



## **ELECTRONIC PAYMENTS – LOCK BOX**

HOW TO GUIDE

## DOCUMENT VERSION CONTROL

VERSION	DATE	AUTHOR	DOCUMENT CHANGES
1.0	October 2016	P. Payne	Initial Document
1.1	October 2016	B. Schubert-Kingcott	Review

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## OVERVIEW

The *Electronic Payments* screen within the *Customer* module allows for processing of electronic payment transactions that are processed through third party payment providers.

An electronic payment file, provided by a payment provider, can be imported from a nominated network location into the *Electronic Payments* screen.

Following from this, the system runs through a set of defined rules in an attempt to match the payments against the relevant customers and customer invoices.

Once the payments have been allocated, the user can change the automatic matching and allocation of payments if required.

In instances where the system could not automatically match and allocate the transactions, the user can manually process the allocations or place the unallocated transactions in a suspense account, from where the transactions can be allocated at a later stage.

Once the matching and allocation is complete, the transactions from the payment file can be posted. This results in customer payment records being created and the payment transactions being posted to the Cashbook.

The electronic payment files of the below payment providers can currently be processed through the *Electronic Payments* screen:

- Lock Box (Bank of America)

## LOCK BOX PROCESS

The Lock Box service allows for processing of checks through a payment file. Checks received via Lock Box will not be entered into the system until they have been banked, following from this the bank will provide payment file which can be uploaded through the *Electronic Payment* screen.

One payment file indicates a single bank deposit.

The **AUTO MATCH** (matching to a customer) and **AUTO ALLOCATE** (matching a payment record to an invoice) buttons shown in the *Electronic Payments* screen are not available for the matching process of the of the Lock Box payment file.

When the payment file is imported the system will try to match the records automatically based on the data provided in the payment file.

For payment records where no matches could be found, the system will display an error message and the posting of those records will not be permitted.

Payment records that could not be match automatically can be corrected manually by:

- Correcting the customer code / customer name
- Assigning the payment record to a suspense customer
- Manually matching the allocations

← ELECTRONIC PAYMENT FILE DETAILS

File Number:  User:  Date:  Status:

← ELECTRONIC PAYMENT FILE SELECTION

Process Type:  SELECT FILE ...

← ELECTRONIC PAYMENT SUMMARY

File Name:	<input type="text"/>		
Total Records:	<input type="text"/>	Allocated:	<input type="text"/>
Total Amount:	<input type="text"/>	Not Allocated:	<input type="text"/>
Amount Allocated:	<input type="text"/>	Matched:	<input type="text"/>
Amount Not Allocated:	<input type="text"/>	Not Matched:	<input type="text"/>

← ELECTRONIC PAYMENT DETAILS

View Details (Alt V) | Entry/Edit Details (Alt E)

Select	Line	Posted	Matched	Allocated	Cust Code	Customer Name	Amount	Error

SELECT ALL DESELECT ALL SELECT UNMATCHED

Sort By:  Unmatched  Line Number

AUTO MATCH  
AUTO ALLOCATE  
ASSIGN TO SUSPENSE  
POST  
VIEW ALLOCATIONS

## PROCESS

### IMPORTING AN ELECTRONIC PAYMENT FILE

In order to process the electronic payment transactions from the payment provider, the electronic payment file will need to be placed into the nominated network location. Following from this, the payment file will need to be imported into the *Electronic Payments* screen.

1. From the Home Page, click on **Customers > Electronic Payments**

This will display the *Electronic Payment* screen.

2. Click on **ADD**
3. Select the file type to be imported from the **Process Type** drop down list
4. Click on **SAVE**

This will create an electronic payment file with the status of **OPEN** and an electronic payment file number will be generated by the system.

5. Click on **EDIT**
6. Click on **SELECT FILE**

If required pick up the payment file from the right network location.

This will import the payment file, auto match and auto allocate the payment detail lines against matching customers and matching invoices.

