

# 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.

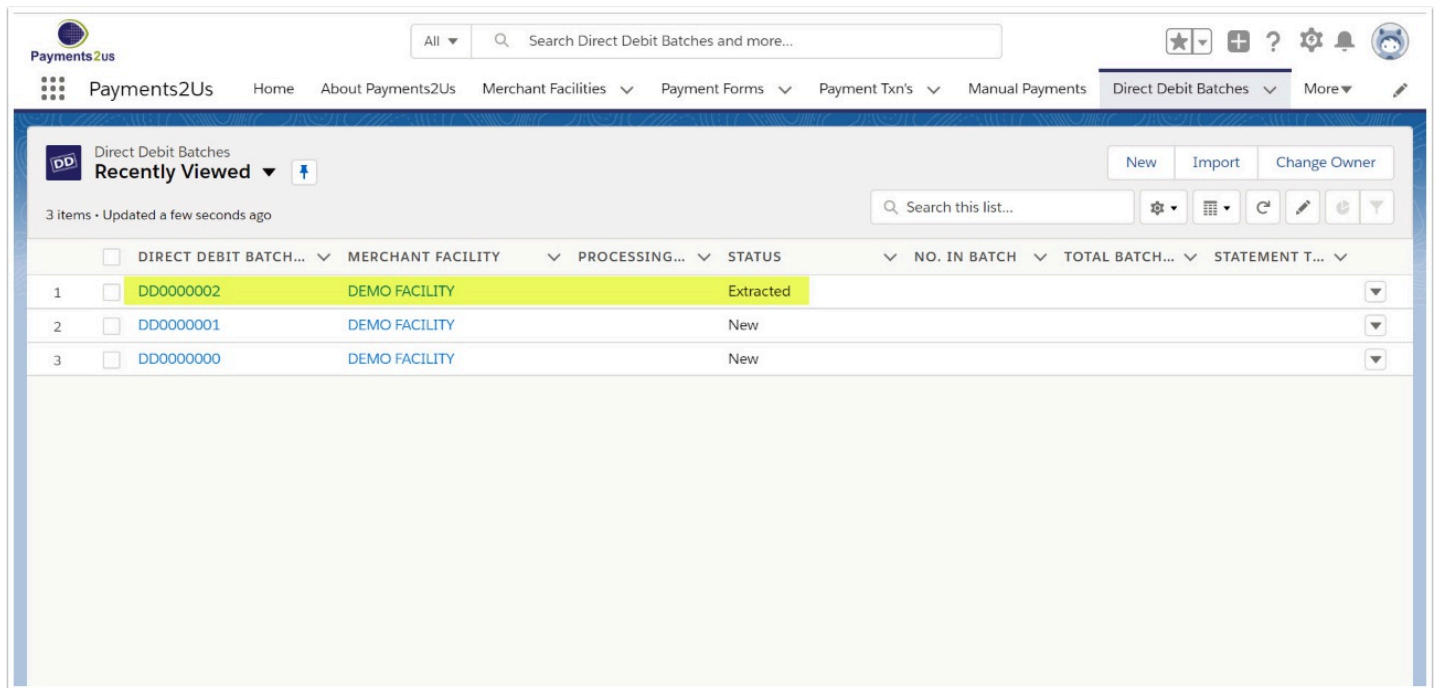
The transaction is successful, it needs to be marked as complete. This will allow the Recurring Payment record to have the transaction marked off as being successful, totals to be updated and the transaction next payment date updated.

