

CFP Software Ltd

# CFPwinMan & Direct Debits

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# CFPwinMan & Direct Debits

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# CFPwinMan & Direct Debits

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## What is CFPwinMan Direct Debits?

CFPwinMan now has the ability to receive monies using the direct debit method. A facility has been put in place to collate all the direct debit instructions and create a file which the Direct Debit BACS software can upload and process.

## Technical Information

- You must be running the following versions of CFPwinMan before you can use direct debits
  - CFPwinMan<sup>sdb</sup> v3.21.xx or above

It is essential that direct debit bank software is correctly installed on at least one of the machines in order to upload the exported files created by CFPwinMan.

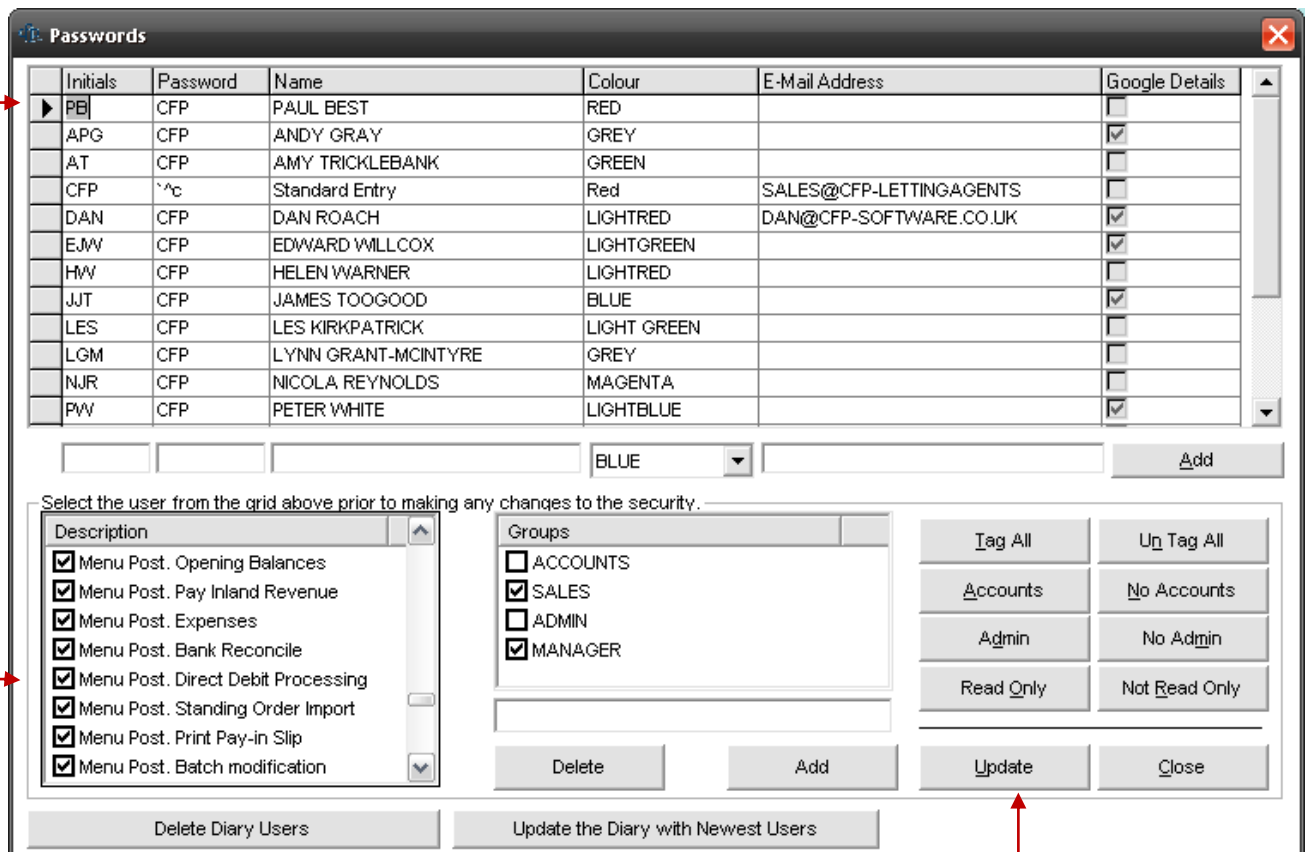
# CFPwinMan & Direct Debits

## Security Settings

A security setting has been introduced in order to include or exclude specific users from being able to carry out direct debit tasks.

To access the security settings: select **Defaults > User Defaults > Passwords**.

In order to grant access to a specific user, first select the user from the grid shown at the top of the form:



Initials	Password	Name	Colour	E-Mail Address	Google Details
PE	CFP	PAUL BEST	RED		<input type="checkbox"/>
APG	CFP	ANDY GRAY	GREY		<input checked="" type="checkbox"/>
AT	CFP	AMY TRICKLEBANK	GREEN		<input type="checkbox"/>
CFP	^c	Standard Entry	Red	SALES@CFP-LETTINGAGENTS	<input type="checkbox"/>
DAN	CFP	DAN ROACH	LIGHTRED	DAN@CFP-SOFTWARE.CO.UK	<input checked="" type="checkbox"/>
EJW	CFP	EDWARD WILLCOX	LIGHTGREEN		<input checked="" type="checkbox"/>
HV	CFP	HELEN WARNER	LIGHTRED		<input type="checkbox"/>
JJT	CFP	JAMES TOOGOOD	BLUE		<input checked="" type="checkbox"/>
LES	CFP	LES KIRKPATRICK	LIGHT GREEN		<input type="checkbox"/>
LGM	CFP	LYNN GRANT-MCINTYRE	GREY		<input type="checkbox"/>
NJR	CFP	NICOLA REYNOLDS	MAGENTA		<input type="checkbox"/>
PW	CFP	PETER WHITE	LIGHTBLUE		<input checked="" type="checkbox"/>

BLUE

Add

Select the user from the grid above prior to making any changes to the security.

Description

- ☒ Menu Post. Opening Balances
- ☒ Menu Post. Pay Inland Revenue
- ☒ Menu Post. Expenses
- ☒ Menu Post. Bank Reconcile
- ☒ Menu Post. Direct Debit Processing
- ☒ Menu Post. Standing Order Import
- ☒ Menu Post. Print Pay-in Slip
- ☒ Menu Post. Batch modification

Groups

- ☐ ACCOUNTS
- ☒ SALES
- ☐ ADMIN
- ☒ MANAGER

Tag All

Un Tag All

Accounts

No Accounts

Admin

No Admin

Read Only

Not Read Only

Delete

Add

Update

Close

Delete Diary Users

Update the Diary with Newest Users

Now place a tick alongside the **'Menu Post Direct Debit Processing'** option.

This section controls whether the user is granted access to the direct debit option accessed from the postings menu. Simply tick it to grant access or deselect it to prevent access.

The setting should be deselected by default.

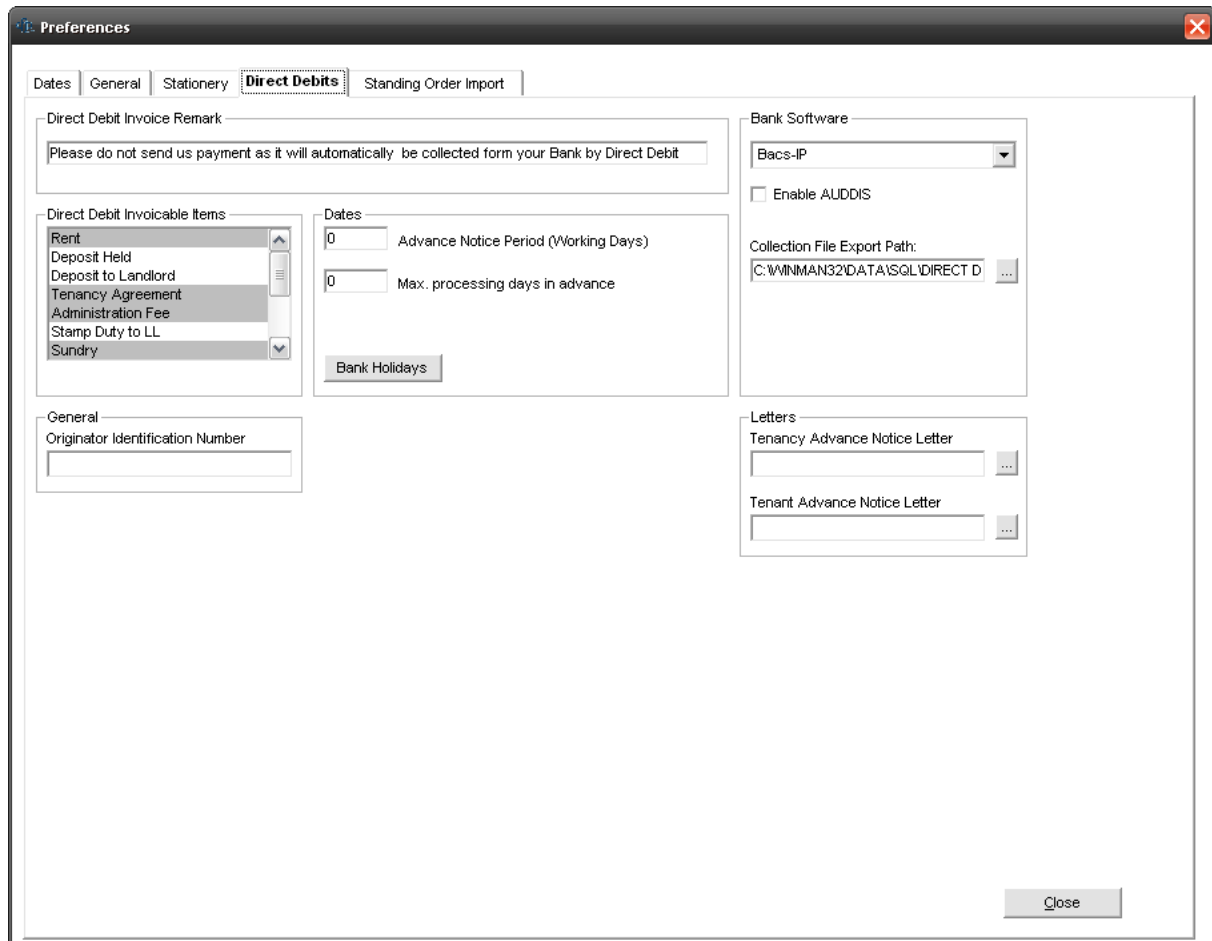
Once the selection has been made, simply select the **'Update'** button to make the changes permanent.

# CFPwinMan & Direct Debits

## User Defaults – Direct Debits

The first step to setting up direct debits is to configure the user default settings.

These can be accessed via **User Defaults / Preferences / Direct Debits**



The screenshot shows the 'Preferences' window with the 'Direct Debits' tab selected. The window contains several sections for configuring direct debit settings:

- Direct Debit Invoice Remark:** A text box containing the default remark: "Please do not send us payment as it will automatically be collected from your Bank by Direct Debit".
- Direct Debit Invoicable Items:** A list box containing items: Rent, Deposit Held, Deposit to Landlord, Tenancy Agreement, Administration Fee, Stamp Duty to LL, and Sundry. The 'Rent' item is currently selected.
- Dates:** Two input fields for 'Advance Notice Period (Working Days)' and 'Max. processing days in advance', both set to '0'. A 'Bank Holidays' button is located below these fields.
- General:** A section for 'Originator Identification Number' with an empty text box.
- Bank Software:** A dropdown menu showing 'Bacs-IP'. Below it is a checkbox for 'Enable AUDDIS' which is unchecked. A 'Collection File Export Path' field shows 'C:\WINMAN32\DATA\SQL\DIRECT D...' with a browse button.
- Letters:** Two sections for 'Tenancy Advance Notice Letter' and 'Tenant Advance Notice Letter', each with a text box and a browse button.

A 'Close' button is located at the bottom right of the window.

### Direct Debit Invoice Remark

Direct debits which are created from the 'Invoice' screen will use this remark type in place of the standard invoice remark.

If the user adds the following code: **<DATE>** to the remark (this can be added alongside normal text) this will merge the processing date(s) of the invoice with the remark.

### Bank Software

This dropdown box contains all CFPwinMan compatible BACS software providers. The relevant option will need to be chosen before proceeding.

### Direct Debit Invoicable Items

This list contains all the invoice types which direct debits can be applied to.

Those invoice items which are highlighted will have the ability to receive direct debit payments.

If an invoice type has been raised as a direct debit and is currently outstanding, the user will be unable to deselect it from this list.

## CFPwinMan & Direct Debits

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### ***Advance Notice Period (Working Days)***

Given the laws regarding timeframes when invoicing direct debits, a buffer period (in working days) has been introduced. This value will determine the date at which the direct debit will become available to process.

