Direct Debits

INTRODUCTION TO DIRECT DEBITS

The Direct Debits module is designed to remove the administrative burden from the task of collecting customer payments on an instalment basis. This is achieved by defining a direct debit collection profile against any outstanding value which is then processed automatically with the payee's bank using BACS functionality. After the initial mandate is set up virtually no manual involvement is required.

Customers can have more than one direct debit mandate set up. This is particularly useful if an invoice is to be paid by more than one person, for example if a student's fees are to be paid by the student themselves and their parents or if the customer wishes to use multiple bank accounts.

The Direct Debits module has been designed to produce output for use with the Automated Direct Debit Instruction Service (AUDDIS). AUDDIS is an automated system of passing direct debit instructions electronically via BACS between customers and paying banks.

In addition to catering for payment batches the module also caters for rejected payments and subsequent represented payments.

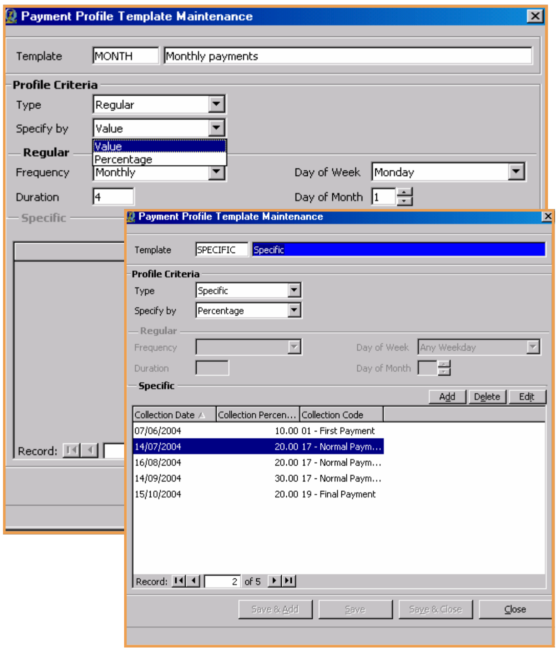
PAYMENT PROFILE TEMPLATES

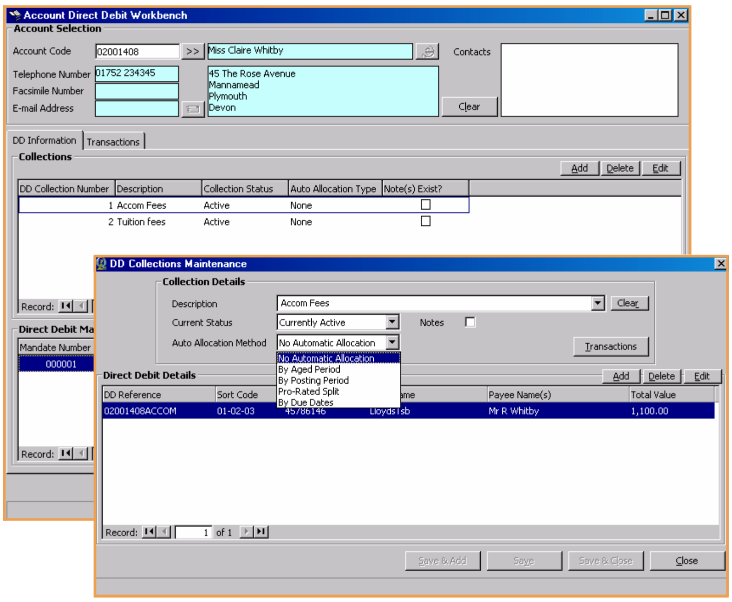
When defining the collection terms for the customer, predefined payment profile templates can be used to speed up the process. The templates can be either of a regular or specific nature.

Regular – A template can be set up for a standard frequency payment profile. No values are specified here so the template can be applied to any direct debit instruction and the values then specified.

Specific – This type may have a non-standard frequency so the user will set up each individual payment including values or percentages.

If a template has been used, users can edit the suggested collection plan to suit the individual customer. If one of the dates that is selected is not on a working day the system will automatically change it to the next appropriate working day.





THE DIRECT DEBITS WORKBENCH

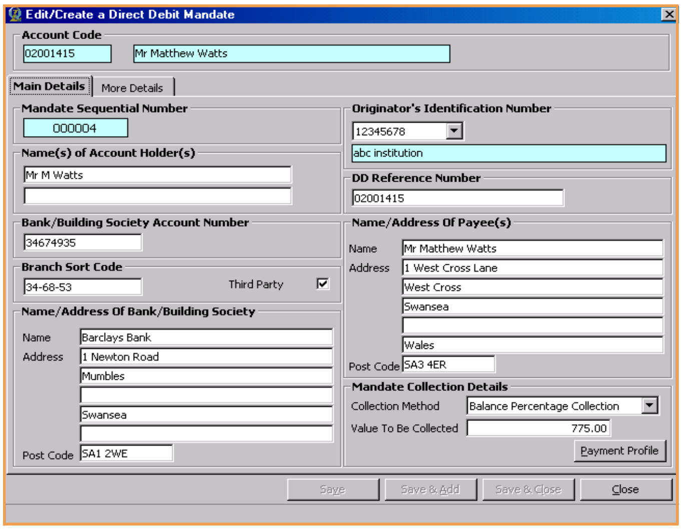
The Direct Debit Workbench is used to do the following:

