

Emandates User Guide



Emandates User Guide

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Forward

Bottomline Payment Services is a fully accredited BACS approved bureau, providing Direct Debit and Direct Credit management facilities on behalf of our clients. Our modern, flexible and secure systems ensure we work to our clients' exact requirements, from the most complex and automated architecture by the use of our in-house API (Application Programming Interface), through to simple and affordable BACS solutions.

Features of Our Solutions

- Collections carried out in our clients own branding and cleared directly into their business bank account.
- Annual, quarterly, monthly, fortnightly, weekly, or even daily Direct Debit or Direct Credit processing.
- Market-leading internet security, disaster recovery and contingency measures.
- Clear contracts encompassing service-level agreements.
- All services underwritten by comprehensive Professional Indemnity cover.
- Experts in facilitating bulk or partial transfer requirements.
- Paper-based, telesales and paperless web-based solutions or a combination of these options.
- Fully managed solutions or submissions only service.
- API to fully integrated server-to-server applications.

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Preface

Contacting Bottomline

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

Technical Services

If you have questions about this product and are unable to find the answers in the product documentation, contact

- Phone 0844 826 6713
- Email bps-clientservices@bottomline.com

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	<ul style="list-style-type: none">• 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.
<i>italic text</i>	<ul style="list-style-type: none">• Items that vary according to the environment or situation.• References to other parts of the product documentation.
<code>code text</code>	<ul style="list-style-type: none">• 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.
<i>italic code text</i>	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• Cross references to other parts of this guide.• Links to Web sites or email addresses.

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.

Overview

Navigation

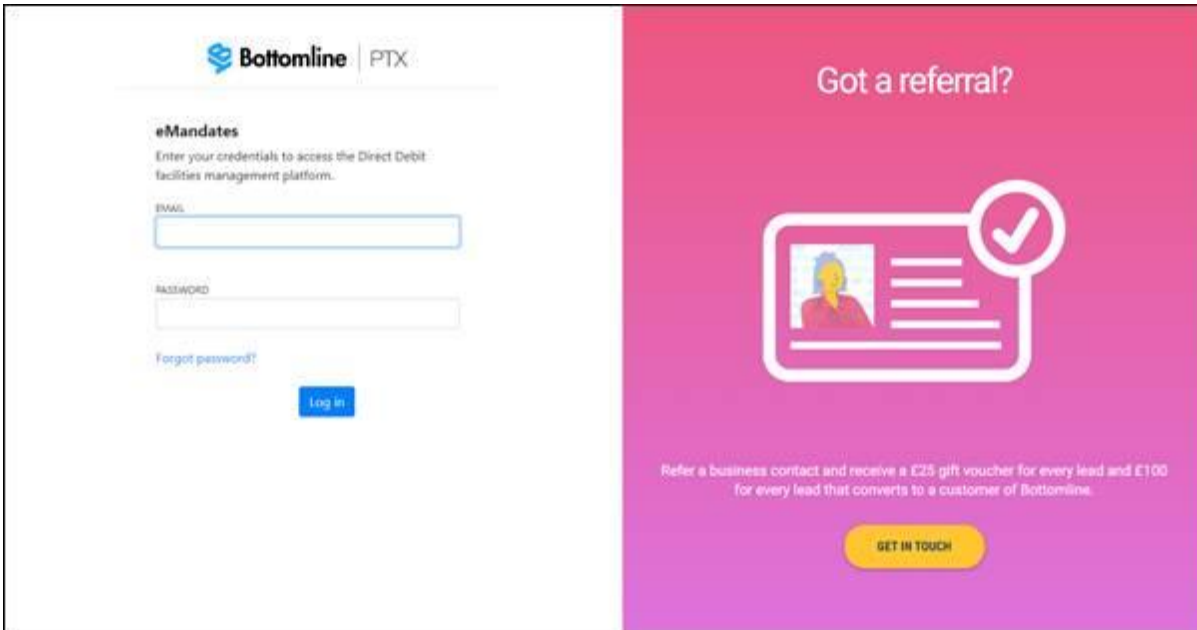
The Client Administration Portal contains the following menu items:

- 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](#).

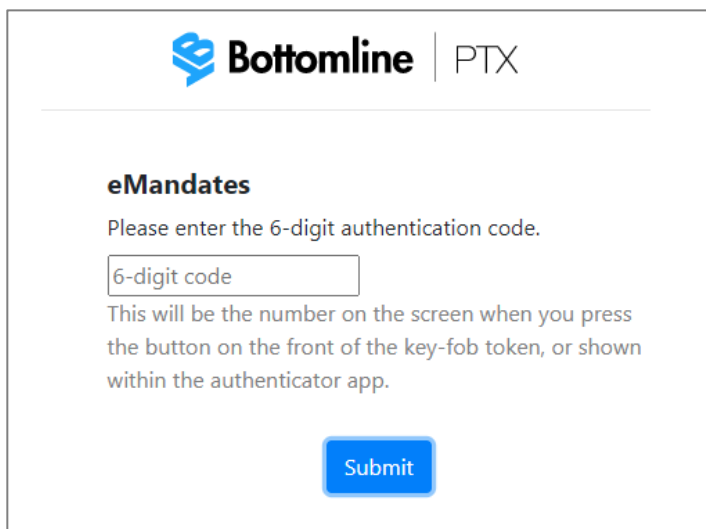
Logging In

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

Access to the Client Administration Portal is from <https://secure.emandates.co.uk> from which you will be then presented with the login screen.



Enter the username and password, and then click **Login**. Users who have already setup their MFA access will automatically be prompted to enter their 6-Digit code from the device of their choosing.



1. Enter the 6-Digit code into the space provided.
2. Click **Submit** to confirm app details.
3. Emandates will proceed to log you on once the token has been validated.

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**.

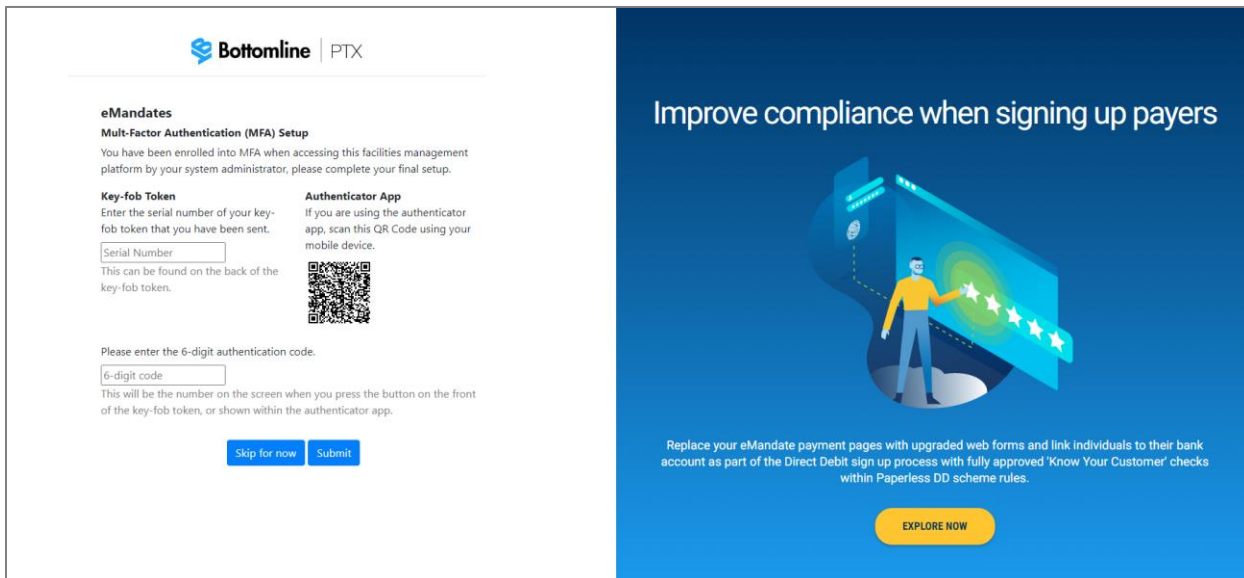
Multifactor Authentication (MFA)

Multi-factor authentication (MFA) is a security system that requires more than one piece of evidence (known as a 'factor') to authenticate the user for login or other transaction.

