Bottomline PTX Emandates

Administration Guide

Bottomline

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Bottomline

Internet: www.bottomline.com

Corporate Headquarters

325 Corporate Drive
Portsmouth, NH 03801 USA
Telephone: (800) 472-1321, (603) 436-0700
Fax: (603) 436-0300
Email: info@bottomline.com

Europe, Middle East, Africa

115 Chatham Street
Reading, Berkshire RG17JX UK
Telephone: +44 118 9258250
Fax: +44 118 9569990
Email: emea-info@bottomline.com

Asia Pacific

206/12-14 Cato Street
Hawthorn East, VIC 3123 Australia
Telephone: +61.3.9824.6888
Fax: +61.3.9824.6866
Email: ap_info@bottomline.com.au

Table of Contents

Table of Contents

Preface

Contacting Bottomline

This section provides contact information for Technical Services, Training, and Documentation.

Technical Services

If you have questions about a Bottomline product and are unable to find the answers in the product documentation, contact Technical Services (www.bottomline.com/customer_support/index.html).

- Client Services Team: Email: bps-clientservices@bottomline.com, Telephone: 0344 8266 713.
- Technical Team: Email: bps-techsup@bottomline.com, Telephone: 0344 8266 700.
- Sales team: Email: bps-info@bottomline.com, Telephone: 0344 8266 700.

USA (Portsmouth, NH)

- Web: portal.bottomline.com
- Telephone: +1 800 839 9029

Customer Technical Assistance Center (CTAC) is available Monday through Friday from 0830 to 2030 Eastern Time.

Europe (United Kingdom)

- E-mail: emea-support@bottomline.com
- Telephone: 0870 081 8250 (+ 44 118 925 8250 if calling from outside the UK)
- Fax: 0870 081 8280 (+ 44 118 925 8280 if calling from outside the UK)

Technical Services is available from 0830 to 1730 Monday through Thursday and from 0830 to 1700 on Fridays.

Asia Pacific (Australia)

- E-mail: ap_support@bottomline.com.au
- Telephone: 1 300 655 515 (+61 3 8823 6798 if calling from outside Australia)

Technical Services is available Monday through Friday from 0830 to 1700 Australia Eastern Standard Time.

Training

Bottomline offers training courses in many products. For information, contact your account representative.

Documentation

Bottomline is always interested in improving the quality of the product documentation. If you find errors or omissions in this documentation, or have suggestions on how to improve it, email your comments to documentation@bottomline.com. You can send comments anonymously or provide contact information so that we can contact you.

Conventions

The following table describes the conventions used in this guide.

This convention	Indicates
bold text	• Names of items in the user interface, such as menus, options, fields, tabs, or buttons. • Names of files to execute as part of a procedure.
italic text	• Items that vary according to the environment or situation. • References to other parts of the product documentation.
`code text`	• File names and paths. • Code examples. • Text of messages displayed on the computer screen. • Text you enter in a form or in a command window.
`italic code text`	• Variable parts of a file name or path. • Information that you enter in a form or in a command window where the actual text depends on particular circumstances.
hyperlink	• Cross references to other parts of this guide. • Links to Web sites or email addresses.

Chapter 1

Welcome

Bottomline provides bespoke Bacs processing services incorporating Direct Debits and Credits.

The Client Administration Portal is a key feature of the Direct Debit solutions and provides:

- Real time reporting.
- Manage payment plans.
- Ability to upload payment files.
- Logging of support tickets.
- Knowledgebase.
- Support of a dedicated client services team.

Chapter 2

Overview

Navigation

The Client Administration Portal contains the following menu items:

- Administration - see *Administration*.
- Payers - see *Payers.*
- Reports - see *Reports.*
- Payment Plans - see *Payment Plans.*
- Upload Payment - see *Upload Payment.*
- Support - see *Support.*
- Knowledgebase - see *Knowledgebase*.

Chapter 3

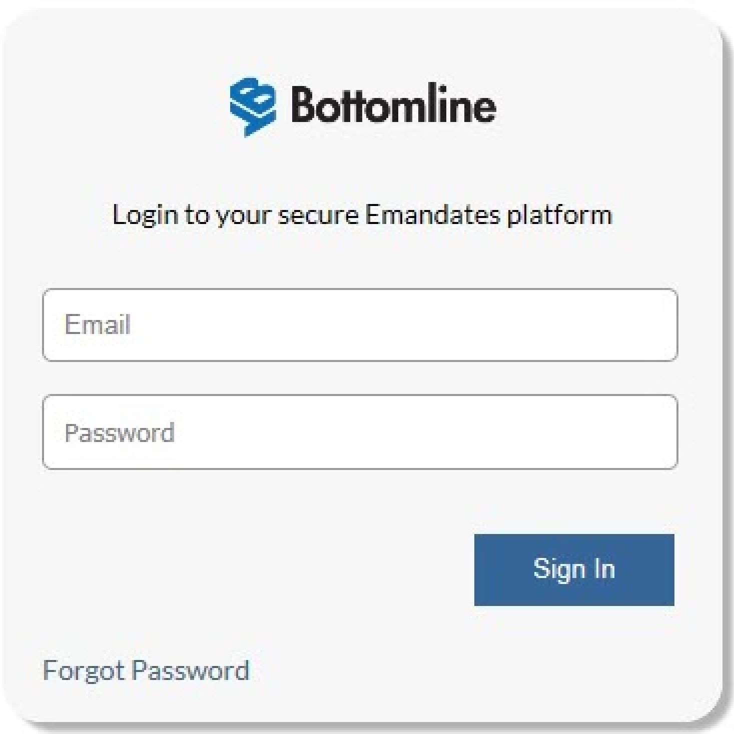
Logging In

You will have been provided with a unique user name (email address) and password that will allow you secure access to the Client Administration Portal.

Access to the Client Administration Portal is:

- From www.bottomline.com/uk/solutions/ptx, select **LOGIN** in the navigation bar and in the drop down, select **PTX Emandates**.
- Directly from https://secure.emandates.co.uk

You will be then presented with the login screen.



If you have forgotten your password:

1. Click **Forgot Password**.
2. Enter your email address on the Forgot Password screen.

3. Click **Send Email to change my password**.

Chapter 4

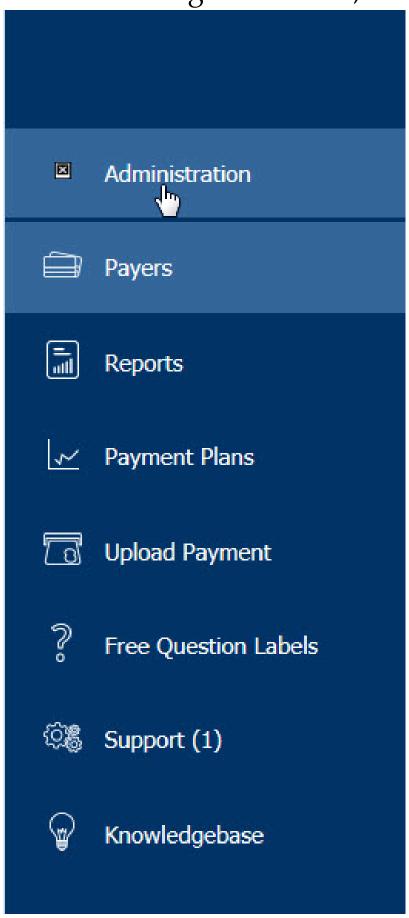
Administration

The Administration screen contains details about the users including email address, access rights, last password update and status.

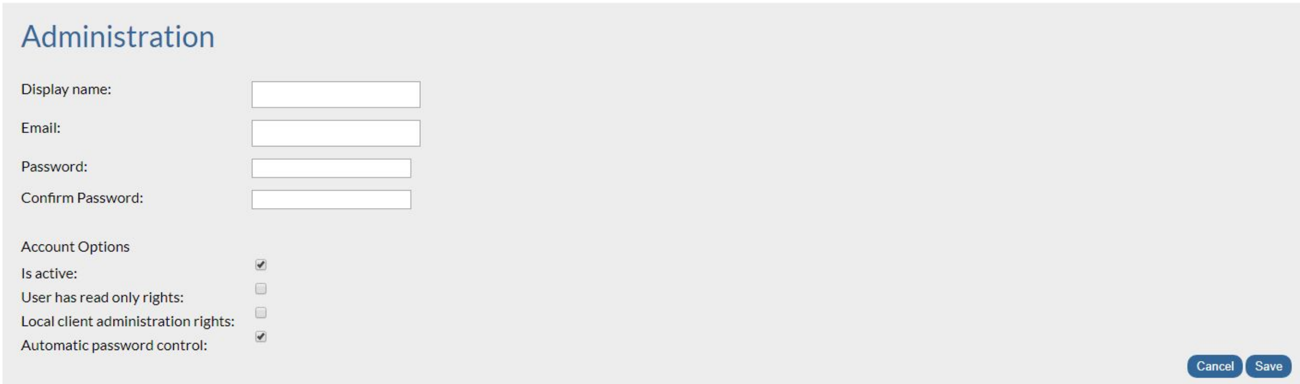
> **Note**
> The Administration screen is only available to a user with administration rights.

To access the Administration screen:

1. From the navigation menu, select **Administration**.



2. The Administration screen is displayed.



The Administration screen contains the following fields:

- **Active** - determines if user is active.
- **Name** - user name.
- **Email** - email address.
- **Password Last Update** - last password update.
- **Read Only Rights** - user has read only access.
- **Local Admin Rights** - user has administrative rights.
- **Automatic Password Control**- password will be required to be changed after 45 days. A user with administrative privileges or a member of the Client Services Team (see *Technical Services*) is able to update a password.
- **Edit** - click to edit a user.
- **Delete** - click to delete a user.

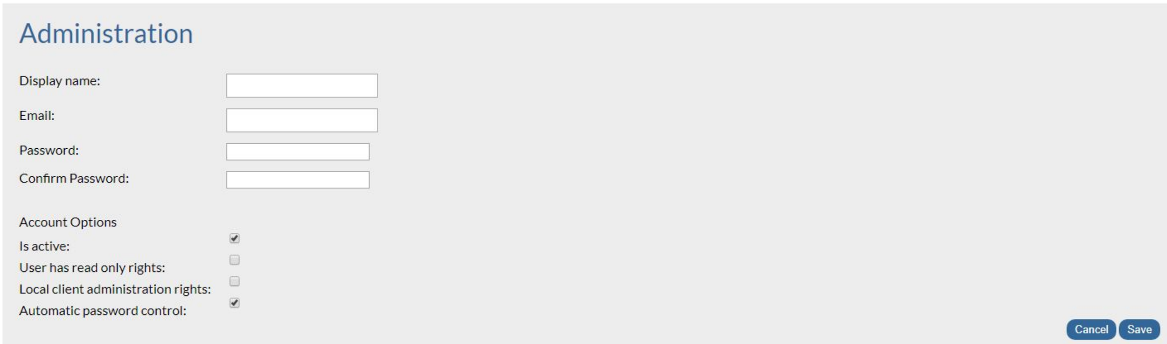
From the Administration screen, you can:

- Add a user. see *Add User*.
- Edit a user, see *Edit User*.
- Delete a user, see *Delete User*.

Add User

To add a user:

1. Click **Add User**.
2. The following screen is displayed:

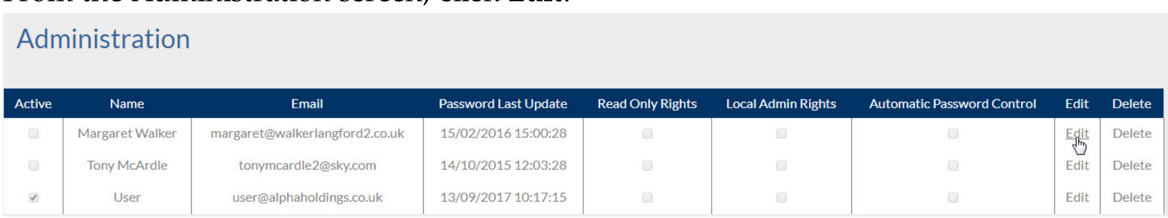


3. Fill in the details, ensure that the mandatory fields (**Display name**, **Email** and **Password** are present).
4. Click **Save**.

Edit User

To edit a user's details:

1. From the Administration screen, click **Edit**.



Administration

Active	Name	Email	Password Last Update	Read Only Rights	Local Admin Rights	Automatic Password Control	Edit	Delete
	Margaret Walker	margaret@walkerlangford2.co.uk	15/02/2016 15:00:28				Edit	Delete
	Tony McArdle	tonymcardle2@sky.com	14/10/2015 12:03:28				Edit	Delete
✔	User	user@alphaholdings.co.uk	13/09/2017 10:17:15				Edit	Delete

2. The user details are displayed.
3. Update the necessary details.
4. Click **Save**.

Delete User

> **Note**
> There is no confirmation message displayed before a user is deleted.

