

Camsaw DD Quick User Guide (v1.5)

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Introduction

Integration Menus

The following menu items are provided below the DD Integration menu:

- **DD Run Info List**
Shows a list of all processed DD runs (empty at first)
- **DD Run Info List > New**
Create a new Direct Debit run
- **DD Run Info List (Search)**
Run advanced Direct Debit runs search (empty at first)
- **DD Integration Controls**
Gives access to DD Configuration and allow to request service to stop
- **DD Customers**
Shows a list of customers flagged as Direct Debit customers (both standard and pre-season)
- **DD Service Status Page**
Shows the server process status page (mainly for support purposes)
- **DD Invoices in pending run**
Shows a list of invoices currently in a pending DD run.

OSSM (Camsaw)	Marketing	Support
OSSM (Camsaw) Overview		
Integration	▶	
DD Integration	▶	DD Run Info List
Reports	▶	DD Run Info List (Search)
Saved Searches	▶	DD Integration Controls
		DD Customers
		DD Service Status Page
		DD Invoices in pending run

Server Process

All actions are performed by a server side process, this is to avoid the limitations of client-side processes that are only allowed to run to a limited usage (see Suite [Script API Governance](#) for more details).

The DD Run being processed shows a status that is governed by the server process, users can see the status by using menu **DD Integration > DD Run Info List**.

DD Run Info List								QUICK SORT	TOTAL: 1
EDIT	VIEW	INTERNAL ID	DATE CREATED	NAME ▲	ACCOUNT PAYMENT TYPE	PROCESSING DATE	PROCESSING STATUS	PROCESSED ON	PROCESSED BY
Edit View	16	22/11/2017 12:50 PM	ENVISAGE TEST	ROI		5/11/2017	pending		
DD Run is being populated • DD Run ready for review and processing • DD Run is being processed • DD File is being generated • DD Run is being reversed • DD Run is being canceled • DD RUN GENERATED ERRORS									

Possible statuses are:

- **Populating** - the process is retrieving the transactions to calculate the Direct Debits
- **Pending** - the DD run is ready for review and editing
- **Cancelling** - the DD run is being cancelled (before it was processed)
- **Processing** - the DD run is generating payments
- **Reversing** - the DD run is being reversed (payments deleted)
- **Generating DD File** - the process is generating the SEPA or BACS file
- **Complete** - the DD run is completed successfully
- **Error** - the process generated some error (requires Envisage support)

NOTE: the menu option **DD Integration > DD Service Status Page** will show the current status of the process which could be: Queued, Processing, Failed or Complete. What is relevant here is the Queued state as it would delay the start of the process.

Direct Debit Configurations

The direct debit module requires some configurations that are required to generate the SEPA/BACS files. The configurations are already populated with the correct information.

To access the configurations use menu option **DD Integration > DD Integration Controls** then click on the **DD Configurations** button.

OSSM012 - DD Config

[Save](#) [Cancel](#) [Reset](#) [List](#) [Search](#)

Main Details

BANK ACCOUNT NUMBER *	USER NAME *
83020858	Camsaw Distributors
BANK SORT CODE *	SEPA CREDITOR SCHEME ID *
904886	IE15ZZZ361087
IBAN *	BACS EFT I.D. NUMBER *
IE25BOFI90653178768060	862033
BIC *	LAST PAYMENT # *
BOFIIE2D	0

Audit Details

LAST MODIFIED BY
22/11/2017 12:03 pm OSSM Support

NOTE: the Last Payment # configuration is required for testing purpose only, and it is to avoid interfering with the live numbering of payment processed in the production environment.

Customer Direct Debit Configurations

Each customer set as direct debit must also have some configuration set, the fields to populate are available on the customer screen, under the '**Bank Payment Details**' Tab.

Relationships	Communication	Address	Sales	Marketing	Financial	Preferences	System Information	Bank Payment Details	Bank Payment De
Bank Details									
DD - BANK ACCOUNT NO 30480047					DD - BANK IBAN				
DD - BANK ACCOUNT NAME Ballymena Lawnmower Centre					DD - (SEPA) MANDATE ID				
DD - BANK BIC					DD - (SEPA) MANDATE SIGNATURE DATE				
Processing Details									
<input checked="" type="checkbox"/> DD - DD CUSTOMER <input type="checkbox"/> DD - DD PAYMENT SPLIT					DD - LAST DD RUN DATE				

NOTE: the DD payment split flag will indicate pre-season customers. The *Mandate ID* and *Mandate Signature Date* are only required for EURO accounts.

