

How to process direct debit payments - after banking

After the bank has imported your file, you will need do one of the following for transactions in error:

1. Check errors - Manual Method (This is for marking a small number of transactions in error one at a time)
2. Check errors - Import Returns (This is a bulk way of importing transactions that are in error)

AND for transactions that do not have an error:

1. Mark transactions as complete (this will activate recurring payment processes)

Direct Debits may return an error transactions for situations where the account holder did not have funds in their account, the account was closed, the account holder is deceased etc. It may take a few days before the bank reports the errors.

If a transaction is in error, then it will get re-tried as part of the next Direct Debit Run.

The transaction is successful, it needs to be marked as complete. This will allow the Recurring Payment record to have the transaction marked off as being successful, totals to be updated and the transaction next payment date updated.

1. Check errors - Manual Method

1.1. Check bank report for transaction errors

If accounts are incorrect or have insufficient funds, the bank will return a list of transaction errors

1.2. Navigate to the Direct Debit Batch tab and select the relevant batch

The screenshot shows the 'Direct Debit Batches' section of the Payments2us application. At the top, there is a search bar and navigation tabs including 'Home', 'About Payments2Us', 'Merchant Facilities', 'Payment Forms', 'Payment Txn's', 'Manual Payments', and 'Direct Debit Batches'. Below the navigation, there are buttons for 'New', 'Import', and 'Change Owner'. A search bar for the list is also present. The main content is a table with the following data:

	DIRECT DEBIT BATCH...	MERCHANT FACILITY	PROCESSING...	STATUS	NO. IN BATCH	TOTAL BATCH...	STATEMENT T...
1	DD0000002	DEMO FACILITY		Extracted			
2	DD0000001	DEMO FACILITY		New			
3	DD0000000	DEMO FACILITY		New			

1.3. Select the Mark Error button

The screenshot shows the 'Direct Debit Batch' details page for batch ID 'DD0000002'. At the top, there are several action buttons: 'Edit', 'Add to Batch', 'Bulk Add to Batch', 'Extract for Processing', 'Mark Error' (highlighted with a red box), 'Mark Complete', 'Bulk Mark Complete', and 'Import Return Items'. Below the buttons, a summary table shows:

Status	Total Batch Amount	No. in Batch	No. In Error	Payment Form
Extracted				6. Subscription

The main content area is divided into two sections: 'Details' and 'Notes & Attachments (0)'. The 'Details' section shows various fields for the batch, including:

- Direct Debit Batch Name: DD0000002
- Merchant Facility: [DEMO FACILITY](#)
- Payment Form: [6. Subscription](#)
- Statement Text
- Direct Debit File Format: Australian Banking Association (ABA)
- User Preferred Specification
- Owner: [Anusree Parabath](#)
- Processing Date
- Status: Extracted
- No. in Batch
- Total Batch Amount
- No. In Error

The 'Notes & Attachments' section has an 'Upload Files' button and a note that says 'Or drop files'. Below this is an 'Activity' section with a 'Log a Call' button and a 'Create new...' input field with an 'Add' button.

1.4. Select the transaction(s) in error

The screenshot shows the Salesforce interface for a Direct Debit Batch. At the top, there is a search bar and navigation menu. The main content area is titled "Direct Debit Batch" with the subtitle "Mark transactions as error". Below this, there are two buttons: "Mark As Error" and "Cancel".

Direct Debit Batch Information

Direct Debit Batch Name	DD0000002	Direct Debit File Format	Australian Banking Association (ABA)
Merchant Facility	DEMO FACILITY	Processing Date	
Bank Account Name	DEMO Savings Account	User Identification Number	1234
Bank Code	BQL - Bank of Queensland	Status	Extracted

Transactions to process (2)

<input type="checkbox"/>	PAYMENT TXN NO	CONTACT	PAY FREQUENCY	TOTAL AMOUNT	STATUS	RECURRING PAYMENT
<input checked="" type="checkbox"/>	PAY-0000002		One-off	\$1,000.00	Direct Debit Processing	
<input type="checkbox"/>	PAY-0000003		One-off	\$2,000.00	Direct Debit Processing	

At the bottom of the interface, there are two buttons: "Mark As Error" and "Cancel".

1.5. Select the Mark as Error button

This screenshot is identical to the previous one, but the "Mark As Error" button in the top right corner is highlighted with a red rectangular box. In the table below, the checkbox for the first transaction (PAY-0000002) is now checked.

