

# How to process direct debit payments - before banking

Using the online web forms, a payee can enter their details and choose to pay by direct debit. An email template is automatically sent to them asking for authorisation. Once this authorisation is returned, the direct debit payments can be processed.

You will need to:

1. Verify the direct debit set-up
2. Run the Batch Processor
3. Create a new batch
4. Add transactions to the new batch
5. Extract the batch to create an ABA file for your bank

After the bank has imported your file, you will need to:

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

Refer: [How to process direct payments - after banking](#)

# 1. Verify Direct Debit setup

Step 3 of 3

**Payment Confirmation Details**

Thank you for signing up for regular Direct Debit Payments. We will be in contact with you shortly where we will ask for verification of ownership of this account and authority to set-up this Direct Debit facility. Upon successful verification, we will then activate the account. Please quote reference PAY-0000042 should you have any queries.

<b>First Name</b>	William
<b>Last Name</b>	Hobson

A payee can sign up for Direct Debits online. After the press the submit button, they will see the Confirmation Screen (Screenshot above), plus they will receive an email asking them to verify their banking details. The type of information they need to provide will be a requirement that your bank will specify.

All Direct Debits that are signed up for online are recorded in Recurring Payments and Subscriptions/Account Subscriptions with a status of "Awaiting Account Verification".

Once the payee has returned the verification details requested, their recurring direct debit payment can be and activated. The following steps detail how you would activate the Direct Debit for a payee.

# 1.1. Navigate to the Recurring Payment tab and use the picklist to find All Direct Debits

The screenshot shows the Payments2us dashboard. The 'Direct Debit Batches' menu item in the top navigation bar is highlighted with a red box. Below it, the 'Direct Debit Batches' sub-menu is also highlighted with a red box, showing 'All' selected. The main content area displays a table with one item:

DIRECT DEBIT BAT...	MERCHANT FACILITY	PROCESSING DATE	STATUS	NO. IN BATCH	TOTAL BATC...	STATEMENT ...
1 DD0000000	DEMO FACILITY	7/05/2019	New	2		

# 1.2. Sort using the Recurring Payment Status to find all direct debits awaiting account verification

The screenshot shows the 'Recurring Payments' section. The 'All Direct Debits' picklist is selected. The table is sorted by 'RECURRING PAYMENT S...' and filtered to show items with the status 'Awaiting Account Verificati...'. The first row is highlighted with a red box:

RECURRING...	RECURRING PAYMENT S...	BANK ACCOUN...	BSB NO.	ACCOUNT N...	PAYMENT AMO...	LAST PAYMENT ...	NEXT PAYMEN	
1	Charity Donation	Awaiting Account Verificati...	ING	***-965	***9653	AUD 100.00	7/05/2019	14/05/2019
2	Lease Payment	Active	John Batman	***-123	**3456	AUD 2,000.00	7/05/2019	7/06/2019
3	Rental	Active	ANZ	***-896	***6321	AUD 1,456.00	7/05/2019	21/05/2019

# 1.3. Select each direct debit payment

The screenshot shows the same recurring payments table as in step 1.2. The 'Charity Donation' row is now highlighted with a red box, indicating it has been selected.

## 1.4. Change the Recurring Payment Status to Active and SAVE

The screenshot shows the Payments2us web interface for editing a recurring payment record titled "Charity Donation". At the top, there is a navigation menu with options like "Home", "Merchant Facilities", "Payment Forms", "About Payments2Us", "Recurring Payments", "Payment Txn's", "Manual Payments", and "More". Below the navigation, the record is in an "Awaiting Account Verification" state, with a progress bar showing stages: "Awaiting Account V...", "Active", "Inactive", "Suspended - Max re...", and "Expired". The "Recurring Payment Status" is currently "Awaiting Account Verification".

The main details section is divided into "Information", "Original Payment Txn", and "Activity" tabs. Under the "Information" tab, the following fields are visible:

- Recurring Payment Name:** Charity Donation
- Account:** Search Accounts...
- Recurring Payment Status:** Active (highlighted in yellow)
- Contact:** Avi Green

At the bottom of the form, there are "Cancel" and "Save" buttons. The right sidebar contains sections for "Payment Txn's (0)" and "Notes & Attachments (0)" with an "Upload Files" button.

Refer: [How to process direct debit payments](#)

## 2. Run Batch Processor

A nightly process looks for all recurring payments that due for processing. To do this, it checks to see if the "Next Payment" date is on or before today, has a status of Active and has is not already being considered for processing.