The details of the payment file will be displayed in the *View Details* grid in the *Electronic Payments* screen.

Payment detail lines that could not be matched will be displayed with a comment / error message.

Payment detail lines that could be matched / allocated will be displayed with the **MATCHED** and / or **ALLOCATED** checkboxes checked.

## CORRECTING THE CUSTOMER CODE/CUSTOMER NAME ON THE ELECTRONIC PAYMENT

1. From the Home Page, click on **Customers > Electronic Payments**

This will display the *Electronic Payment* screen.

2. View the relevant payment file
3. Double click on the payment detail line in the View Details grid

This will display the **Entry/Edit Details (Alt E)** tab.

4. Click on EDIT on the Toolbar
5. Select the relevant customer code from the Customer Code drop down list or select the relevant customer name from the Customer Name drop down list
6. Click on SAVE on the Entry/Edit Details (Alt E) tab

This will return to the *View Details* grid in the *Electronic Payments* screen.

The payment detail line that was matched to the relevant customer will be viewed as MATCHED.

## ASSIGNING THE ELECTRONIC PAYMENT TO A SUSPENSE CUSTOMER

Payment detail lines without a matching customer can be assigned to the suspense customer (as set in the customer parameter 'suspense customer').

1. From the Home Page, click on **Customers > Electronic Payments**

This will display the *Electronic Payment* screen.

2. View the relevant payment file
3. Select the payment detail line in the View Details grid (check the SELECT checkbox)
4. Click on ASSIGN TO SUSPENSE

**Info:** The selected lines will be assigned to a suspense account. Do you want to continue?

5. Click on OK

This will return to the *View Details* grid in the *Electronic Payments* screen.

The payment detail line that was matched to suspense customer will be viewed as MATCHED.

If the payment detail line was previously allocated it will now be set to unallocated.

## MANUALLY MATCHING ELECTRONIC PAYMENT ALLOCATIONS

Payment detail lines that could not be auto allocated can be allocated manually.

Please note the payment detail line will need to be matched to a customer in order to use the manual allocation function.

1. From the Home Page, click on **Customers > Electronic Payments**

This will display the *Electronic Payments* screen.

2. View the relevant payment file

3. Select the payment detail line in the View Details grid (check the SELECT checkbox)

4. Click on VIEW ALLOCATIONS

This will display the *Customer Transactions* screen.

5. Select the relevant transactions by checking the Allocated column in the Transaction Details grid

This will view the allocated amount in the Amount Allocated column in the *Transaction Details* grid.

6. Click on SAVE in the Customer Transaction screen

The *Electronic Payments* screen will re-display.

The allocated amount will be shown in the Allocated \$ column in the *View Details* grid in the *Electronic Payments* screen.

The ALLOCATED checkbox for the payment detail line will be checked and the error message will be cleared.

## POSTING THE ELECTONIC PAYMENT DETAIL LINES

Payment detail lines that have been matched and allocated (fully or partially allocated) can be posted.

Only the payment detail lines with the MATCHED and / or ALLOCATED checkboxes checked can be posted.

Posting the payment detail lines will create posted customer payments for the relevant customers / invoices and payment entries will be created in the *Cashbook* screen for bank reconciliation.

1. From the Home Page, click on **Customers > Electronic Payments**

This will display the *Electronic Payments* screen.

2. View the relevant payment file

3. Click on POST

The payment detail lines posted will be displayed with the POSTED checkbox checked in the *View Details* grid in the *Electronic Payments* screen.