NOTE: use menu option **DD Integration > DD Customers** to see the list of customers flagged as DD.

IMPORTANT NOTE: if some detail is missing the direct debit run will still process fine, however, the DD file will not be created. Simply provide the missing info and use the 'Re-Generate DD file' button on the DD Run Info screen.

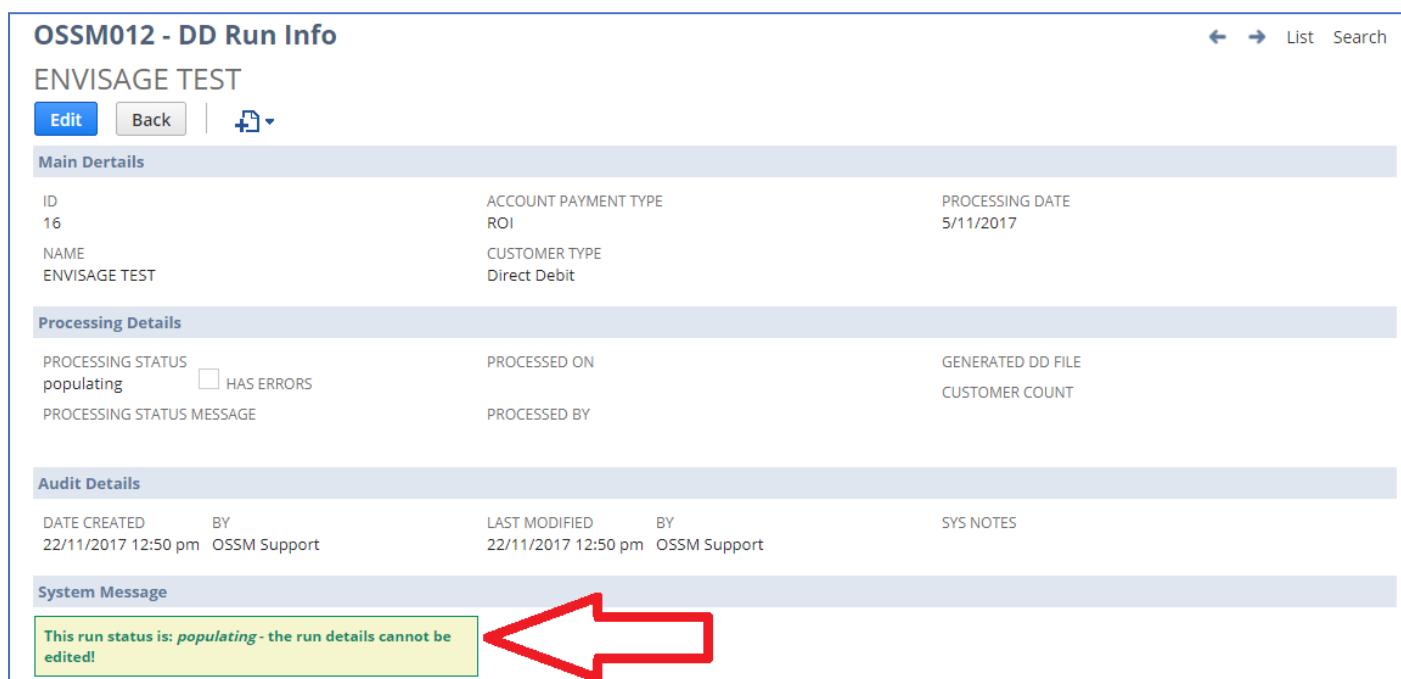
Create DD Run

To create a new run use menu option: **DD Integration > DD Run Info List > New**, then populate the few required parameters and click Save.



NOTE: only one pending run at a time is allowed.

After clicking save the screen will refresh into view mode and a system message panel will appear at the bottom indicating the run is being populated and cannot be edited.