## 1. Check errors - Manual Method

### 1.1. Check bank report for transaction errors

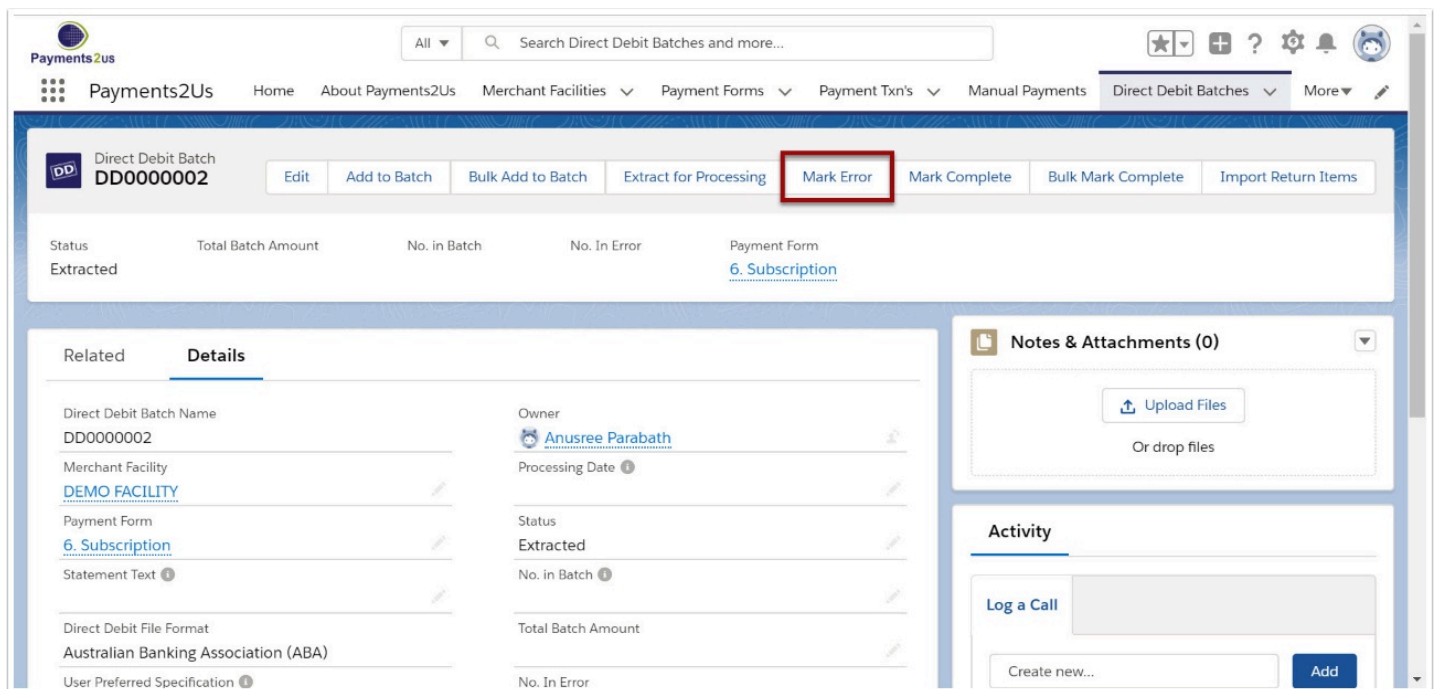
If accounts are incorrect or have insufficient funds, the bank will return a list of transaction errors

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



The screenshot shows the Payments2us web application. The top navigation bar includes the Payments2us logo, a search bar, and various menu items: Home, About Payments2us, Merchant Facilities, Payment Forms, Payment Txn's, Manual Payments, Direct Debit Batches (selected), and More. The main content area is titled 'Direct Debit Batches' and 'Recently Viewed'. It displays a table with 3 items, updated a few seconds ago. The table has columns for a checkbox, DIRECT DEBIT BATCH..., MERCHANT FACILITY, PROCESSING..., STATUS, NO. IN BATCH, TOTAL BATCH..., and STATEMENT T... The first row is highlighted in yellow and shows a batch ID of DD0000002, DEMO FACILITY, and a status of 'Extracted'. The second and third rows show batch IDs DD0000001 and DD0000000, both with a status of 'New'.

## 1.3. Select the Mark Error button



The screenshot shows the 'Direct Debit Batch' details page for batch DD0000002. The top navigation bar is the same as in the previous screenshot. The main content area has a sub-header 'Direct Debit Batch DD0000002' and a row of 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, there is a summary section with fields: Status (Extracted), Total Batch Amount, No. in Batch, No. In Error, and Payment Form (6. Subscription). The main content area is divided into two sections: 'Related' and 'Details'. The 'Details' section shows fields for 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, and No. In Error. On the right side, there is a 'Notes & Attachments (0)' section with an 'Upload Files' button and an 'Activity' section with a 'Log a Call' button and a 'Create new...' button.