- Invoice items that are updated manually will check for this date value and allow the invoice to be processed when the advance notice period is passed.
- Invoice items that are set up as **'Calculate Rents'** will bypass this date check and will be available to process immediately, as it is assumed that sufficient notice has already been given to the payer of the direct debit by raising the first invoice manually (as above).
- Invoice Items that are raised via **'Multiple Invoicing'** will also be available to process direct debit invoices using the above rules.

### ***Max. Processing Days in Advance***

If an invoice has been raised and is awaiting update in the future, the user has the option to wait until the processing date is reached then process/send the items to the bank. Alternatively the user can send the instructions to the bank earlier than the processing date, the bank will hold on to these instructions and process them when the correct processing date is reached.

In order to view invoice items with processing dates coming up this **'Max. Processing days in advance'** value is used to determine how many days the user can look into the future. This can be anything up to the value of 180.

*Example: If the value is set to '2' then only invoice items which are due for processing today and tomorrow will show!*

### ***Bank Holidays***

A straightforward method of informing CFPwinMan when bank holidays occur has been introduced. If a direct debit instruction is progressing when a bank holiday occurs then a day will be added to the timings.

Clicking on the 'Bank Holidays' button will bring up a calendar screen.

To add or remove a bank holiday, double click the relevant date on the calendar.

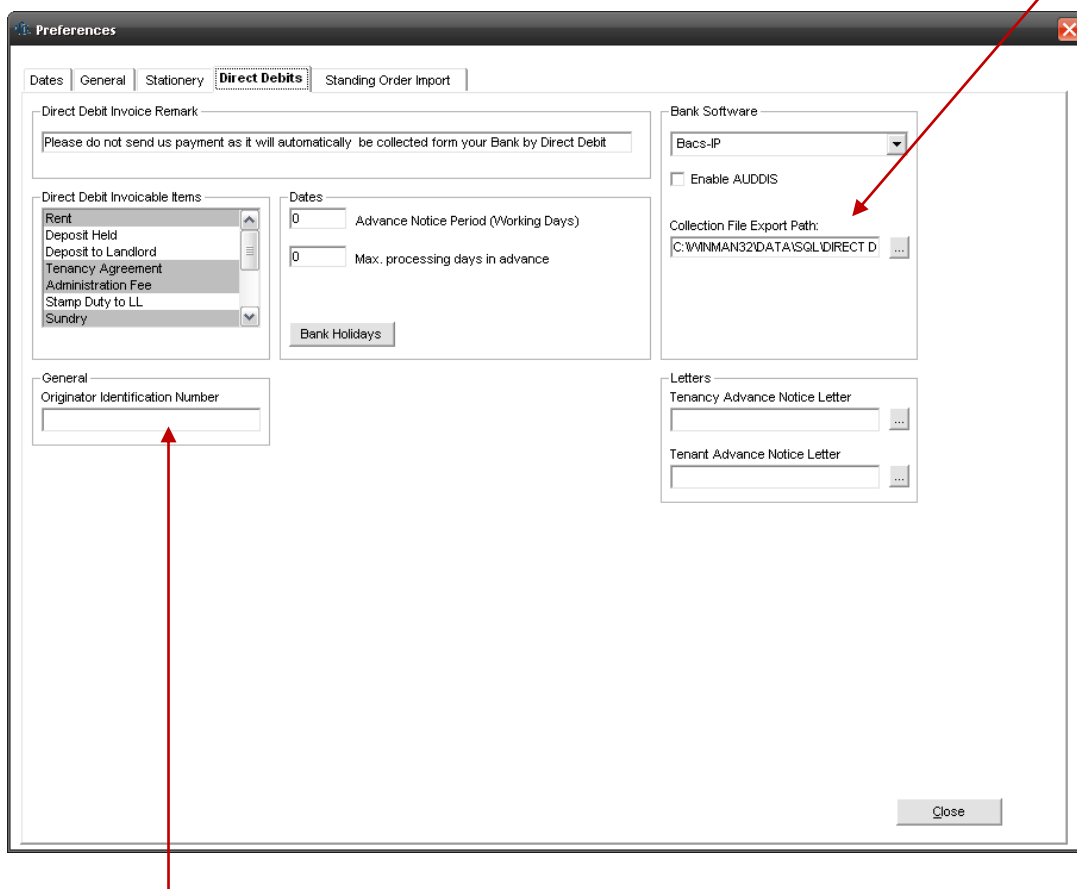
# CFPwinMan & Direct Debits

## Collection File Export Path

It has been mentioned before that CFPwinMan prepares the information for the BACS software to retrieve. The BACS software supplied by the relevant bank will then collect the information.

The '**Collection File Export Path**' location is where CFPwinMan stores the Direct Debit instructions for the BACS software. The BACS software will need to be configured so that it looks at this location for these instructions.

*\* Alternatively in CFPwinMan simply change the location for the 'Collection File Export Path' so that it stores the instructions in the same location that the BACS software is configured to retrieve them.*



The screenshot shows the 'Preferences' window with the 'Direct Debits' tab selected. The 'Collection File Export Path' is set to 'C:\WINMAN32\DATA\SQL\DIRECT D'. The 'Originator Identification Number' field is empty. A red arrow points to the 'Collection File Export Path' field, and another red arrow points to the 'Originator Identification Number' field.

## Originator Identification Number

When direct debits is enabled with a bank, in some cases an originator identification number is supplied. The box labelled 'Originator Identification Number' is used to store this number.

With the use of a merge code the number can then be displayed on any Tenancy or Tenant advance notice letters that are produced (See the next section for this).

# CFPwinMan & Direct Debits

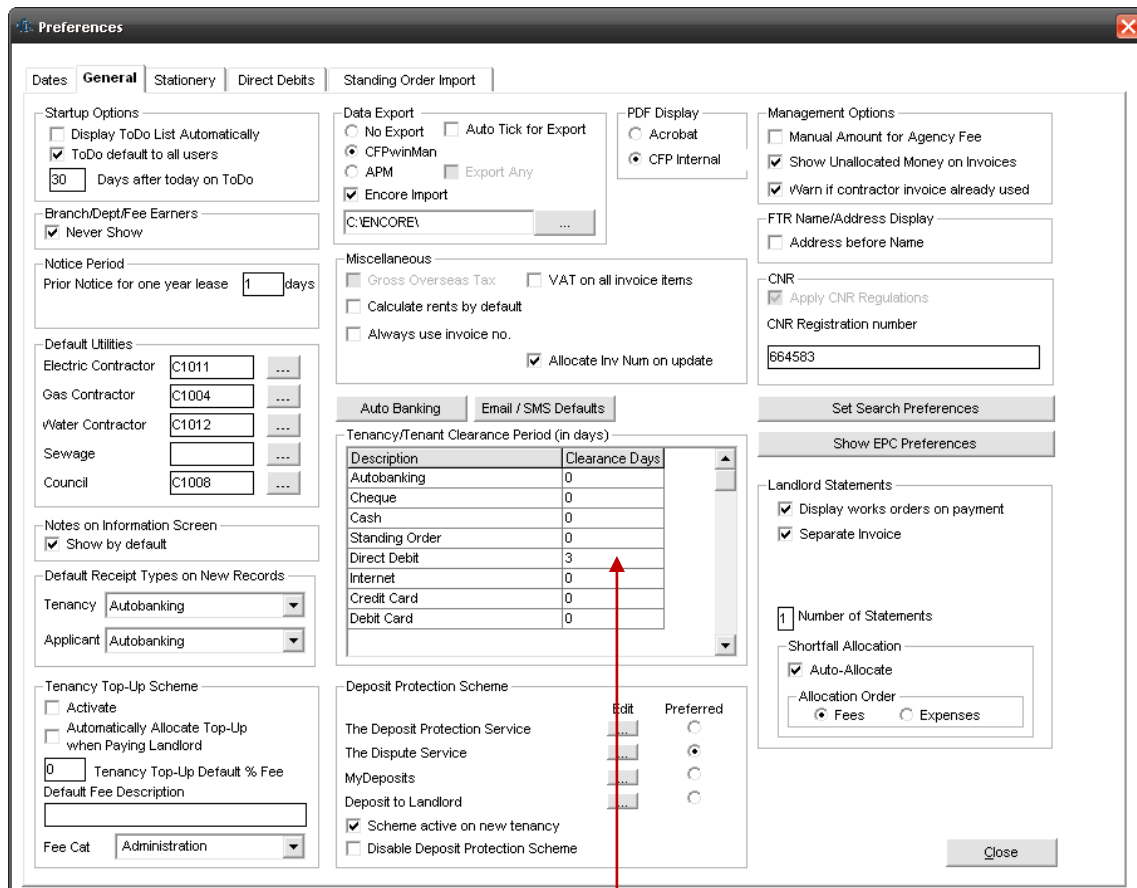
## Tenancy/Tenant Advance Notice Letter

Upon setting up a direct debit relationship the user may wish to send the client a letter confirming the arrangement. This letter can also be used to confirm that details such as amounts and dates are correct.

The boxes labelled '**Tenancy Advance Notice Letter**' and '**Tenant Advance Notice Letter**' allow the user to specify such letters. A number of new merge codes have been implemented to pass through the details of the arrangement, see the 'Advance Notices' section of this user manual for information on these merge codes and how the letter is launched.

## Preferences

Under **User defaults > Preferences > General > Tenancy/Tenant Clearance period (in days)** 'Direct debits' will now be present.



The screenshot shows the 'Preferences' window with the 'General' tab selected. The 'Tenancy/Tenant Clearance Period (in days)' table is visible, showing various payment methods and their corresponding clearance days. A red arrow points to the 'Clearance Days' column for 'Direct Debit', which is currently set to 3.

Description	Clearance Days
Autobanking	0
Cheque	0
Cash	0
Standing Order	0
Direct Debit	3
Internet	0
Credit Card	0
Debit Card	0

As with any payment method used with CFPwinMan, the '**Clearance Days**' value must be added. This value represents the amount of days given after the receipt date before enabling receipted monies to be paid to the relevant landlord.

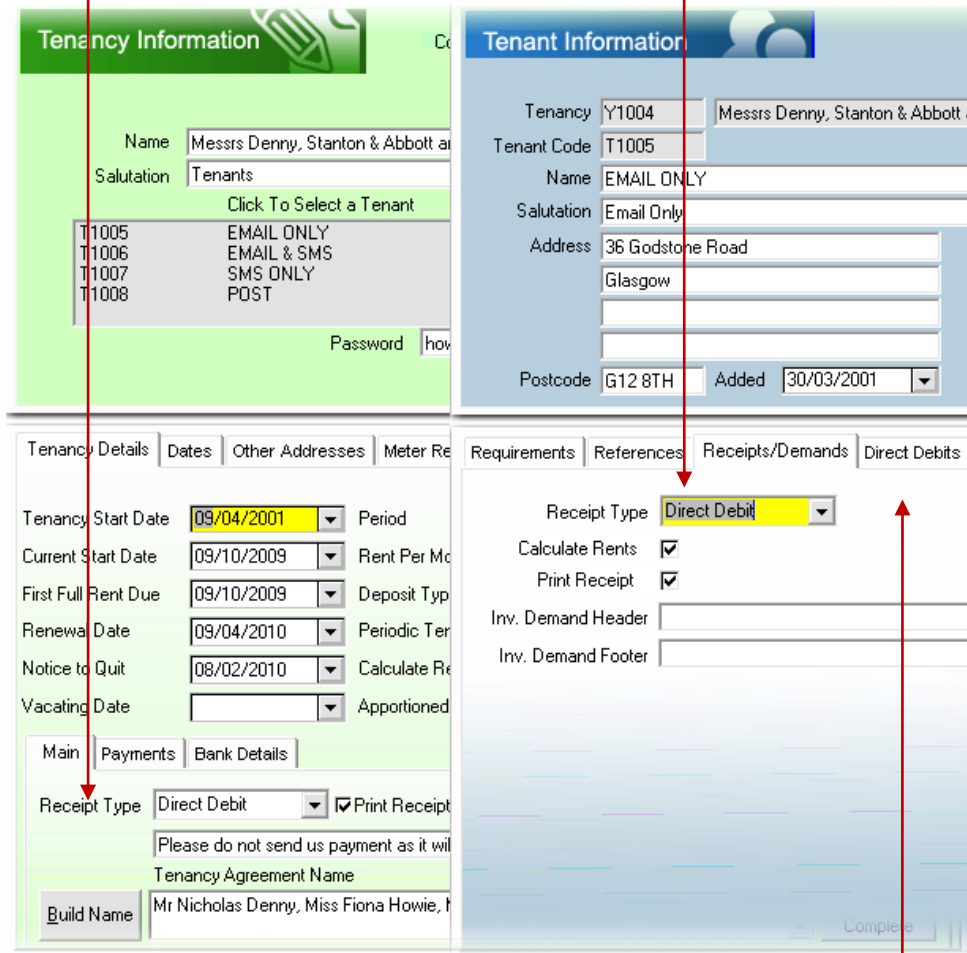


# CFPwinMan & Direct Debits

## Preparing Tenancy/Tenant Forms for Direct Debits

The first step in preparing either a tenancy or a tenant so they can use direct debits is to set '**Direct Debits**' as the required '**Receipt Type**'. In doing this the user will enable direct debits for the specific tenancy/tenant however the ability to receipt monies using other methods such as Cheque and Cash will still be available.