Entering your username and one password alone is considered single-factor authentication. Multi-factor Authentication (MFA) adds a second level of authentication to an account log-in, decreasing the likelihood that others can compromise your account.

Setting Up MFA for the First Time

Users are required to setup their MFA for the first time and will be presented with the setup screen.



The image shows two side-by-side panels. The left panel is a screenshot of the Bottomline PTX eMandates MFA Setup screen. It includes sections for 'Key-fob Token' (with a serial number input field) and 'Authenticator App' (with a QR code). Below these is a '6-digit code' input field. At the bottom are 'Skip for now' and 'Submit' buttons. The right panel is a blue promotional banner with the text 'Improve compliance when signing up payers' and an illustration of a person interacting with a digital interface. Below the illustration is text about upgrading eMandate payment pages and an 'EXPLORE NOW' button.

If you need to delay setup:

Click the **Skip for now** button if this has been made available for you.

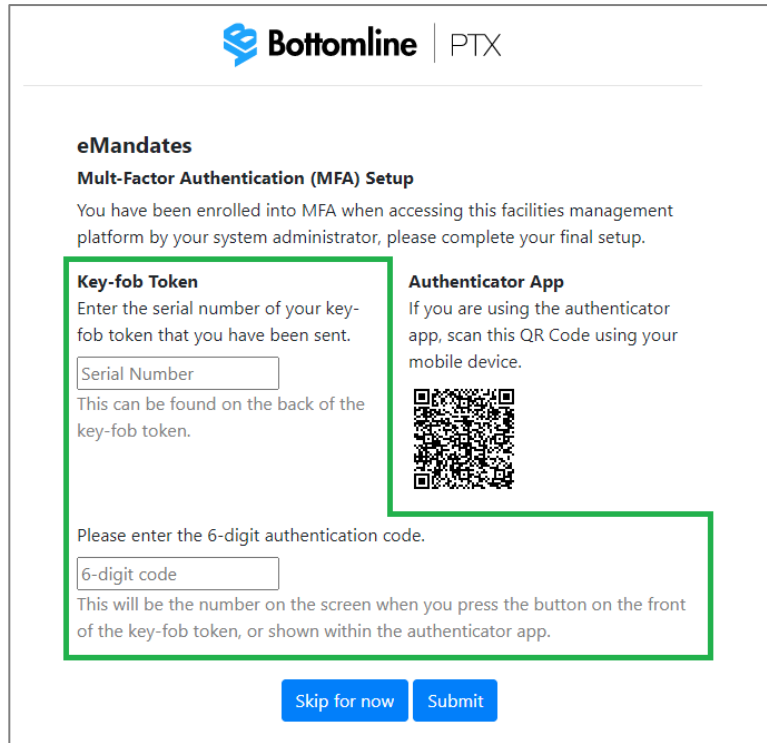
Setting Up Key-Fob Tokens



When setting up key-fob tokens two items of information will be required to be entered on the setup screen.

- Serial Number (13-digit number located on the reverse)
- 6 Digit Code (press button located on the front to view code)

Enter each item of information into the space provided on screen.



eMandates
Mult-Factor Authentication (MFA) Setup

You have been enrolled into MFA when accessing this facilities management platform by your system administrator, please complete your final setup.

Key-fob Token
Enter the serial number of your key-fob token that you have been sent.
Serial Number
This can be found on the back of the key-fob token.

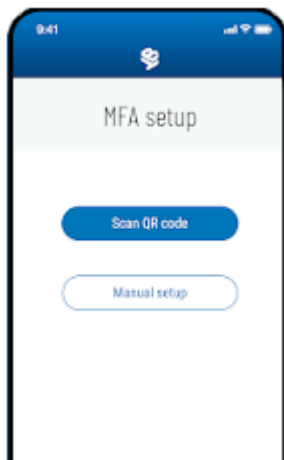
Authenticator App
If you are using the authenticator app, scan this QR Code using your mobile device.

Please enter the 6-digit authentication code.
6-digit code
This will be the number on the screen when you press the button on the front of the key-fob token, or shown within the authenticator app.

[Skip for now](#) [Submit](#)

1. Click **Submit** to confirm token details.
2. Emandates will proceed to log you on once the token has been validated.

Setting Up the Mobile Authentication App



4. First, install the mobile authentication app onto your device. To do this head to your appropriate app store.


For Apple IOS

<https://apps.apple.com/gb/app/bottomline-ptx-auth/id1041981602>

For Android

https://play.google.com/store/apps/details?id=com.bottomline.ptxapp&hl=en_GB&gl=US

5. Click **Scan QR code** in the mobile app and scan the QR code image displayed on screen.

 **Bottomline** | PTX


eMandates
Multi-Factor Authentication (MFA) Setup

You have been enrolled into MFA when accessing this facilities management platform by your system administrator, please complete your final setup.

Key-fob Token
Enter the serial number of your key-fob token that you have been sent.

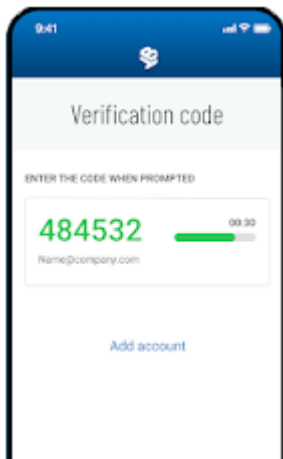
This can be found on the back of the key-fob token.

Authenticator App
If you are using the authenticator app, scan this QR Code using your mobile device.



Please enter the 6-digit authentication code.

This will be the number on the screen when you press the button on the front of the key-fob token, or shown within the authenticator app.



6. The mobile app will register and then display a 6-Digit code.
7. Enter the 6-Digit code into the space provided.
8. Click **Submit** to confirm app details.
9. Emandates will proceed to log you on once the token has been validated.

Administration

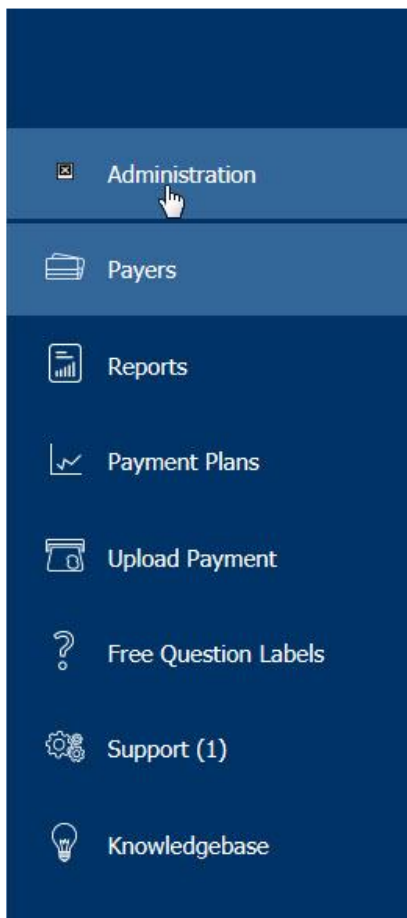
The Administration screen contains details about the users including email address, access rights, last password update and status.

i 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.