## 1.4. Select the transaction(s) in error

The screenshot shows the 'Direct Debit Batch' interface in the Payments2us system. At the top, there's a navigation bar with the Payments2us logo and a search bar. Below the navigation bar, the 'Direct Debit Batch' section is titled 'Mark transactions as error'. There are two buttons: 'Mark As Error' and 'Cancel'. The 'Direct Debit Batch Information' section displays the following details:

- 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: 1
- User Identification Number: 1234
- Status: Extracted

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

PAYMENT TXN NO	CONTACT	PAY FREQUENCY	TOTAL AMOUNT	STATUS	RECURRING PAYMENT
<input checked="" type="checkbox"/> PAY-00000002		One-off	\$1,000.00	Direct Debit Processing	
<input type="checkbox"/> PAY-00000003		One-off	\$2,000.00	Direct Debit Processing	

At the bottom, there are two buttons: 'Mark As Error' and 'Cancel'.

## 1.5. Select the Mark as Error button

The screenshot shows the 'Direct Debit Batch' interface in the Payments2us system. At the top, there's a navigation bar with the Payments2us logo and a search bar. Below the navigation bar, the 'Direct Debit Batch' section is titled 'Mark transactions as error'. There are two buttons: 'Mark As Error' and 'Cancel'. The 'Direct Debit Batch Information' section displays the following details:

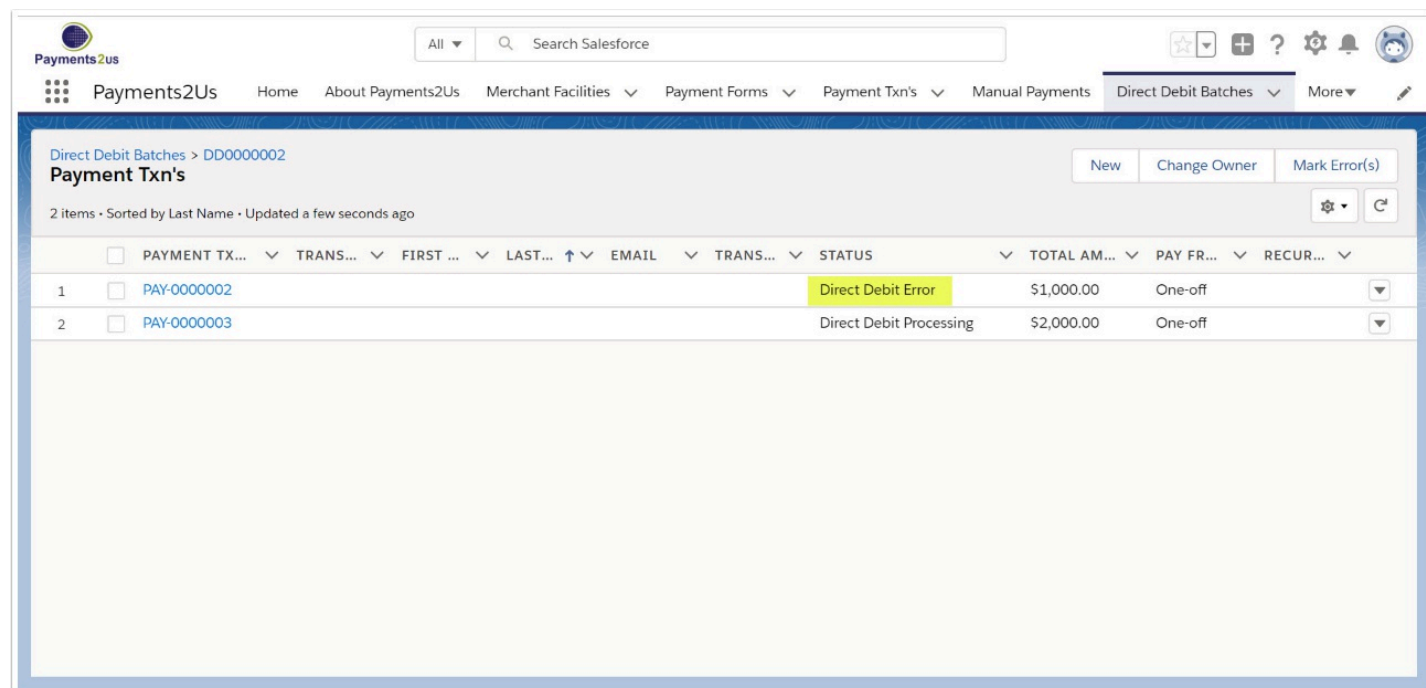
- Direct Debit Batch Name: DD0000002
- Merchant Facility: DEMO FACILITY
- Bank Account Name: DEMO Savings Account
- Bank Code: BQL - Bank of Queensland
- Direct Debit File Format: Australian Banking Association (ABA)
- Processing Date: 1
- User Identification Number: 1234
- Status: Extracted