To delete a user:

1. From the Administration screen, click **Delete**.

Administration

Active	Name	Email	Password Last Update	Read Only Rights	Local Admin Rights	Automatic Password Control	Edit	Delete
☐	Margaret Walker	margaret@walkerlangford2.co.uk	15/02/2016 15:00:28	☐	☐	☐	Edit	Delete
☐	Tony McArdle	tonymcardle2@sky.com	14/10/2015 12:03:28	☐	☐	☐	Edit	Delete
☑	User	user@alphaholdings.co.uk	13/09/2017 10:17:15	☐	☐	☐	Edit	Delete

2. User is deleted.

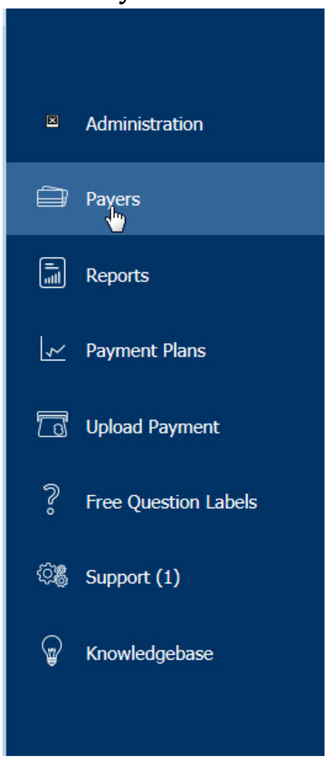
Chapter 5

Payers

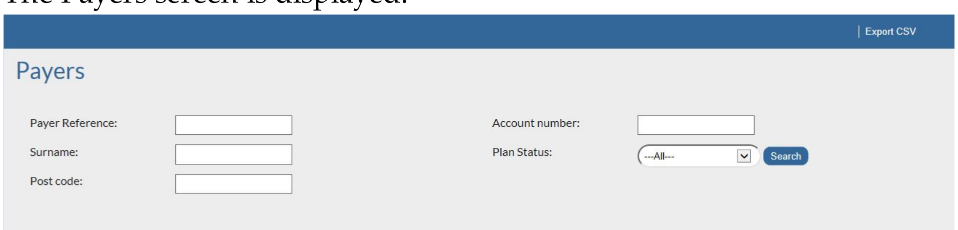
The Payers screen contains payers information.

To access the Payers screen:

1. Select **Payers** from the navigation menu.



2. The Payers screen is displayed.



It contains the following fields:

- **Payer Reference** - unique reference for the payer.
- **Surname** - payer surname.
- **Post code** - payer post code.

- **Account number** - payer account number.
- **Plan status** - status of payer plan.

Display

Payer name / Company	Payer Reference	Is Archived?	Plan	Plan Status
Eddie Cooper	FOURNUM000001	No	4 Numbers - Monthly £20.00	Cancellation Pending
Sam Abbott	FOURNUM000002	No	4 Numbers - Monthly £20.00	Cancelled
Marian ABBOTT	FOURNUM000003	No	4 Numbers - Monthly £20.00	Active
C McGowan	FOURNUM000004	No	4 Numbers - Monthly £20.00	Active
Chris Malkin	ONENUM000001	No	1 Number - Monthly £5.00	Active
Nairn Hogarth	ONENUM000002	No	1 Number - Monthly £5.00	Active
Kellum Friday	ONENUM000003	No	1 Number - Monthly £5.00	Active
Christopher Young	ONENUM000004	No	1 Number - Monthly £5.00	Cancelled
Anthony McHeever	ONENUM000005	No	1 Number - Monthly £5.00	Active
Norman Peers	ONENUM000006	No	1 Number - Monthly £5.00	Pause
David Buttery	ONENUM000007	No	1 Number - Monthly £5.00	Pause

All Payers

To display all payers:

1. Leave all fields blank.
2. Select **All** for Plan Status.
3. Click **Search**.
4. All payers are displayed.

Specific Payers

To display specific payers:

1. Enter the required values in the relevant fields.
2. Click **Search**.
3. Payers which match the specified search criteria will be displayed.

Note

The Payer name / Company is the customer name and not the bank account name.

Display Payment Plans

To display payment plans for a payer:

1. Select the payer from the **Payer name / Company** field.
2. The payment plans for the payer are displayed.

See *Payment Plans* for more details.

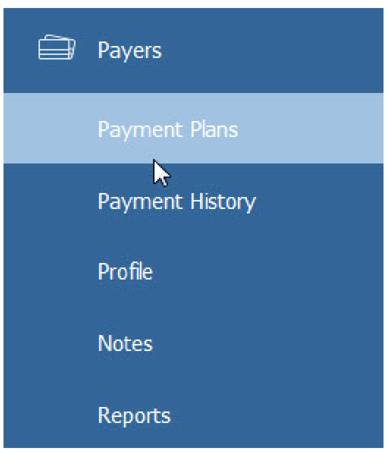
Export CSV

Click **Export CSV** to export payer information to a CSV (comma-separated values) file.

Payers Menu

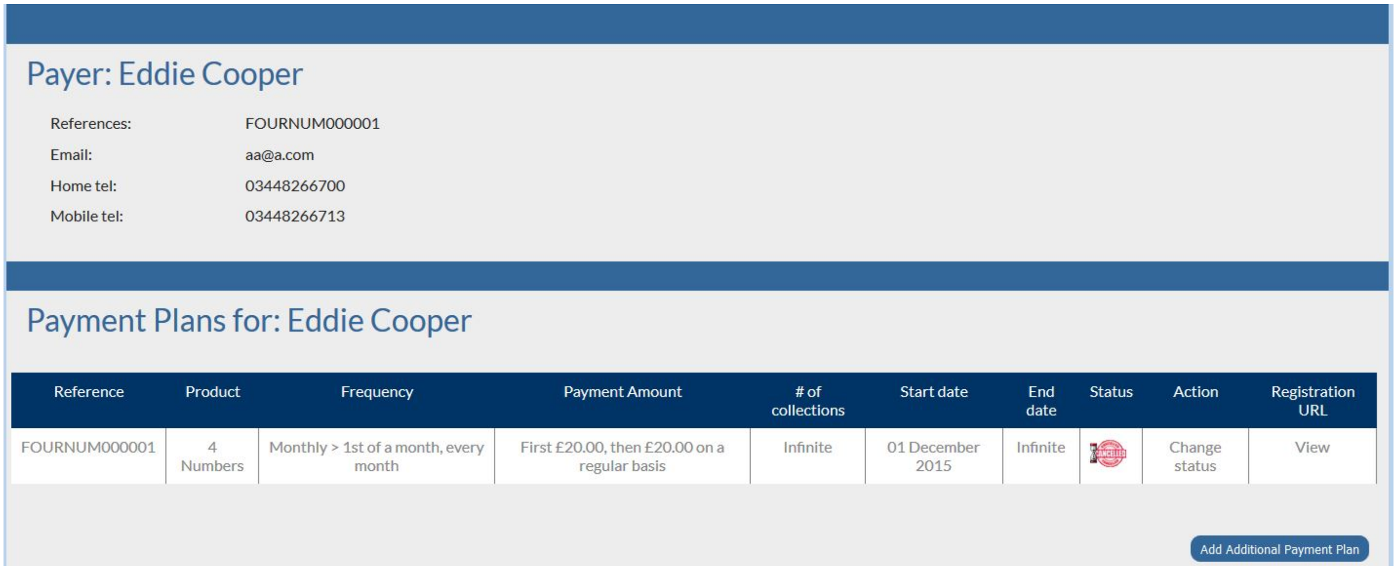
After displaying a particular payer, the following items are available on the navigation menu:

- **Payment Plans**, see *Payment Plans.*
- **Payment History**, see *Payment History*.
- **Profile**, see *Profile*.
- **Notes**, see *Notes*.
- **Reports**, see *Reports*.



Payment Plans

Payment plans for a fixed amount for a payer are displayed from either selecting **Payment Plans** on the navigation menu (see *Payers Menu*) or by searching for a payer and then selecting the Payer name / Company (see *Display Payment Plans for a Payer*).



The following information is displayed:

- **Reference** - unique reference for plan, see *Reference*.
- **Product** - payment plan for product.
- **Frequency** - frequency of collections for fixed payments or set to NONE for variable amount payments.
- **Payment Amount** - payment amount.
- **# of collections** - number of collections.
- **Start date** - start date of plan.
- **End date** - end date of plan. If there is no end date, this is set to **Infinite**.
- **Status**, see *Status*.
- **Action** - used to change the status of a payment plan. See *Change Status of a Payment Plan*.
- **Registration URL**, see *Registration URL*.

Reference

This is a unique reference for plan. Click on this field to display the Payment Plan Details.

Payment Plan Details

Reference:	FOURNUM000001
Product:	4 Numbers
Frequency:	Monthly > 1st of a month, every month
Payment Amount	First £20.00, then £20.00 on a regular basis
Start date:	01 December 2015
End date:	Infinite
Number of collections:	Infinite
Status:	Cancellation Pending

The **Reference** field includes all payment plan references for the payer.

Frequency = None->AD-HOC Payments for payments that are variable and submitted by a data file. See *Upload Payment.*

Click **Return to Payment Plans** to return to the list of payment plans for the payer.

Status

The status of the plan and is one of:

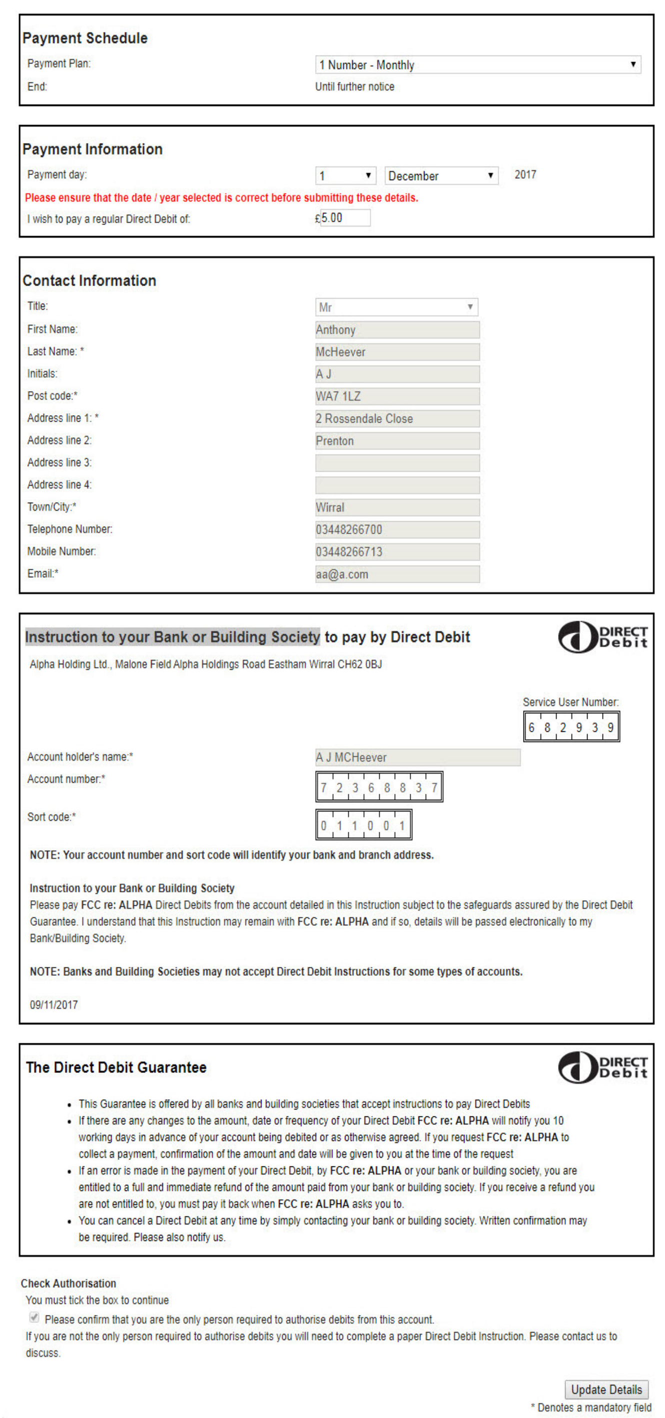
- **Active** - Direct Debit is active and Direct Debit payments can be debited against the Direct Debit (as long as the 10 registration period has passed.
- **Cancellation Pending** - Direct Debit has been cancelled on the Emandates Administration Portal so no payments can be generated against the Direct Debit, however the cancellation is pending awaiting for the cancelation instruction to be sent to the payers bank.
- **Cancelled** - Direct Debit is cancelled.
- **Creation Pending** - Direct Debit has been set up for payer and is pending, waiting for the Direct Debit instruction to be sent to the payer's bank to be registered.
- **Deleted** - Direct Debit is deleted.
- **Expired** - The payment term the Direct Debit was set up for has been completed.
- **Pause** - Process stopped cancelled/stopped at the stage where the Direct Debit was at creation pending. The Direct Debit will not be sent to the payer's bank to be registered.
- **Suspended** - No Direct Debit payments can be debited against the Direct Debit. The Direct Debit can be set at this status due to the registration of the Direct Debit being rejected at the registration stage, or the user can suspend the Direct Debit if they do not want any Direct Debit payments debited against a fixed plan.

Registration URL

Under **Registration URL**, click on **View** to display the Direct Debit Instruction form which is used when a payer is registered or updated.

The form contains:

- **Payment Schedule**
- **Payment Information**
- **Contact Information**
- **Instruction to your Bank or Building Society**
- **The Direct Debit Guarantee**
- **Check Authorisation**



Payment Schedule

Payment Plan:	1 Number - Monthly
End:	Until further notice

Payment Information

Payment day:	1 December 2017

Please ensure that the date / year selected is correct before submitting these details.