Administration												
Active	Name	Email	Password Last Update	Read Only Rights	Local Admin Rights	Automatic Password Control	MFA Token	MFA Status	MFA Sign Up	MFA Action	Edit	Delete
<input type="checkbox"/>	Andrea	Andrea@alphaholdings.co.uk	13/08/2020 10:38:43	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		Not Enabled			Edit	Delete
<input type="checkbox"/>	Cerys	cerys@bottomline.com	21/01/2021 10:38:28	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Mobile Application	Inactive	23/08/2021 15:32:38		Edit	Delete
<input type="checkbox"/>	Helen	helen@alpha.co.uk	03/06/2021 16:35:02	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Mobile Application	Inactive	23/08/2021 15:30:51		Edit	Delete
<input type="checkbox"/>	Kevin	kevin@alphaholdings.co.uk	23/08/2021 15:35:47	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Mobile Application	Active	23/08/2021 15:36:37	Unlink App	Edit	Delete
<input type="checkbox"/>	Roger Jones	roger@alphaholdings.co.uk	15/02/2016 15:00:28	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		Not Enabled			Edit	Delete
<input type="checkbox"/>	Sam	sam@alphaholdings.co.uk	23/08/2021 15:26:02	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Mobile Application	Active	23/08/2021 15:50:31	Unlink App	Edit	Delete
<input type="checkbox"/>	Suzanne	Suzanne@alphaholdings.co.uk	07/07/2020 13:01:53	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		Not Enabled			Edit	Delete

[Add User](#)

The administration screen contains a list of all your configured users with the system and 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 can update a password.
- **MFA Token** – shows which MFA access is currently in use.
- **MFA Status** – indicates if MFA is in operation.
- **MFA Sign Up** – date and time MFA was activated.
- **MFA Action** – click to reset the current MFA mechanism allowing the user to setup a new method.
- **Edit** - click to edit a user.
- **Delete** - click to delete a user.

From the Administration screen, you can:

Add a user. see [Add User](#).

Reset MFA setup. see [Reset MFA](#).

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:

Administration

Display name:

Email:

Password:

Confirm Password:

Account Options

Is active:

User has read only rights:

Local client administration rights:

Automatic password control:

[Cancel](#) [Save](#)

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

4. Click Save.

Reset MFA

To change/reset a user's current MFA mechanism.

Administration

Active	Name	Email	Password Last Update	Read Only Rights	Local Admin Rights	Automatic Password Control	MFA Token	MFA Status	MFA Sign Up	MFA Action	Edit	Delete
<input type="checkbox"/>	Andrea	Andrea@alphaholdings.co.uk	13/08/2020 10:38:43	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		Not Enabled			Edit	Delete
<input type="checkbox"/>	Cerys	cerys@bottomline.com	21/01/2021 10:38:28	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Mobile Application	Inactive	23/08/2021 15:32:38		Edit	Delete
<input type="checkbox"/>	Helen	helen@alpha.co.uk	03/06/2021 16:35:02	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Mobile Application	Inactive	23/08/2021 15:30:51		Edit	Delete
<input type="checkbox"/>	Kevin	kevin@alphaholdings.co.uk	23/08/2021 15:35:47	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Mobile Application	Active	23/08/2021 15:36:37	Unlink App	Edit	Delete
<input type="checkbox"/>	Roger Jones	roger@alphaholdings.co.uk	15/02/2016 15:00:28	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		Not Enabled			Edit	Delete
<input type="checkbox"/>	Sam	sam@alphaholdings.co.uk	23/08/2021 15:26:02	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Mobile Application	Active	23/08/2021 15:50:31	Unlink App	Edit	Delete
<input type="checkbox"/>	Suzanne	Suzanne@alphaholdings.co.uk	07/07/2020 13:01:53	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		Not Enabled			Edit	Delete

[Add User](#)

Mobile App

To reset an existing MFA for a user.

1. Click on **Unlink App** in MFA Actions.
2. The system will remove the setup and confirm this has been actioned.
3. At next login the user will be prompted to reconfigure their MFA access.

Key-fob Hardware Token

To remove a token registered against a user.

1. Click on **Lost Token** in MFA Actions.
2. The system will remove the token from use, marking the token as lost and confirm this when complete.
3. At next login the user will be prompted to reconfigure their MFA access.

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	MFA Token	MFA Status	MFA Sign Up	MFA Action	Edit	Delete
<input type="checkbox"/>	Andrea	Andrea@alphaholdings.co.uk	13/08/2020 10:38:43	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		Not Enabled			Edit	Delete
<input type="checkbox"/>	Cerys	cerys@bottomline.com	21/01/2021 10:38:28	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Mobile Application	Inactive	23/08/2021 15:32:38		Edit	Delete
<input type="checkbox"/>	Helen	helen@alpha.co.uk	03/06/2021 16:35:02	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Mobile Application	Inactive	23/08/2021 15:30:51		Edit	Delete
<input type="checkbox"/>	Kevin	kevin@alphaholdings.co.uk	23/08/2021 15:35:47	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Mobile Application	Active	23/08/2021 15:36:37	Unlink App	Edit	Delete
<input type="checkbox"/>	Roger Jones	roger@alphaholdings.co.uk	15/02/2016 15:00:28	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		Not Enabled			Edit	Delete
<input type="checkbox"/>	Sam	sam@alphaholdings.co.uk	23/08/2021 15:26:02	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Mobile Application	Active	23/08/2021 15:50:31	Unlink App	Edit	Delete
<input type="checkbox"/>	Suzanne	Suzanne@alphaholdings.co.uk	07/07/2020 13:01:53	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		Not Enabled			Edit	Delete

[Add User](#)

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

Delete User

i 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	MFA Token	MFA Status	MFA Sign Up	MFA Action	Edit	Delete
<input type="checkbox"/>	Andrea	Andrea@alphaholdings.co.uk	13/08/2020 10:38:43	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		Not Enabled			Edit	Delete
<input type="checkbox"/>	Cerys	cerys@bottomline.com	21/01/2021 10:38:28	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Mobile Application	Inactive	23/08/2021 15:32:38		Edit	Delete
<input type="checkbox"/>	Helen	helen@alpha.co.uk	03/06/2021 16:35:02	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Mobile Application	Inactive	23/08/2021 15:30:51		Edit	Delete
<input type="checkbox"/>	Kevin	kevin@alphaholdings.co.uk	23/08/2021 15:35:47	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Mobile Application	Active	23/08/2021 15:36:37	Unlink App	Edit	Delete
<input type="checkbox"/>	Roger Jones	roger@alphaholdings.co.uk	15/02/2016 15:00:28	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		Not Enabled			Edit	Delete
<input type="checkbox"/>	Sam	sam@alphaholdings.co.uk	23/08/2021 15:26:02	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Mobile Application	Active	23/08/2021 15:50:31	Unlink App	Edit	Delete
<input type="checkbox"/>	Suzanne	Suzanne@alphaholdings.co.uk	07/07/2020 13:01:53	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		Not Enabled			Edit	Delete

[Add User](#)

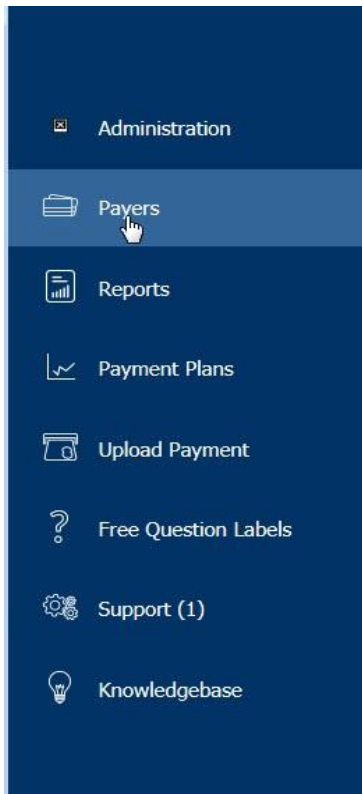
2. User is deleted.