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

PAYMENT TXN NO	CONTACT	PAY FREQUENCY	TOTAL AMOUNT	STATUS	RECURRING PAYMENT
<input checked="" type="checkbox"/> PAY-00000002		One-off	\$1,000.00	Direct Debit Processing	
<input type="checkbox"/> PAY-00000003		One-off	\$2,000.00	Direct Debit Processing	

At the bottom, there are two buttons: 'Mark As Error' and 'Cancel'. The 'Mark As Error' button is highlighted with a red box.

## 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	<a href="#">PAY-0000002</a>						Direct Debit Error	\$1,000.00	One-off	
2	<a href="#">PAY-0000003</a>						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:

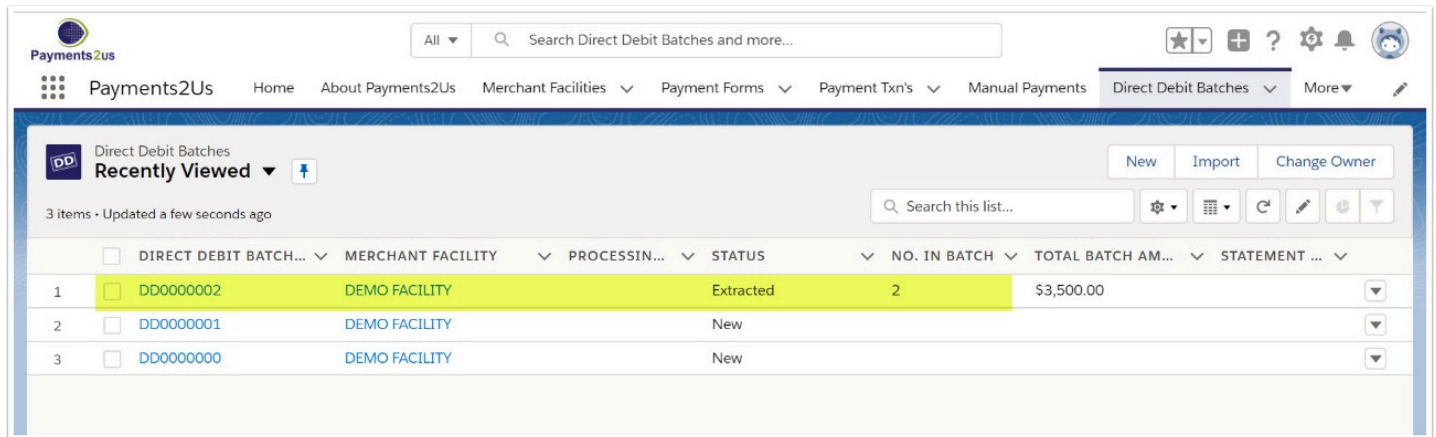
- BECS (eg. NAB)
- ANZ

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

Search Direct Debit Batches and more...

Home About Payments2us Merchant Facilities Payment Forms Payment Txn's Manual Payments Direct Debit Batches More