I wish to pay a regular Direct Debit of:	£5.00

Contact Information

Title:	Mr
First Name:	Anthony
Last Name: *	McHeever
Initials:	A J
Post code:*	WA7 1LZ
Address line 1: *	2 Rossendale Close
Address line 2:	Prenton
Address line 3:	
Address line 4:	
Town/City:*	Wirral
Telephone Number:	03448266700
Mobile Number:	03448266713
Email:*	aa@a.com

Instruction to your Bank or Building Society to pay by Direct Debit

DIRECT Debit

Alpha Holding Ltd., Malone Field Alpha Holdings Road Eastham Wirral CH62 0BJ

Service User Number: 6 8 2 9 3 9

Account holder's name:*	A J MCHeever
Account number:*	7 2 3 6 8 8 3 7
Sort code:*	0 1 1 0 0 1

NOTE: Your account number and sort code will identify your bank and branch address.

Instruction to your Bank or Building Society
Please pay FCC re: ALPHA Direct Debits from the account detailed in this Instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this Instruction may remain with **FCC re: ALPHA** and if so, details will be passed electronically to my Bank/Building Society.

NOTE: Banks and Building Societies may not accept Direct Debit Instructions for some types of accounts.

09/11/2017

The Direct Debit Guarantee

DIRECT Debit

- This 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 **FCC re: ALPHA** will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request **FCC re: ALPHA** to collect a payment, confirmation of the amount and date will be given to you at the time of the request
- If an error is made in the payment of your Direct Debit, by **FCC re: ALPHA** or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society. If you receive a refund you are not entitled to, you must pay it back when **FCC re: ALPHA** asks you to.
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.

Check Authorisation
You must tick the box to continue
☑ Please confirm that you are the only person required to authorise debits from this account.
If you are not the only person required to authorise debits you will need to complete a paper Direct Debit Instruction. Please contact us to discuss.

Update Details
* Denotes a mandatory field

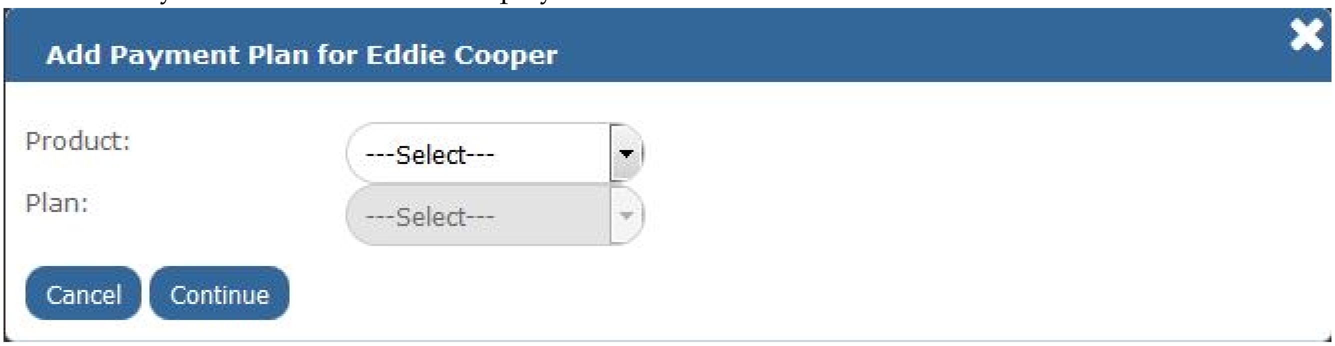
Additional Payment Plans

Additional payment plans are added in order to:

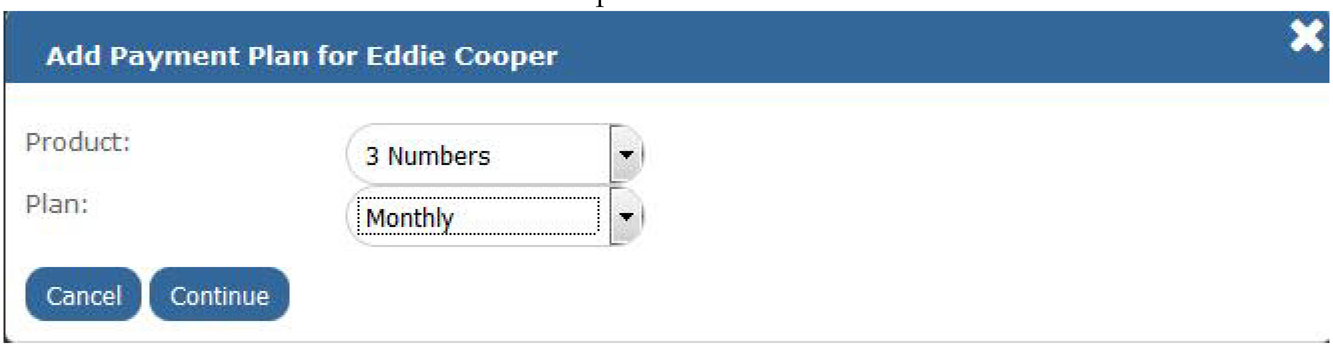
- Add another Direct Debit plan for the payer record, and this will be collected in addition to the current existing plan.
- Switch the current existing plan to another plan.

98

1. Click **Add Additional Payment Plan**.
2. The Add Payment Plan window is displayed.

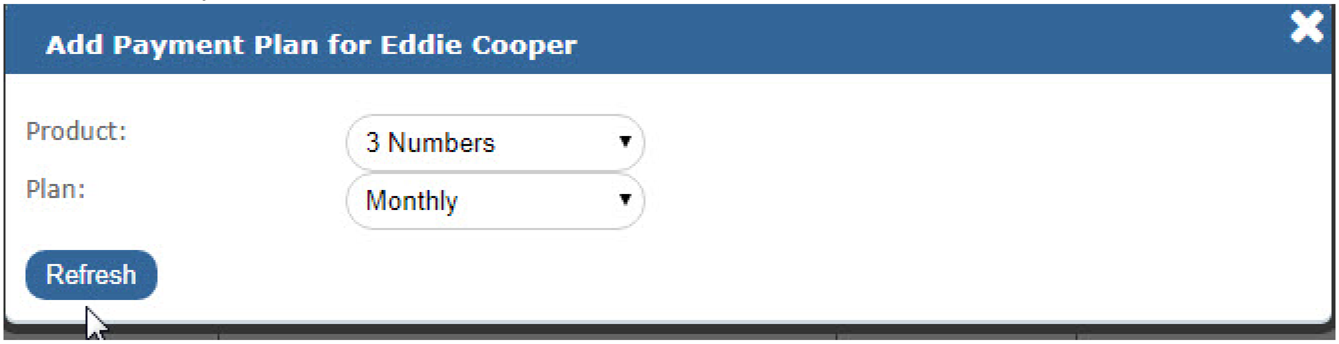


3. Select the **Product** and the **Plan** from the drop down lists.



4. Click **Continue**.
5. The Direct Debit Instruction form is displayed (in a separate tab) and will be prepopulated with the payer and plan details.
6. Depending on your setup you can:
   - Add an end date for the plan.
   - Add additional information linked to the plan/payer.
   - Add a reference number for the payer / plan (if not automatically allocated).
7. Select the **Please confirm that you are the only person required to authorise debits from this account** check box within **Check Authorisation**.
8. Click **Continue**.
9. Direct Debit summary will be displayed.
10. Click **Yes** to confirm that the details are correct. (Click **No** to cancel the request.)
11. A confirmation message will be displayed indicating that the Direct Debit was created successfully.
12. Exit from the registration page and return to the administration site.

13. On the Add Payment Plan window, click **Refresh**.



14. The new payment plan will appear on the Payment Plans screen.

> **Notes**
>
> - The creation of an additional plan will automatically generate an email confirming the additional plan/ amounts to be debited.
> - The ability to add multiple collection plans will create a new record for each additional plan at the payers bank which will facilitate these multiple debits. This will give the additional flexibility within your reporting whereby each plan associated with your payer will be reported separately. Should a payer wish to cancel a specific plan then only this plan will be cancelled and all others will remain.
> - If the new plan is intended to overwrite an existing plan, cancel the existing plan. See *Change Status of a Payment Plan*.

Update Payment Plan

- To change a payment plan type, see *Change Payment Plan Type*.
- To update the date, amount or frequency of a payment plan, see *Change Payment Plan Details*.

Change Payment Plan Type

To change a payment plan type:

1. Create an additional plan with the updated details (see *Additional Payment Plans*).

Change Payment Plan Details

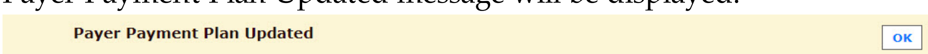
BEFORE making any changes to a payment plan, check the following:

1. The payment date for the payment you wish to amend has not passed and that a file has already been submitted to Bacs.
   This can be checked by displaying the payment history for the payer, see *Payment History*. The last payment submitted will show as either 'paid' or 'unpaid', if the payment is awaiting submission this will show as 'pending'.

2. The bank details for the payer have not changed since the last payment plan was created. If the payer has provided new bank details, these should first be updated in the payer's profile prior to the payment plan being updated, see *Profile*.
3. There is a valid email address held against the payers profile - either the payer's email address or an internal email address for your organisation. This ensures that the email that is sent (advance notice) advising the payer of the change can be delivered.

To change a payment plan details:

1. Under **Registration URL**, click on **View** to display the Direct Debit Instruction form.
2. Within **Payment Schedule**, select the period that the Direct Debit plan is to run for – 'Until further notice' or 'End after x debits'.
3. Enter the payment day from which the plan is to commence.
4. If available on the form, enter the first amount of the payment to be debited. This can be the same or differ from the regular amount.
5. Within **Payment Information**, enter the regular amount of the payment to be taken.
6. Click **Update Details** at the bottom of the form.
7. Payer Payment Plan Updated message will be displayed.



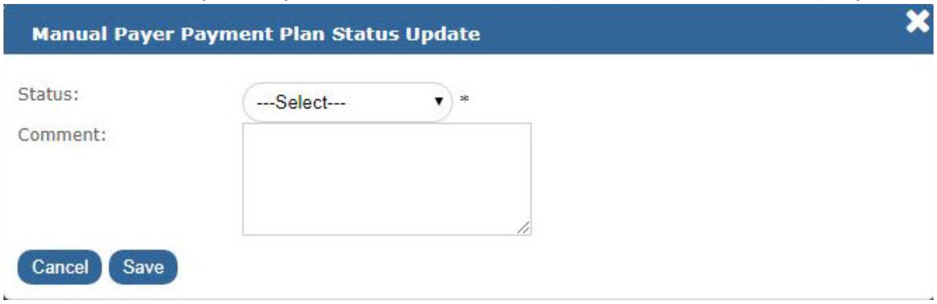
8. Click **OK**.
9. Close the Direct Debit information tab.
10. The plan will be updated using the existing reference and an email confirmation (advance notice) will be sent to the customer.
11. Refresh the Payment Plans screen.

> **Note**
>
> If the payment plan had a status of expired prior to the update being applied as the number of debits to be taken previously had elapsed, then you must update the status of the payment plan to Active . See *Change Status of a Payment Plan.*

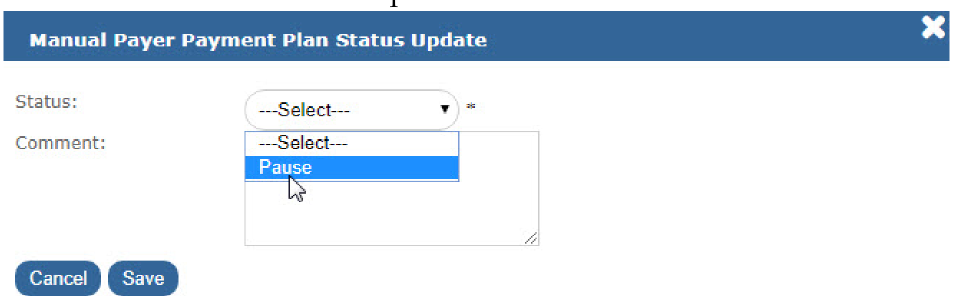
Change Status of a Payment Plan

To change the status of a payment plan:

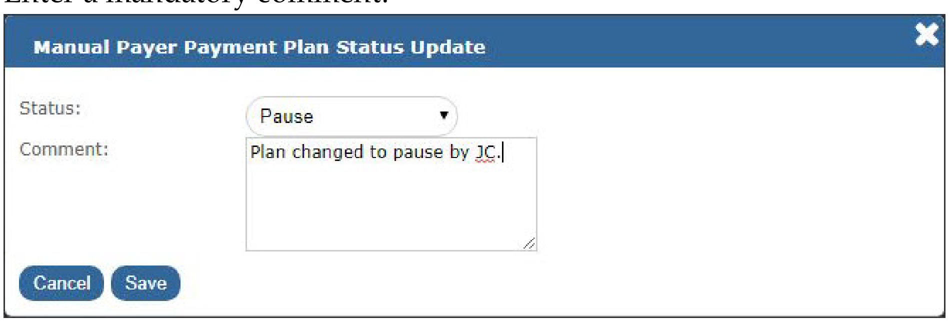
1. Under **Action**, click **Change status**.
2. The Manual Payer Payment Plan Status Update window is displayed.



3. Select the status from the drop down list.



4. Enter any required details depending on the new status value, for example start date, regular amount.
5. Enter a mandatory comment.