Payers

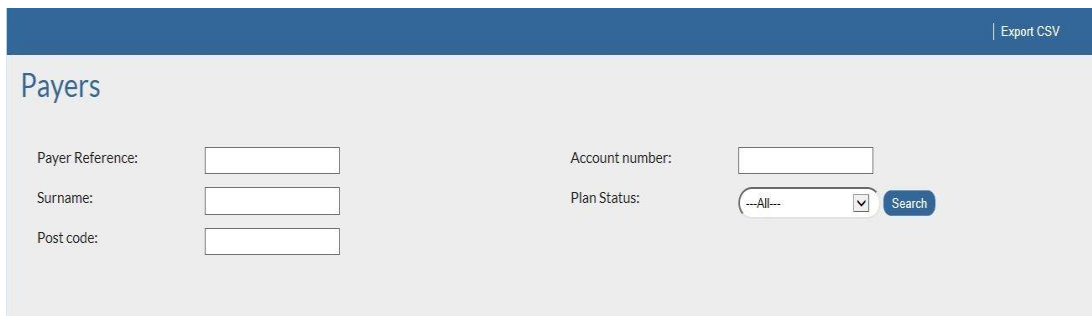
The Payers screen contains payer's information.

To access the Payers screen:

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



2. The payers screen is displayed with the following search options.

A screenshot of the Payers search interface. At the top right, there is an 'Export CSV' link. The main heading is 'Payers'. Below the heading, there are four search fields: 'Payer Reference:' with a text input box, 'Surname:' with a text input box, 'Post code:' with a text input box, and 'Account number:' with a text input box. To the right of the 'Account number' field is a 'Plan Status:' dropdown menu with a downward arrow and the text '---All---'. A blue 'Search' button is located to the right of the dropdown menu.

The payers screen contains the following searchable 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

When search options have been the requested the results are shown in the following 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.

i Note

The Payer/Company Name is the customer's 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.

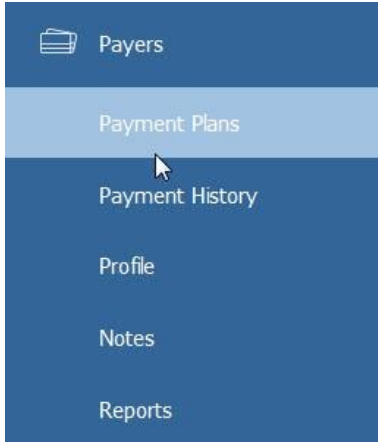
See [Payment Plans](#) for more details.

Export to CSV

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

Payers Menu

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](#)).




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](#)).

Payer: Eddie Cooper

References: FOURNUM000001
 Email: aa@a.com
 Home tel: 03448266700
 Mobile tel: 03448266713

Payment Plans for: Eddie Cooper

Reference	Product	Frequency	Payment Amount	# of collections	Start date	End date	Status	Action	Registration URL
FOURNUM000001	4 Numbers	Monthly > 1st of a month, every month	First £20.00, then £20.00 on a regular basis	Infinite	01 December 2015	Infinite		Change status	View

[Add Additional Payment Plan](#)

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-day 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 Rosendale Close

Address line 2: Preston

Address line 3:


Address line 4:

Town/City: Warrat

Telephone Number: 03448266700

Mobile Number: 03448266713

Email: aa@a.com

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

Alpha Holding Ltd., Malone Field Alpha Holdings Road Eastham Warrat 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 

- 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 to:

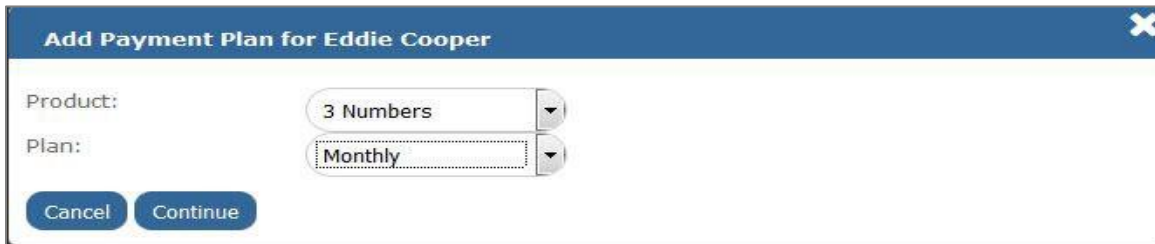
- Add another Direct Debit plan for the payer record, and this will be collected in addition to the current existing plan.
- Switch the current existing plan to another plan.

To add an additional payment plan:

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.

i Note

- 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 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:

- 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.
2. 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'.
3. 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](#).
4. 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.

Payer Payment Plan Updated

OK

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.

i 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](#).

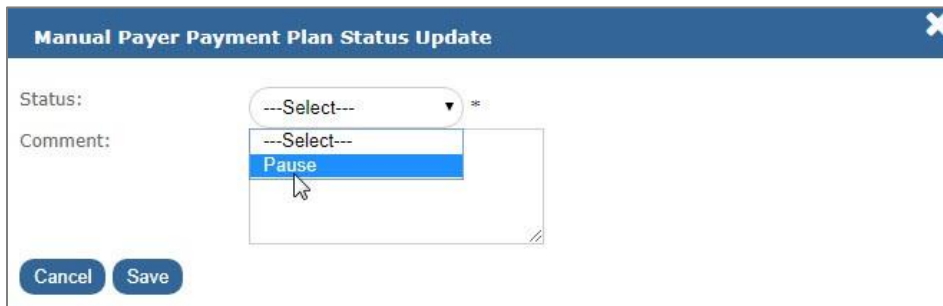
Change Status of a Payment Plan

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.



Manual Payer Payment Plan Status Update

Status: Pause

Comment: Plan changed to pause by JC.

Cancel Save

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 payer's profile prior to the payer /payment plan being updated.
- There is a valid email address held against the payer's 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 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](#).

i Note

The status of the payment plan will automatically change to **Active** following the submission of the reinstated Direct Debit Instruction to the payer's 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.

Payer: Sam Abbott

References: FOURNUM000002, TWONUM000025, THREENUM000002, ONENUM000032, THREENUM000003
 Email: aa@a.com
 Home tel: 03448266700
 Mobile tel: 03448266713

Payment History of Sam Abbott

[Ad-hoc Payment](#)

Type:

Status: [Search](#)

Payer Reference	Due date	Type	Amount	Comment	Your ref.	Status	Edit	Withdraw
FOURNUM000002	01/07/2016	Regular	£20.00			Paid		
FOURNUM000002	01/06/2016	Regular	£20.00			Paid		
FOURNUM000002	01/05/2016	Regular	£20.00			Paid		
FOURNUM000002	01/04/2016	Regular	£20.00			Paid		
FOURNUM000002	01/03/2016	Regular	£20.00			Paid		
FOURNUM000002	01/02/2016	Regular	£20.00			Paid		
FOURNUM000002	01/01/2016	Regular	£20.00			Paid		
FOURNUM000002	01/12/2015	First Payment	£20.00			Paid		

Search

To display 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.

Add AD-HOC Payment ✕

Payer Reference:

£ Amount:


Due date: 

Comment:

Your ref.:

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	<input type="button" value="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.