System Message

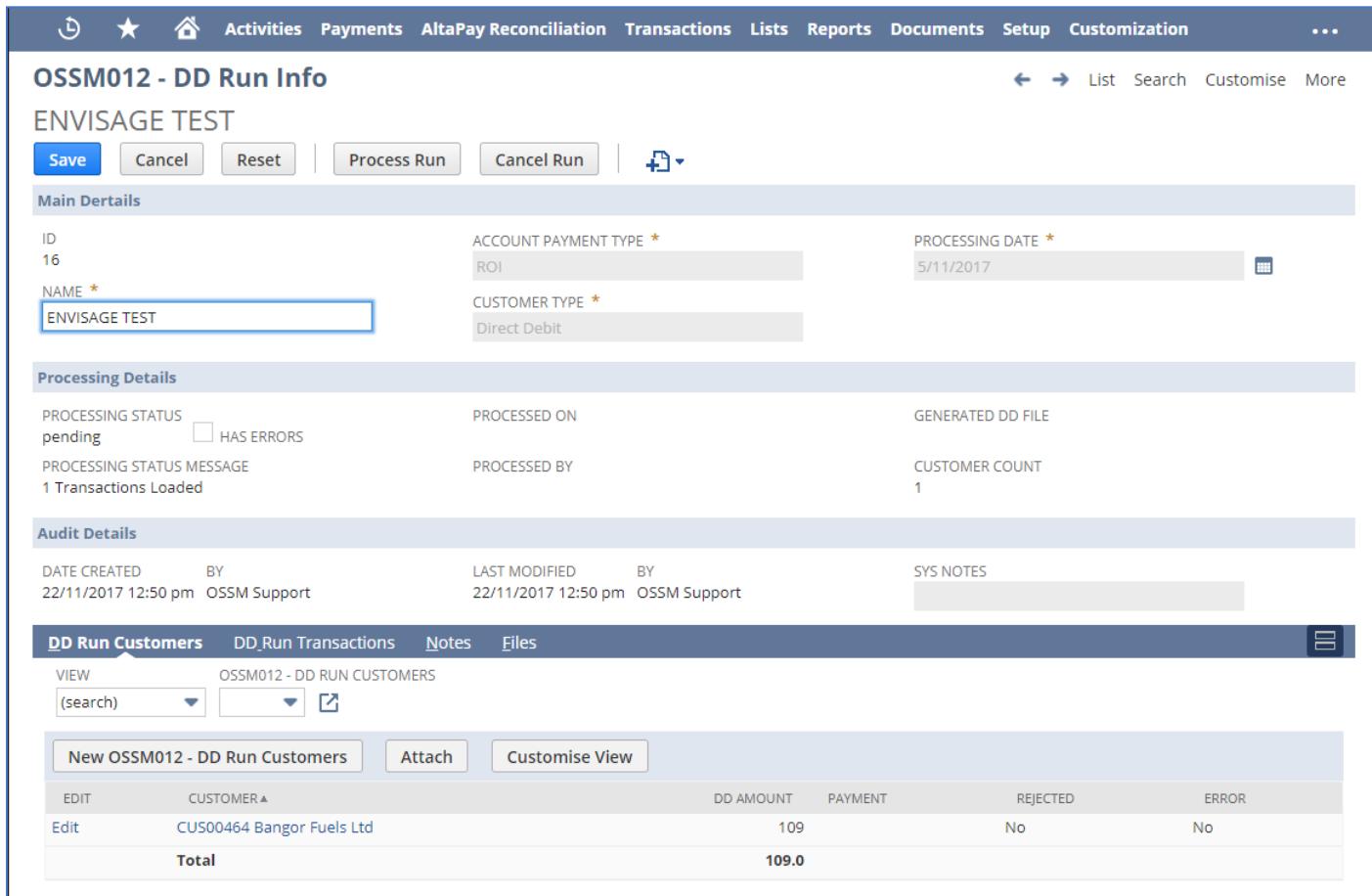
This run status is: populating - the run details cannot be edited!

Depending on the number of transactions this step may take a minute or two, just refresh the page from time to time until the status changes. Alternatively the Run Info List Search or Dashboard can be used to monitor the status.