6. Click **Save**.
7. The status of the plan is updated on the payment plans screen.

To enable your customer to receive confirmation that a payment plan has been updated, click on **View** under **Registration URL** on the Payment Plans screen. See [Registration URL](#).

Re-instating a Cancelled Plan

The Client Administration Portal allows a user to re-register (set up) a new Direct Debit that has been previously cancelled.

BEFORE re-instating a cancelled plan ensure the following:

- The bank details for the payer have not changed since the last payment was taken and the Direct Debit cancelled, if the payer has provided new bank details these should first be updated in the payers profile prior to the payer /payment plan being updated.
- There is a valid email address held against the payers profile - either the payer's email address or an internal email address for your organisation. This ensures that the email that is sent (advance notice) advising the payer of the change can be delivered.

To re-instate a cancelled plan:

1. From the Payment Plans screen for the payer, click on **View** under **Registration URL**.
2. This will open up a Direct Debit Instruction prepopulated with the current plan (if applicable) / payer details.
3. Select the correct plan from the Payment Plan drop down.
4. Within Payment Schedule, select the period that the Direct Debit plan is to run for – 'Until further notice' or 'End after x debits'.
5. Enter the payment day from which the plan is to commence.
6. If available on the form, enter the first amount of the payment to be debited. This can be the same or differ from the regular amount.
7. Within Payment Information, enter the regular amount of the payment to be taken.
8. Click **Update Details** at the bottom of the form.
9. This will update the new Direct Debit /plan against the existing reference and send a confirmation email (advance notice) to your customer.
10. Close the registration page and refresh the payer record.
11. The payment plan should contain the new details and a new start date, the date from which this new plan will commence /debits will be taken from. Check that these details are correct.
12. The status of the payment plan must be manually changed from **Cancelled**  to **Creation Pending**  (pending the submission of the reinstated Direct Debit Instruction to the payer's bank.) To change the status, see *Change Status of a Payment Plan*.

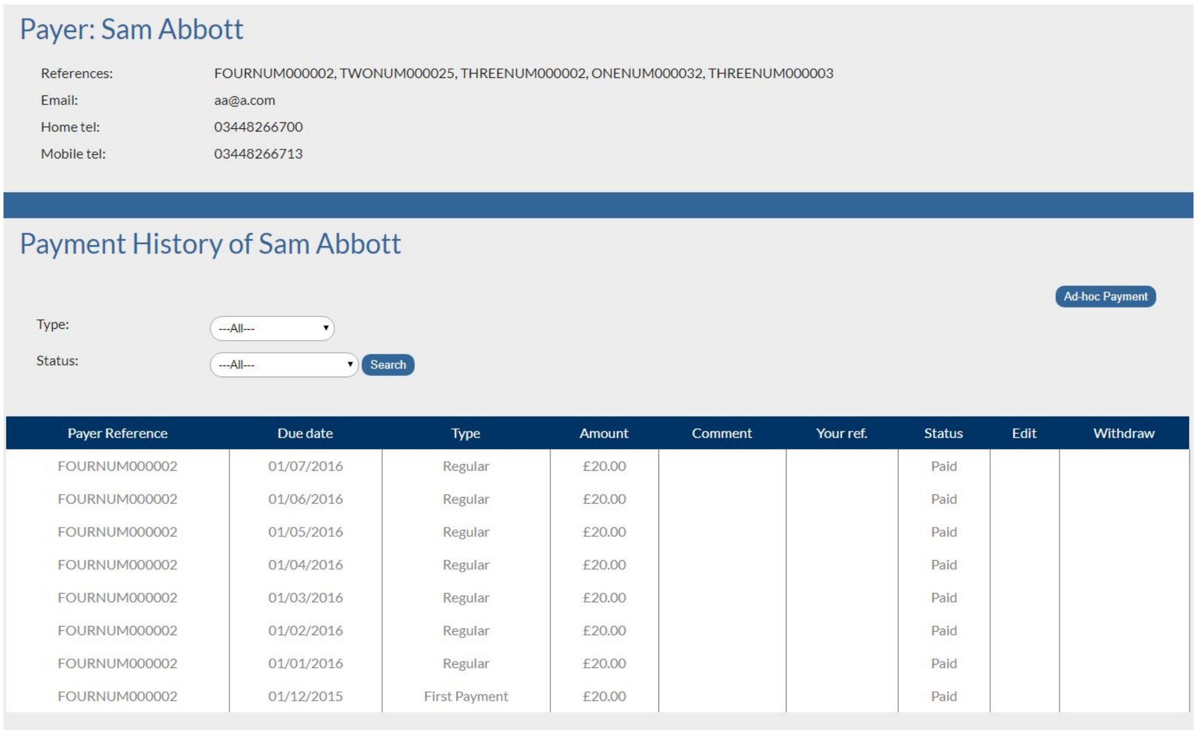
> **Note**
>
> The status of the payment plan will automatically change to **Active** following the submission of the reinstated Direct Debit Instruction to the payers bank.

Payment History for Individual Payers

Payment History displays payment history for the payer selected.

To access the Payment History for the payer record; select the **Payment History** on the navigation menu (see *Payers Menu*).

The Payment History screen contains the payer details (payment plan references, email address and telephone numbers) and payment history.



Search

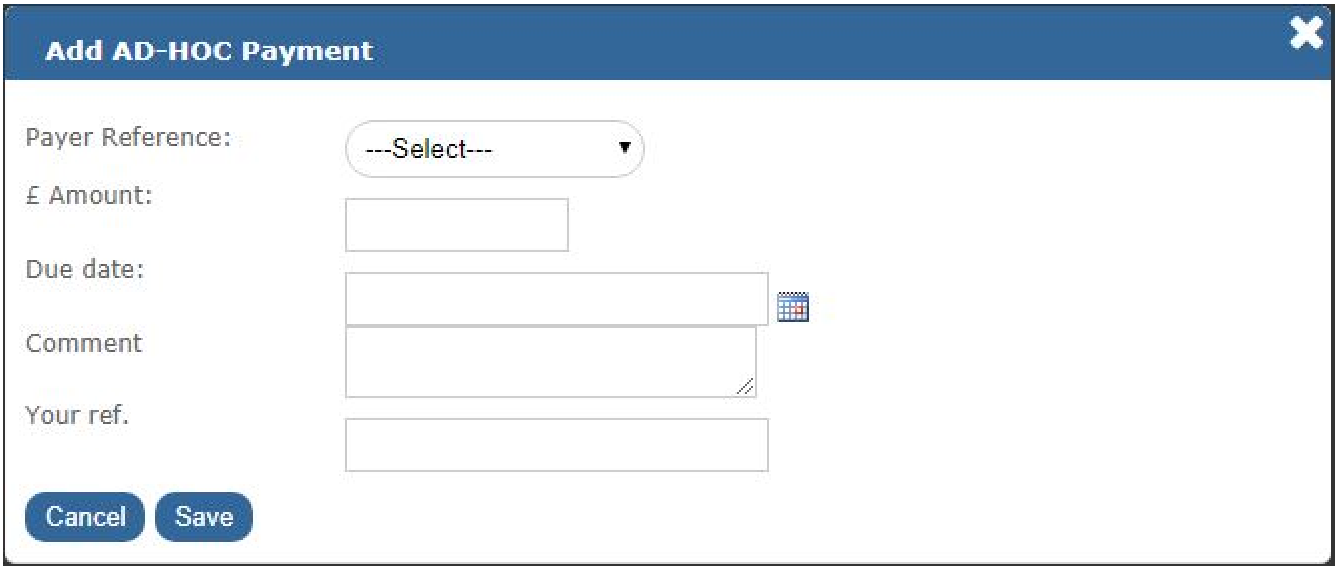
To display particular payment history records for a payer, enter the required values in the **Type** and **Status** fields, and then click **Search**.

Any records matching the search criteria will be displayed.

Ad-hoc Payment

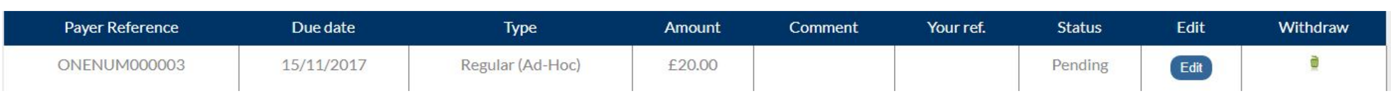
To make an ad-hoc payment:

1. Click **Ad-hoc** Payment.
2. The Add AD-HOC Payment window will be displayed.



3. Ensure that the mandatory fields (**Payer Reference**, **Amount** and **Due date**) are present.
4. Click **Save**.
5. The status of the payment record will be set to **Pending**.

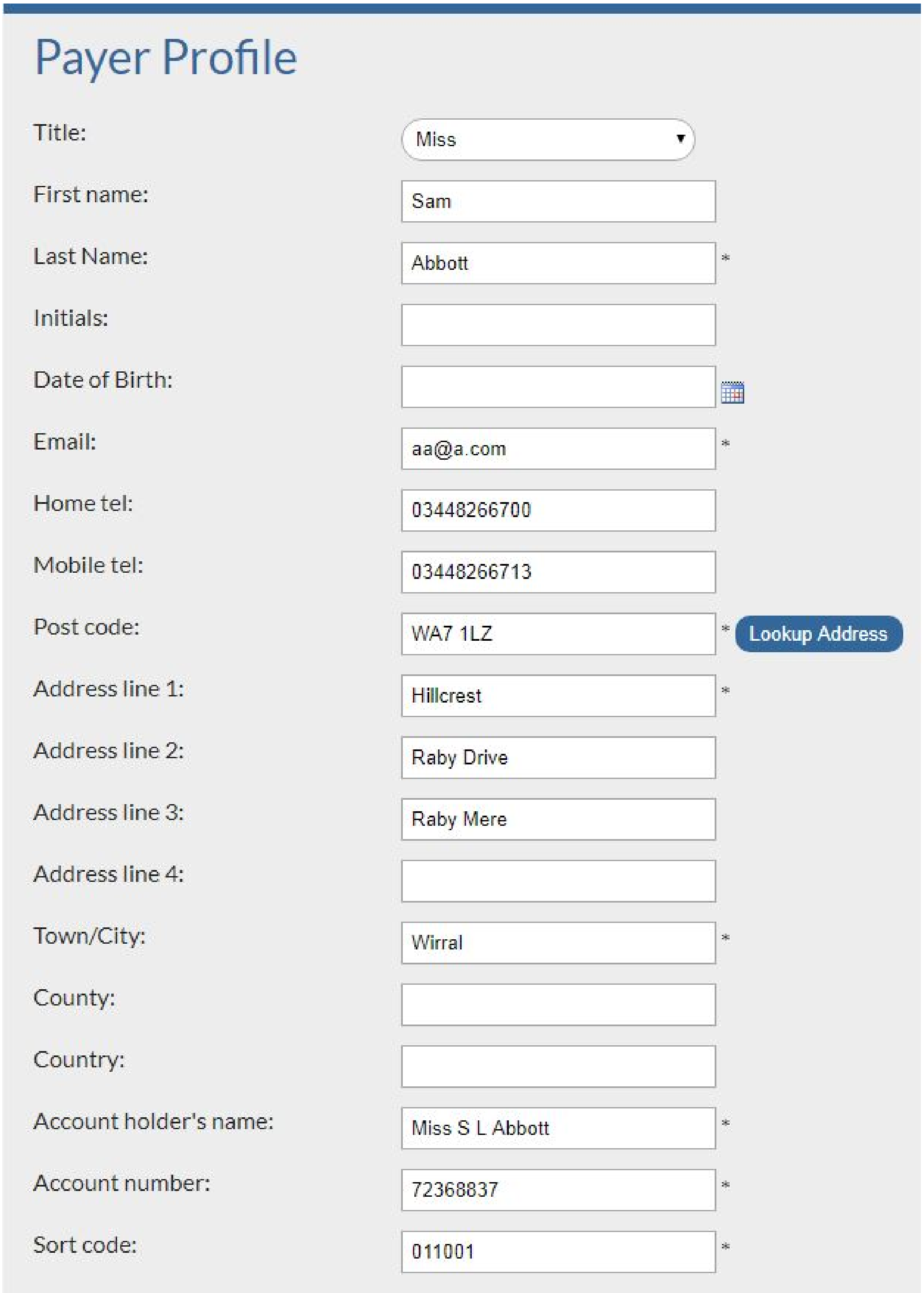
Ad-hoc payments can be updated (using the **Edit** option under the **Edit** column) or deleted (using the icon under the **Withdraw** column) on the Payment History screen.



Payer Reference	Due date	Type	Amount	Comment	Your ref.	Status	Edit	Withdraw
ONENUM000003	15/11/2017	Regular (Ad-Hoc)	£20.00			Pending	Edit	

Profile

Payer Profile is displayed by selecting **Profile** on the navigation menu (see *Payers Menu*). It contains details associated with the payer including Name, Address, Account number and Sort code.



Update Profile Details

To update a payer profile details:

1. Update the required fields.
2. Click **Save**.

Bank Details

Bank details can be updated by entering the new details on the Payer Profile screen, and then clicking **Save**.