- To change a tenancy preferred receipt type load up the following **Tenancy Information Form > Tenancy Details > Main >**
- To change a tenant preferred receipt type load up the following **Tenant Information Form > Receipts/Demands>**



The image displays two screenshots from the CFPwinMan software interface. The left screenshot shows the 'Tenancy Information' form, specifically the 'Tenancy Details' tab. The 'Receipt Type' is set to 'Direct Debit', and the 'Print Receipt' checkbox is checked. The right screenshot shows the 'Tenant Information' form, specifically the 'Receipts/Demands' tab. The 'Receipt Type' is also set to 'Direct Debit', and the 'Print Receipt' checkbox is checked. Red arrows indicate the navigation path from the 'Receipt Type' dropdown to the 'Direct Debit' option in both forms.

Once the user has set the receipt type as Direct Debit, a new tab labelled '**Direct Debits**' will appear on the relevant screen (see the tenant picture above for an example). The next step is to then enter the '**Bank Details**' for the payer, which can be accessed through the following selections:

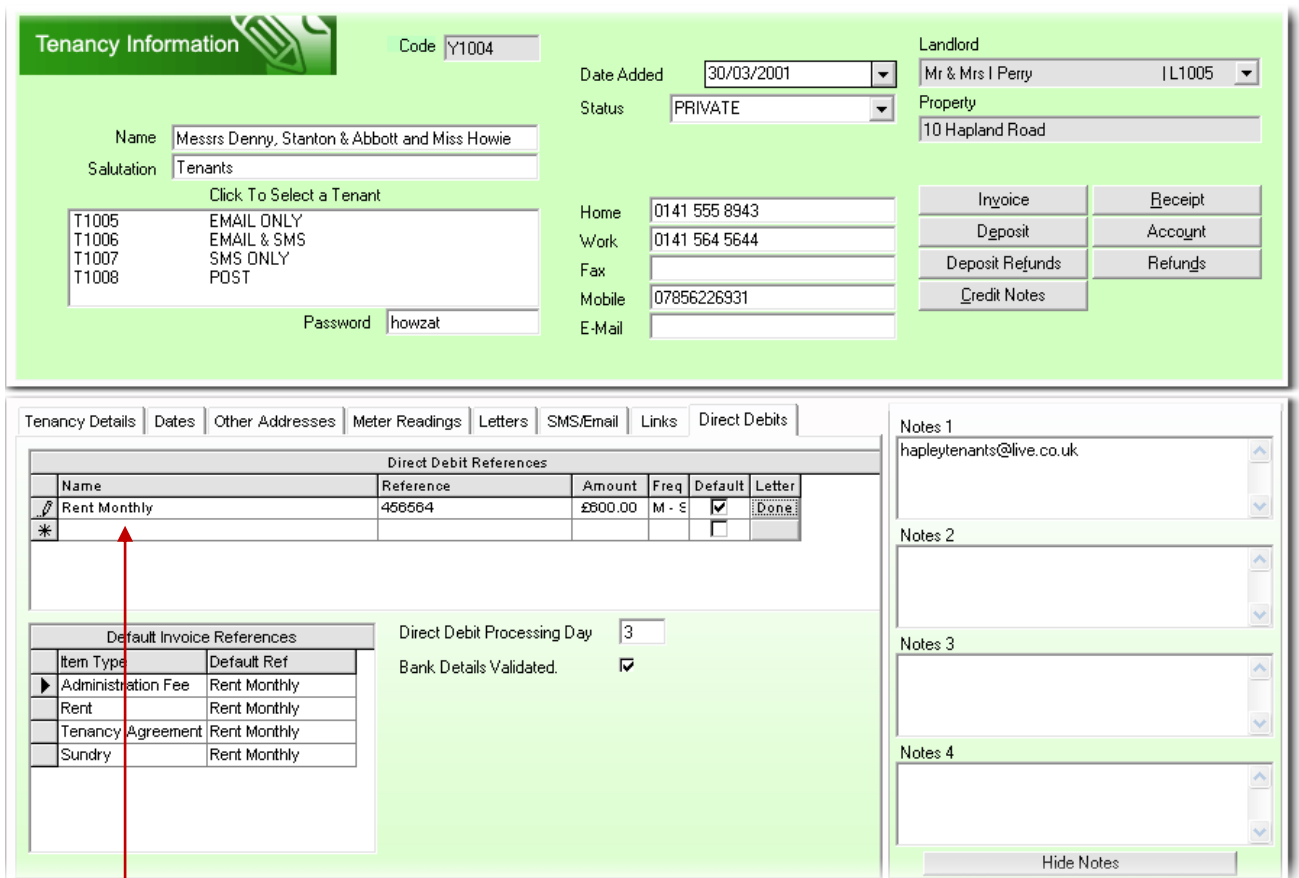
- Tenant - Tenant Information > References > Bank Details.
- Tenancy - Tenancy Information > Tenancy Details > Bank Details.

# CFPwinMan & Direct Debits

## Direct Debit Tab

The '**Direct Debit**' tab provides an overview of the direct debit arrangements for the tenant/tenancy. It is necessary to complete the details on this tab before proceeding to raise any invoices that will be paid using the direct debit method.

Before completing this section it is assumed that an agreement has been put in place with the bank and a mandate reference has been supplied along with an agreement on a payment amount and frequency.



**Tenancy Information**

Code: Y1004

Date Added: 30/03/2001

Status: PRIVATE

Landlord: Mr & Mrs I Perry | L1005

Property: 10 Hapland Road

Name: Messrs Denny, Stanton & Abbott and Miss Howie

Salutation: Tenants

Click To Select a Tenant

T1005 EMAIL ONLY  
T1006 EMAIL & SMS  
T1007 SMS ONLY  
T1008 POST

Password: howzat

Home: 0141 555 8943  
Work: 0141 564 5644  
Fax:   
Mobile: 07856226931  
E-Mail:

Invoice  
Deposit  
Deposit Refunds  
Credit Notes

Receipt  
Account  
Refunds

**Direct Debit References**

Name	Reference	Amount	Freq	Default	Letter
Rent Monthly	456564	£800.00	M - £	<input checked="" type="checkbox"/>	Done

**Default Invoice References**

Item Type	Default Ref
Administration Fee	Rent Monthly
Rent	Rent Monthly
Tenancy Agreement	Rent Monthly
Sundry	Rent Monthly

Direct Debit Processing Day: 3

Bank Details Validated: ☒

**Notes**

Notes 1: hapleytenants@live.co.uk

Notes 2:

Notes 3:

Notes 4:

Hide Notes

## Direct Debit Preferences

### Name

This is a quick reference for the user to easily identify a direct debit agreement. It is used on the invoice screen to identify that an invoice which is due to be raised is linked to the direct debit agreement.

### Reference

This is the mandate reference (supplied by the bank). When an invoice is processed this unique reference will be sent to the bank and used to authenticate the direct debit request. It is essential that this is entered accurately otherwise the direct debit request will fail.

### Amount

The agreed amount - per transaction.

# CFPwinMan & Direct Debits

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## *Freq*

The agreed frequency periods.

## *Default*

In user defaults the user has the ability to set up a number of invoice types to be available for direct debits. In the example above ground rent, rent, sundry and Administration fee are the available invoice types. If the user were to add a new invoice type then a default mandate will need to be attached to this type to enable the user to raise direct debit invoices.

The '**Default**' tick box is used to identify the direct debit mandate that will be automatically linked to any invoice types which have yet to have a mandate manually assigned. It is assumed that the user will not use this new invoice type until a new mandate has been entered to overtake the default mandate.

## ***Default Invoice References***

The purpose of this section is to link up invoice types to agreement mandates. In the example on the previous page you can see that mandate reference '456564' will be used when any 'Rent' invoices are raised using the direct debit method. To change which mandate is used for an invoice type click in the '**Default Ref**' box and choose which mandate to use from the displayed dropdown list.

## ***Direct Debit Processing Day***

Most payers will have a preferred day of the month for funds to be taken from their account. In which case simply enter the day into this section. When the first invoice of the mandate is raised this day may be pushed forward to allow for the advance notice period to pass before processing the transaction.

It is worth bearing in mind that the day entered for this setting will be the day that the process begins and not necessarily the day that the funds will be removed from the Payer's account. This day will vary depending on the BACS supplier.

## ***Bank Details Validated***

This tick box will become automatically selected when the first payment is successfully completed. It can also be manually selected. If deselected at any time then confirmation will be requested from the user that the process is to be re-validated upon the next transaction.

If the user wishes to change the 'Bank Details' for the payer then this tick box will need to be deselected before hand.

## CFPwinMan & Direct Debits

### **Advance Notice letters**

Once an arrangement has been implemented by the user, the ability to merge a letter with details of the arrangement is possible. Below is an example of an un-merged letter including all merge codes that may prove useful to the user when putting together letters for this purpose.

#### **Bank Details:**

Account Name: <<TyBkActName>>  
 Bank Sort Code: <<TyBkSort>>  
 Account Number: <<TyBkAct>>

#### **Direct Debit Collection Details:**

Your direct debit payments will be for <<DDMANDATEAMOUNT>>  
 and will be collected on or immediately <<DDNEXTCOLLECTIONDATE>>.  
 And then on the <<DDPROCESSDAY>>  
 of each <<DDMANDATEFREQUENCY>>

or immediately after, and will continue until further notice.

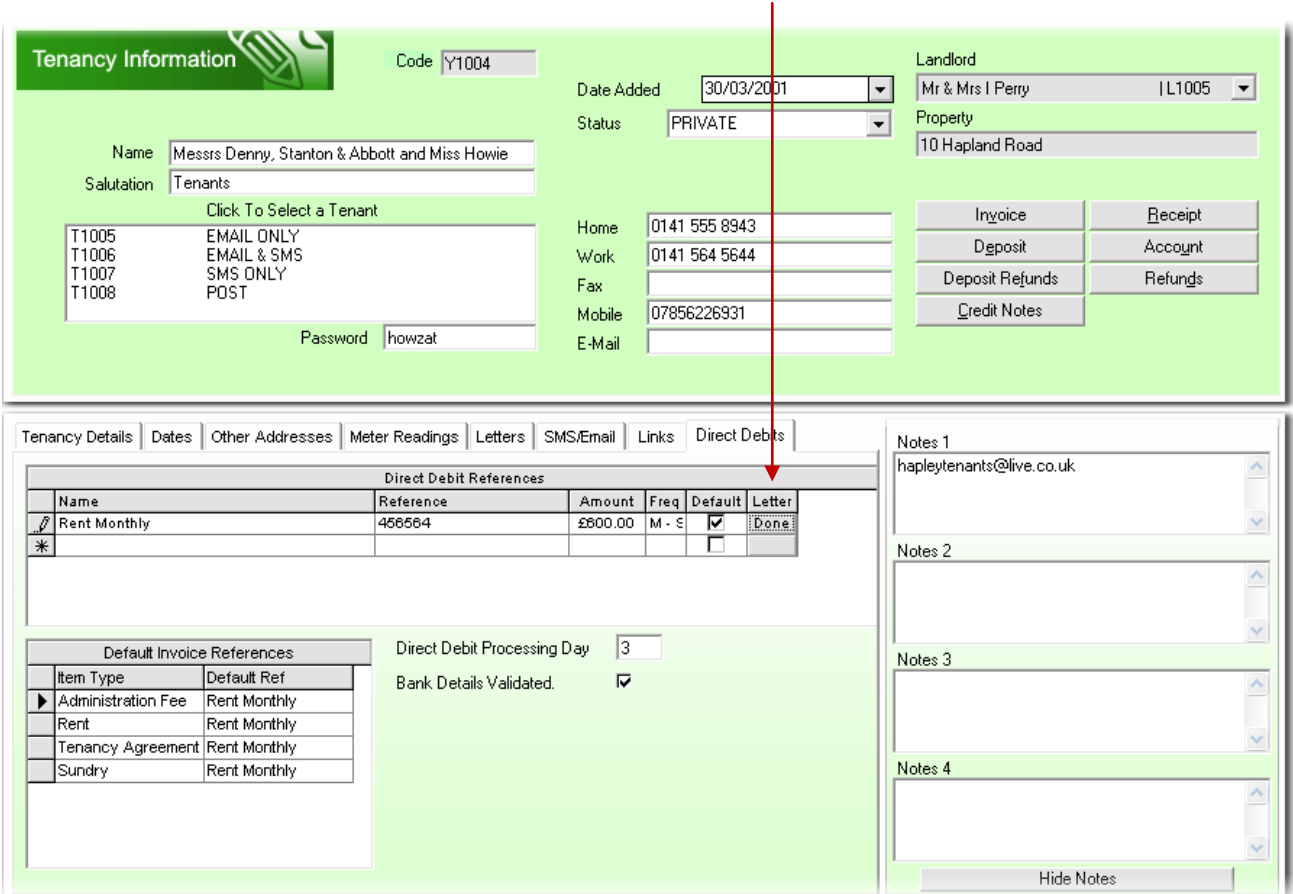
Our Originator's Identification Number <<DDORIGINATORID>>  
 Collections will be made using <<DDMANDATEREF>>

A breakdown of the merge codes is given below:

<<DDMANDATEAMOUNT>>	The 'Amount' is derived from the direct debit tab of the relevant client
<<DDNEXTCOLLECTIONDATE>>.	The 'Processing Date' derived from the receipt form, calculated by taking today's date and adding the specified 'Advance notice period (In days)' in user defaults
<<DDPROCESSDAY>>	The 'Direct Debit Processing Day' is derived from the direct debit tab of the relevant client
<<DDMANDATEFREQUENCY>>	The 'Frequency' derived from the direct debit tab of the client
<<DDORIGINATORID>>	The 'Originator Identification number' is derived from User Defaults > Preferences > Direct Debits
<<DDMANDATEREF>>	The 'Reference' derived from the direct debit tab of the client
<<TyBkActName>>	The 'Tenancy Bank account name' from bank details tab, Tenant equivalent is 'TBkActname'
<<TyBkSort>>	The 'Tenancy Bank Sort code' from bank details tab, Tenant equivalent is 'TBkSort'
<<TyBkAct>>	The 'Tenancy Bank account number' from bank details tab, Tenant equivalent is 'TBkAct'

## CFPwinMan & Direct Debits

Once a letter template has been created and saved in the usual letters folder, the user can produce the letter by selecting the 'Letter' button on the direct debits tab of the relevant client.