Once the population process is completed, the status will change to pending and the run can now be edited.

Review Pending Run

In edit mode the DD Run screen will look like the below image:



Main Details

ID 16	ACCOUNT PAYMENT TYPE * ROI	PROCESSING DATE * 5/11/2017
NAME * ENVISAGE TEST	CUSTOMER TYPE * Direct Debit	

Processing Details

PROCESSING STATUS pending	HAS ERRORS	PROCESSED ON	GENERATED DD FILE
PROCESSING STATUS MESSAGE 1 Transactions Loaded		PROCESSED BY	CUSTOMER COUNT 1

Audit Details

DATE CREATED 22/11/2017 12:50 pm	BY OSSM Support	LAST MODIFIED 22/11/2017 12:50 pm	BY OSSM Support	SYS NOTES
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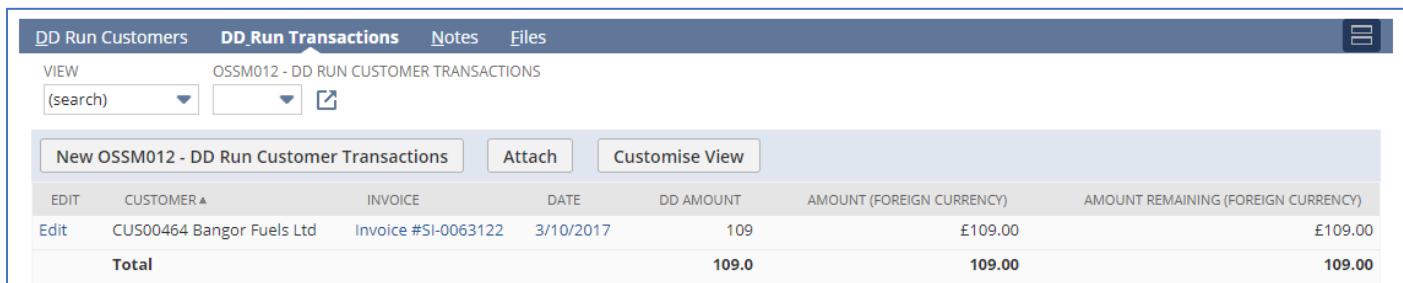
DD Run Customers

VIEW	OSSM012 - DD RUN CUSTOMERS				
(search)					
New OSSM012 - DD Run Customers	Attach	Customise View			
EDIT	CUSTOMER ▲	DD AMOUNT	PAYMENT	REJECTED	ERROR
Edit	CUS00464 Bangor Fuels Ltd	109		No	No
Total		109.0			

At the bottom, the DD Run Customers tab will show all customers included in the DD run and the calculated DD amount (based on o/s transactions and criteria).

Review Customers DD

The Tab DD Run Transactions will show all invoices included on the DD run, the calculated DD amount and the current outstanding invoice amount.



DD Run Transactions

VIEW	OSSM012 - DD RUN CUSTOMER TRANSACTIONS					
(search)						
New OSSM012 - DD Run Customer Transactions	Attach	Customise View				
EDIT	CUSTOMER ▲	INVOICE	DATE	DD AMOUNT	AMOUNT (FOREIGN CURRENCY)	AMOUNT REMAINING (FOREIGN CURRENCY)
Edit	CUS00464 Bangor Fuels Ltd	Invoice #SI-0063122	3/10/2017	109	£109.00	£109.00
Total				109.0	109.00	109.00

Edit Customer Payment

By clicking on the Edit link by each customer transaction, the DD amount can be edited:

OSSM012 - DD Run Customer Transactions

Save Cancel Reset

Main Details

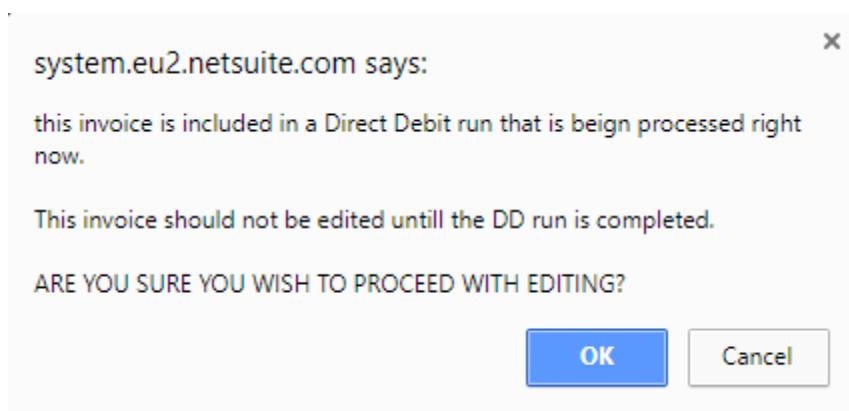
ID DD RUN 403 ENVISAGE TEST	DD AMOUNT *
CUSTOMER 402	DD AMOUNT (CALCULATED) 109
INVOICE Invoice #SI-0063122	

The entered amount will be used to calculate the total DD amount for the customer.

Invoice in DD Run Flag

While the DD Run is pending the invoices included in the run will be flagged, you can see a list using menu option **DD Integration > DD Invoices in pending run**.

If an invoice included in a DD run is opened in edit mode the user will be warned about the situation (but not stopped from entering the edit mode).



Cancel Process

The DD Run Info Edit screen provides a 'Cancel Run' button. If pressed the process will simply un-flag all invoices and delete the DD Run Info. Nothing has actually occurred at this time.

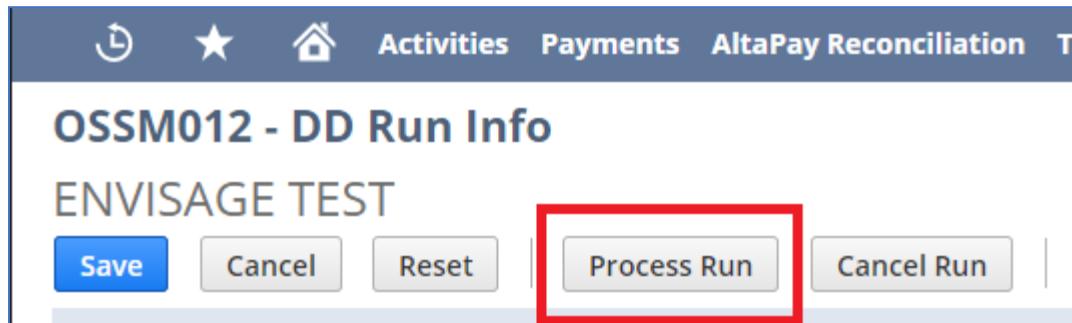
OSSM012 - DD Run Info

ENVISAGE TEST

Save Cancel Reset Process Run **Cancel Run**

Process Pending Run

Once the pending run has been reviewed, and eventually adjusted, simply click 'Process Run' on the DD Run Info Edit screen.



IMPORTANT NOTE: The process will post payments, allocate them against the relevant invoices and generate the SEPA or BACS file. This process would generally take the longest. As per the previous step (populating) the status can be monitored via the DD Run Info List or Dashboard.

Review Posted Run

At the end of the process the fields under 'Processing Details' group (DD Run Info screen) will look similar to the following image:

Processing Details				
PROCESSING STATUS complete	<input type="checkbox"/> HAS ERRORS	PROCESSED ON 15/11/2017 15:03:47	GENERATED DD FILE preview DDPAIN0082017112100154.xml download Edit	
PROCESSING STATUS MESSAGE DD Run process completed.		PROCESSED BY Giuseppe Galligani	CUSTOMER COUNT 2	

View Posted Payments

The list under the *DD Run Customers* Tab will now show a link to the generated NetSuite Payment. Processed payments cannot be edited but can be rejected, see next section.