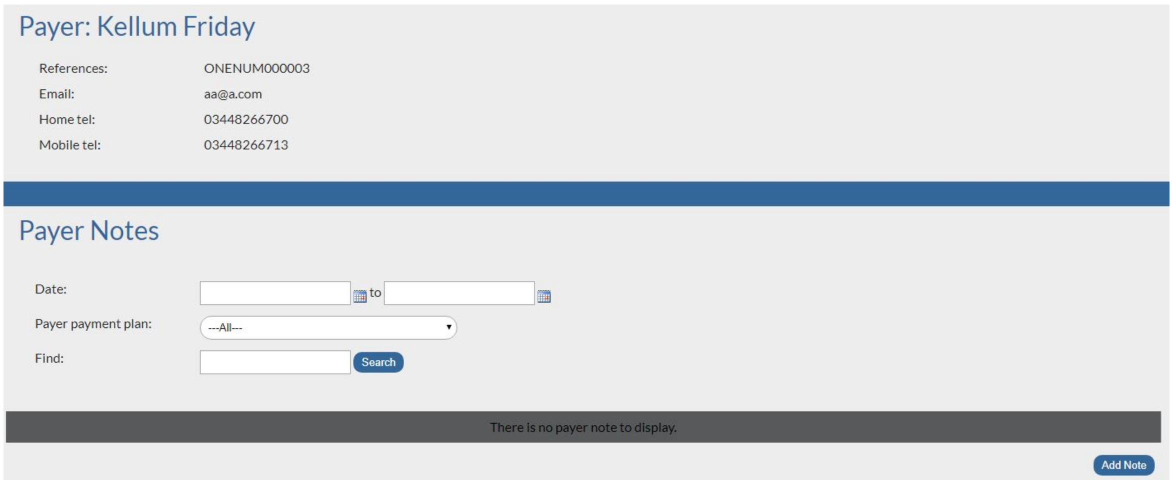
> **Note**
> The effect of applying new bank details will mean that the old Direct Debit Instruction will be cancelled at the payers bank and a new DDI will be registered against the new details. It is therefore important that you ensure there is enough time (number of days) for the new details to be registered prior to the next scheduled debit.

Sending Confirmation Email

To enable your customer to receive confirmation that a Direct Debit Instruction has been registered, click on **View** under **Registration URL** on the Payment Plans screen. See *Registration URL*.

Notes

The Payer Notes screen is displayed by selecting **Notes** on the navigation menu (see *Payers Menu*). It contains notes associated with the payer.



Display

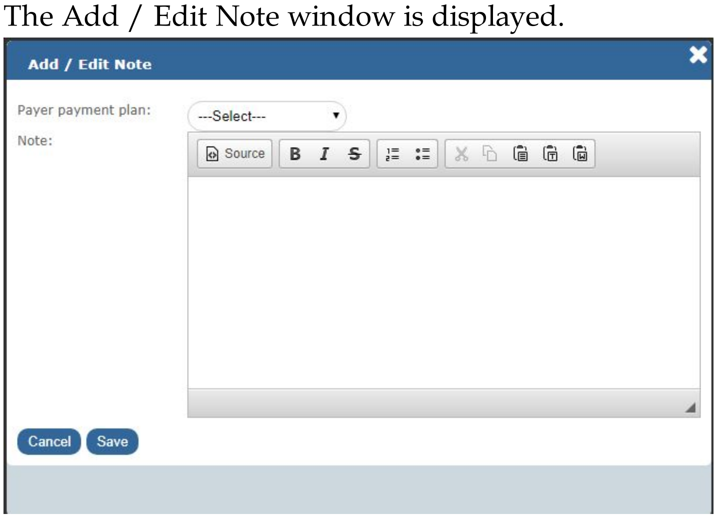
To display notes which match a search criteria:

1. Enter the required values in the **Date**, **Payer payment plan** and **Find** fields.
2. Click **Search**.
3. Notes matching the search criteria will be displayed.

Add a Note

To add a new note:

1. Click **Add Note**.
2. The Add / Edit Note window is displayed.



3. Select the payer payment plan from the drop down.
4. Enter the note using the formatting options.
5. Click **Save**.

Edit a Note

To edit a note:

1. On the Payer Notes screen, click **Edit** under the Edit column.
2. The Add / Edit Note window is displayed.
3. Update the required fields.
4. Click **Save**.

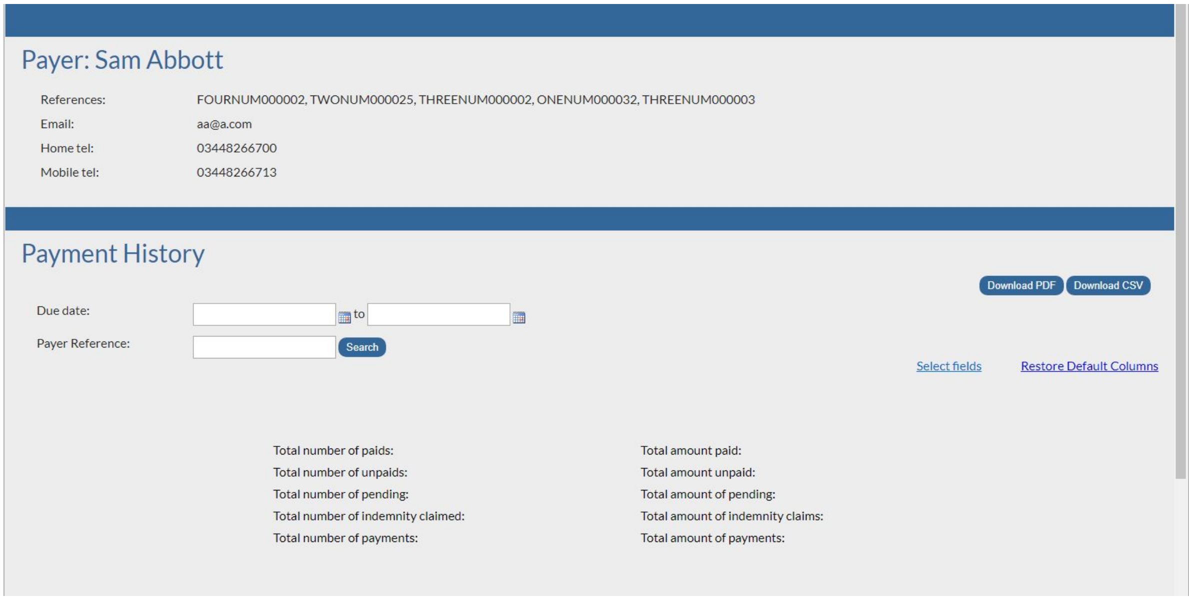
Delete a Note

To delete a note:

1. On the Payer Notes screen, click **Delete** under the Delete column.
2. A confirmation message will be displayed.
3. Click **OK** to delete the note (or **Cancel** to cancel the delete request).

Reports within Individual Payer Record

The Reports screen is displayed by selecting **Reports** on the navigation menu (see *Payers Menu*). It contains the payment history report associated with the payer and enables the user to export the report into PDF or CSV.



Display

To search for particular reports:

1. Enter the required value(s) in the relevant field(s).
2. Click **Search**.
3. Reports for the payer which match the specified search criteria will be displayed.

Payer Reference	Amount	Status	Collection Date	Due date	Rep. cllct. date	Rep. due date	Type	Alternate key	Comments
THREENUM000002	£50.00	Pending	24/11/2017	24/11/2017			Payment: 01		Another Test Comment
THREENUM000002	£125.00	Pending	24/11/2017	24/11/2017			Payment: 01		
THREENUM000002	£58.00	Pending	24/11/2017	24/11/2017			Payment: 01		Test Comment
THREENUM000002	£50.00	Pending	24/11/2017	24/11/2017			Payment: 17		Another Test Comment
THREENUM000002	£125.00	Pending	24/11/2017	24/11/2017			Payment: 17		
THREENUM000002	£58.00	Pending	24/11/2017	24/11/2017			Payment: 17		Test Comment
THREENUM000002	£58.00	Pending	24/11/2017	24/11/2017			Payment: 17		Test Comment
THREENUM000002	£50.00	Pending	24/11/2017	24/11/2017			Payment: 17		Another Test Comment
THREENUM000002	£125.00	Pending	24/11/2017	24/11/2017			Payment: 17		

Debits

Total number of paids:	00	Total amount paid:	£0.00
Total number of unpaids:	00	Total amount unpaid:	£0.00
Total number of pending:	09	Total amount of pending:	£699.00
Total number of indemnity claimed:	00	Total amount of indemnity claims:	£0.00
Total number of payments:	09	Total amount of payments:	£699.00

Credits

Total number of paids:	00	Total amount paid:	£0.00
Total number of unpaids:	00	Total amount unpaid:	£0.00
Total number of pending:	00	Total amount of pending:	£0.00
Total number of indemnity claimed:	00	Total amount of indemnity claims:	£0.00
Total number of payments:	00	Total amount of payments:	£0.00

Additional Fields

This reports contain a default set of fields, there is also the option to add additional fields to include in your report.

To include additional fields in a report:

1. From the **Payers Report** screen, click **Select fields**.
2. Select the required fields, and then click **Apply**.
3. The report now includes the additional fields.

To restore the default settings for fields, click **Restore Default Columns**.

Download Options

Download PDF

To download the reports to a PDF, click **Download PDF**.

Download CSV

To download the reports to a CSV file, click **Download CSV**.

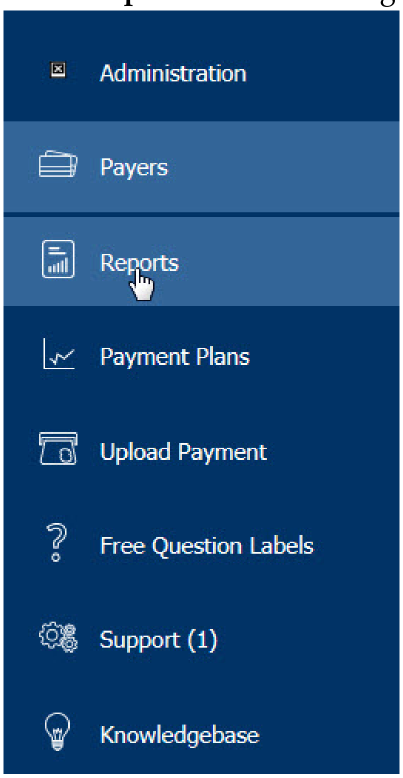
Chapter 6

Reports

The Reports menu option allows access to the reports that are available across all your records which you can view on screen or download (export) as either a PDF or CSV.

To access the reports menu:

1. Select **Reports** from the navigation menu.



2. The Reports menu is displayed.

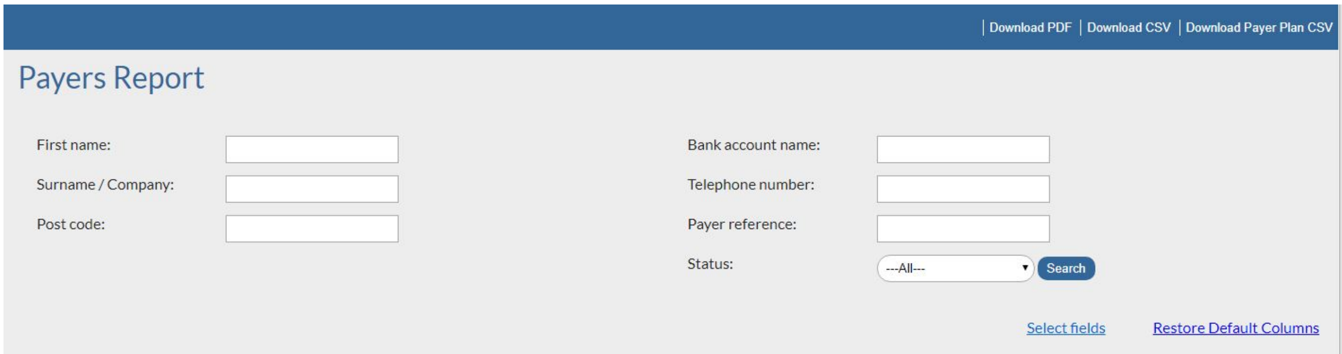
The Reports menu contains the following options:

- **Payers Report**, see *Payers Report*.
- **Payers Summary**, see *Payers Summary.*
- **Payment History**, see *Payment History.*
- **BACS Message**, see *BACS Message.*
- **Cancelled Payers**, see *Cancelled Payers.*
- **New Payers**, see *New Payers*.

Payers Report

The Payers Report screen displays reports for all your payers that are currently on the system.

To access Payers Report, select **Payers Report** within **Reports** on the navigation menu (see *Reports*).



Display

All Payers

To display all payers:

1. Leave all fields blank.
2. Select **All** for the **Status** field.
3. Click **Search**.
4. A report for all payers is displayed.

Specific Payers

To display specific payers:

1. Enter the required values in the relevant fields.
2. Click **Search**.
3. A report for the payers which match the specified search criteria will be displayed

Additional Fields

Reports contain a default set of fields, there is also the option to include additional fields in your report.

To include additional fields in a report:

1. From the **Payers Report** screen, click **Select fields**.
2. Select the required fields, and then click **Apply**.

3. The report now includes the additional fields.

To restore the default settings for fields, click **Restore Default Columns**.

Download Options

After displaying a report there are a number of download options which can be used to view the report information.

Download PDF

To download the report to a PDF file, click **Download PDF**.

Download CSV

To download the report to a CSV file, click **Download CSV**.