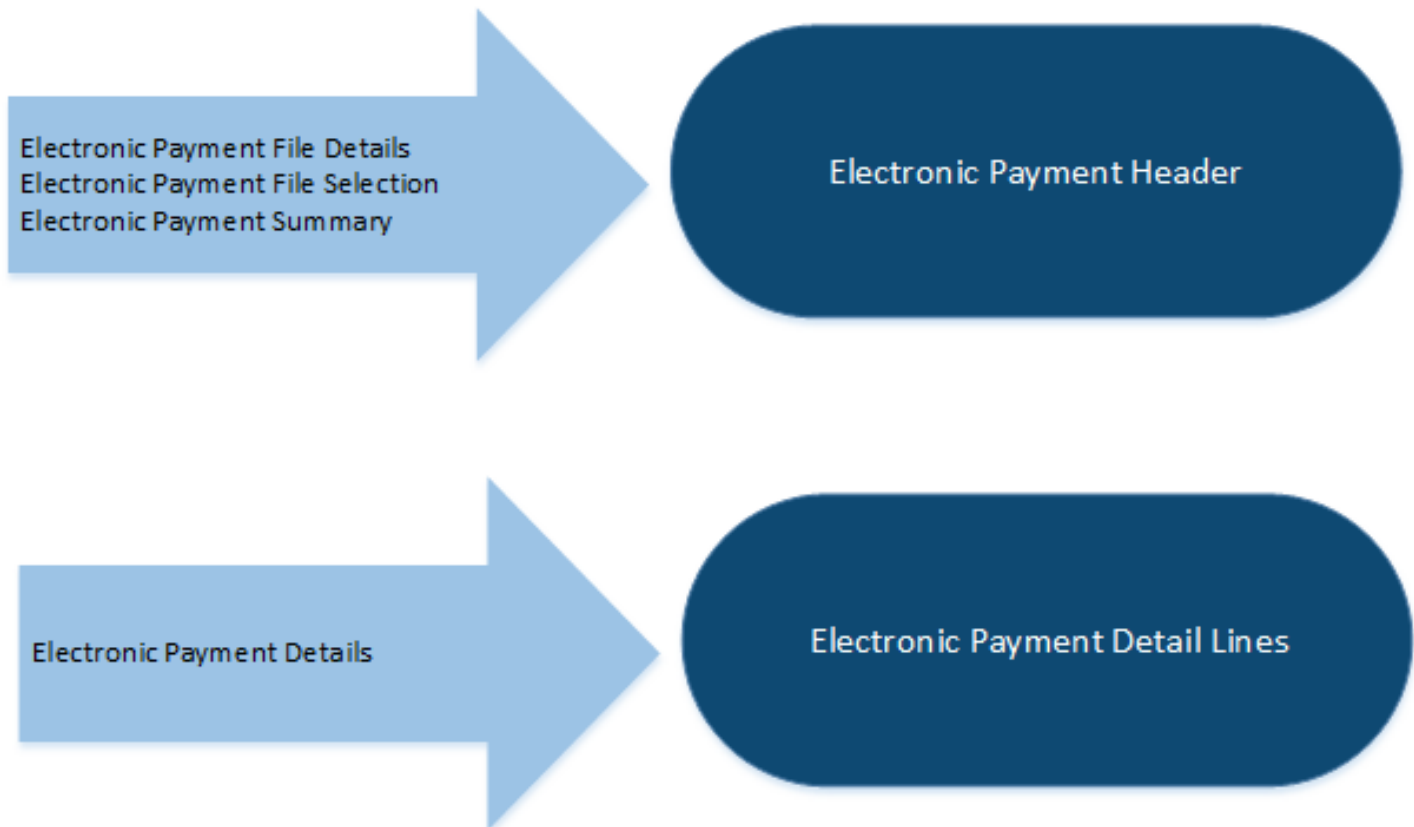
The Electronic Payment file status will be **POSTED**.