Payer Profile

Title:	<input type="text" value="Miss"/>
First name:	<input type="text" value="Sam"/>
Last Name:	<input type="text" value="Abbott"/> *
Initials:	<input type="text"/>
Date of Birth:	<input type="text"/> 
Email:	<input type="text" value="aa@a.com"/> *
Home tel:	<input type="text" value="03448266700"/>
Mobile tel:	<input type="text" value="03448266713"/>
Post code:	<input type="text" value="WA7 1LZ"/> * Lookup Address
Address line 1:	<input type="text" value="Hillcrest"/> *
Address line 2:	<input type="text" value="Raby Drive"/>
Address line 3:	<input type="text" value="Raby Mere"/>
Address line 4:	<input type="text"/>
Town/City:	<input type="text" value="Wirral"/> *
County:	<input type="text"/>
Country:	<input type="text"/>
Account holder's name:	<input type="text" value="Miss S L Abbott"/> *
Account number:	<input type="text" value="72368837"/> *
Sort code:	<input type="text" value="011001"/> *

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**.

i Note

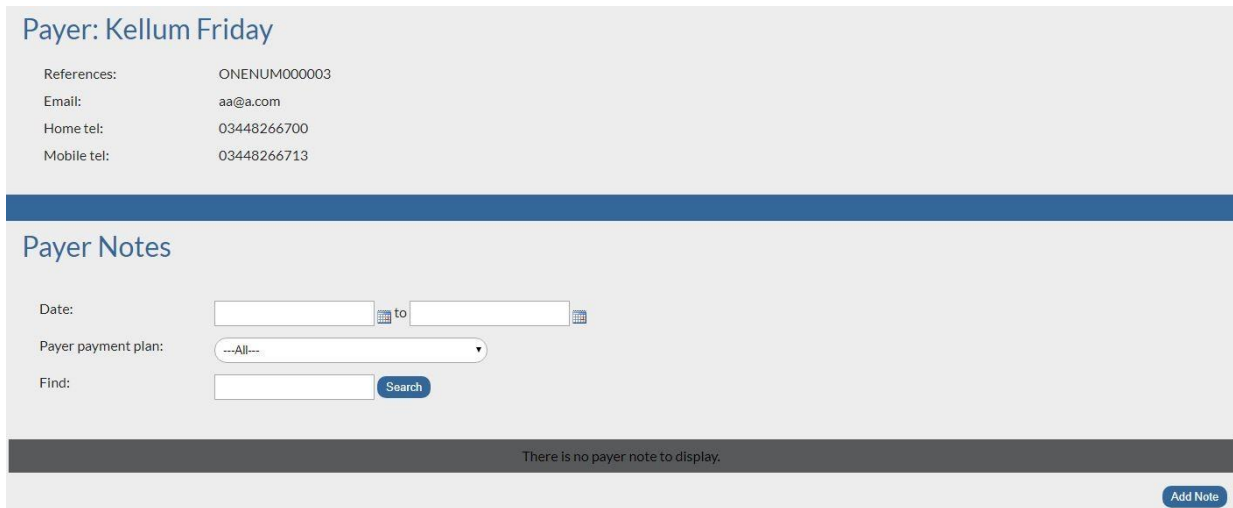
The effect of applying new bank details will mean that the old Direct Debit Instruction will be cancelled at the payer's bank and a new DDI will be registered against the new details. It is therefore important that you ensure there is enough time (number of days) for the new details to be registered 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.



Payer: Kellum Friday

References:	ONENUM000003
Email:	aa@a.com
Home tel:	03448266700
Mobile tel:	03448266713

Payer Notes

Date: to

Payer payment plan:

Find:

There is no payer note to display.

Display

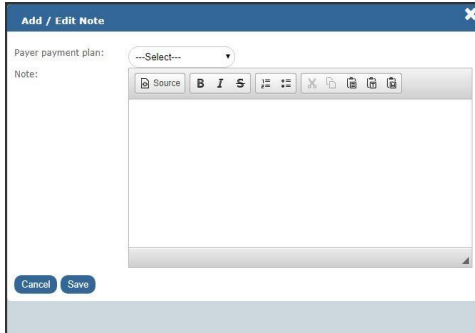
To display notes which match a search criteria:

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.

Payer: Sam Abbott

References: FOURNUM000002, TWONUM000025, THREENUM000002, ONENUM000032, THREENUM000003
 Email: aa@a.com
 Home tel: 03448266700
 Mobile tel: 03448266713

Payment History

[Download PDF](#) [Download CSV](#)

Due date: to
 Payer Reference: [Search](#)

[Select fields](#) [Restore Default Columns](#)

Total number of paid:	Total amount paid:
Total number of unpaid:	Total amount unpaid:
Total number of pending:	Total amount of pending:
Total number of indemnity claimed:	Total amount of indemnity claims:
Total number of payments:	Total amount of payments:

Display

To search for 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. clct. 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 paid:				00	Total amount paid:		£0.00		
Total number of unpaid:				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 paid:				00	Total amount paid:		£0.00		
Total number of unpaid:				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 report contains 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:

From the **Payers Report** screen, click **Select fields**.

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

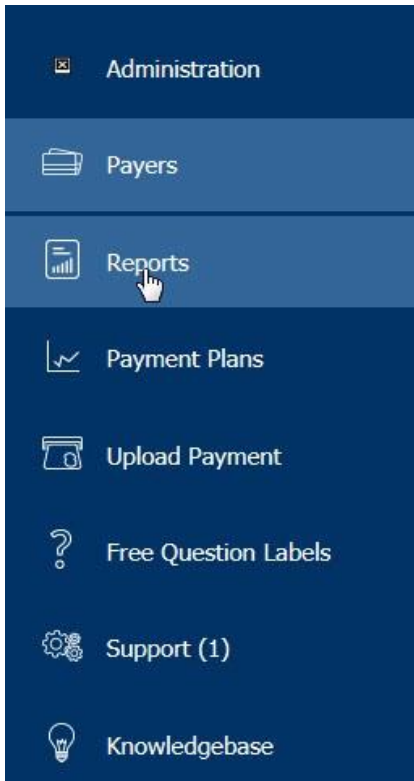
To download the reports to a CSV file, click **Download CSV**.

Reports

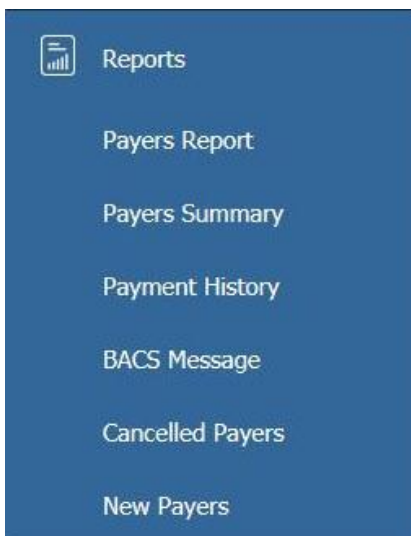
The Reports menu option allows access to the reports that are available across all your records which you can view on screen or download (export) as either a PDF or CSV.

To access the reports menu:

1. Select Reports from the navigation menu.



2. The Reports menu is displayed.



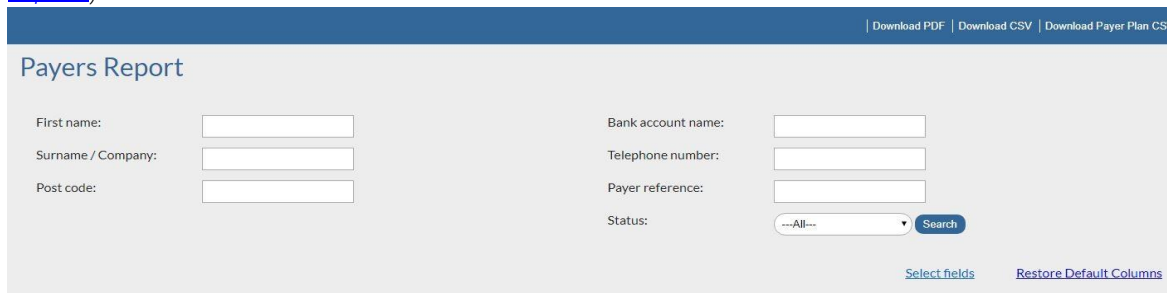
The Reports menu contains the following options:

- **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](#)).