**Tenancy Information**

Code: Y1004

Date Added: 30/03/2001

Status: PRIVATE

Landlord: Mr & Mrs I Perry | L1005

Property: 10 Hapland Road

Name: Messrs Denny, Stanton & Abbott and Miss Howie

Salutation: Tenants

Click To Select a Tenant

T1005	EMAIL ONLY
T1006	EMAIL & SMS
T1007	SMS ONLY
T1008	POST

Home: 0141 555 8943

Work: 0141 564 5644

Fax:

Mobile: 07856226931

E-Mail:

Password: howzat

Buttons: Invoice, Receipt, Deposit, Account, Deposit Refunds, Refunds, Credit Notes

**Direct Debits**

Notes 1: hapleytenants@live.co.uk

Notes 2:

Notes 3:

Notes 4:

Hide Notes

Name	Reference	Amount	Freq	Default	Letter
Rent Monthly	456564	£500.00	M - £	<input checked="" type="checkbox"/>	Done

Default Invoice References

Item Type	Default Ref
Administration Fee	Rent Monthly
Rent	Rent Monthly
Tenancy Agreement	Rent Monthly
Sundry	Rent Monthly

Direct Debit Processing Day: 3

Bank Details Validated: ☒

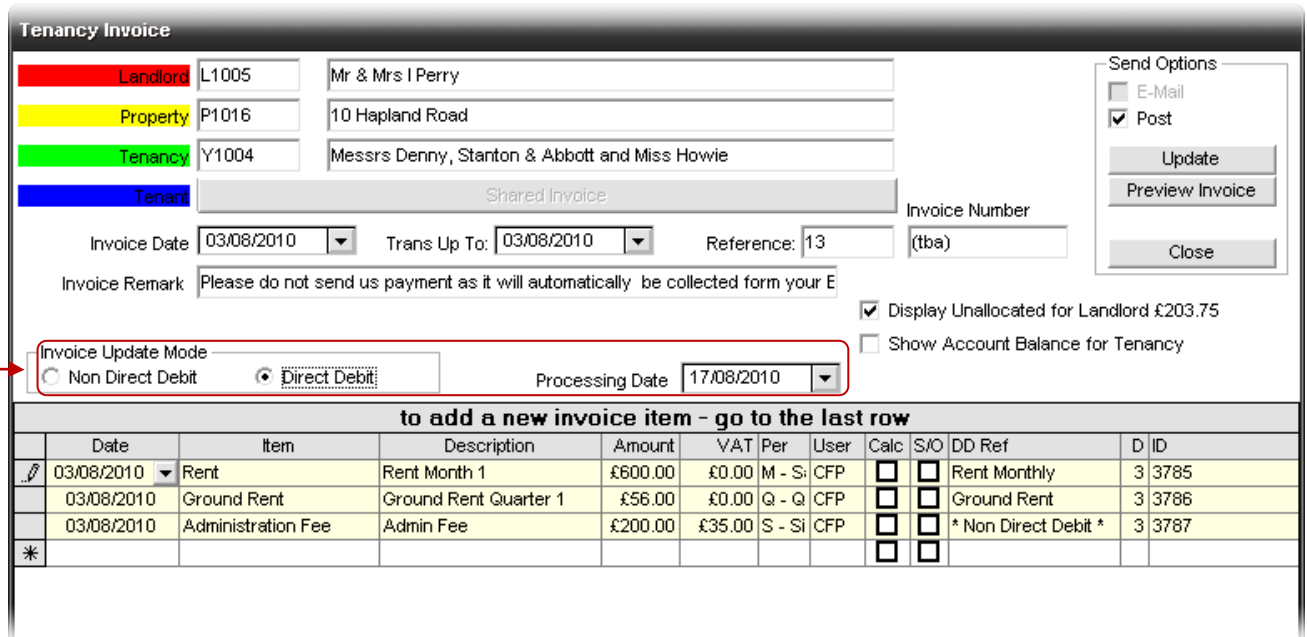
Once a letter has been produced the letter button will show the word 'Done'. Despite this the button can be selected as many times as the user likes.

Once printed, the letter will be recorded in the history log.

# CFPwinMan & Direct Debits

## Raising Direct Debit Invoices Manually

Having set up direct debit as the preferred receipt type and configured the mandates the user now has the ability to raise direct debit invoices for the tenancy or tenant. This is carried out in the normal way using the standard invoice button. (Multiple invoicing is also available for this purpose)



**Tenancy Invoice**

Landlord: L1005 Mr & Mrs I Perry  
 Property: P1016 10 Hapland Road  
 Tenancy: Y1004 Messrs Denny, Stanton & Abbott and Miss Howie  
 Tenant: Shared Invoice

Invoice Date: 03/08/2010 Trans Up To: 03/08/2010 Reference: 13 Invoice Number: (tba)

Invoice Remark: Please do not send us payment as it will automatically be collected from your E

Send Options:  
☐ E-Mail  
☒ Post  
 Update  
 Preview Invoice  
 Close

Display Unallocated for Landlord £203.75  
☐ Show Account Balance for Tenancy

Invoice Update Mode:  
☐ Non Direct Debit ☒ Direct Debit Processing Date: 17/08/2010

**to add a new invoice item - go to the last row**

Date	Item	Description	Amount	VAT	Per	User	Calc	S/O	DD Ref	D ID
03/08/2010	Rent	Rent Month 1	£600.00	£0.00	M - S	CFP			Rent Monthly	3 3785
03/08/2010	Ground Rent	Ground Rent Quarter 1	£56.00	£0.00	Q - Q	CFP			Ground Rent	3 3786
03/08/2010	Administration Fee	Admin Fee	£200.00	£35.00	S - Si	CFP			* Non Direct Debit *	3 3787
*										

Two additional options should now be visible 'Invoice Update Mode' and 'Processing Date'.

### Invoice Update Mode

This should be set to 'Direct Debit'; you will not be able to raise a direct debit invoice unless it is set in this way. To raise an invoice that avoids the direct debit process, change this setting to 'Non Direct Debit' before updating.

### Processing Date

This is the date upon which the transaction will become available to process. Generally it will reflect the payer's preferred 'Direct Debit Processing Day' but this could be pushed forward if the 'Advance Notice Period' is in effect. The processing date can be manually changed at this stage if a different date is required. *Note: This date will be sent to the bank through the BACS software as the required processing date.*

### Invoice Remark

The invoice remark stipulated for direct debits in user defaults will be displayed on the invoice form and a chance to change its content is available at this stage.

### Item

Any 'Direct Debit Invoicable Items' that were configured in user defaults (see 'Direct Debit Invoicable Items' on how to do this) will now be selectable as an 'Item' type on this form.

# CFPwinMan & Direct Debits

## DD Ref (Direct Debit Reference)

Once the invoice type is selected a '**DD Ref**' column will reveal the direct debit reference that identifies which mandate the invoice type is tied to. You can click into this column and select a different mandate agreement if desired.

**Tenancy Invoice**

**Landlord** L1005 Mr & Mrs I Perry  
**Property** P1016 10 Hapland Road  
**Tenancy** Y1004 Messrs Denny, Stanton & Abbott and Miss Howie  
**Tenant** Shared Invoice

Invoice Date: 03/08/2010 Trans Up To: 03/08/2010 Reference: 13 Invoice Number: (tba)  
 Invoice Remark: Please do not send us payment as it will automatically be collected from your E

☐ Non Direct Debit ☒ Direct Debit Processing Date: 17/08/2010

☒ Display Unallocated for Landlord £203.75  
☐ Show Account Balance for Tenancy

Send Options: ☐ E-Mail ☒ Post  
 Update Preview Invoice Close

**to add a new invoice item - go to the last row**

Date	Item	Description	Amount	VAT	Per	User	Calc	S/O	DD Ref	D ID
03/08/2010	Rent	Rent Month 1	£600.00	£0.00	M - S	CFP	<input type="checkbox"/>	<input type="checkbox"/>	Rent Monthly	3 3785
03/08/2010	Ground Rent	Ground Rent Quarter 1	£56.00	£0.00	Q - Q	CFP	<input type="checkbox"/>	<input type="checkbox"/>	Ground Rent	3 3786
03/08/2010	Administration Fee	Admin Fee	£200.00	£35.00	S - Si	CFP	<input type="checkbox"/>	<input type="checkbox"/>	* Non Direct Debit *	3 3787
*							<input type="checkbox"/>	<input type="checkbox"/>		

The '**DD Ref**' itself is derived from the relevant tenancy or tenant '**Direct Debit**' tab mentioned earlier. This tab shows details of which direct debit reference is tied to which mandate and also which invoice types are configured to use this relationship.

Tenancy Details Dates **Other Addresses** Meter Readings Letters SMS/Email Links Direct Debits

**Direct Debit References**

Name	Reference	Amount	Freq	Default	Letter
Rent Monthly	456564	£600.00	M - S	<input checked="" type="checkbox"/>	Done
Ground Rent	7824678	£56.00	Q - Q	<input type="checkbox"/>	
*				<input type="checkbox"/>	

Note: It is recommended that you utilise the AUDDIS functionality to verify multiple Direct Debit References

**Default Invoice References**

Item Type	Default Ref
Administration Fee	* Non Direct Debit *
Rent	Rent Monthly
Ground Rent	Ground Rent

Direct Debit Processing Day: 3  
 Bank Details Validated: ☒

## CFPwinMan & Direct Debits

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### ***Raising a Direct Debit Invoice***

If required, the 'TransUpTo' date option can be pushed forward at this stage to raise invoices which are not yet due.

Once the usual details have been checked and the 'Processing date' and 'DD ref' match the details in the mandate correctly, the user can update the invoice in the usual manner by selecting 'Update'.

In some circumstances a confirmation message may appear at this stage warning the user that the items on the invoice will not be available for processing until the processing date is reached.

However there are methods (described later in this guide) that enable the user to export post-dated transactions via BACS.