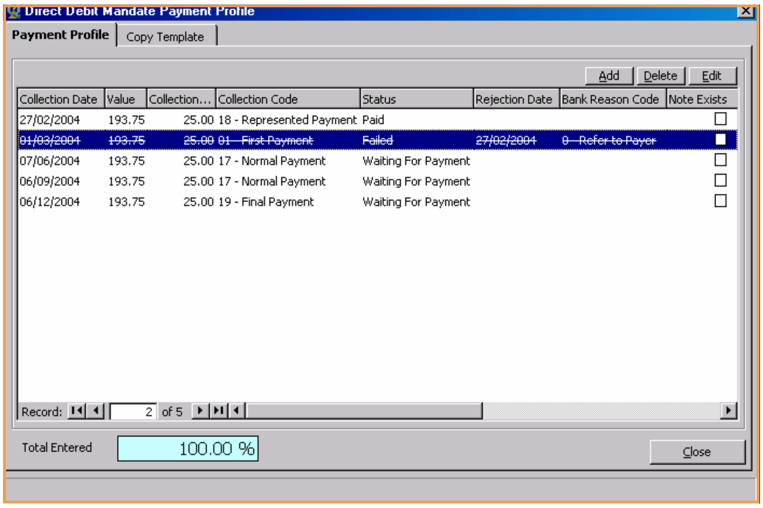
- Set up and maintain direct debit collections.
- Set up and maintain direct debit instructions including payment profiles, within each collection.
- Link relevant documents to collections, for example, invoices to be paid using the collection.
- Enquire on collections and direct debit instructions for an individual customer account.
- Enquire on documents linked to collections for an individual customer account and drill down to the customers sales ledger account.

CREATING DIRECT DEBIT MANDATES

When creating a mandate, bank details are checked and verified to ensure only valid details are entered. Collections can be based on a transaction value or outstanding value if linked to invoices. Allocations can be automatically made using one of a number of available methods.

Details regarding when the AUDDIS file was sent, the date the advice letter was sent, the current status of the mandate and any notes can also be recorded.





DIRECT DEBIT MANDATE PAYMENT PROFILE

For each direct debit mandate a payment profile will need to be defined. To save time users can copy a template or create a specific profile.

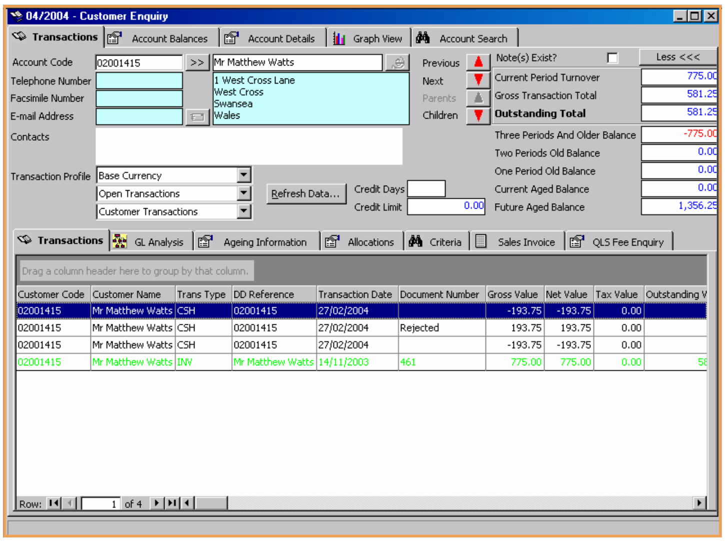
If a payment is rejected, the reason and date it was rejected can be recorded. Any subsequent represented payments can then be added to the profile.

DIRECT DEBIT LETTERS

Letters regarding the direct debits can be created using institutionally defined filters. The layout and content of the letters can be defined by the institution. These filters can also be used for enquiry purposes. For example, you may wish to enquire on all you customers who have had failed payments.

ACR ENQUIRIES AND DIRECT DEBITS

Any invoices that are being paid by direct debit are displayed in green making them easily identifiable. If a payment has been rejected it will be recorded as a reference on the customers account. The grid functionality enables the user to group transactions by their status, thus providing an instant report of all their allocated, rejected and outstanding values.



T: 01792 524524
F: 01792 524600
educationsales@agresso.co.uk
www.agresso.com

ERP... with NO Expiry Date™