The screenshot shows the 'Payers Report' interface. At the top right, there are links for 'Download PDF', 'Download CSV', and 'Download Payer Plan CSV'. The main area is titled 'Payers Report' and contains several input fields: 'First name:', 'Surname / Company:', 'Post code:', 'Bank account name:', 'Telephone number:', 'Payer reference:', and 'Status:'. The 'Status' field is a dropdown menu currently set to '--All--'. A 'Search' button is located to the right of the 'Status' field. At the bottom right, there are two links: 'Select fields' and 'Restore Default Columns'.

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 several 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 the payer payment information to a CSV file, click **Download Payer Plan CSV**.

i Note

The **Download Payer Plan CSV** option is not available when a report showing specific payer is displayed (see [Specific Payers](#)).

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](#)).

Payers Summary

First name:
 Surname:
 Postcode:
 Bank account name:
 Telephone number:
 Payer reference:

Payer Payment Plans	Count		
Active:			48
Cancelled:			07
Creation Pending:			07
Expired:			00
Suspended:			00
Pause:			03
	Available	Deleted	Total
Payer Payment Plans:	65	00	65
Payers:	60	00	60

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.

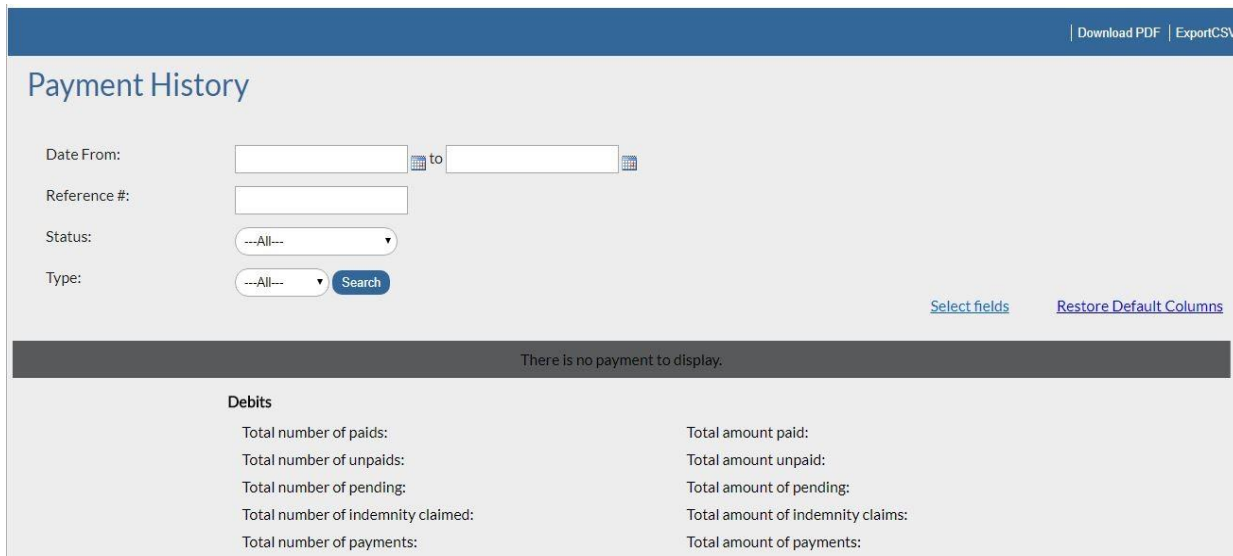
Download Options

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](#)).



Download PDF | ExportCSV

Payment History

Date From: To:

Reference #:

Status: --All--

Type: --All-- [Search](#)

[Select fields](#) [Restore Default Columns](#)

There is no payment to display.

Debits

Total number of paid:	Total amount paid:
Total number of unpaids:	Total amount unpaid:
Total number of pending:	Total amount of pending:
Total number of indemnity claimed:	Total amount of indemnity claims:
Total number of payments:	Total amount of payments:

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

Download Options

[Download PDF](#)

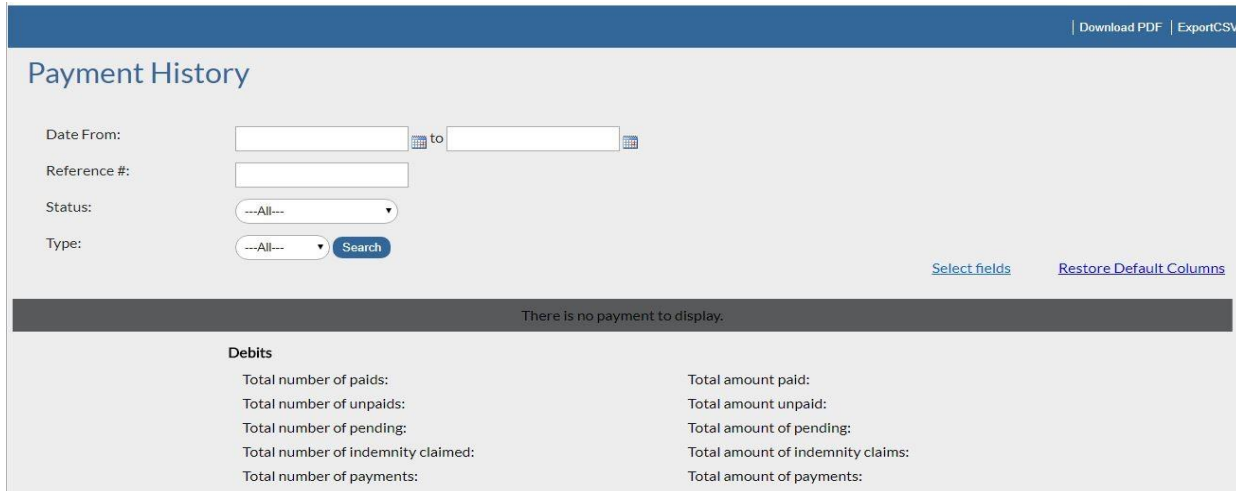
To download the payment history to a PDF file, click **Download PDF**.

Export CSV

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

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. First Capital Cashflow 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](#)).

[Download PDF](#) | [Export CSV](#)

BACS Message

Bacs File Type: ADDACS ▼

Downloaded: to Search

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

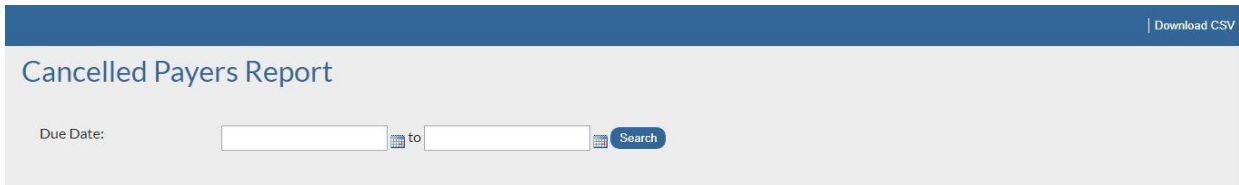
To download the BACS messages to a PDF file, click **Download PDF**.

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.