## SCREENS

### ELECTRONIC PAYMENTS

1. From the Home Page, click on **Customers > Electronic Payments**

The *Electronic Payments* screen is designed in 4 panels:



**ELECTRONIC PAYMENT FILE DETAILS**  
File Number:  User:  Date:  Status:

**ELECTRONIC PAYMENT FILE SELECTION**  
Process Type:

**ELECTRONIC PAYMENT SUMMARY**  
File Name:   
Total Records:  Allocated:   
Total Amount:  Not Allocated:   
Amount Allocated:  Matched:   
Amount Not Allocated:  Not Matched:

**ELECTRONIC PAYMENT DETAILS**

Select	Line	Posted	Matched	Allocated	Cust Code	Customer Name	Amount	Error
--------	------	--------	---------	-----------	-----------	---------------	--------	-------

Sort By:  Unmatched  Line Number

## Electronic Payment File Details

← ELECTRONIC PAYMENT FILE DETAILS

File Number:  User:  Date:  Status:

FIELD NAME	DESCRIPTION
File Number	A unique identifier for the imported file, this is system generated when a new file is imported.
User	The user who imported the file. This is defaulted to the current logged in user when adding a new entry.
Date	The date the file was imported. This is defaulted to the current date when adding a new entry.
Status	The status for the record: <b>OPEN</b> The payment file has been imported and not yet been posted.  <b>POSTED</b> The payment transactions have been posted.

## Electronic Payment File Selection

ELECTRONIC PAYMENT FILE SELECTION
Process Type:  SELECT FILE ...

FIELD NAME	DESCRIPTION
Process type	The process type that will be used for the file being imported.
<div style="background-color: #70ad47; color: white; padding: 5px; display: inline-block; border-radius: 3px;">SELECT FILE ...</div>	This should be used to find the file to be imported. The dialog box will default to the directory set in the File Location for the Process Type.

## Electronic Payment Summary

ELECTRONIC PAYMENT SUMMARY

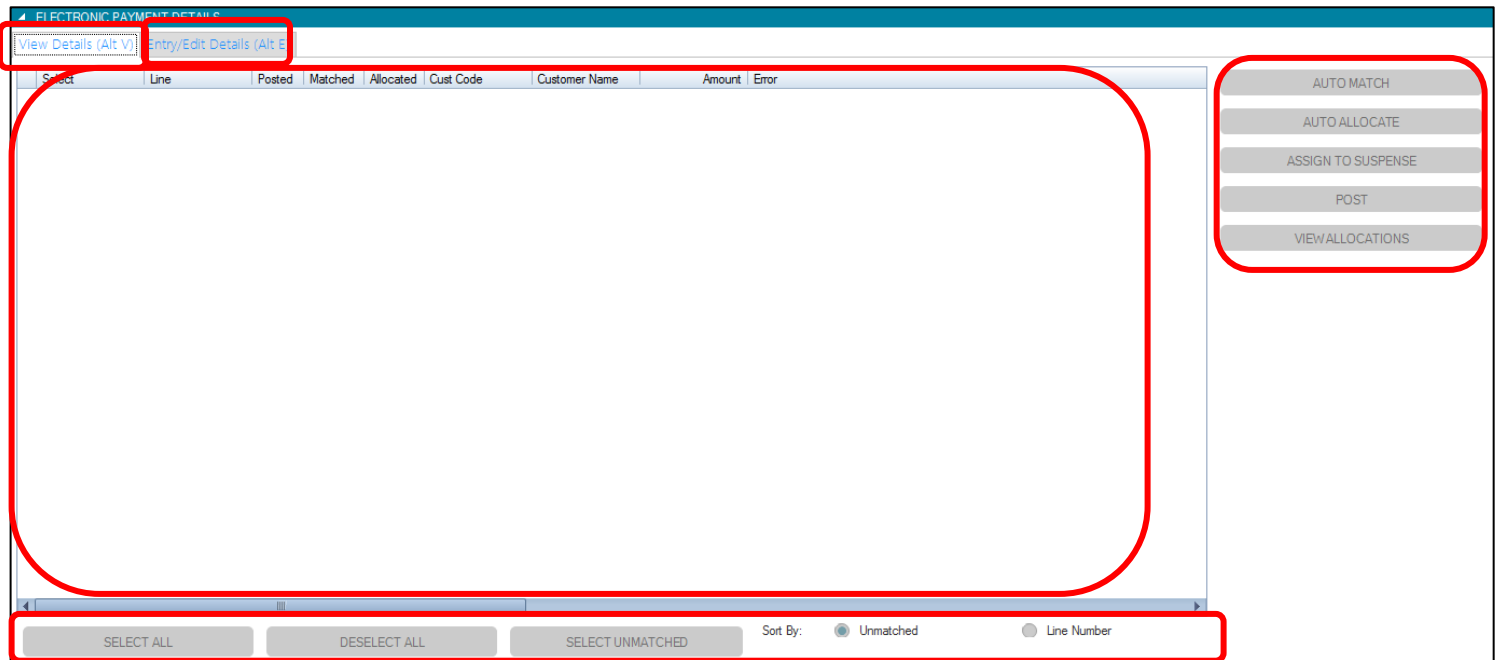
File Name:	<input type="text"/>		
Total Records:	<input type="text"/>	Allocated:	<input type="text"/>
Total Amount:	<input type="text"/>	Not Allocated:	<input type="text"/>
Amount Allocated:	<input type="text"/>	Matched:	<input type="text"/>
Amount Not Allocated:	<input type="text"/>	Not Matched:	<input type="text"/>