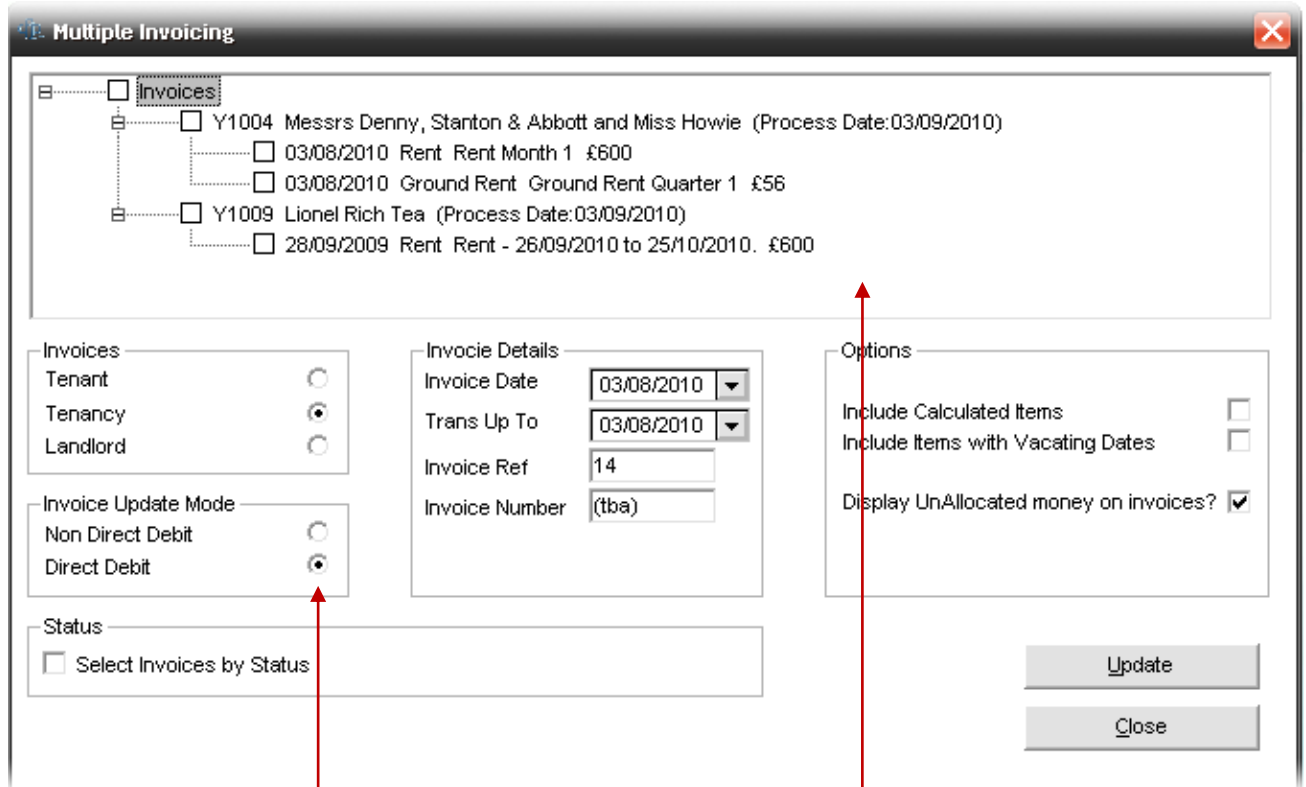
Invoices that have been raised with a preferred receipt type of 'direct debits' will be posted to the receipt screen in the usual manner. This enables the user to receipt the monies using other receipt methods if so desired.



## CFPwinMan & Direct Debits

### Raising Direct Debit Invoices through Multiple Invoicing

The multiple invoicing utility has undergone a few changes in order to bring it in line with direct debits.



The screenshot shows the 'Multiple Invoicing' window. At the top, there is a tree view under the 'Invoices' folder. It contains two main entries: 'Y1004 Messrs Denny, Stanton & Abbott and Miss Howie (Process Date:03/09/2010)' and 'Y1009 Lionel Rich Tea (Process Date:03/09/2010)'. Under Y1004, there are two sub-items: '03/08/2010 Rent Rent Month 1 £600' and '03/08/2010 Ground Rent Ground Rent Quarter 1 £56'. Under Y1009, there is one sub-item: '28/09/2009 Rent Rent - 26/09/2010 to 25/10/2010. £600'. Below the tree view, there are three main sections: 'Invoices', 'Invoice Details', and 'Options'. The 'Invoices' section has three radio buttons: 'Tenant', 'Tenancy', and 'Landlord'. The 'Invoice Update Mode' section has two radio buttons: 'Non Direct Debit' and 'Direct Debit'. The 'Status' section has a checkbox 'Select Invoices by Status'. The 'Invoice Details' section has four fields: 'Invoice Date' (03/08/2010), 'Trans Up To' (03/08/2010), 'Invoice Ref' (14), and 'Invoice Number' (tba). The 'Options' section has three checkboxes: 'Include Calculated Items', 'Include Items with Vacating Dates', and 'Display UnAllocated money on invoices?'. At the bottom right, there are two buttons: 'Update' and 'Close'. A red arrow points from the 'Direct Debit' radio button in the 'Invoice Update Mode' section to the 'Display UnAllocated money on invoices?' checkbox in the 'Options' section.

The user must update direct debit invoices separately from non direct debit invoices, therefore a selection must be made when the form initially loads.

So to update 'Direct Debit' invoices only, the '**Invoice Update Mode**' box must be set in this way.

Having set the update mode to direct debit the window detailing invoices will contain only those items which are set as direct debit.

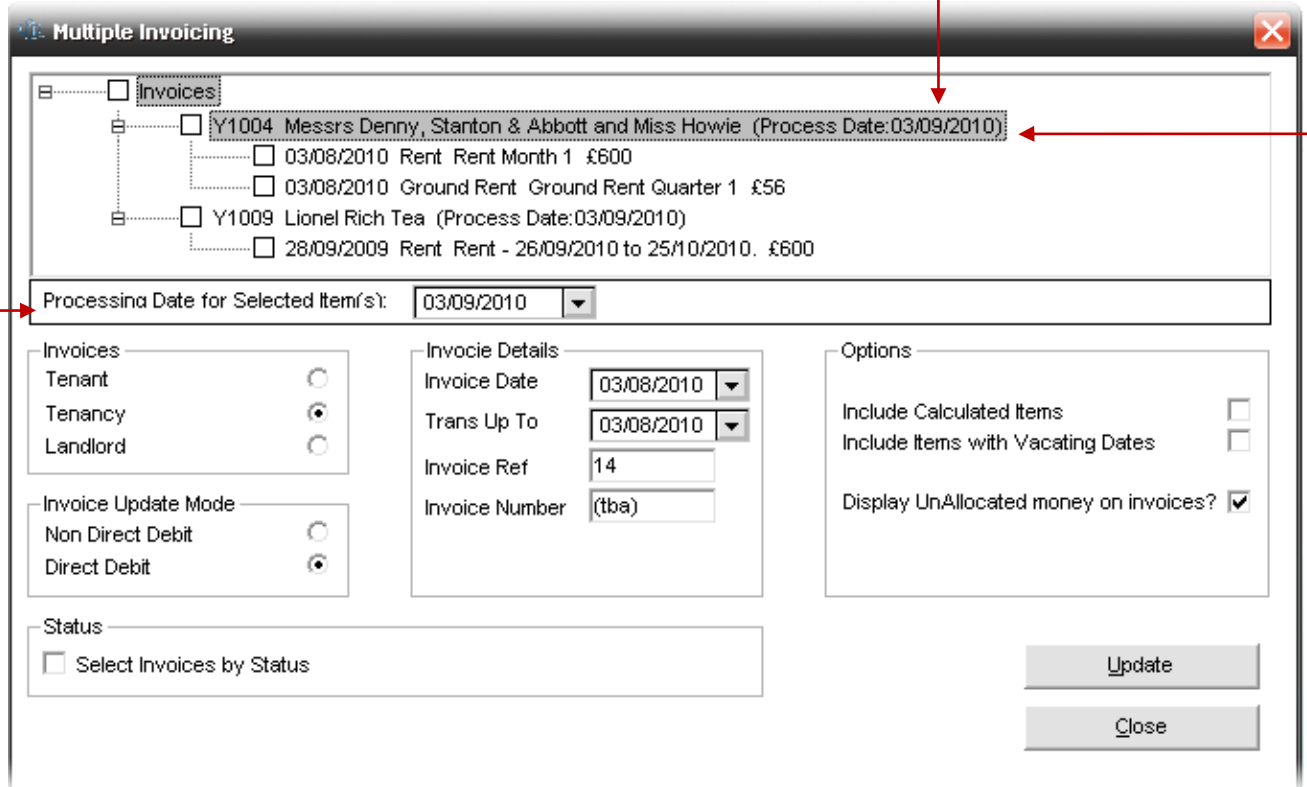
Any direct debit invoices which are marked as calculate rents will not appear at this stage.

The system will behave slightly differently when calculated items are included (more on this to follow).

## CFPwinMan & Direct Debits

### Multiple Invoicing Processing Dates

Alongside each client displayed in the invoice window the user will find a processing date specific to that client.



The screenshot shows the 'Multiple Invoicing' window. At the top, there's a list of invoices. The first invoice is highlighted: 'Y1004 Messrs Denny, Stanton & Abbott and Miss Howie (Process Date: 03/09/2010)'. Below this, there are two more invoices: 'Y1009 Lionel Rich Tea (Process Date: 03/09/2010)' and '28/09/2009 Rent Rent - 26/09/2010 to 25/10/2010. £600'. Below the list, there's a section for 'Processing Date for Selected Item(s):' with a dropdown menu showing '03/09/2010'. To the right of this are three sections: 'Invoices' with radio buttons for 'Tenant', 'Tenancy', and 'Landlord'; 'Invoice Details' with fields for 'Invoice Date' (03/08/2010), 'Trans Up To' (03/08/2010), 'Invoice Ref' (14), and 'Invoice Number' (tba); and 'Options' with checkboxes for 'Include Calculated Items', 'Include Items with Vacating Dates', and 'Display UnAllocated money on invoices?' (checked). At the bottom right are 'Update' and 'Close' buttons.

This is the date upon which the transaction will become available to process. Generally it will reflect the payers preferred '**Direct Debit Processing Day**' but this could be pushed forward if the '**Advance Notice Period**' is in effect. The processing date can be manually changed at this stage if a different date is required.

*Note: This date will be sent to the bank through the BACS software as the required processing date.*

In order to change the processing date from its default value the user must first highlight the client as shown in the above image.

An opportunity will then be given for the user to specify a new processing date.

Given the advance notice periods that may have been set by the user, various checks made by the system may lead to a message warning the user that the date suggested is not a sensible one, this message however can be ignored.

Any changes to processing dates on this form will be lost if the form is refreshed.

Once the user has changed any processing dates and ticked the items they wish to process the form can be updated in the normal way by selecting the '**Update**' button.

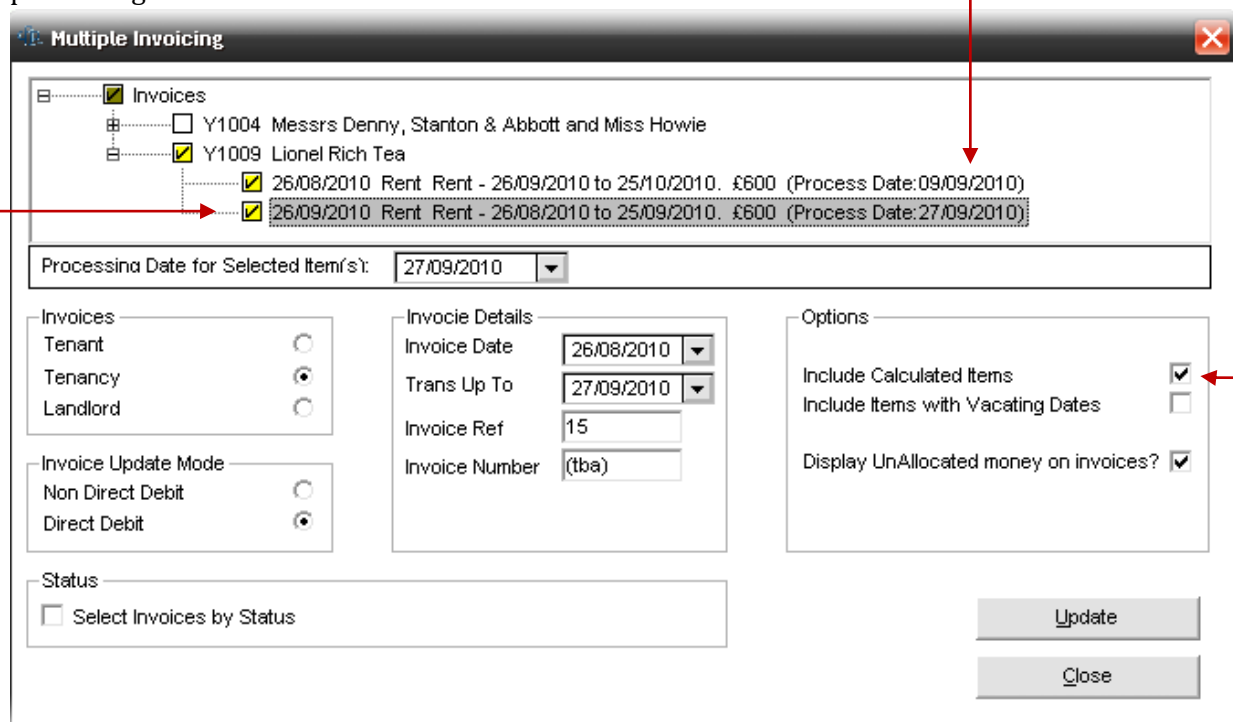
# CFPwinMan & Direct Debits

## Multiple Invoicing Calculated items

In order to include calculated items in the invoice window alongside the usual direct debit invoices, the user must ensure a dot is placed in the **'Include Calculated Items'** as well as the **'Direct Debit'** option.

With **'Include Calculated Items'** selected, the processing dates are shown against each invoice rather than against the client as a whole.

It is assumed that any direct debit invoices that are marked as calculated are not the first direct debit invoices for the client from which they are charged, so for these invoices the default processing date will ignore the advance notice period specified in user defaults. Instead these invoices will default their processing date to tomorrow's date.