Direct Debit Batch Information

Direct Debit Batch Name	DD0000002	Direct Debit File Format	Australian Banking Association (ABA)
Merchant Facility	DEMO FACILITY	Processing Date	
Bank Account Name	DEMO Savings Account	User Identification Number	1234
Bank Code	BQL - Bank of Queensland	Status	Extracted

Transactions to process (2)

<input type="checkbox"/>	PAYMENT TXN NO	CONTACT	PAY FREQUENCY	TOTAL AMOUNT	STATUS	RECURRING PAYMENT
<input checked="" type="checkbox"/>	PAY-0000002		One-off	\$1,000.00	Direct Debit Processing	
<input type="checkbox"/>	PAY-0000003		One-off	\$2,000.00	Direct Debit Processing	

At the bottom of the interface, there are two buttons: "Mark As Error" and "Cancel".

1.6. Check the status of the transaction in error

Direct Debit Batches > DD0000002
Payment Txn's
 2 items • Sorted by Last Name • Updated a few seconds ago

	PAYMENT TX...	TRANS...	FIRST ...	LAST... ↑↓	EMAIL	TRANS...	STATUS	TOTAL AM...	PAY FR...	RECUR...
1	PAY-0000002						Direct Debit Error	\$1,000.00	One-off	
2	PAY-0000003						Direct Debit Processing	\$2,000.00	One-off	

When a Payment Transaction is Marked in error, the status is updated to “Direct Debit Error”.

Each time a recurring payment has a transaction in error, this increments the number of retries and if the number of retries should exceed the Payment Form - Maximum retries then the Recurring Payment status is changed to “Suspended Max retries exceeded” and the transaction will not be considered for future processing. If the suspended recurring payment is associated with a membership/subscription then the membership/subscription is also cancelled.

2. Check errors - Import of returns

The importing of Direct Entry Returns is currently available in the following formats:

- BECS (eg. NAB)
- ANZ

NOTE: If you are planning on using this Import Returns process, then the Statement Text must NOT be entered at the Merchant Facility Level, the Recurring Payment Level or the Direct Debit Batch level.

When the statement text is not specified, the Payment Txn Name is placed into the statement text in the generated file. The statement text/reference is what is send back in the returns file and this is then used to locate the original and update the status to Error.

2.1. Navigate to the Direct Debit Batch tab and select the relevant

batch

Payments2us Direct Debit Batches

3 items · Updated a few seconds ago

	DIRECT DEBIT BATCH...	MERCHANT FACILITY	PROCESSIN...	STATUS	NO. IN BATCH	TOTAL BATCH AM...	STATEMENT ...
1	DD0000002	DEMO FACILITY		Extracted	2	\$3,500.00	
2	DD0000001	DEMO FACILITY		New			
3	DD0000000	DEMO FACILITY		New			

2.2. Press Import Return Items button

Payments2us Direct Debit Batch DD0000002

Buttons: Edit, Add to Batch, Bulk Add to Batch, Extract for Processing, Mark Error, Mark Complete, Bulk Mark Complete, **Import Return Items**

Status	Total Batch Amount	No. in Batch	No. In Error	Payment Form
Extracted	\$3,500.00	2	1	1. Online Payment

Details

Direct Debit Batch Name	Owner
DD0000002	Anusree Parabath
Merchant Facility	Processing Date
DEMO FACILITY	
Payment Form	Status
1. Online Payment	Extracted
Statement Text	No. in Batch
	2
Direct Debit File Format	Total Batch Amount
Australian Banking Association (ABA)	\$3,500.00
User Preferred Specification	No. In Error

Notes & Attachments (0)

Upload Files

Or drop files

Activity

Log a Call

Create new... **Add**

2.3. Select Import File details

Import File

Recurring Payments

Cancel Next

Import File - Step 1

Merchant Facility * DEMO FACILITY

Payment Form * 1. Online Payment

Import Type * Australia BECS - Direct Entry Returns

Import From * File Upload Copy/Paste

Header On Row

Campaign

Automatically Create Child Campaigns

Contact Load Only

Import Date 28/05/2019 [28/05/2019]

Notes

File Upload Details

File Name * Choose File No file chosen

Cancel Next

1. Import File type. Select the appropriate Direct Returns file to match your bank
2. Select the Direct Returns file provided by your bank
3. Press Next button

2.4. Import Direct Entry Returns File

Import File

Previous Cancel Save Mapping **Import**

Import File - Step 2

Import Type Template: Custom

COLUMN IN UPLOADED FILE	MAPS TO...	EXISTING PAYMENT TXN FIELD	RECEIVING FIELD EXISTS	MANDATORY TO PROCEED	COMMENTS
account no	Account No.		✓		
amount	Amount		✓	✓	
bank	Bank		✓		
bank deposite date	Bank Deposit Date ⁱ		✓	✓	use the standard date format dd/mm/yy
biller code	Biller Code ⁱ		✓		
bsb	BSB No.		✓		
Class select	Campaign Name ⁱ		✓		

2.5. Close after processing is complete

Transaction Date	✓	✓	use the standard date format dd/mm/yy
TxnRef	✓		

Uploading Progress

Your request has been submitted and you will receive an email confirmation once the updates are complete.