The processor creates a new "Payment Txn" record with a status of "Direct Debit Started".

## 2.1. Navigate to the Merchant Facility tab and scroll down to the Batch Payments Processors heading

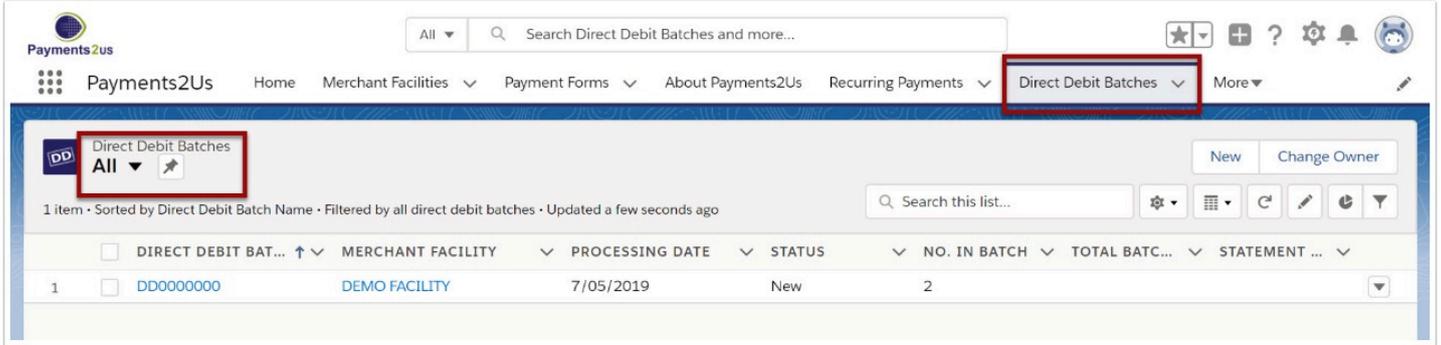
The screenshot shows the 'DEMO FACILITY' page in the Payments2us system. The 'Merchant Facilities' menu is active. Under the 'Batch Payments Processors' heading, there are two processor entries. The 'Recurring Payments Processor Status' is 'Stopped' with a 'Start' button. The 'Batch Payments Processor Status' is also 'Stopped' with a 'Start' button. The 'Next Run Time' for the recurring processor is blank, and for the batch processor, it is also blank. A 'Help Link' is provided at the bottom left: 'How does the Batch Processor work?'. On the right side, there is a 'View All' link and a list of 'Recurring Payments (3+)' including 'Lease Payment', 'Rental', and 'Charity Donation'.

## 2.2. Check that the Recurring Payments Processor and Batch Payments Processor Status is set to 'Started'

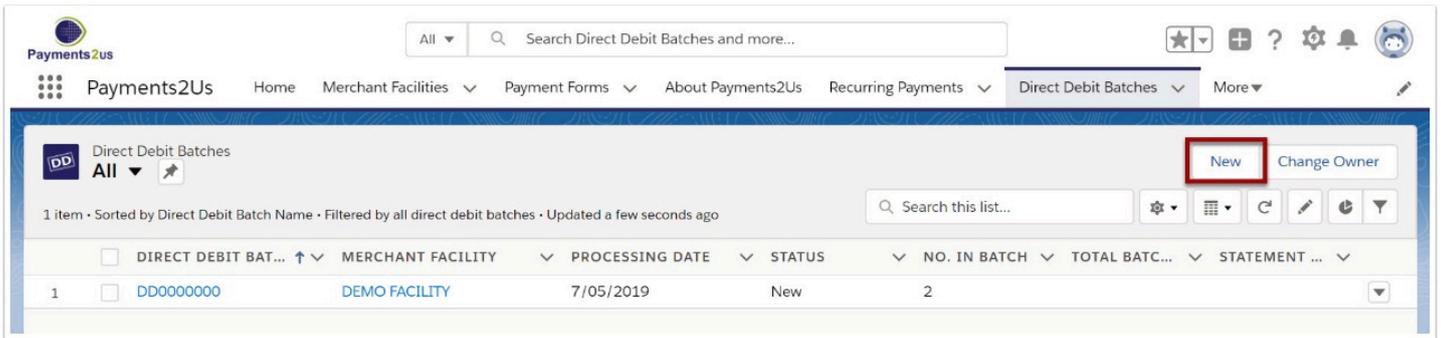
The screenshot shows the 'DEMO FACILITY' page in the Payments2us system. The 'Merchant Facilities' menu is active. Under the 'Batch Payments Processors' heading, the 'Recurring Payments Processor Status' is now 'Started' with a 'Stop' button. The 'Batch Payments Processor Status' is also 'Started' with a 'Stop' button. The 'Next Run Time' for the recurring processor is '8/05/2019 1:00 AM', and for the batch processor, it is '7/05/2019 11:03 AM'. The 'Help Link' and 'Recurring Payments (3+)' list remain the same as in the previous screenshot.

