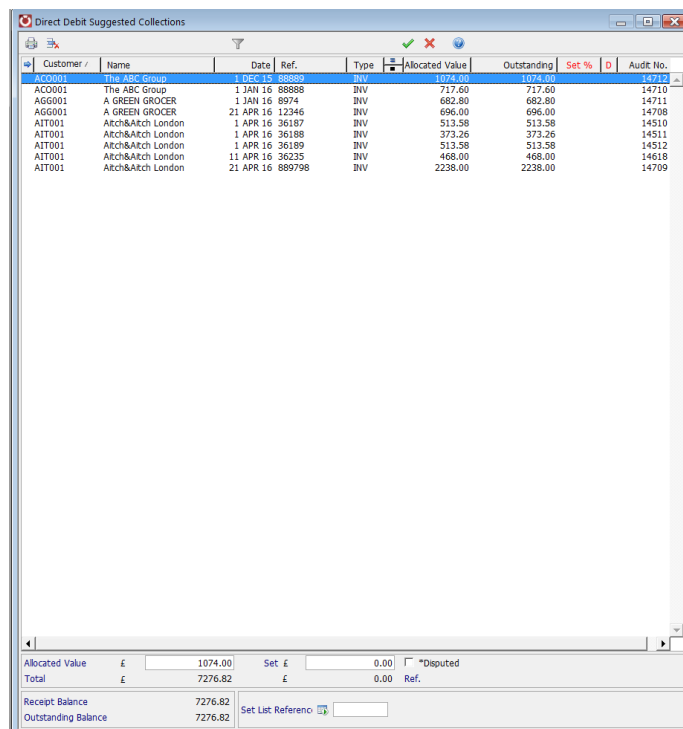
The Direct Debit Suggested Collections function comprises two screens:

- Search screen - this is the same as the 'Direct Debit Collection' search screen but with the Payment Detail section hidden;
- Suggested Collections list - again, the same as the 'Direct Debit Collection' list but with Set List Reference option as per Suggested Collections in Purchase Ledger.



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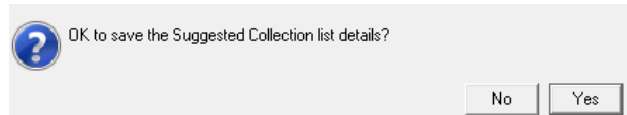
To generate the collection, double click on the 'Invoice' on the following screen:





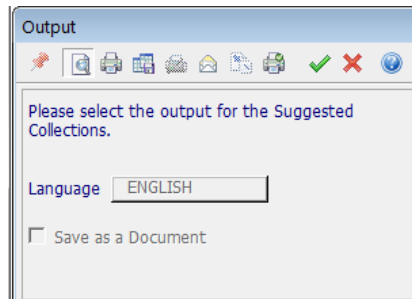
If the amount to be allocated does not match the invoice amount overwrite the value in the 'Allocated Value' field.

Once all the required transactions have been allocated click on the 'Green tick'. The following screen will appear:



Click on 'Yes' to continue. Saving saves, the list rather than generating receipts like the 'Collections' option.

Click on print and select the relevant 'Output' option to produce a report of the suggested collections that will be taken.



The print option can be done from the 'Search' screen or from the 'List' screen:

- Where printed from the Search pane then all transactions matching the entered search criteria are included on the report;
- Where printed from the List pane then all transactions displayed in the list where a Receipt Value has been saved are included on the report, and the transactions are subtotaled by Customer.

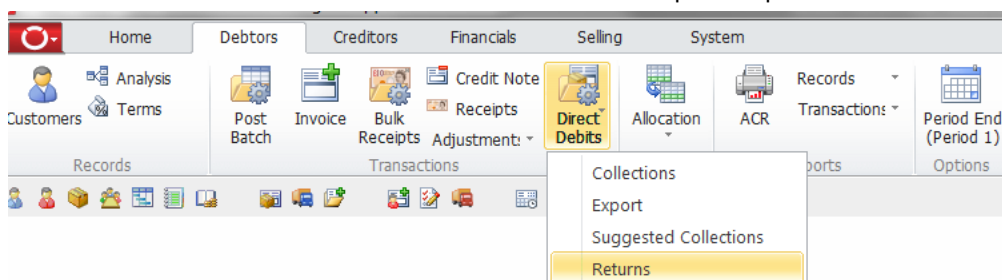
Please note:

- The List Reference can be used as search criteria in order to retrieve a list of previously saved Suggested Collections. If used, then only transactions that match the entered list reference are returned to the list; if no reference is entered then all transactions are returned;
- You can add a List Reference in the Detail section of the Direct Debit Collections list.
- If *Only Collect Suggested Transactions* is set to on in the system Sales Ledger Options, then only transactions that have been suggested for Collection are displayed in the Direct Debit Collections list.
- It is possible to limit the reports to show Not Allocated invoices. If this option is selected, then only invoices that are still fully outstanding will be shown in the list (invoices that have had no allocations made against them).