Direct Debit Batches

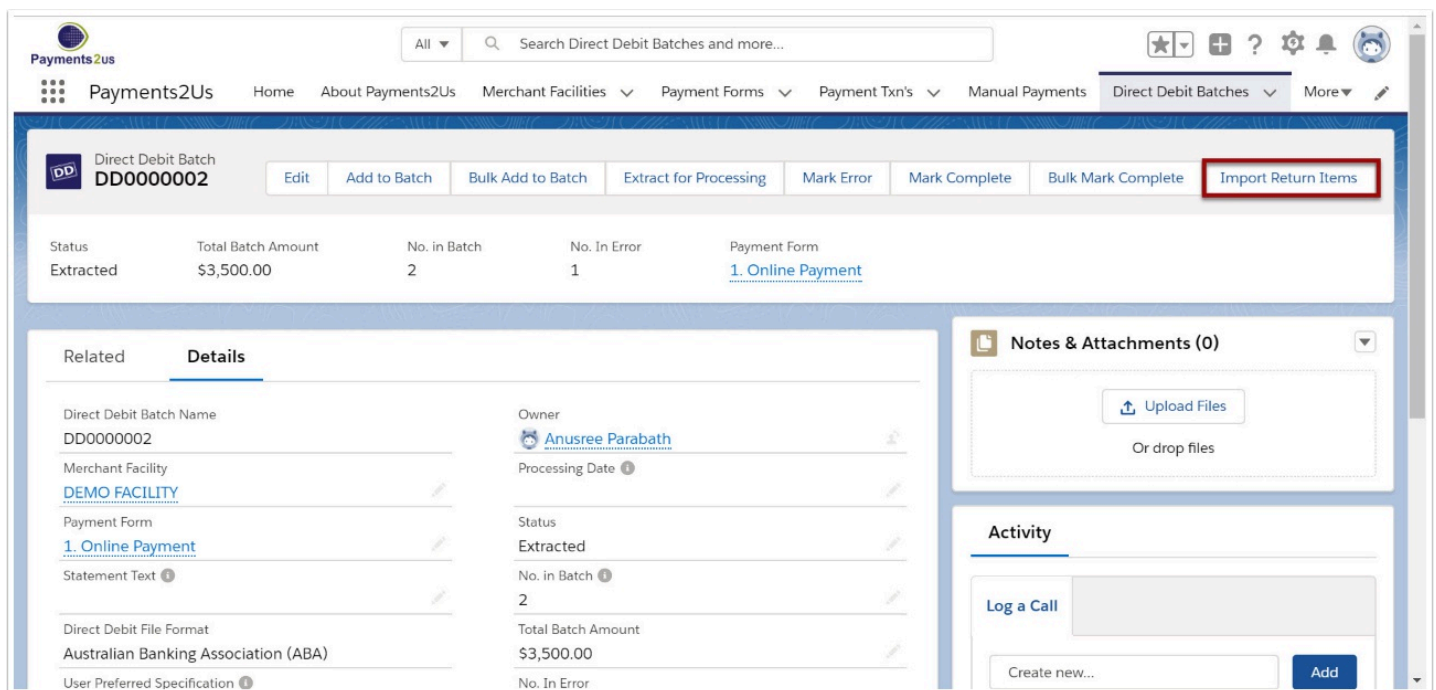
Recently Viewed

3 items • Updated a few seconds ago

Search this list...

	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

Search Direct Debit Batches and more...

Home About Payments2us Merchant Facilities Payment Forms Payment Txn's Manual Payments Direct Debit Batches More

Direct Debit Batch DD0000002

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

Status: Extracted Total Batch Amount: \$3,500.00 No. in Batch: 2 No. In Error: 1 Payment Form: [1. Online Payment](#)

Related 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 deposit date		Bank Deposit Date ⓘ	✓	✓	use the standard date format dd/mm/yy
biller code		Biller Code ⓘ	✓		
bsb		BSB No.	✓		
Class select		Campaign Name ⓘ	✓		

## 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	29/05/2019 10:36 AM

100%

**Close**



## 2.6. Check import load is OK and Process

The screenshot shows the 'Import File' page for file ID 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 has a summary table with the following data:

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

Below the summary table, there are two sections. The 'Details' section on the left shows fields for Import Name (I20190529002), Merchant Facility (DEMO FACILITY), Payment Form (1. Online Payment), Import Type (Custom), and Campaign. The 'Import File Line Items (3)' section on the right lists three line items:

Line No.	Amount	Transaction ...
1	\$100.00	IL00000000
2	\$200.00	IL00000001
3	\$300.00	IL00000002

Annotations: A red box labeled '2' highlights the 'Process' button in the top right corner. A red box labeled '1' highlights the 'Import File Line Items (3)' section.

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 by a red box. The page title is 'Import File' and the subtitle is 'Process Uploaded Items'. The main content area shows the following details:

Import Name	I20190529002
Merchant Facility	DEMO FACILITY
Payment Form	1. Online Payment
Import Type	Custom
Contact Load Only	<input type="checkbox"/>
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

Annotations: A red box labeled '1' highlights the 'Process Transactions' button.