APEX CLASS	CREATED DATE	CREATED BY	STATUS	COMPLETION DATE
importFileUploadProcessor	29/05/2019 10:36 AM	Anusree Parabath	Completed <div style="width: 100%; background-color: green; height: 10px;"></div> 100%	29/05/2019 10:36 AM

Close

2.6. Check import load is OK and Process

The screenshot shows the 'Import File' page for file I20190529002. The top navigation bar includes 'Payments2us', 'Home', 'About Payments2Us', 'Merchant Facilities', 'Payment Forms', 'Payment Txn's', 'Manual Payments', 'Import Files', and 'More'. The main content area displays the following summary:

Merchant Facility	Payment Form	Total Amount	No. of Line Items	No. of Lines with Errors	Import Type
DEMO FACILITY	1. Online Payment	\$600.00	3	3	Custom

The 'Details' section on the left shows the following information:

- Import Name: I20190529002
- Merchant Facility: DEMO FACILITY
- Payment Form: 1. Online Payment
- Import Type: Custom
- Campaign: [icon]
- Owner: Anusree Parabath
- No. of Line Items: 3
- No. of Lines with Errors: 3
- No. of Credit Card Charge Errors: 0
- Has Credit Cards to Process:

The 'Import File Line Items (3)' section on the right lists the following items:

Line No.	Amount	Transaction ...
1	\$100.00	IL0000000
2	\$200.00	IL0000001
3	\$300.00	IL0000002

1. Check import details look correct. These should match the import file provided by your bank
2. Press Process to update Salesforce

2.7. Confirm the Process option option to start updates

The screenshot shows the 'Import File' page with the 'Process Transactions' button highlighted. The 'Process Uploaded Items' section displays the following details:

- Import Name: I20190529002
- Merchant Facility: DEMO FACILITY
- Payment Form: 1. Online Payment
- Import Type: Custom
- Contact Load Only:
- Import From: File Upload
- Campaign: [icon]
- Import Date: 29/05/2019
- No. of Line Items: 3
- No. of Lines with Errors: 3
- Total Amount: \$600.00

2.8. Wait for processing to complete and then close

Merchant Facility: DEMO FACILITY
 Payment Form: 1. Online Payment
 Import Type: Custom
 Contact Load Only:
 Import From: File Upload
 Campaign:
 Import Date: 29/05/2019
 No. of Line Items: 3
 No. of Lines with Errors: 3
 Total Amount: \$600.00
 Notes

Updating Progress

Your request has been submitted and you will receive an email confirmation once the updates are complete.

APEX CLASS	CREATED DATE	CREATED BY	STATUS	COMPLETION DATE
importFileProcessor	29/05/2019 10:42 AM	Anusree Parabath	Completed	29/05/2019 10:42 AM

Close

2.9. Return to Direct Debit Batch

Import File: I20190529002

Merchant Facility: DEMO FACILITY
 Payment Form: 1. Online Payment
 Total Amount: \$600.00
 No. of Line Items: 3
 No. of Lines with Errors: 3
 Import Type: Custom

Details

Import Name: I20190529002
 Merchant Facility: DEMO FACILITY
 Payment Form: 1. Online Payment
 Import Type: Custom
 Campaign:
 Automatically Create Child Campaigns:
 Import Date: 29/05/2019
 Import From: File Upload
 Header On Row:
 File Name: Aus BECS.csv
Direct Debit Batch: DD0000002

Owner: Anusree Parabath
 No. of Line Items: 3
 No. of Lines with Errors: 3
 No. of Credit Card Charge Errors: 0
 Has Credit Cards to Process:
 Total Amount: \$600.00
 Total Charged to Cards: \$0.00
 Status: Imported
 Last Processed: 29/05/2019 10:36 AM

Import File Line Items (3)

- Line No.: 1, Amount: \$100.00
- Line No.: 2, Amount: \$200.00
- Line No.: 3, Amount: \$300.00

Payment Txn's (0)

Error Logs (0)

Notes & Attachments (1)

- Aus BECS.xlsx, 29/05/2019 - Attachment

Click on the Direct Debit Batch as a short cut

2.10. Review lines in error

The screenshot shows the 'Details' view for Direct Debit Batch DD0000002. The 'No. In Error' field is highlighted with a red box, indicating 1 error. Other fields include: Direct Debit Batch Name (DD0000002), Merchant Facility (DEMO FACILITY), Payment Form (1. Online Payment), Statement Text, Direct Debit File Format (Australian Banking Association (ABA)), User Preferred Specification, My Account, and User Identification Number (1234). The 'No. in Batch' is 2 and the 'Total Batch Amount' is \$3,500.00. The 'No. Completed' is 0 and the 'No. in Last Extracted File' is 0.