### 3. Create a new batch

#### 3.1. Navigate to the Direct Debit Batches tab

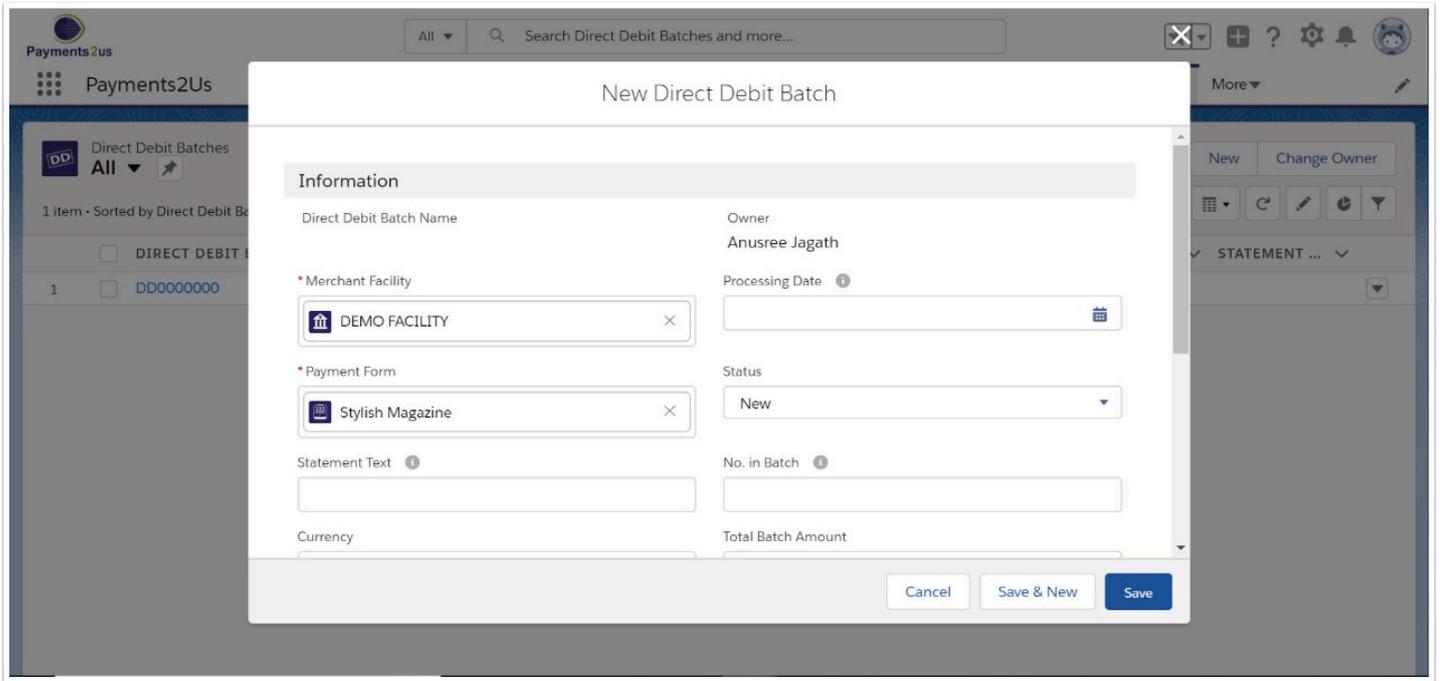


#### 3.2. Select the New button



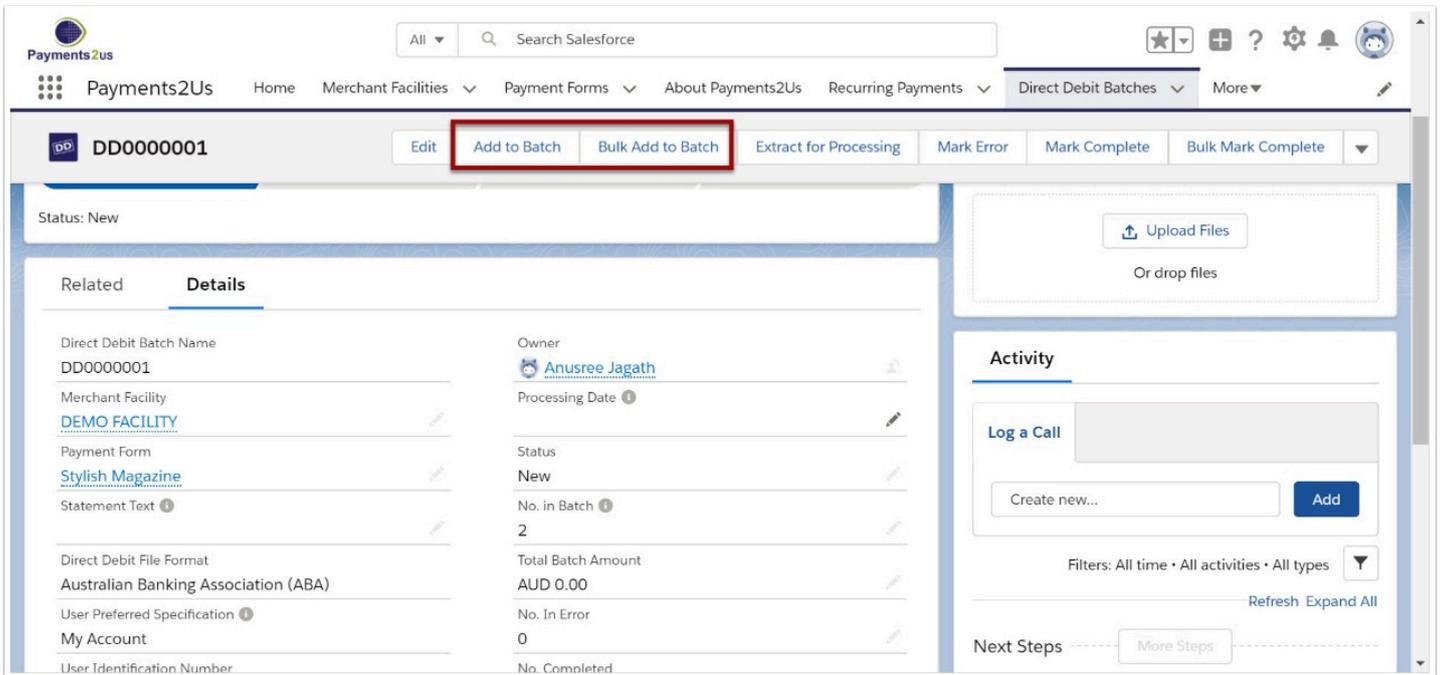
#### 3.3. Enter the Merchant Facility and Payment Form you are extracting unprocessed direct debits from and SAVE

**⚠** If entering a value in the Statement Text field, please review [FAQ How is the Statement Text used, or why to all my Return Transactions have the same reference?](#)



## 4. Add transactions to new batch

### 4.1. Select the Add to Batch button



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

## 4.2. Check transactions to be included

The screenshot shows the 'Direct Debit Batch' page in the Payments2us system. At the top, there is a navigation bar with the Payments2us logo and a search bar. Below the navigation bar, the page title 'Direct Debit Batch' is displayed with the subtitle 'Add transactions due to batch'. On the right side, there are two buttons: 'Add to Batch' and 'Cancel'. The main content area is divided into two sections: 'Direct Debit Batch Information' and 'Transactions to process (2)'. The 'Direct Debit Batch Information' section contains the following details:

- Direct Debit Batch Name: DD0000001
- 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: (indicated by a clock icon)
- User Identification Number: 1234
- Status: New

The 'Transactions to process (2)' section contains a table with the following data:

<input checked="" type="checkbox"/>	PAYMENT TXN NO	CONTACT	PAY FREQUENCY	TOTAL AMOUNT	STATUS	RECURRING PAYMENT
<input checked="" type="checkbox"/>	PAY-0000011	Rose Gonzalez	One-off	AUD 1,000.00	Direct Debit Start	
<input checked="" type="checkbox"/>	PAY-0000012	Rose Gonzalez	One-off	AUD 1,200.00	Direct Debit Start	

## 4.3. Select the Add to Batch button

This screenshot is identical to the one in section 4.2, but with a red rectangular box highlighting the 'Add to Batch' button in the top right corner of the main content area.