The screenshot shows the 'Multiple Invoicing' window. At the top, there's a tree view under 'Invoices' with two items: 'Y1004 Messrs Denny, Stanton & Abbott and Miss Howie' and 'Y1009 Lionel Rich Tea'. Under 'Y1009', there are two invoice items: '26/08/2010 Rent Rent - 26/09/2010 to 25/10/2010. £600 (Process Date: 09/09/2010)' and '26/09/2010 Rent Rent - 26/08/2010 to 25/09/2010. £600 (Process Date: 27/09/2010)'. The second item is highlighted. Below the tree, there's a 'Processing Date for Selected Item(s):' dropdown set to '27/09/2010'. On the left, there are radio buttons for 'Tenant', 'Tenancy', and 'Landlord', with 'Tenancy' selected. Below that, 'Invoice Update Mode' has 'Non Direct Debit' and 'Direct Debit' radio buttons, with 'Direct Debit' selected. At the bottom left, there's a 'Status' section with a checkbox 'Select Invoices by Status'. In the center, 'Invoice Details' includes 'Invoice Date' (26/08/2010), 'Trans Up To' (27/09/2010), 'Invoice Ref' (15), and 'Invoice Number' (tba). On the right, 'Options' includes 'Include Calculated Items' (checked), 'Include Items with Vacating Dates' (unchecked), and 'Display UnAllocated money on invoices?' (checked). At the bottom right, there are 'Update' and 'Close' buttons. Red arrows point from the text above to the 'Include Calculated Items' checkbox and the 'Processing Date' dropdown.

The processing date is the date upon which the transaction will become available to process, generally it will reflect the payer's preferred **'Direct Debit Processing Day'**. The processing date can be manually changed at this stage if a different date is required.

In order to change the processing date from its default value, the user must first highlight the required invoice as shown in the above image, and then specify a new processing date.

Given the advance notice periods that may have been set by the user, various checks made by the system may lead to a message warning the user that the date suggested is not a sensible one, however the user will be able to ignore this message if so desired.

Any changes to processing dates on this form will be lost if the form is refreshed.

Once the user has changed any processing dates and ticked the items they wish to process the form can be updated in the normal way by selecting the **'Update'** button.

# CFPwinMan & Direct Debits

## Processing/Exporting Direct Debit Transactions

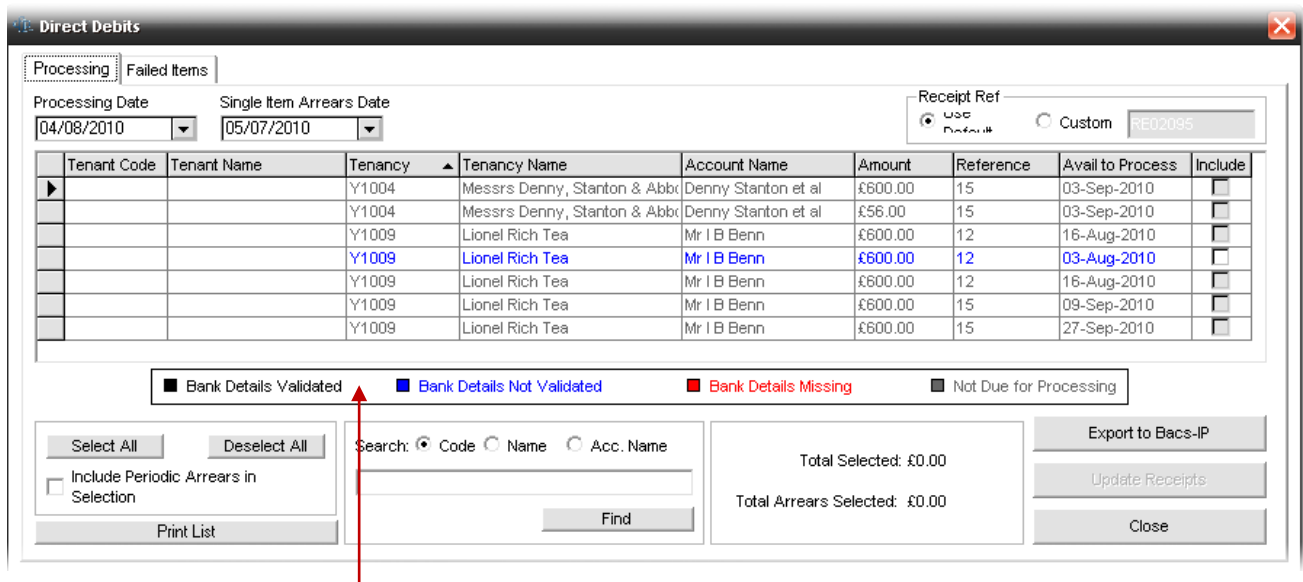
Once direct debit invoices have been raised they should appear as a list in the **'Direct Debits'** processing form accessible via the **'Postings'** menu.

If required, the user can drill down to a tenancy from the **'Processing'** list by double clicking the 'tenancy code'.

### Colour Coding

On the **'Processing'** tab a colour coding system is in place to help easily identify the status of the pending transactions. The colour legend is as follows:

- Black entries signify that the bank details used for the payer have been marked as validated. This is reflected on the **'Direct Debit'** tab of the payer information form.
- Blue entries signify the opposite to the above. The bank details (though present) have not been validated. Once a successful BACS transaction for this payer has taken place then any further entries for the payer will appear in black as above.
- Red entries signify that the invoice has been raised BUT either some or all of the bank details are missing.
- Grey entries signify that the invoice does not qualify for processing because its processing date is outside of the supplied timeframe. (more on this to follow)



The screenshot shows the 'Direct Debits' processing window. It has tabs for 'Processing' and 'Failed Items'. The 'Processing' tab is active, showing a table of transactions. The table has columns: Tenant Code, Tenant Name, Tenancy, Tenancy Name, Account Name, Amount, Reference, Avail to Process, and Include. The transactions are color-coded: black for validated, blue for not validated, red for missing details, and grey for not due for processing. Below the table is a legend with four items: 'Bank Details Validated' (black square), 'Bank Details Not Validated' (blue square), 'Bank Details Missing' (red square), and 'Not Due for Processing' (grey square). A red arrow points from the legend to the table. The legend also includes a search bar with radio buttons for 'Code', 'Name', and 'Acc. Name', and a 'Find' button. There are also buttons for 'Select All', 'Deselect All', 'Include Periodic Arrears in Selection', 'Print List', 'Export to Bacs-IP', 'Update Receipts', and 'Close'. The 'Total Selected' and 'Total Arrears Selected' are both £0.00.

Tenant Code	Tenant Name	Tenancy	Tenancy Name	Account Name	Amount	Reference	Avail to Process	Include
		Y1004	Messrs Denny, Stanton & Abbt	Denny Stanton et al	£600.00	15	03-Sep-2010	<input type="checkbox"/>
		Y1004	Messrs Denny, Stanton & Abbt	Denny Stanton et al	£56.00	15	03-Sep-2010	<input type="checkbox"/>
		Y1009	Lionel Rich Tea	Mr I B Benn	£600.00	12	16-Aug-2010	<input type="checkbox"/>
		Y1009	Lionel Rich Tea	Mr I B Benn	£600.00	12	03-Aug-2010	<input type="checkbox"/>
		Y1009	Lionel Rich Tea	Mr I B Benn	£600.00	15	16-Aug-2010	<input type="checkbox"/>
		Y1009	Lionel Rich Tea	Mr I B Benn	£600.00	15	09-Sep-2010	<input type="checkbox"/>
		Y1009	Lionel Rich Tea	Mr I B Benn	£600.00	15	27-Sep-2010	<input type="checkbox"/>

Legend:

- Bank Details Validated
- Bank Details Not Validated
- Bank Details Missing
- Not Due for Processing

Search: ☐ Code ☐ Name ☐ Acc. Name

Total Selected: £0.00  
Total Arrears Selected: £0.00

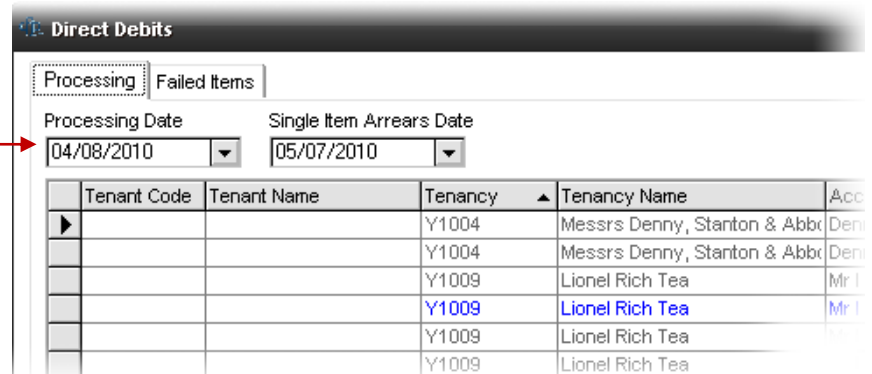
Buttons: Select All, Deselect All, Include Periodic Arrears in Selection, Print List, Find, Export to Bacs-IP, Update Receipts, Close

A colour legend is present on the form to remind the user the meaning of each colour.

# CFPwinMan & Direct Debits

## Processing date

The processing date shown in the top left corner of this form is essentially a cut off date. Any invoices with a processing date that is before this date will qualify for processing.



**Direct Debits**

Processing Failed Items

Processing Date: 04/08/2010 Single Item Arrears Date: 05/07/2010

Tenant Code	Tenant Name	Tenancy	Tenancy Name	Acc
		Y1004	Messrs Denny, Stanton & Abbo	Denn
		Y1004	Messrs Denny, Stanton & Abbo	Denn
		Y1009	Lionel Rich Tea	Mr I
		Y1009	Lionel Rich Tea	Mr I
		Y1009	Lionel Rich Tea	
		Y1009	Lionel Rich Tea	

A general BACS transaction will take three days to complete:

- Day 1 - The requests are processed and uploaded to the bank
- Day 2 - The bank receive and process the transactions
- Day 3 - The funds are transferred.

CFPwinMan takes this 3 day cycle into account and so will (by default) set the processing date on this form to be the day after today's date. This is to encourage users to export the information to BACS a day earlier than it is due. As a result of this, the transfer of funds is more likely to take place on the preferred 'direct debit processing date' stipulated by the payer.

There are a number of scenarios where the default 'processing date' will be pushed further into the future than suggested above. These are as follows:

- Weekends - if the expected processing date falls on a weekend then the date will be pushed forward to the following Monday.
- Bank Holidays - If the expected processing day falls on a bank holiday then the next working day after this will be used instead.
- 10.30pm - If you are processing your direct debits after 10.30pm in the evening then the day will be pushed forward one extra day to compensate for bank processing times.

The 'Processing Date' itself can be moved forward manually to encompass future direct debit requests. There is a limit to how far forward you can move this date and this is derived from the user defaults setting - 'Max. Processing days in advance' mentioned earlier in this guide.

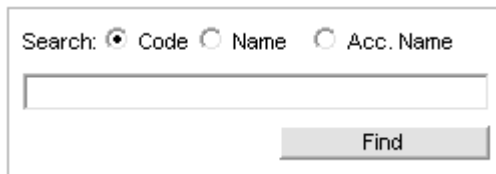
Moving the processing date forward will not affect the date which the funds are transferred. It's simply a method of exporting the information to the bank earlier than is required. The bank will then execute the transfer on the processing date that was entered at the invoice level.

Once a 'Processing Date' has been entered any transactions that are due to occur after this date will appear in grey and will not be available for inclusion when the export takes place.

# CFPwinMan & Direct Debits

## Search Facility

There are a number of ways of locating a direct debit request without having to scroll through the list. Each column shown in this form can be sorted on by simply clicking on the column heading. In addition to this the **'Code'**, **'Name'** and **'Account Name'** can be searched for by using the search utility.



Search: ☒ Code ☐ Name ☐ Acc. Name

- Select search type
- Add search Text
- Click find

The user can then find the next transaction in the list that matches the search parameters by reselecting the **'Find next'** button. This can be repeated until the relevant transaction is found by the search facility.

## Arrears

From time to time the user may require that certain requests are withheld and so excluded from the export process. This is achieved by ensuring the **'Include'** tick box for these items is NOT ticked when processing the export.

As time goes by, items which have a processing date in the past can become categorized as 'direct debit arrears'. Before doing this CFPwinMan will take into account the frequency which the direct debit requests occur and calculate whether today's date is in the next period for this request, if so then the direct debit will be categorized as in arrears.

*Example:*

*A monthly direct debit request with a processing date of April 1<sup>st</sup> will become an arrear on May the 1<sup>st</sup>*

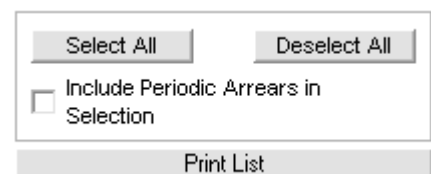
## Single Item Arrears Date

Any Direct Debit requests raised in CFPwinMan as a 'Single' item can be categorized as **'Direct Debit Arrears'** once a certain time frame has expired.