Please note the suggested collections screen is only for reporting purposes. If the 'Only Collect Suggested Transactions' has been set to on System options for the Sales Ledger, no collections will appear to be taken from the 'Collections' option unless the above 'Suggested Collections' have been allocated & saved.

## RETURNS

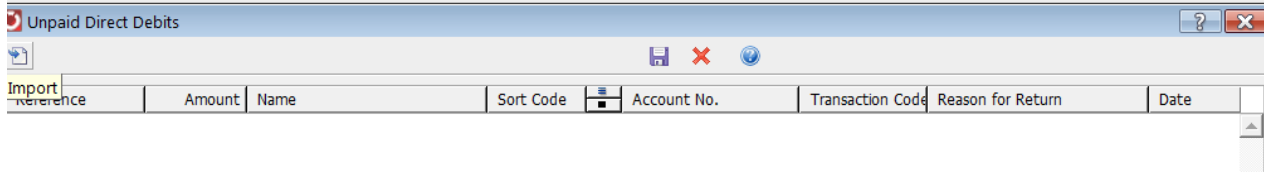
The Returns option on the Customers -> Direct Debits menu can be used to import un-paid Direct Debits.



A report listing un-paid DD payments (ARUDD) can be downloaded from the payment services website and then imported into Dimensions so that the invoices can be un-allocated, any necessary changes made to the Customer record, and the process repeated as necessary.

## Import

From the returns screen click on the 'Import' button:



This opens a standard Browser dialogue from where the file can be located. Once the file has been selected then all transactions from that file are displayed in the list.

## Process

Select at least one transaction for the update. On selecting to process, each selected transaction in the list is processed in turn:

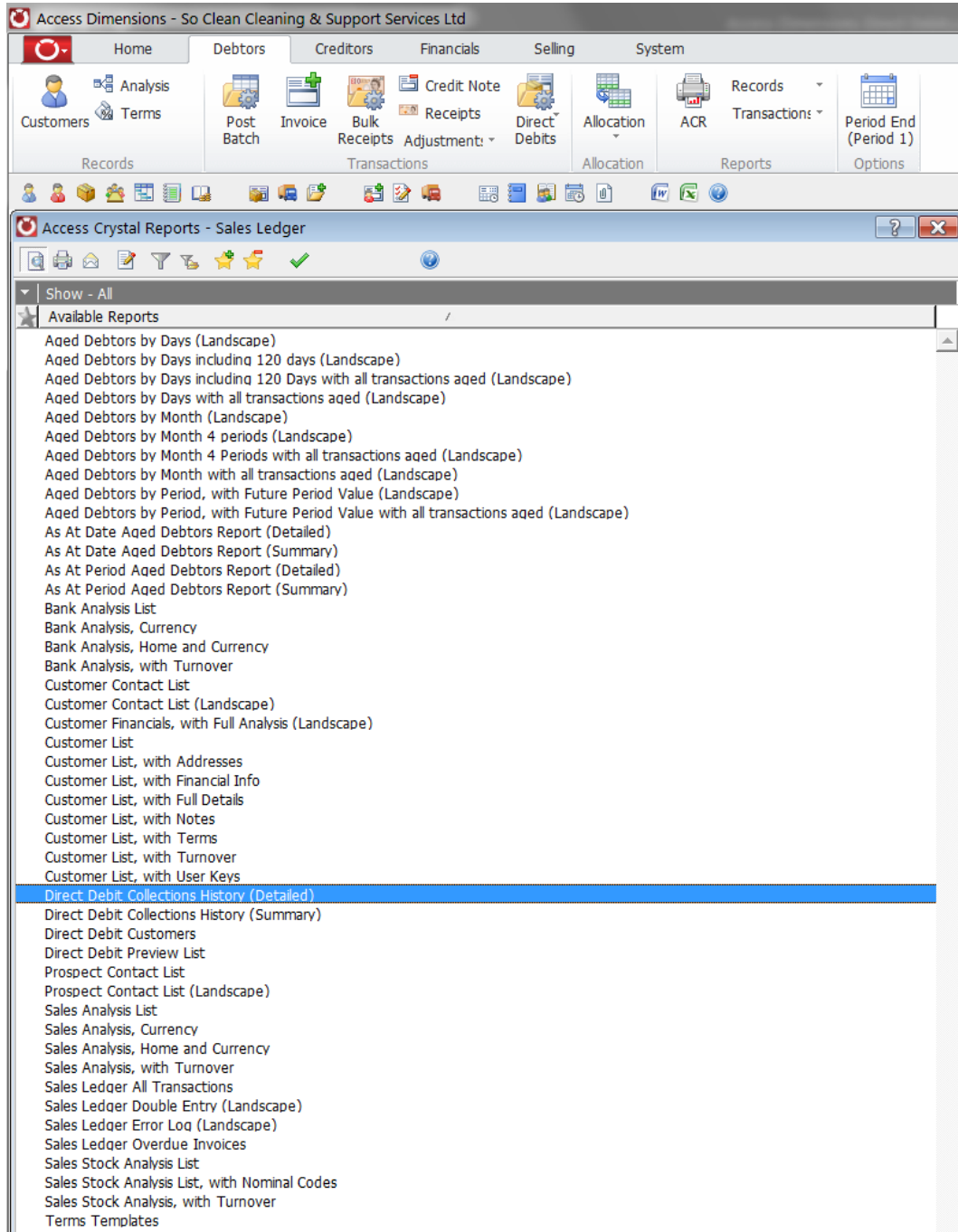
- the system removes the DD receipt from all invoices so that the invoices are returned to a status of outstanding to pay;
- the system generates an adjustment to balance the receipt and update the allocation, and a Receipt Adjustment screen is opened for each transaction which contains default information that can be amended;
- the system updates the Customer record DD Status to "XX – Rejected collection";
- then the system updates the Direct Debit Collections history with the return and reason.

The remainder of the process is performed manually. Once the required information has been obtained from the payer and updated to the Customer record, **the DD Status on the Customer record needs to be reset to "18 – Re-presented collection"**.

As before, the user can then select which invoices to collect payment for and create the export file with the updated customer details. A new receipt is generated and allocated, and the Customer DD Status is reset to "17 – Subsequent collection" for future collections.

# REPORTS

There are a few ACR Reports available from the Debtors -> Reports -> ACR menu:



# TROUBLESHOOTING

## No Transactions are Appearing in the Direct Debit Collections Screen

If 'Only Collect Suggested Transactions' is set in Sales Ledger Options in System Control, then transactions will not appear in the Direct Debit Collections list until they have been suggested for Collection.

Also, check that if an Instruction has been exported and updated that the required number of days has elapsed since the AUDDIS date.

## Exporting A Direct Debit Instruction Fails With The Error: "Unable to format sort code for field Company Bank Sort Code"

Ensure that a Sort Code is entered against Company Details in System Control in the format: 12-34-56.

If the error still occurs, then check that the Sort Code is correctly entered against the bank account that you are using. Set this in Cash Book using the Bank Details screen.

No matching transaction has been found message

When doing a Direct Debit return procedure, the following message can appear:

"No matching transaction has been found for this returned item some of the returned items could not be selected for processing because no matching customer and/or transaction has been found".

This can be caused where the original DD has already been reconciled.

### **To resolve the issue:**

Go to Financials -> Cashbook and ensure that the correct Bank account is showing on the Cashbook. Click on Reconcile and change the option to Un-reconcile.

Find the transaction (knowing the date of the original transaction will help in locating the transaction).

Highlight and click the selected Transactions to YES and Save to Un-reconcile.

When you next do the DD returns import it will be successful.



TEAM Software develops market-leading solutions for companies with distributed workforces. TEAM has a focus on the cleaning and security industries helping the companies who serve these sectors manage and optimise their business; from front line service delivery to back office financial management. TEAM's technology is designed to help improve productivity, employee engagement and profitability, and at the same time help control cost, risk and compliance. For more information, visit [teamsoftware.com](https://teamsoftware.com).