DD Run Customers					
VIEW		OSSM012 - DD RUN CUSTOMERS			
(search)		<input type="button" value="▼"/> <input type="button" value="▼"/> <input type="button" value="New"/>			
New OSSM012 - DD Run Customers					
EDIT	CUSTOMER ▲	DD AMOUNT	PAYMENT	REJECTED	ERROR
Edit	Haven Hire	5,450.55	Payment #DDPAY007	No	No
Edit	IC Distributor	4,125	Payment #DDPAY008	No	No
	Total	9,575.55			

Reject Payment

It is possible to reject a payment (in case the DD bounced back), just open the DD Run Info screen and locate the customer on the bottom list under the *DD Run Customers* Tab, and click on the *Edit* link to the right. The DD Run Customer Screen provides a 'Reject Payment' button

OSSM012 - DD Run Customers

Main Details

ID 10901 TEST	DD RUN TEST	DD AMOUNT 5,450.55	DD AMOUNT (CALCULATED) 5,450.55
CUSTOMER Haven Hire			

Processing Details

<input checked="" type="checkbox"/> PROCESSED	PAYMENT Payment #DDPAY007	PROCESSING ERROR
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Rejection Details

<input type="checkbox"/> REJECTED	REJECTED BY	REJECTED ON
-----------------------------------	-------------	-------------

System Message

This run status is: **complete** – the run details cannot be edited!

HAS ERROR

VIEW OSSM012 - DD RUN CUSTOMER TRANSACTIONS
 (search)

New OSSM012 - DD Run Customer Transactions

EDIT	CUSTOMER	INVOICE	DATE	DD AMOUNT	AMOUNT (FOREIGN CURRENCY)	AMOUNT REMAINING (FOREIGN CURRENCY)
Edit	Haven Hire	Invoice #3092090	17/9/2015	297.4	€297,40	€0,00
Edit	Haven Hire	Invoice #3092093	11/2/2016	3,157.6	€3.157,60	€0,00
Edit	Haven Hire	Invoice #3092094	11/2/2016	297.4	€297,40	€0,00
Edit	Haven Hire	Invoice #3092095	11/2/2016	1,698.15	€1.698,15	€0,00
Total				5,450.55	5,450.55	0.00

If the option is selected the system will detach the invoices that were applied to the payment and delete the payment. The Payment Rejection happens on a client-script side (as it always only affects one payment at a time).

Download Generated DD File

The right-most fields under 'Processing Details' group (DD Run Info screen) includes a *Generated DD File* field with a 'Download' link. The file is immediately downloaded (via secured https://) to local PC/Device.

Processing Details

PROCESSING STATUS complete	<input type="checkbox"/> HAS ERRORS	PROCESSED ON 15/11/2017 15:03:47	GENERATED DD FILE preview DDPAIN0082017112100154.xml download Edit
PROCESSING STATUS MESSAGE DD Run process completed.		PROCESSED BY Giuseppe Galligani	CUSTOMER COUNT 2

Undo DD Run

It is also possible to undo an entire run. The undo will detach the invoices that were applied to each payment and then delete the payments and the DD Run Info form the system.

To Undo a run click on the 'Undo Run' button on the DD Run Info screen.



IMPORTANT NOTE: This functionality is provided because we need to test on production. Once live the Undo Option should be either removed or restricted to the latest runs.

Pending Implementations

There is one pending implementation (currently working on) and a couple of points to clarify.

Pre-Season Customer Payments Split

Pre-season customers get to pay their invoices with a specific logic (see box below), this is under development. However, the main focus is to get the system and SEPA/BACS files tested. This implementation will be implemented live as soon as we are happy with the current release.

Pre-season orders between 1st Nov and 31 Dec.

These orders are invoiced on the 1st of January for all products that are shipped.

1. First payment is taken on the 25/3, 25% of all invoices from 1/1 to 28/02.
2. Second payment is taken on the 25/4, 25% of all invoices from 1/1 to 28/2, plus 33.3% of all March invoices
3. Third payment is taken on the 25/5, 25% of all invoices from 1/1 to 28/2, plus 33.3% of all March invoices, plus 50% of all April invoices.
4. Fourth payment the balance of all invoices from the 1/1 to 31/5.

First and Last Direct Debits

Q1: SEPA: Do you currently perform some specific actions (on the current DD program in use) in case a customer is direct debited for the first time, and what about the Mandate Info (I see you use the CUSXXXX code as mandate ID, but what about the Mandate Signature Date?)

Q2: BACS: Do you currently perform some specific actions (on the current DD program in use) in case a customer is direct debited for the first time?

Q3: BACS and SEPA: Do you currently perform some specific actions (on the current DD program in use) in case a customer is direct debited for the last time?