Download Payer Plan CSV

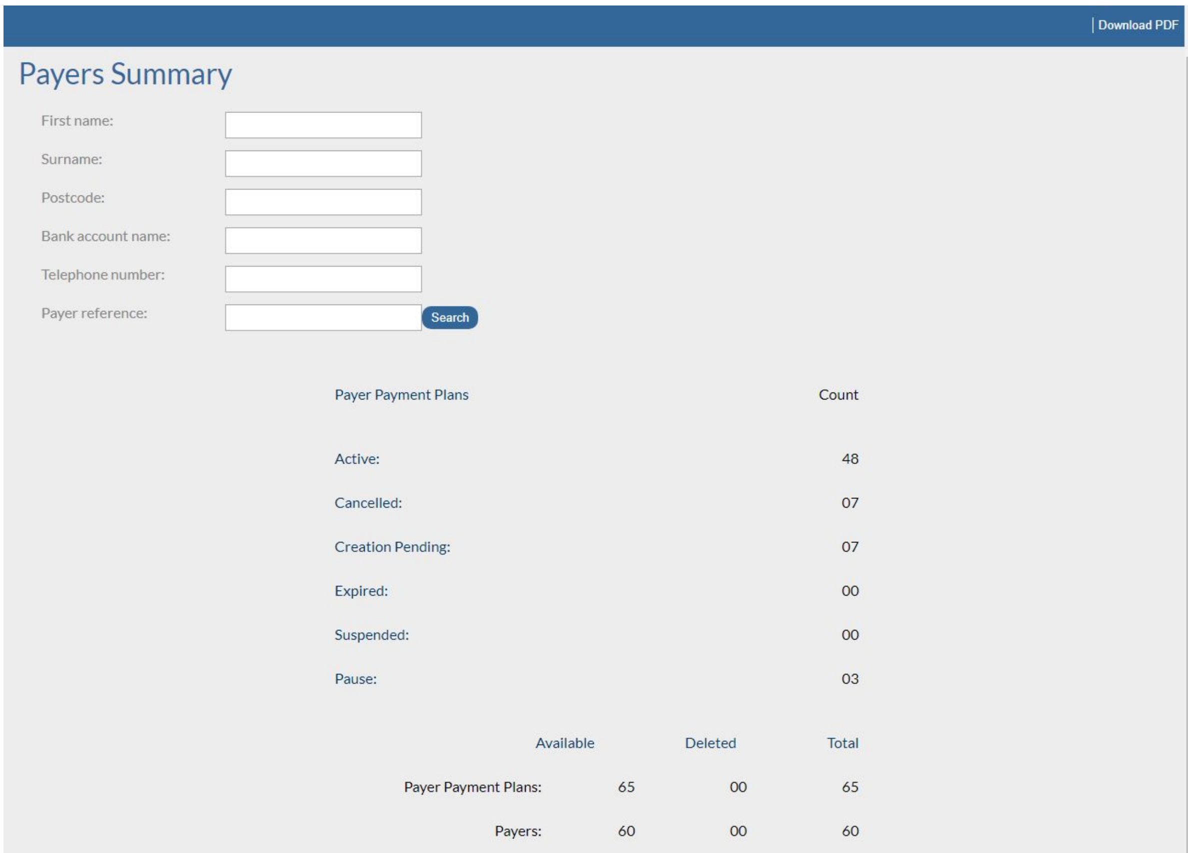
To download all of the payer payment information to a CSV file, click **Download Payer Plan CSV**.

> **Note**
> The **Download Payer Plan CSV** option is not available when a report showing specific payers (see *Specific Payers*) is displayed.

Payers Summary

The Payers Summary screen contains a summary of all your payers that are currently on the system.

To access Payers Summary, select **Payers Summary** within **Reports** on the navigation menu (see *Reports*).



Display

All Payers

To display all payers:

1. Leave all fields blank.
2. Select **All** for the **Status** field.
3. Click **Search**.
4. A summary of all payers is displayed.

Specific Payers

To display specific payers:

1. Enter the required values in the relevant fields.
2. Click **Search**.
3. A summary for the payers which match the specified search criteria will be displayed.

Download Options

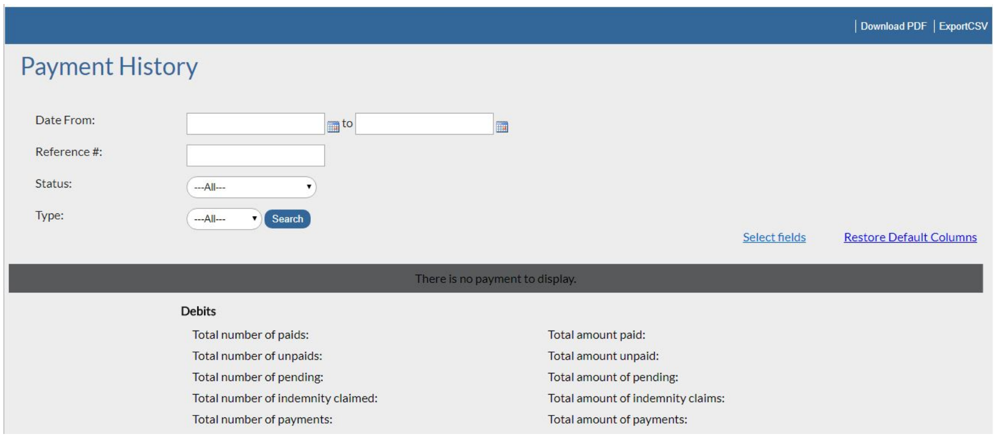
Download PDF

To download the report to a PDF file, click **Download PDF**.

Payment History

The Payment History screen allows you to display the payment history, across all your payers.

To access Payment History, select **Payment History** within **Reports** on the navigation menu (see *Reports*).



Display

All Payers

To display all payment history records:

1. Leave all fields blank.
2. Select **All** for the **Status** field.
3. Click **Search**.
4. All payment records are displayed.

Specific Payers

To display specific payment history records:

1. Enter the required values in the relevant fields.
2. Click **Search**.
3. All payment records which match the specified search criteria will be displayed

Additional Fields

The payment history report contains a default set of fields, there is also the option to include additional fields in your report.

To include additional fields in the history:

1. From the **Payment History** screen, click **Select fields**.
2. Select the required fields, and then click **Apply**.
3. The history now includes the additional fields.

To restore the default settings for fields, click **Restore Default Columns**.

Download Options

Download PDF

To download the payment history to a PDF file, click **Download PDF**.

Export CSV

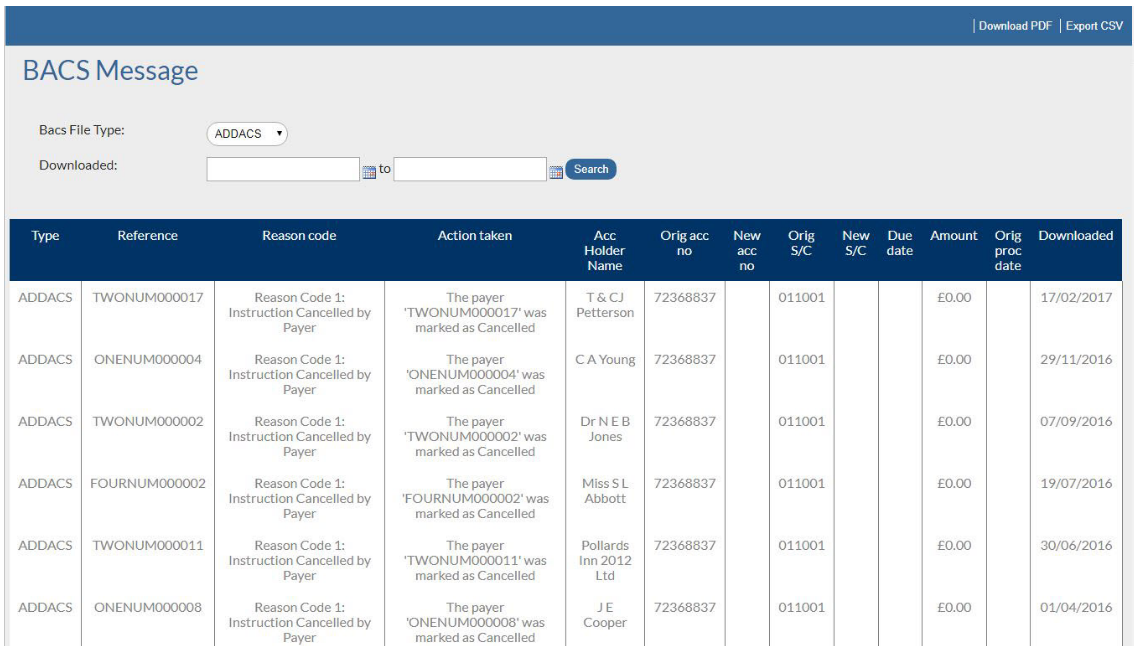
To download the payment history to a CSV file, click **Export CSV**.

BACS Message

Bottomline receives BACS messages from BACS payment services when a payer's bank has processed a change to a Direct Debit record. Bottomline will then apply the changes to the payer record.

In most circumstances, an email which includes the action taken from the message received is automatically sent to the payer and the client. However, some clients do not wish to receive these email notifications after the payer record has been updated, therefore they can use the BACS Messages screen.

To access the BACS Message screen, select **BACS Message** within **Reports** on the navigation menu (see *Reports*).



Type	Reference	Reason code	Action taken	Acc Holder Name	Orig acc no	New acc no	Orig S/C	New S/C	Due date	Amount	Orig proc date	Downloaded
ADDACS	TWONUM000017	Reason Code 1: Instruction Cancelled by Payer	The payer 'TWONUM000017' was marked as Cancelled	T & CJ Petterson	72368837		011001			£0.00		17/02/2017
ADDACS	ONENUM000004	Reason Code 1: Instruction Cancelled by Payer	The payer 'ONENUM000004' was marked as Cancelled	C A Young	72368837		011001			£0.00		29/11/2016
ADDACS	TWONUM000002	Reason Code 1: Instruction Cancelled by Payer	The payer 'TWONUM000002' was marked as Cancelled	Dr N E B Jones	72368837		011001			£0.00		07/09/2016
ADDACS	FOURNUM000002	Reason Code 1: Instruction Cancelled by Payer	The payer 'FOURNUM000002' was marked as Cancelled	Miss S L Abbott	72368837		011001			£0.00		19/07/2016
ADDACS	TWONUM000011	Reason Code 1: Instruction Cancelled by Payer	The payer 'TWONUM000011' was marked as Cancelled	Pollards Inn 2012 Ltd	72368837		011001			£0.00		30/06/2016
ADDACS	ONENUM000008	Reason Code 1: Instruction Cancelled by Payer	The payer 'ONENUM000008' was marked as Cancelled	J E Cooper	72368837		011001			£0.00		01/04/2016

Bacs File Type

The BACS Message screen contains the Bacs File Type which is one of the following:

- **Addacs** - This advises of any Direct Debit Instruction Amendments and Cancellations/Reinstatement.
- **Arucs** - This advises of any returned credits.
- **Arudd** - This advises of any unpaid Direct Debits.
- **Auddis** - Direct Debit creation that has been rejected.
- **Awacs** - This advises of any Direct credit instruction amendments i.e. change of bank, or if payer deceased.

- **DDICA** - This advises of any indemnity claims that have been received against any Direct Debit records.

Display

To display BACS messages:

1. From the **BACS Message** screen, select the **Bacs File Type** from the drop down.
2. In the **Downloaded** field, enter specific dates or leave blank to search for all dates.
3. Click **Search**.
4. BACS messages which match the specific criteria are displayed.

Download Options

Download PDF

To download the BACS messages to a PDF file, click **Download PDF**.

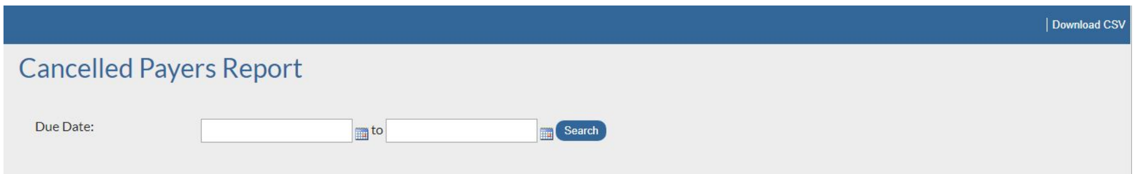
Export CSV

To download the BACS messages to a CSV file, click **Export CSV**.

Cancelled Payers

The Cancelled Payers Report screen allows you to display the Direct Debits that have been cancelled.

To access Cancelled Payers Report, select **Cancelled Payers** within **Reports** on the navigation menu (see *Reports*).



Display

To display the Direct Debits that have been cancelled:

1. From the **Cancelled Payers Report** screen, enter the search dates.
2. Click **Search**.
3. Direct Debits that have been cancelled which match the specific criteria are displayed.

