

S05 - SIMPLer Billing SIMPLer Direct Debits (EFT) Overview

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1. Introduction

The purpose of this document is to outline the procedure in relation to processing Direct Debits (or Electronic Funds Transfer). This document assumes Bank of Ireland process – unless stated otherwise.

2. Operator has signed Direct Debit from end-customer. What next?

- Send each authorisation to the Manager of the end-customers bank.
- They will take approx. three days to process the request, after which you can go about generating the direct debits for that end-customer.

NOTE: You will not receive notification that the authorisation has been processed.

3. How to generate Invoices?

At the stage of each month at which you do your invoicing (obviously, the more you have, the more times in the month you may want to generate the invoices).

- 1) Click on the invoices tab
- 2) Select “first invoices”
- 3) Select all
- 4) Generate
- 5) This will lead to list of all the invoices generated which you may want to print for your own records.
- 6) Repeat for “generate invoices”

NOTE: In the case where more than 50 invoices needs to generated, this will have to be broken down into two lots, none with a quantity greater than 50 invoices each. This can be done by manually selecting/deselecting the invoices as needed.

4. How to do a Direct Debit Run?

- 1) Click on the invoices tab
- 2) Click “Invoices to be EFT”
- 3) Click Select all, and then click generate
- 4) If you see red tabs on a customer account, they will be there for two reasons; i) if the red tab is under Invoice Date, this simply means that 14 days has not elapsed since the invoice date and today’s date. Or ii) if the red tab is elsewhere, there is some information missing from the customers details that is necessary for the direct debit to go through so you will need to double check that customer
- 5) Again, once you have selected generate, you will be shown a list of all the customers that will be direct debited, which you may want to print for your own records.
- 6) This direct debit run will have sent an e-mail to your default e-mail address with the winbits file of all direct debits.

5. Using WINBITs to submit the direct debit run to the Bank of Ireland.

- 1) When you receive the Winbits file in your e-mail, save the attached file in your decided location. Make a note of the number of the file (this will be important when you have done a lot of them and you need to make sure that you are processing the right one!)
- 2) Next, open WinBits, and enter your password. Select Transmit.
- 3) First field of entry: File that you want to transmit (simply click on the little grey box with the three dots and select the one you want)
- 4) Enter your User ID, Pin 1 and Pin 2. If there is a problem with any of these, the hash symbols will not remain after you move on from them and ultimately, the Transmit button will not function.
- 5) Check that when Winbits checks the file (done automatically), if there are any errors (it will come up on the file summary on the right hand side)...

NOTE: You may have an error if the bank account details are incorrect, or if there is a problem with payment - The easiest way to check this is if you "View File" and it will give you a list of all the direct debits going through, look out for any customer with a 0.00 amount going through, or an odd number of figures in comparison to other customers. By taking the customer id, you can then look into their details more closely back in SIMPLer.

- 6) All going well, you may just click Transmit and then Send and everything should go smoothly from there.

Annex A: References

A.1 Document References

A.2 Link References

- [L1] <http://www.azotel.com/>
Azotel homepage.

Annex B: Definitions and abbreviations

1.1 B.1 Definitions

1.2 B.2 Abbreviations

For the purposes of the present document, the following abbreviations apply:

EFT	Electronic Funds Transfer (Direct Debit)
WIB-C	WISP in a Box - Client
SIMPLer	Azotel's integrated Operator's platform

Annex C: Change history

Change history				
Date	Author(s)	Subject/Comment	Old	New
23-01-07	E. Borges	Initial Draft	n/a	001
14-06-10	T. O'Driscoll	WISPer -> SIMPLer, and other minor formatting changes.	001	002
3/Jun/13	paul	Changed doc's title, copyright and correct year, doc num on all pages	002	100

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