[Download PDF](#) | [Export CSV](#)

New Payers

Payer reference:
 Bacs Registration Date: to
 Creation date: to [Search](#)

Columns: [Select fields](#) [Restore Default Columns](#)

Reference	Creation Date	AUDDIS Due Date	Frequency	Description	Status
ONENUM000033	13/11/2017	15/11/2017	Monthly	Collect debit first £5.00, then £5.00 on a regular basis, starting on 01/12/2017. on 1st of a month, every month until further notice. The debit/s will be collected on or immediately after the date/s specified.	Pending
THREENUM000002	09/11/2017	13/11/2017	Monthly	Collect debit first £15.00, then £15.00 on a regular basis, starting on 01/12/2017. on 1st of a month, every month until further notice. The debit/s will be collected on or immediately after the date/s specified.	Pending
THREENUM000003	09/11/2017	13/11/2017	Monthly	Collect debit first £15.00, then £15.00 on a regular basis, starting on 01/12/2017. on 1st of a month, every month until further notice. The debit/s will be collected on or immediately after the date/s specified.	Pending
TWONUM000025	09/11/2017	13/11/2017	Monthly	Collect debit first £10.00, then £10.00 on a regular basis, starting on 01/12/2017. on 1st of a month, every month until further notice. The debit/s will be collected on or immediately after the date/s specified.	Pending
ONENUM000032	09/11/2017	13/11/2017	Monthly	Collect debit first £5.00, then £5.00 on a regular basis, starting on 01/12/2017. on 1st of a month, every month until further notice. The debit/s will be collected on or immediately after the date/s specified.	Pending
5 new patients					

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

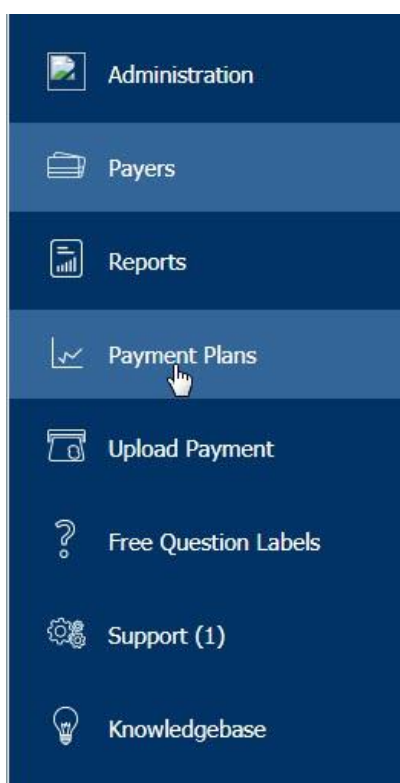
To download the new payers report to a CSV file, click **Export CSV**.

Payment Plans

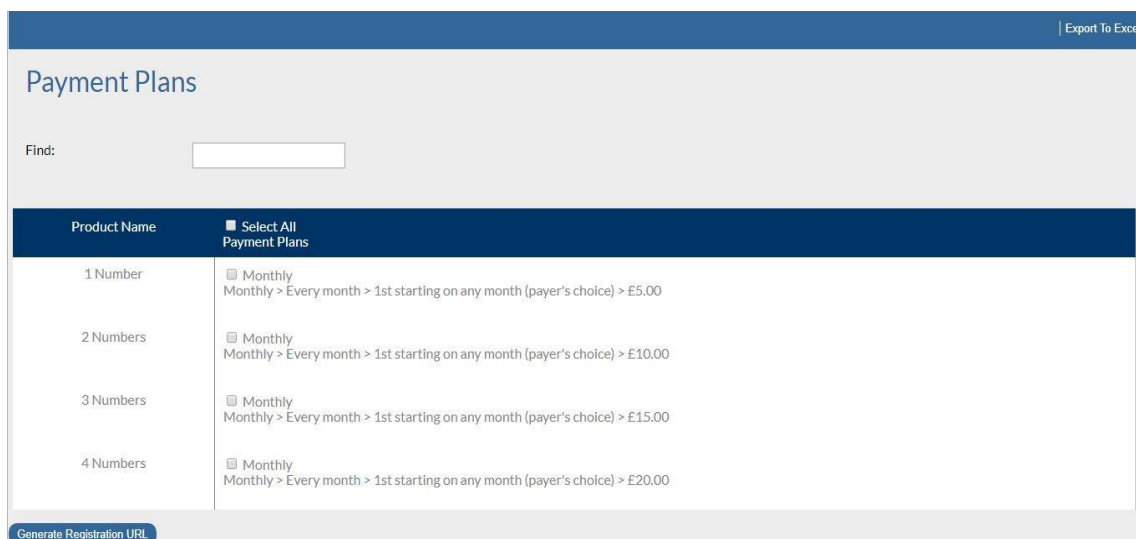
The Payment Plans option allows you to view all of the payment plans available to your payers and to automatically generate a Direct Debit Instruction.

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.

Upload Payment

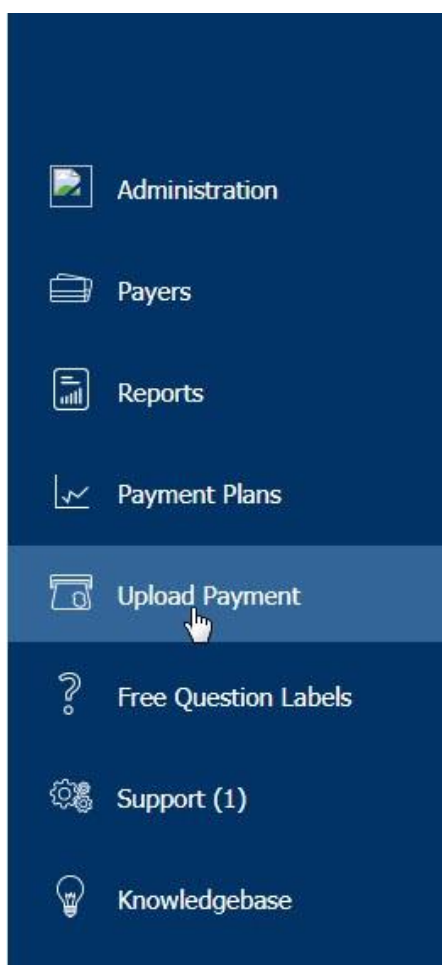
Data can be uploaded directly into the system, ensuring that sensitive customer data including bank details is not transferred via email.

To access the Upload Payment Files screen:

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

i Note

The **Download Payer Plan CSV** option is not available when a report showing specific payer is displayed. (see [Specific Payers](#)).



2. The Upload Payment Files screen is displayed.

To upload a payment:

1. First download the file format template, see [Downloading a Template](#).
2. Then upload your formatted file, see [Upload New File](#).

Downloading a Template

To download a template:

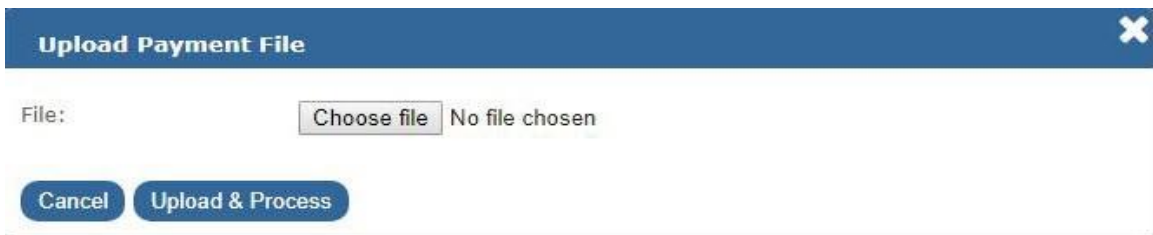
1. From the **Upload Payment** Files screen, select **Download Template**.
2. Populate your Direct Debit details in the columns on the spread sheet. You need to ensure that the headers in the column remain and are not changed in any way.

i Note

- **Payer ref** is the Direct Debit Reference number that you have allocated to your customer when keyed the Direct Debit mandate.
- The format of the debit **Due date** comprise of a GB formatted date of DD/MM/YYYY.
- The **Amount** column must 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).