Download Options

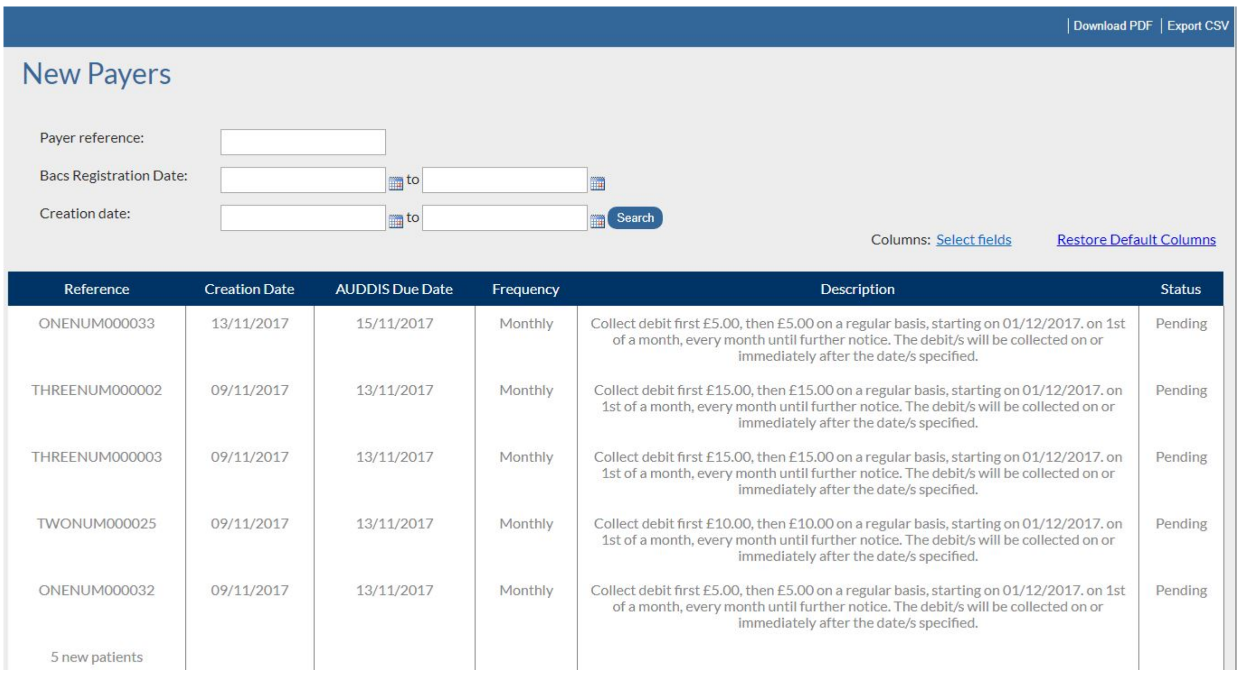
Download CSV

To download the cancelled payers report to a CSV file, click **Download CSV**.

New Payers

The New Payers screen allows you to display new Direct Debit registrations.

To access New Payers, select **New Payers** within **Reports** on the navigation menu (see *Reports*). The New Payers screen is displayed and by default will show all new payers.



Display

All Payers

To display all new payers:

1. Leave all fields blank.
2. Select **All** for the **Status** field.
3. Click **Search**.
4. All new payers are displayed.

Specific Payers

To display specific new payers:

1. Enter the required values in the relevant fields.
2. Click **Search**.
3. All new payers which match the specified search criteria will be displayed

Additional Fields

The New Payers screen contain a default set of fields, there is also the option to include additional fields in your report.

To include additional fields in the history:

1. From the **New Payers** screen, click **Select fields**.
2. Select the required fields, and then click **Apply**.
3. The new payers report now includes the additional fields.

To restore the default settings for fields, click **Restore Default Columns**.

Download Options

Download PDF

To download the new payers report to a PDF file, click **Download PDF**.

Export CSV

To download the new payers report to a CSV file, click **Export CSV**.

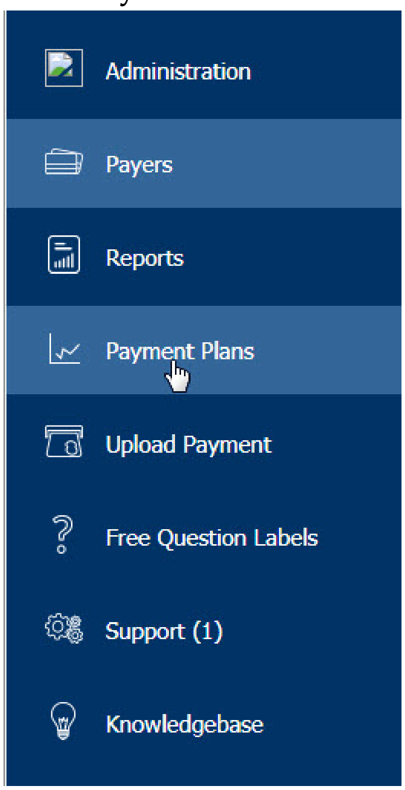
Chapter 7

Payment Plans

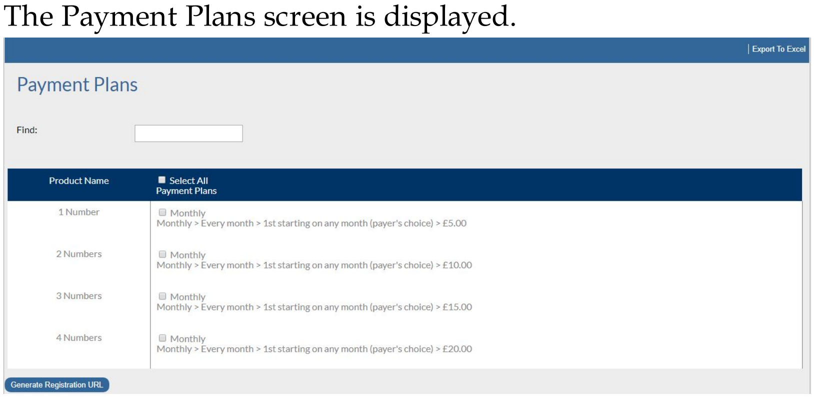
The Payment Plans option allows you to view all of the payment plans available to your payers and to automatically generate a Direct Debit Instruction.

To access Payment Plans:

1. Select **Payment Plans** from the navigation menu.



2. The Payment Plans screen is displayed.



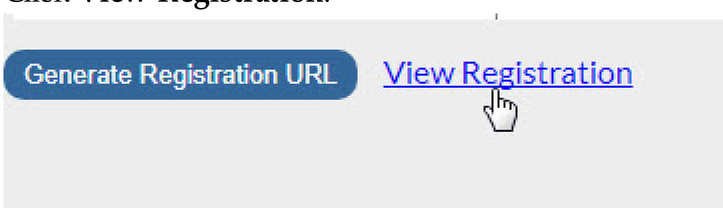
Export Data

To export the data displayed to an Excel spreadsheet, click **Export To Excel** at the top right hand corner of the screen.

Generate Direct Debit Instruction

To generate a Direct Debit form:

1. From the **Payment Plans** screen, select the required payment plan or select the **Select All Payment Plans** check box.
2. Click **Generate Registration URL.**
3. Click **View Registration**.



4. The Direct Debit Instruction form will be displayed.
5. Check that the details are correct, and then click **Update Details**.
6. A confirmation message will be displayed.
7. Click **OK**.
8. Close the Direct Debit information tab.
9. An email confirmation (advance notice) will be sent to the customer.

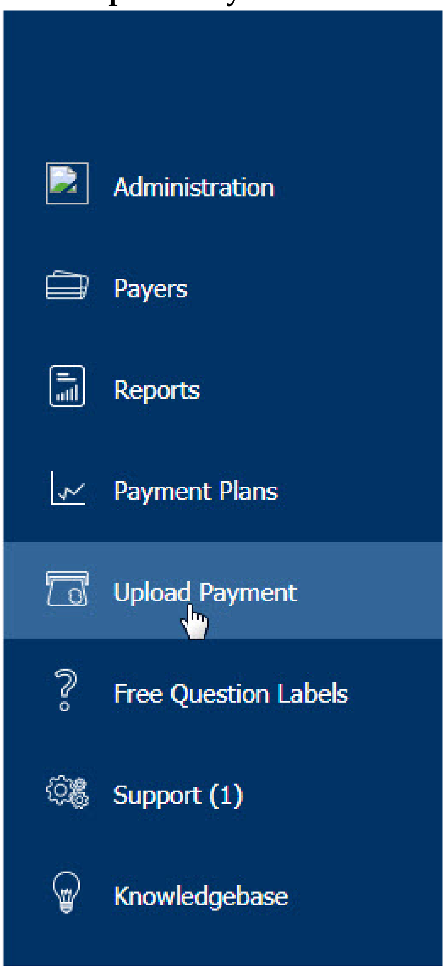
Chapter 8

Upload Payment

Data can be uploaded directly into the system, ensuring that sensitive customer data including bank details is not transferred via email.

To access the Upload Payment Files screen:

1. Select **Upload Payment** from the navigation menu.



2. The Upload Payment Files screen is displayed.

To upload a payment:

> **Note**
> Files should be uploaded 10 days before the required due date.

1. Download a template, see *Downloading a Template*.
2. Upload a file, see *Upload New File.*

Downloading a Template

To download a template:

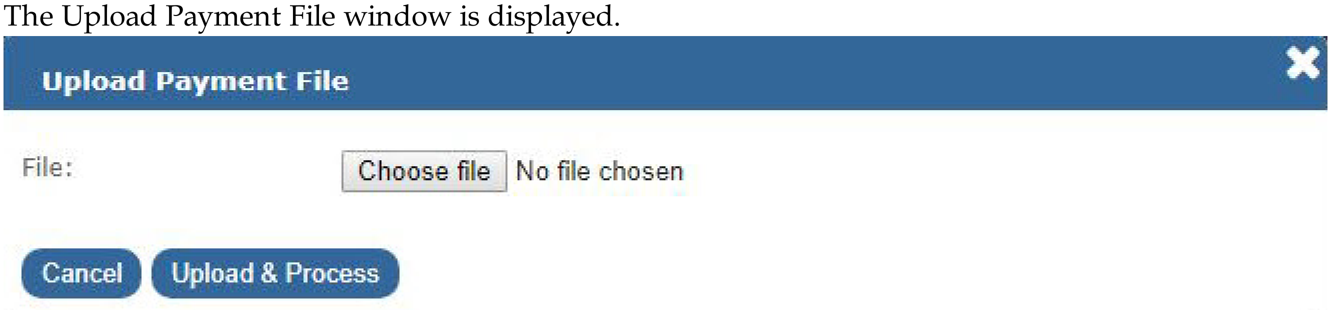
1. From the **Upload Payment Files** screen, select **Download Template**.
2. Populate your Direct Debit details in the columns on the spread sheet. You need to ensure that the headers in the column remain and are not changed in any way.

Notes

- The **Payer ref** is the Direct Debit Reference number that you have allocated to your customer when you keyed the Direct Debit mandate.
- The **Due date** format is DD/MM/YYYY.
- The **Amount** column has to be formatted to 2 decimal places.
- The **Comment** column can be left blank or you can put your invoice number in this field or any comments that will assist you when pulling down your reconciliation report each month.
- The **Your ref** column needs to be left blank.

Upload New File

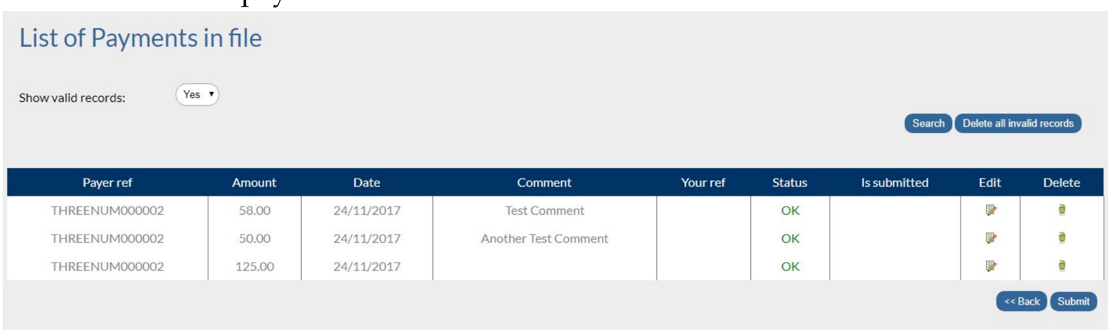
1. From the **Upload Payment Files** screen, select **Upload new file**.
2. The Upload Payment File window is displayed.



3. Click **Choose file** to browse to your file.
4. Click **Upload & Process**. This will pull your file into the system.

5. At the top of the page it will confirm the total amount accepted and how many items, and if there are any rejections (Invalid Records).

6. It will also list the payments in the file.



Payer ref	Amount	Date	Comment	Your ref	Status	Is submitted	Edit	Delete
THREENUM000002	58.00	24/11/2017	Test Comment		OK			
THREENUM000002	50.00	24/11/2017	Another Test Comment		OK			
THREENUM000002	125.00	24/11/2017			OK			

Use the **Show valid records** field to select which record types to display. Then click **Search**.

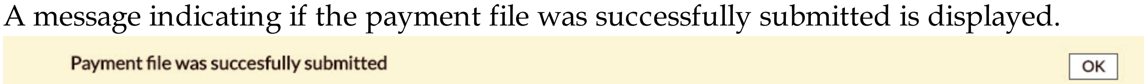
- **Status** = **OK** for valid records, Status = **Error** for invalid records.
- To edit a record, click the edit icon under the **Edit** column.
- To delete a record, click the delete icon under the **Delete** column.

7. To submit the payment file, click **Submit**.

Notes

- A payment file that contains invalid records or has an incorrect Direct Debit reference cannot be submitted. See *Invalid Records*.
- If you do not click **Submit**, Bottomline will not receive your file to send for collection.