On the **'Processing'** tab of the **'Direct Debit'** form, a **'Single Item Arrears Date'** option has been implemented to allow the user to stipulate a cut off date. Any single invoiced items that have a processing date which is prior to this cut off date will be categorized as arrears.

## Select All /Deselect All

On the **'Processing'** tab of the **'Direct Debit'** form the familiar **'Select/Deselect All'** buttons are present. If the **'Select All'** button is pressed then all eligible requests will be ticked for inclusion in the export process.



☐ Include Periodic Arrears in Selection

# CFPwinMan & Direct Debits

## Include Periodic Arrears in Selection

A further filter process has been added to the **'Select all'** routine called **'Include Periodic Arrears in Selection'**. If this option is left unchecked then any requests which are categorized as being arrears will not be included in the 'select all' routine.

## Totals

When a number of items are selected for inclusion on the 'Processing' tab of the 'Direct Debit' form a **'Total Selected'** section will tally up the items and give an overall view of the monies to be requested.

Total Selected: £0.00  
Total Arrears Selected: £0.00

In addition to the above 'Total Selected', a separate total will signify the amount of monies included which are categorized as **'Total Arrears selected'**.

*\* See the arrears section above to see how items are qualified as arrears.*

## Receipt Reference

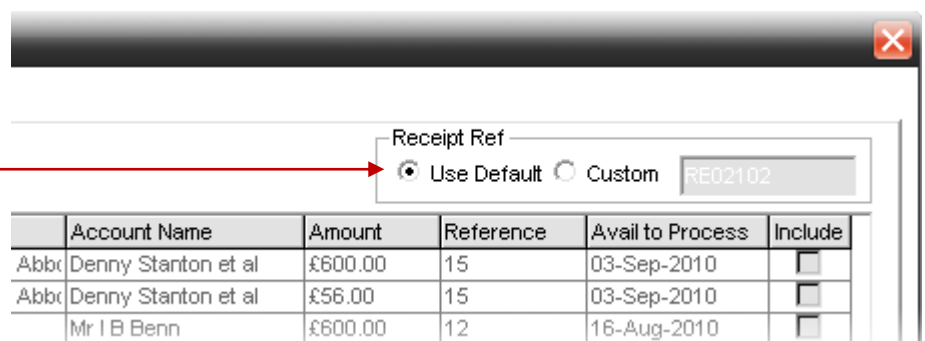
By default the receipt reference that gets used will be the standard one. To ensure that this is the case a dot must be placed in the **'Use Default'** selection box.

The user can obtain the last used receipt reference by loading up the main **'User Default'** screen.

That number will be incremented by one for this process.

However the user may wish to specify a one off number that does not interrupt the sequence shown in user defaults.

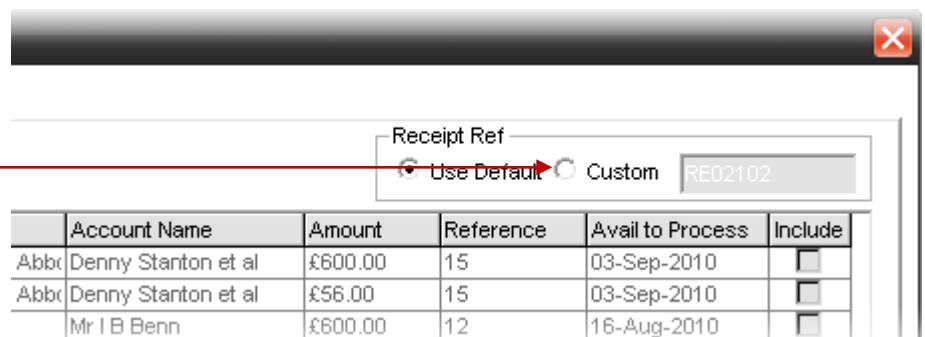
To do this a dot must be placed in the **'Custom'** selection box, a reference can then be entered.



Receipt Ref

☒ Use Default ☐ Custom RE02102

	Account Name	Amount	Reference	Avail to Process	Include
Abbr	Denny Stanton et al	£600.00	15	03-Sep-2010	<input type="checkbox"/>
Abbr	Denny Stanton et al	£56.00	15	03-Sep-2010	<input type="checkbox"/>
	Mr I B Benn	£600.00	12	16-Aug-2010	<input type="checkbox"/>



Receipt Ref

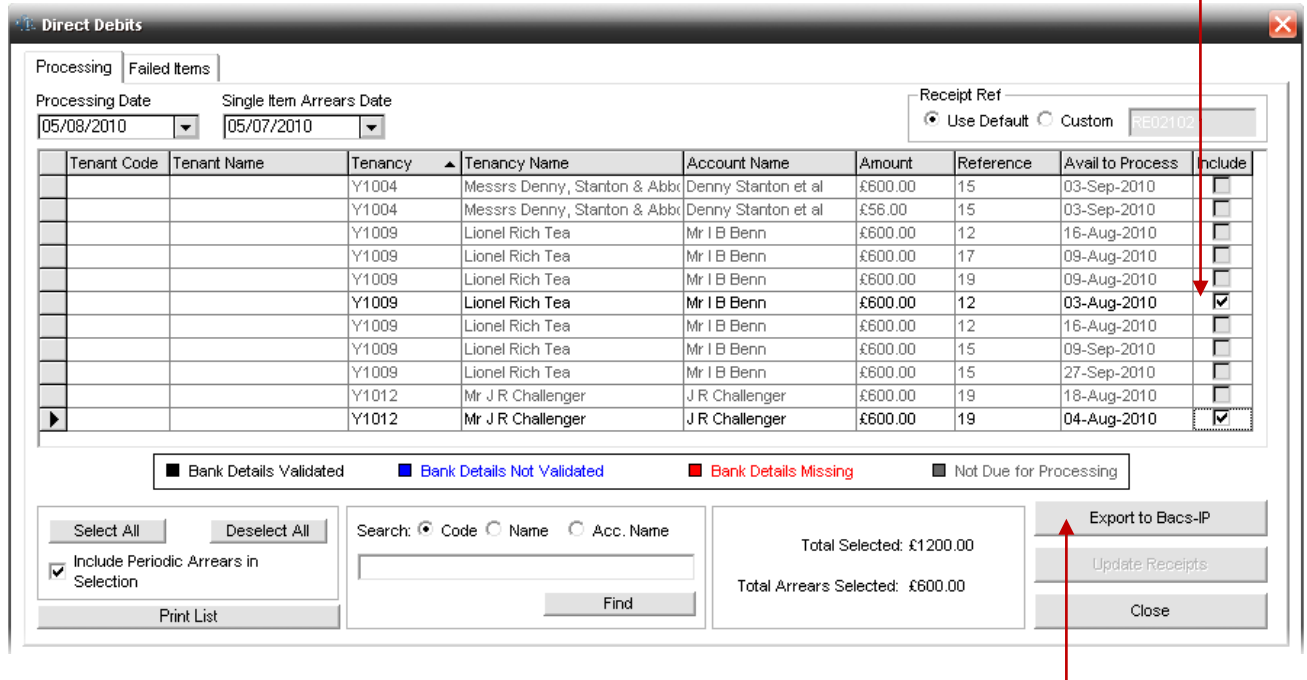
☐ Use Default ☒ Custom RE02102

	Account Name	Amount	Reference	Avail to Process	Include
Abbr	Denny Stanton et al	£600.00	15	03-Sep-2010	<input type="checkbox"/>
Abbr	Denny Stanton et al	£56.00	15	03-Sep-2010	<input type="checkbox"/>
	Mr I B Benn	£600.00	12	16-Aug-2010	<input type="checkbox"/>

# CFPwinMan & Direct Debits

## Export to Bacs-IP

When each of the required direct debit requests has been ticked for inclusion into the export routine, the user can process the export.



**Direct Debits**

Processing | Failed Items

Processing Date: 05/08/2010 | Single Item Arrears Date: 05/07/2010

Receipt Ref: ☒ Use Default ☐ Custom RE02102

Tenant Code	Tenant Name	Tenancy	Tenancy Name	Account Name	Amount	Reference	Avail to Process	Include
		Y1004	Messrs Denny, Stanton & Abbt	Denny Stanton et al	£600.00	15	03-Sep-2010	<input type="checkbox"/>
		Y1004	Messrs Denny, Stanton & Abbt	Denny Stanton et al	£56.00	15	03-Sep-2010	<input type="checkbox"/>
		Y1009	Lionel Rich Tea	Mr I B Benn	£600.00	12	16-Aug-2010	<input type="checkbox"/>
		Y1009	Lionel Rich Tea	Mr I B Benn	£600.00	17	09-Aug-2010	<input type="checkbox"/>
		Y1009	Lionel Rich Tea	Mr I B Benn	£600.00	19	09-Aug-2010	<input type="checkbox"/>
		Y1009	Lionel Rich Tea	Mr I B Benn	£600.00	12	03-Aug-2010	<input checked="" type="checkbox"/>
		Y1009	Lionel Rich Tea	Mr I B Benn	£600.00	12	16-Aug-2010	<input type="checkbox"/>
		Y1009	Lionel Rich Tea	Mr I B Benn	£600.00	15	09-Sep-2010	<input type="checkbox"/>
		Y1009	Lionel Rich Tea	Mr I B Benn	£600.00	15	27-Sep-2010	<input type="checkbox"/>
		Y1012	Mr J R Challenger	J R Challenger	£600.00	19	18-Aug-2010	<input type="checkbox"/>
		Y1012	Mr J R Challenger	J R Challenger	£600.00	19	04-Aug-2010	<input checked="" type="checkbox"/>

☒ Bank Details Validated
 ☒ Bank Details Not Validated
 ☒ Bank Details Missing
 ☒ Not Due for Processing

Select All | Deselect All
   
☒ Include Periodic Arrears in Selection
   
 Print List

Search: ☒ Code ☐ Name ☐ Acc. Name
   

 Find

Total Selected: £1200.00
   
 Total Arrears Selected: £600.00

Export to Bacs-IP
   
 Update Receipts
   
 Close

In the bottom right hand corner of the 'Processing' tab the 'Export to Bacs-IP' button will set the process in motion. This will create a CSV file in the 'Collection File Export Path' location (mentioned in the user defaults section of this guide).

The Export file will be called 'DirectDebitExport.CSV'.

If a previous CSV file is present in this location it will be renamed and archived for future reference and the new CSV file will take its place.

At this stage CFPwinMan has completed its part of the overall export procedure. It now remains for the Bacs Software to examine the 'Collection File Export Path' and retrieve the file left by CFPwinMan.

A general 'History Log' entry will be added to reflect the fact that an 'Export to Bacs IP' process has taken place.



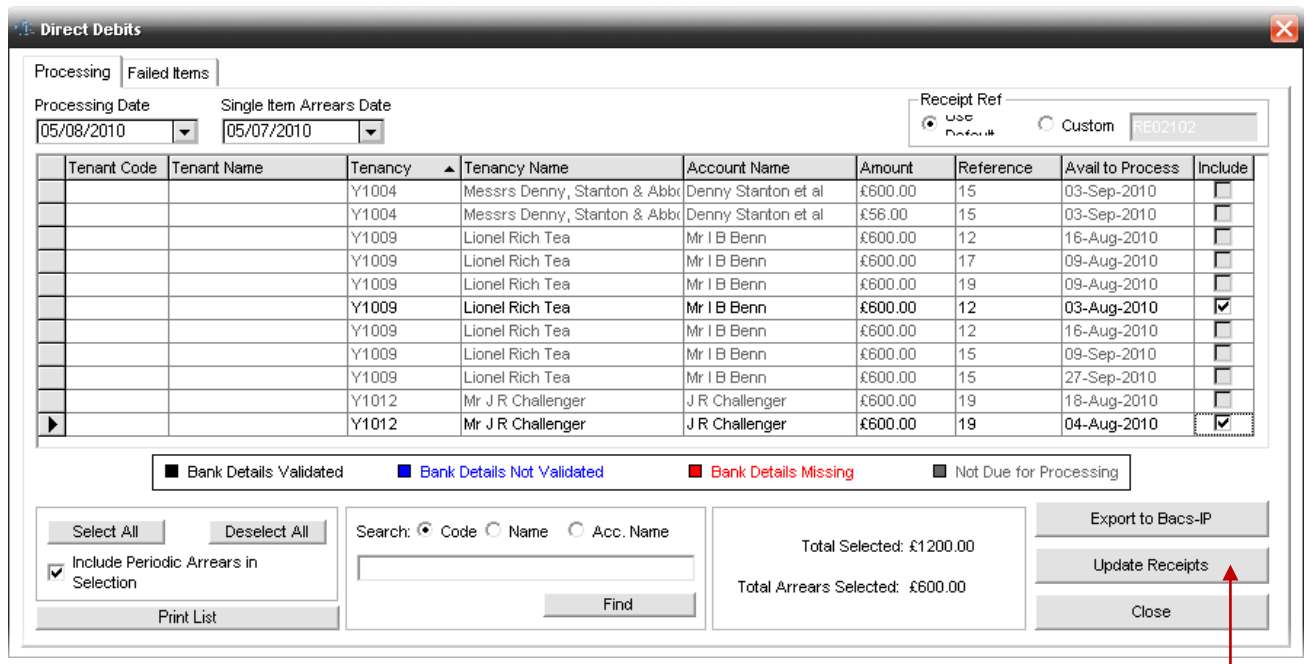
# CFPwinMan & Direct Debits

## Update Receipts

Once the BACS software has uploaded the relevant requests, CFPwinMan requires the user to mark these requests as being uploaded.