3. Complete transactions

Marking transactions as complete is a necessary step and closes off all non-errored payment transactions. Failing to do this will mean the recurring payment will not be considered for future processing/generation.

3.1. Navigate to the Direct Debit Batch tab and select the relevant batch

The screenshot shows the 'Direct Debit Batches' list view. The first batch, DD0000002, is highlighted in yellow. The list includes columns for Direct Debit Batch Name, Merchant Facility, Processing Status, Status, No. in Batch, Total Batch Amount, and Statement Text. The first batch is 'Extracted' with 2 items in the batch and a total amount of \$3,500.00. The other two batches are 'New'.

	DIRECT DEBIT BATCH...	MERCHANT FACILITY	PROCESSIN...	STATUS	NO. IN BATCH	TOTAL BATCH AM...	STATEMENT ...
1	DD0000002	DEMO FACILITY	Extracted		2	\$3,500.00	
2	DD0000001	DEMO FACILITY	New				
3	DD0000000	DEMO FACILITY	New				

3.2. Select the Mark Complete button

The screenshot shows the Payments2us web application interface. At the top, there is a navigation menu with options like Home, About Payments2Us, Merchant Facilities, Payment Forms, Payment Txn's, Manual Payments, and Direct Debit Batches. The main content area displays details for a Direct Debit Batch with ID DD0000002. The batch status is 'Extracted', with a total amount of \$3,500.00, 2 items in the batch, and 1 item in error. The payment form is '1. Online Payment'. A row of action buttons is visible, including 'Edit', 'Add to Batch', 'Bulk Add to Batch', 'Extract for Processing', 'Mark Error', 'Mark Complete', 'Bulk Mark Complete', and 'Import Return Items'. The 'Mark Complete' button is highlighted with a red rectangular box. Below the batch details, there are sections for 'Related Details' (listing fields like Direct Debit Batch Name, Merchant Facility, Payment Form, etc.) and 'Notes & Attachments (0)' with an 'Upload Files' button.

Note: If you have a large quantity of transactions to process, use the Bulk Mark Complete button which will run the processor in the background and notify you by email when the process is complete.

3.3. Select the Mark as Complete button

The screenshot shows the 'Direct Debit Batch' configuration page in the Payments2us application. The page title is 'Direct Debit Batch' with the subtitle 'Mark transactions as complete'. At the top right, there are two buttons: 'Mark As Complete' (highlighted with a red box) and 'Cancel'. Below this, the 'Direct Debit Batch Information' section displays various fields: Direct Debit Batch Name (DD0000002), Merchant Facility (DEMO FACILITY), Bank Account Name (DEMO Savings Account), Bank Code (BQL - Bank of Queensland), Direct Debit File Format (Australian Banking Association (ABA)), Processing Date, User Identification Number (1234), and Status (Extracted). A table titled 'Transactions to process (1)' contains one entry with a checked checkbox, PAYMENT TXN NO (PAY-0000003), CONTACT, PAY FREQUENCY (One-off), TOTAL AMOUNT (\$2,000.00), STATUS (Direct Debit Processing), and RECURRING PAYMENT. At the bottom of the table, there are 'Mark As Complete' and 'Cancel' buttons.

3.4. Check transactions now have 'Receipting Complete'

The screenshot shows the 'Payment Txn's' section of the Payments2us application. It features a navigation menu at the top with options like 'Home', 'About Payments2Us', 'Merchant Facilities', 'Payment Forms', 'Payment Txn's', 'Manual Payments', 'Direct Debit Batches', and 'More'. Below the navigation is a search bar and a 'Payment Txn's' header with buttons for 'New', 'Import', and 'Change Owner'. A table lists transactions with columns for 'PAYMENT TX...', 'TRANS...', 'BANK DEP...', 'TOTAL A...', 'NAM...', 'CRED...', 'CREDIT ...', 'TXNREF', 'EMAIL', and 'STATUS'. Two transactions are visible: one with ID 'PAY-0000002' and amount '\$1,000.00' with status 'Direct Debit Error', and another with ID 'PAY-0000003', date '29/05/2019', and amount '\$2,000.00' with status 'Receipting Complete'.

	PAYMENT TX...	TRANS...	BANK DEP...	TOTAL A...	NAM...	CRED...	CREDIT ...	TXNREF	EMAIL	STATUS
1	PAY-0000002			\$1,000.00						Direct Debit Error
2	PAY-0000003		29/05/2019	\$2,000.00						Receipting Complete