8. A message indicating if the payment file was successfully submitted is displayed.

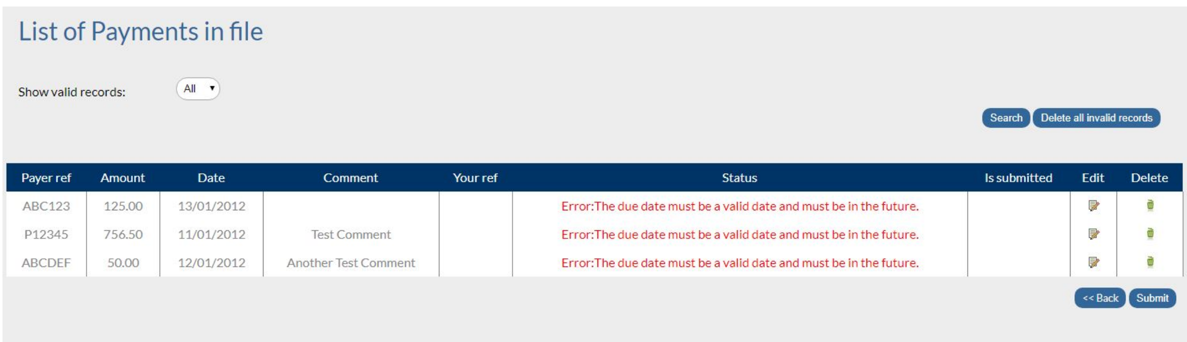


9. Click **OK**.

10. This will place your file in the submission area and generate an automatic email to Bottomline client services stating that a file has been uploaded. Bottomline will submit your file on receipt of this email.
11. When Bottomline has sent your file for collection, you will receive a confirmation email quoting the amount that has been sent for collection, the number of debits and the collection date.

Invalid Records

You cannot submit a payment file that contain invalid records.



The types of rejections you may receive (this list is not exhaustive) are:

- **Error:Payment reference does not exist.** – No action can be taken for this error, so the payment for this record will not be processed.
- **Error:The payment plan is not at a status of Active, Expired or Creation Pending.** – No action can be taken for this error, the DD will either be cancelled or suspended, so any payments for these records will not be processed.
- **Error:The payment due date is less than 6 days since the last 0N.** – These records will either be at Creation Pending or the registration has not been sent 10 days before the due date on the file even though they are Active.
- **Error:The payer reference cannot be found.**- Update the record to have the correct payer reference. See *Payers* to find the correct reference. See *Edit a Record* to update the record.

To continue to submit a file, you will either need to remove these rejected records from the file or correct any invalid values.

Edit a Record

To edit a record:

1. Click the edit icon under the **Edit** column.

2. Update as required.
3. Click **Save**.

Delete Records

- To delete an invalid record, click **Delete** under the **Delete** column.
- To delete all invalid records, click **Delete all invalid records**.

Free Question Labels

The Free Questions option displays what the clients sees in the additional field section on the online Direct Debit form, if they have requested any information to be displayed here. If they require an additional field on the online Direct Debit form, please contact the Client Services team, see *Contacting Bottomline*.

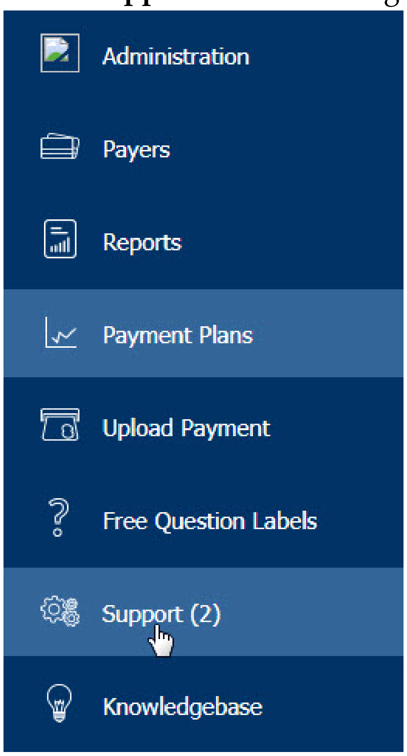
Chapter 9

Support

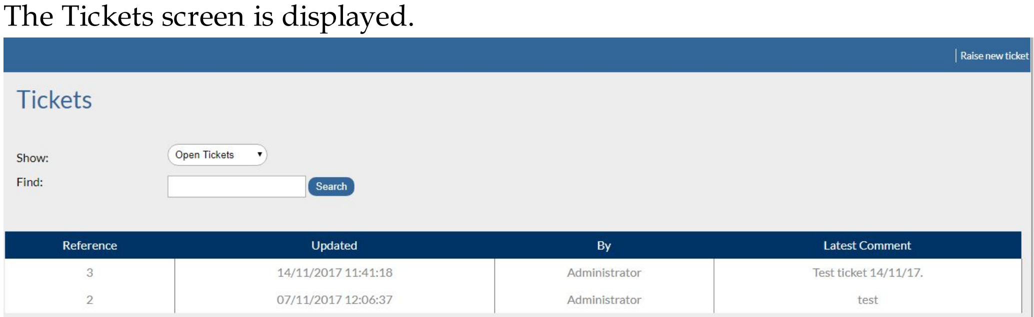
The Tickets screen allows you to view your support tickets logged on the system.

To access Tickets:

1. Select **Support** from the navigation menu.



2. The Tickets screen is displayed.



Display Tickets

All Tickets

To view all tickets:

1. From the **Tickets** screen, in the **Show** field select **All Tickets**.
2. All tickets are displayed.

Open Tickets

To view open tickets:

1. From the **Tickets** screen, in the **Show** field select **Open Tickets**.
2. All open tickets are displayed.

Archived Tickets

To view archived tickets:

1. From the **Tickets** screen, in the **Show** field select **Archived Tickets**.
2. All archived tickets are displayed.

Find

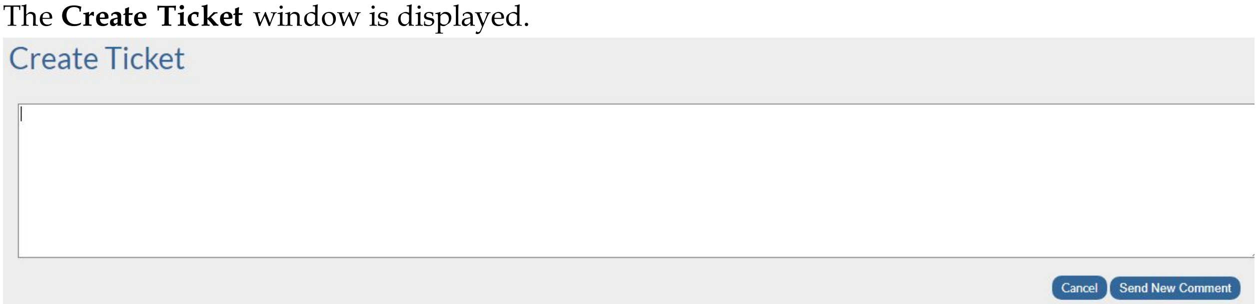
To search for text in a ticket:

1. From the **Tickets** screen, in the **Find** field, enter the search string.
2. All tickets that contain the search string are displayed.

Raise a New Ticket

To raise a new ticket:

1. From the **Tickets** screen, click **Raise new ticket**.
2. The **Create Ticket** window is displayed.

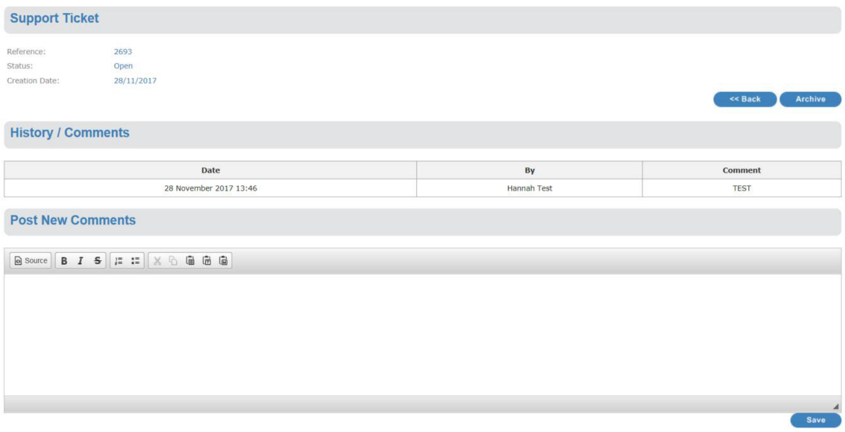


3. Enter the required information, and then click **Send New Comment**.
4. Ticket will appear on the Tickets screen.

Post New Comments

To post a new comment for an existing ticket:

1. From the **Tickets** screen, click on the ticket reference.
2. The ticket is displayed.



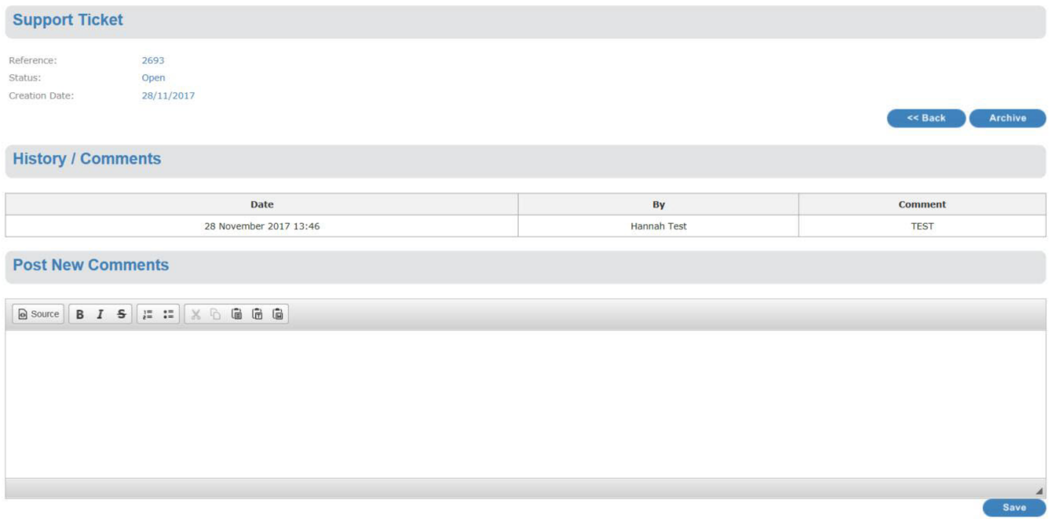
3. Enter a new comment within **Post New Comments**, and then click **Save**.
4. Click **Back** to return to the Tickets screen.

Archive a Ticket

To archive a ticket:

1. From the **Tickets** screen, click on the ticket reference.

2. The ticket is displayed.



3. Click **Archive**.
4. The ticket is archived and it's status is set to **Closed**.
5. Click **Back** to return to the Tickets screen.

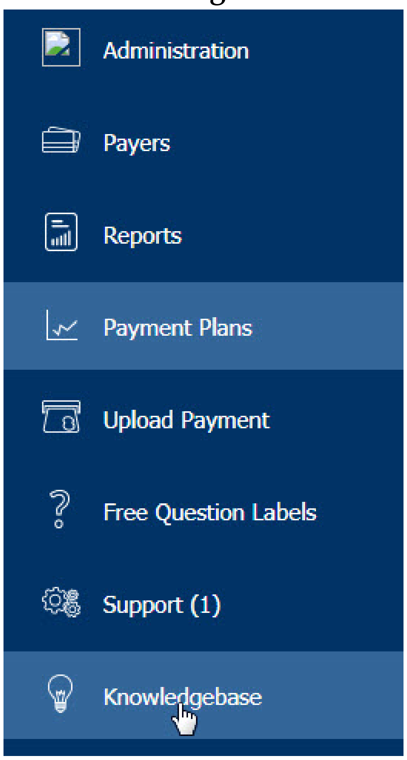
Chapter 10

Knowledgebase

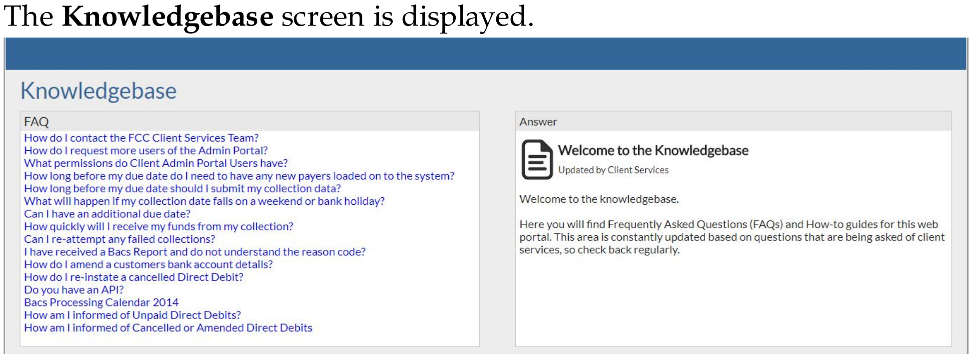
The Knowledgebase displays a set of frequently asked questions and answers.

To access Knowledgebase:

1. Select **Knowledgebase** from the navigation menu.



2. The **Knowledgebase** screen is displayed.



Click on a question on the left hand side of the screen and the answer will be displayed on the right.