CFPwinMan will remember the previously selected items which were exported in the last export routine and they will remain ticked.

If the user tries to include or exclude any further items before pressing the '**Update Receipts**' button, the button will become disabled and the user will be forced to re-export. This ensures that what is uploaded to Bacs reconciles with CFPwinMan's records.



Processing Failed Items

Processing Date: 05/08/2010 Single Item Arrears Date: 05/07/2010

Receipt Ref: ☐ Use Default ☐ Custom RE02102

Tenant Code	Tenant Name	Tenancy	Tenancy Name	Account Name	Amount	Reference	Avail to Process	Include
		Y1004	Messrs Denny, Stanton & Abbo	Denny Stanton et al	£600.00	15	03-Sep-2010	<input type="checkbox"/>
		Y1004	Messrs Denny, Stanton & Abbo	Denny Stanton et al	£56.00	15	03-Sep-2010	<input type="checkbox"/>
		Y1009	Lionel Rich Tea	Mr I B Benn	£600.00	12	16-Aug-2010	<input type="checkbox"/>
		Y1009	Lionel Rich Tea	Mr I B Benn	£600.00	17	09-Aug-2010	<input type="checkbox"/>
		Y1009	Lionel Rich Tea	Mr I B Benn	£600.00	19	09-Aug-2010	<input type="checkbox"/>
		Y1009	Lionel Rich Tea	Mr I B Benn	£600.00	12	03-Aug-2010	<input checked="" type="checkbox"/>
		Y1009	Lionel Rich Tea	Mr I B Benn	£600.00	12	16-Aug-2010	<input type="checkbox"/>
		Y1009	Lionel Rich Tea	Mr I B Benn	£600.00	15	09-Sep-2010	<input type="checkbox"/>
		Y1009	Lionel Rich Tea	Mr I B Benn	£600.00	15	27-Sep-2010	<input type="checkbox"/>
		Y1012	Mr J R Challenger	J R Challenger	£600.00	19	18-Aug-2010	<input type="checkbox"/>
		Y1012	Mr J R Challenger	J R Challenger	£600.00	19	04-Aug-2010	<input checked="" type="checkbox"/>

☒ Bank Details Validated
 ☐ Bank Details Not Validated
 ☐ Bank Details Missing
 ☐ Not Due for Processing

Select All Deselect All  
☒ Include Periodic Arrears in Selection  
 Print List

Search: ☒ Code ☐ Name ☐ Acc. Name  
  
 Find

Total Selected: £1200.00  
 Total Arrears Selected: £600.00

Export to Bacs-IP  
**Update Receipts**  
 Close

At this stage the user should press the '**Update Receipts**' button in the bottom right hand corner of the form.

When the 'Update Receipts' button is pressed an opportunity to select the date on which the transfers have taken place is then given, the default value for this date will be the day after the processing date in the top left corner of this form.

After specifying a receipt date an opportunity to label the transaction process with a reference will occur. This reference will become useful in later stages when failed transactions occur.

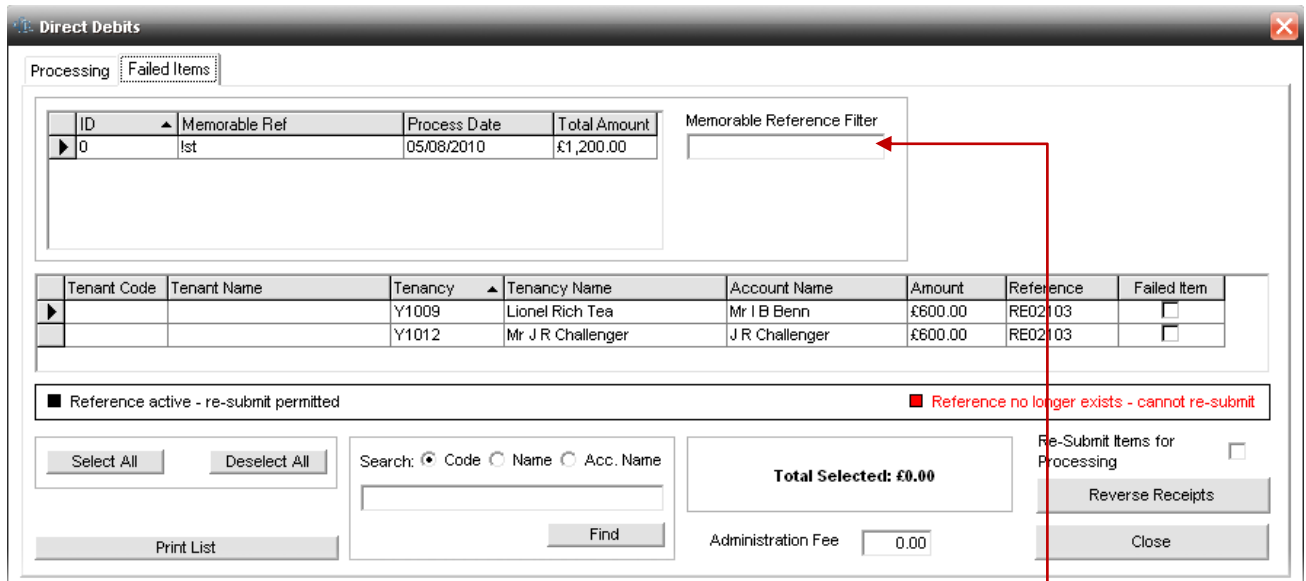
Once the routine is completed the selected receipts will be moved from the processing form and an entry will be placed in to the history log for each of the payer's in the form of a receipt.

# CFPwinMan & Direct Debits

## Failed Items

Located under **Postings > Direct Debit Processing** is a **'Failed Items'** tab

The purpose of this form is to allow the user to reverse and, if so desired, re-submit items which, for whatever reason have failed to transfer. An additional facility has been implemented which allows the user to charge an **'Administration Fee'** for failed transactions.



**Direct Debits** [Processing] [Failed Items]

ID	Memorable Ref	Process Date	Total Amount
0	1st	05/08/2010	£1,200.00

Memorable Reference Filter:

Tenant Code	Tenant Name	Tenancy	Tenancy Name	Account Name	Amount	Reference	Failed Item
		Y1009	Lionel Rich Tea	Mr I B Benn	£600.00	RE02103	<input type="checkbox"/>
		Y1012	Mr J R Challenger	J R Challenger	£600.00	RE02103	<input type="checkbox"/>

☒ Reference active - re-submit permitted
 
☒ Reference no longer exists - cannot re-submit

Search: ☒ Code ☐ Name ☐ Acc. Name

**Total Selected: £0.00**

Administration Fee:

☐ Re-Submit Items for Processing

This form inherits some of the features present on the processing tab:

- 'Deselect/Select all'
- Search on 'Code', 'Name' and 'Account Name'
- 'Grand Total'
- 'Print List' (see reports for information on this)

The receipts are grouped in batches identified by the reference specified during the 'Update Receipts' procedure. The batches are listed in the top left corner of the form and a **'Memorable Reference Filter'** entry box is available for the user to search these batches.

Once the correct batch has been located the user will see a list of the items that make up the batch.

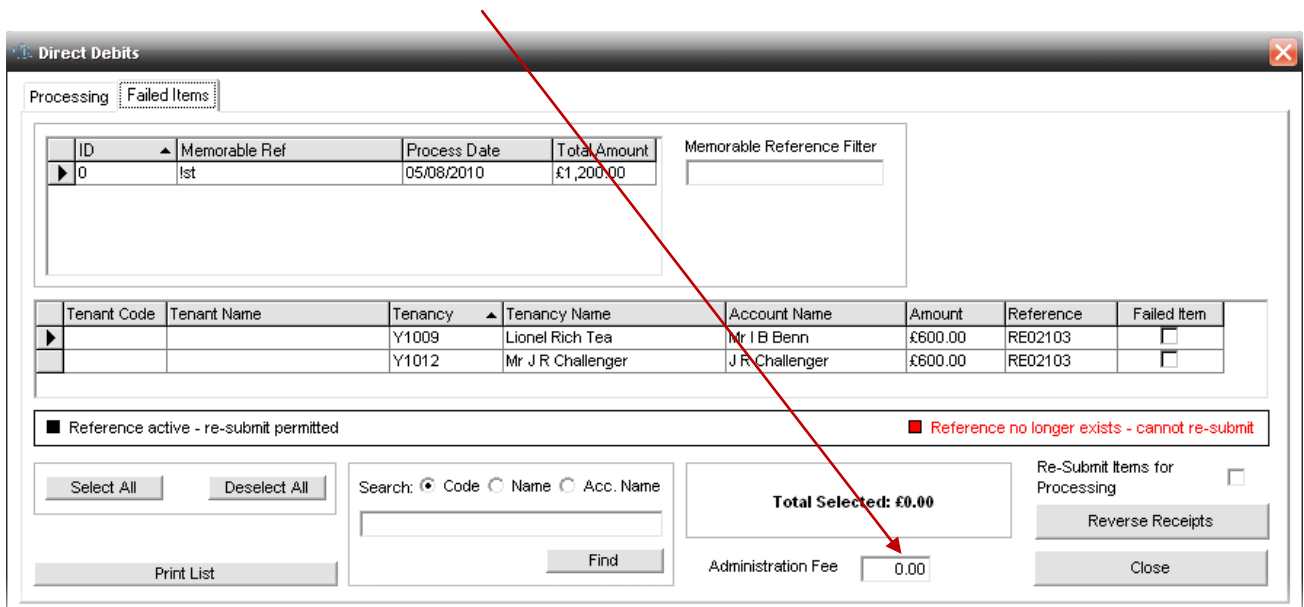
If an item in this list is shown in black this signifies that the receipted monies have yet to be paid to the landlord. The user at this stage has the ability to reverse or re-submit the request.

If an item in this list is shown in grey this signifies that the receipted monies have been paid to the landlord, the user will need to reverse this payment to allow the direct debit request to become available to reverse or re-submit for processing.

# CFPwinMan & Direct Debits

## Administration Fee

If the user wishes to charge the payer an '**Administration Fee**' for a failed transaction then at the bottom of this form an amount can be entered. It is worth bearing in mind if a number of failed items are selected then this fee will apply to each of these selected items. If an amount is entered and the item



The screenshot shows the 'Direct Debits' window with the 'Failed Items' tab selected. It contains two tables: one for failed items and another for tenant details. At the bottom, there is a section for 'Administration Fee' and a 'Total Selected' field.

ID	Memorable Ref	Process Date	Total Amount
0	1st	05/08/2010	£1,200.00

Tenant Code	Tenant Name	Tenancy	Tenancy Name	Account Name	Amount	Reference	Failed Item
Y1009		Lionel Rich Tea		Mr I B Benn	£600.00	RE02103	<input type="checkbox"/>
Y1012		Mr J R Challenger		J R Challenger	£600.00	RE02103	<input type="checkbox"/>

■ Reference active - re-submit permitted      ■ Reference no longer exists - cannot re-submit

Select All    Deselect All    Search: ☐ Code ☐ Name ☐ Acc. Name

Print List    Find    Total Selected: £0.00    Administration Fee: 0.00

Re-Submit Items for Processing ☐    Reverse Receipts    Close

is reversed then an 'Administration Fee' invoice will be posted to the relevant payer '**Invoice**' form.

## Re-Submit Items for Processing

If an item has failed to transfer and the user would like to re-submit the request through the direct debit processing screen then the user must tick the tick box labelled '**Re-Submit Items For Processing**'. The '**Reverse Receipts**' button can then be selected and the direct debit request will reappear on the '**Processing**' tab and become available to re-export.

If a direct debit receipt is reversed which is linked to a deleted reference/mandate the '**Re-Submit Items for Processing**' option will be unavailable and the reversed item will become \*Non Direct Debit\*.

## Reverse Receipts

If an item has failed to transfer and the payer is likely to pay using another payment method, then ensuring that '**Re-Submit Items For Processing**' is NOT selected and clicking the '**Reverse Receipts**' button will reverse the fact that the item was receipted via direct debits and the invoice will return to the payer '**Receipt**' screen. From here you can receipt the item in the normal manner.

When the '**Reverse Receipts**' button is selected a request for a receipt reversal date is shown. Once this is entered a report will be produced summarising a list of the items the user has chosen to reverse.

A history log entry is entered against the relevant payer(s) for any reversals that take place.