Summary	
Debit/Credit:	Debit
Total Records:	3
Valid Records:	3
Invalid Records:	0
Total Valid Amount:	£233.00
Total Invalid Amount	£0.00

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

List of Payments in file

Show valid records: Yes ▾ Search Delete all invalid records

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			

<< Back Submit

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**.

i Note

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

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

Payment file was successfully submitted

OK

9. Click **OK**.

10. This will place your file in the submission area and generate an automatic email to First Capital Cashflow client services stating that a file has been uploaded. First Capital Cashflow 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.

List of Payments in file

Show valid records: All ▾ Search Delete all invalid records

Payer ref	Amount	Date	Comment	Your ref	Status	Is submitted	Edit	Delete
ABC123	125.00	13/01/2012			Error:The due date must be a valid date and must be in the future.			
P12345	756.50	11/01/2012	Test Comment		Error:The due date must be a valid date and must be in the future.			
ABCDEF	50.00	12/01/2012	Another Test Comment		Error:The due date must be a valid date and must be in the future.			

<< Back Submit

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 ON.** – 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.



Payer ref:	<input type="text" value="0000002"/>
Amount:	<input type="text" value="10.00"/>
Due date:	<input type="text" value="01/11/2017"/>
Comment:	<input type="text"/>
Your ref.:	<input type="text"/>

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

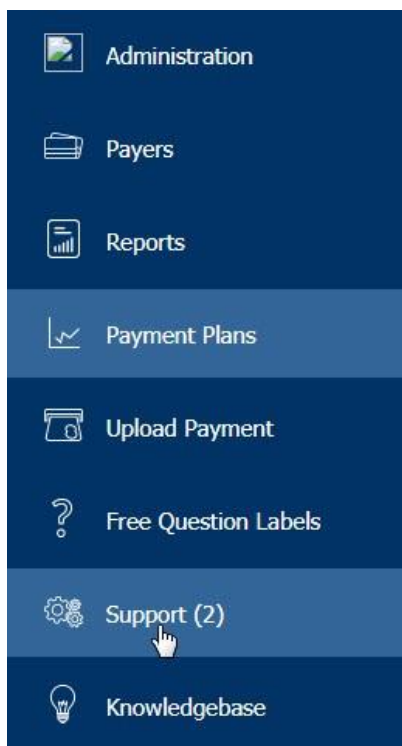
The Free Questions option displays what the clients sees in the additional field section on the online Direct Debit form, if they have requested any information to be displayed here. If they require an additional field on the online Direct Debit form, please contact the Client Services team, see [Contacting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

Support

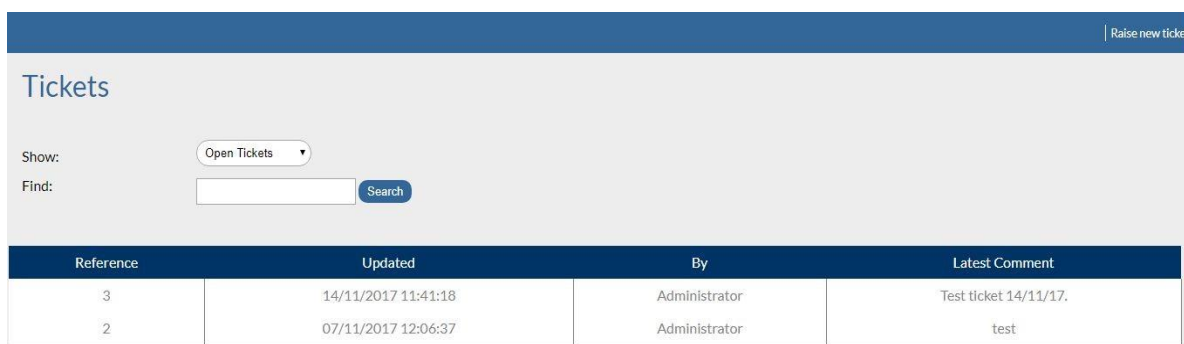
The Tickets screen allows you to view your support tickets logged on the system.

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

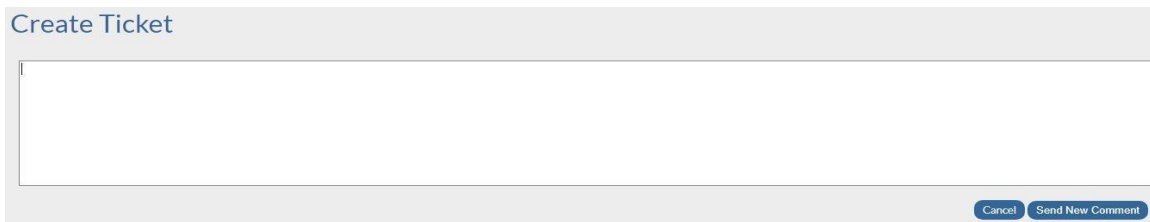
To search for text in a ticket:

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.

Support Ticket

Reference: 2693
 Status: Open
 Creation Date: 28/11/2017

[<< Back](#) [Archive](#)

History / Comments

Date	By	Comment
28 November 2017 13:46	Hannah Test	TEST

Post New Comments

Source **B I S** [List of icons]

[Save](#)

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.

Tickets

Show: [Search](#)

Reference	Updated	By	Latest Comment
4 3	14/11/2017 13:11:02	Administrator	Test ticket 14/11/17
	14/11/2017 11:55:27	Administrator	New comment.

2. The ticket is displayed.

Support Ticket

Reference: 2693
 Status: Open
 Creation Date: 28/11/2017

[<< Back](#) [Archive](#)

History / Comments

Date	By	Comment
28 November 2017 13:46	Hannah Test	TEST

Post New Comments

Source **B I S** [List of icons]

[Save](#)

3. Click **Archive**.

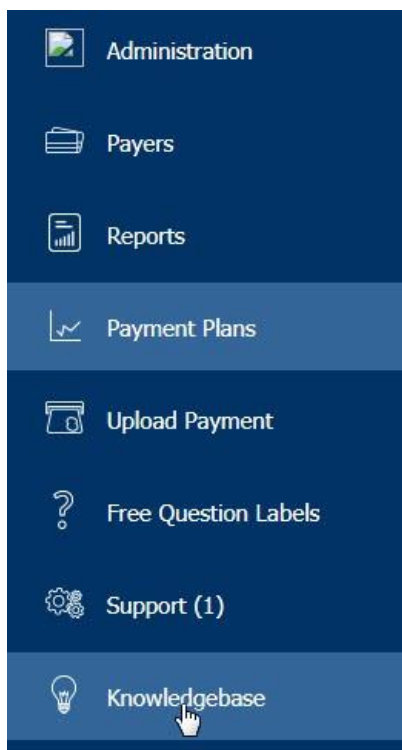
4. The ticket is archived, and its status is set to **Closed**.
5. Click **Back** to return to the Tickets screen.

Knowledgebase

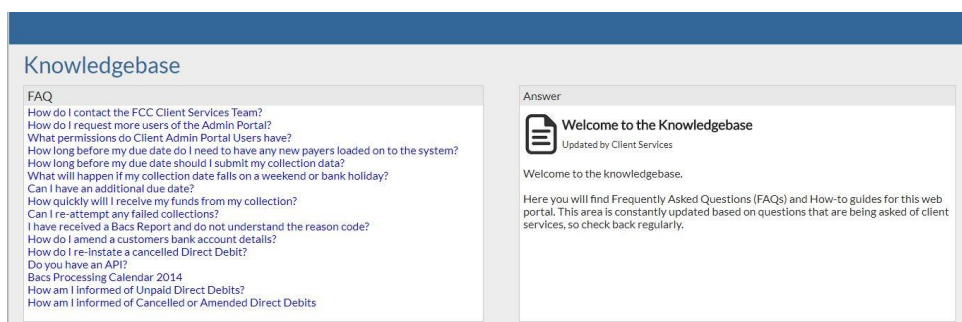
The Knowledgebase displays a set of frequently asked questions and answers.

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.