## 5. Extract batch to file

Clicking the “Extract for Processing” button on the batch will generate a text file in a format enabling the transactions to be uploaded by your banks Direct Debit facility.

### 5.1. Select the Extract for Processing button

The screenshot displays the Salesforce interface for a Direct Debit Batch. At the top, there is a navigation bar with the Payments2us logo and a search bar. Below this, a breadcrumb trail shows the path: Home > Merchant Facilities > Payment Forms > About Payments2Us > Recurring Payments > Direct Debit Batches > More. The main content area shows a record for a Direct Debit Batch with ID DD0000001. A row of action buttons is visible, with 'Extract for Processing' highlighted by a red box. Other buttons include 'Edit', 'Add to Batch', 'Bulk Add to Batch', 'Mark Error', 'Mark Complete', 'Bulk Mark Complete', and 'Import Return Items'. Below the buttons, a summary table provides key information: Status (New), Total Batch Amount (AUD 0.00), No. in Batch (2), No. In Error (0), and Payment Form (Stylish Magazine). A progress bar below the summary shows the status 'New' as the active step, followed by 'Cancelled', 'Extracted', and 'Complete'. To the right, there is a 'Notes & Attachments (0)' section with an 'Upload Files' button and a 'Log a Call' activity section.

Status	Total Batch Amount	No. in Batch	No. In Error	Payment Form
New	AUD 0.00	2	0	<a href="#">Stylish Magazine</a>

## 5.2. Select Extract Transactions

The screenshot shows the Salesforce interface for a 'Direct Debit Batch'. At the top, there is a navigation bar with the Payments2us logo and a search bar. Below the navigation bar, the page title is 'Direct Debit Batch' with the subtitle 'Extract Direct Debits for Bank Processing'. In the top right corner, there are two buttons: 'Extract Transactions' (highlighted with a red box) and 'Cancel'. Below this, there is a section titled 'Direct Debit Batch Information' containing the following details:

- Direct Debit Batch Name: DD0000001
- 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: (with a clock icon)
- User Identification Number: 1234
- Status: New

At the bottom of the information section, there are two buttons: 'Extract Transactions' and 'Cancel'.

## 5.3. Await processing and select Close

The screenshot shows the Salesforce interface after the Direct Debit process has started. At the top, there is a navigation bar with the Payments2us logo and a search bar. Below the navigation bar, the page title is 'Direct Debit Batch' with the subtitle 'Extract Direct Debits for Bank Processing'. In the top right corner, there is a 'Close' button. Below this, there is a message box with an information icon and the text: 'The Direct Debit process has been started. When it is complete, you will get an email notification and can then download the file from the Direct Debit Batch Tab - Notes and Attachments related list section.' Below the message box, there is a section titled 'Direct Debit Batch Information' containing the same details as in the previous screenshot. Below this, there is a section titled 'Batch Apex Jobs' containing a table with the following data:

APEX CLASS	CREATED DATE	CREATED BY	STATUS	COMPLETION DATE
directDebitBatchExtractProcessor	7/05/2019 12:03 PM	Anusree Jagath	Completed	7/05/2019 12:04 PM

At the bottom of the table, there is a 'Close' button.

## 5.4. Download file for bank from the Notes & Attachment heading

The screenshot displays the Salesforce interface for a Direct Debit Batch. At the top, the batch ID is DD0000001. Below this, a summary table shows the batch status as 'Extracted', a total amount of AUD 2,200.00, 2 items in the batch, and 0 errors. The payment form is identified as 'Stylish Magazine'. A progress bar indicates the batch is currently in the 'Extracted' stage. On the right side, the 'Notes & Attachments' section is highlighted with a red box, showing one attachment: 'DD0000001-1905071204.aba' dated 07/05/2019. Below this, the 'Details' section provides further information: the batch name is DD0000001, the merchant facility is 'DEMO FACILITY', the owner is Anusree Jagath, and the processing date is 7/05/2019. The status is confirmed as 'Extracted'.

## 5.5. Import ABA file to your bank

After the bank has imported your file, you will need to:

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

Refer: [How to process direct debit payments - after banking](#)