## 2.8. Wait for processing to complete and then close

The screenshot shows the Payments2us interface with the following details:

- Merchant Facility:** DEMO FACILITY
- Payment Form:** 1. Online Payment
- Import Type:** Custom
- Contact Load Only:** ☐
- Import From:** File Upload
- Campaign:** 1
- 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

The screenshot shows the Payments2us interface with the following details:

- 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

Owner: Anusree Parabath

Merchant Facility: DEMO FACILITY

Payment Form: 1. Online Payment

Import Type: Custom

Campaign: 1

Automatically Create Child Campaigns: ☐

Import Date: 29/05/2019

Import From: File Upload

Header On Row: 1

File Name: Aus BECS.csv

**Direct Debit Batch:** DD0000002

**Import File Line Items (3)**

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

**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' tab 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, User Identification Number (1234), Owner (Anusree Parabath), Processing Date, Status (Extracted), No. in Batch (2), Total Batch Amount (\$3,500.00), No. Completed (0), and No. in Last Extracted File.

## 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' tab with a table of recently viewed batches. The first batch, DD0000002, is highlighted in yellow. The table has columns for Direct Debit Batch, Merchant Facility, Processing Status, Status, No. in Batch, Total Batch Amount, and Statement.

	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

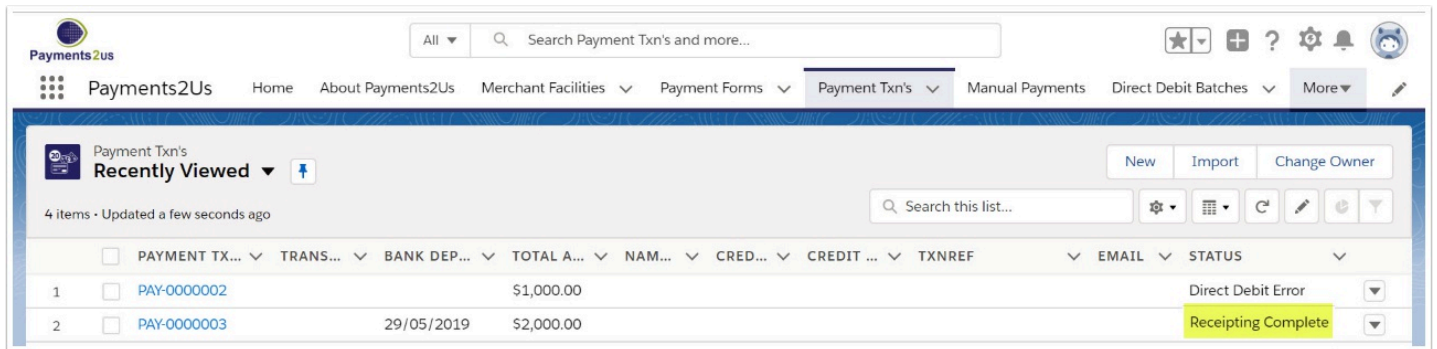
The screenshot shows the Payments2us interface for a Direct Debit Batch. The batch ID is DD0000002. The status is 'Extracted'. The total batch amount is \$3,500.00. The number of transactions in the batch is 2, and the number of transactions in error is 1. The payment form is '1. Online Payment'. The 'Mark Complete' button is highlighted with a red box. Other buttons include 'Edit', 'Add to Batch', 'Bulk Add to Batch', 'Extract for Processing', 'Mark Error', 'Bulk Mark Complete', and 'Import Return Items'. The interface also shows related details, notes and attachments, and activity logs.

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 Payments2us interface for a Direct Debit Batch. The batch ID is DD0000002. The status is 'Extracted'. The total batch amount is \$3,500.00. The number of transactions in the batch is 2, and the number of transactions in error is 1. The payment form is '1. Online Payment'. The 'Mark As Complete' button is highlighted with a red box. Other buttons include 'Edit', 'Add to Batch', 'Bulk Add to Batch', 'Extract for Processing', 'Mark Error', 'Bulk Mark Complete', and 'Import Return Items'. The interface also shows related details, notes and attachments, and activity logs.

### 3.4. Check transactions now have 'Receipting Complete'



Payment Txn's

Recently Viewed

4 items • Updated a few seconds ago

Search this list...

	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