FIELD NAME	DESCRIPTION
File Name	The name of the file that was imported.
Total Records	The number of payment lines in the import file.
Total Amount	The total amount for the payment lines in the import file.
Amount Allocated	The amount for the payment lines allocated to invoices.
Amount Not Allocated	The amount for payment lines not allocated to invoices.
Allocated	The number of payment lines that have been allocated to invoices

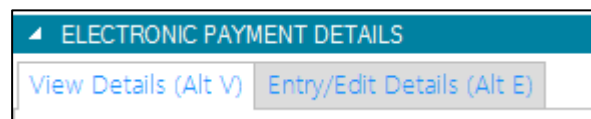
FIELD NAME	DESCRIPTION
Not Allocated	The number of payment lines that have not been allocated to invoices.
Matched	The number of payment lines that have been matched to a customer.
Not Matched	The number of payment lines that have not been matched to a customer.

## Electronic Payment File Details

The Electronic Payment File Details has 5 sections:



## Electronic Payment File Details – Tabs



TAB	DESCRIPTION
View Details	This grid will show all the records from the imported payment file. Any unmatched and unallocated payment lines will be at the top of the list as the default.
Entry/Edit Details	Allows the editing of the customer code for a single payment line. This is only available if the Electronic Payment File status is 'OPEN'..

## Electronic Payment File Details – Grid View

Select	Line	Posted	Matched	Allocated	Cust Code	Customer Name	Amount	Error	Inactive	Date	Transaction Reference	Posted By	Date Posted	Payment ID	Bank	Payment Account
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The information in the Grid View is populated when the payment file is imported.

FIELD NAME	DESCRIPTION
Line	The payment line number.
Posted	Whether the payment line has been posted.
Matched	Whether the payment line has been matched to a customer.
Allocated	Whether the payment line has been allocated to an invoice.
Customer Code	The customer code the payment line was matched to.
Customer Name	The customer name the payment line was matched to.
Amount	The amount for the payment line.
Error	This will display any errors found while attempting to allocate / match the payment lines to invoices/customers.
Inactive	Not Used
Date	The date from the payment line.
Transaction Reference	From the payment line.
Posted By	The user who posted the payment line.
Date Posted	The date the payment line was posted.
Payment ID	From the payment line.
Bank	Bank Identification Number from the payment line
Payment Account Number	Payment account number of the payment line
Payment Method	Method of payment
Description	Any extra data from a the payment line that hasn't already been displayed.

## AUTO ALLOCATION RULES

When auto allocate takes place, the following checks are performed to ascertain whether the payment line can be allocated successfully to an invoice.

SCENARIO	AUTO ALLOCATE
File Amount = Total Overdue Amount	Yes
File Amount = Total Overdue Amount - Current Month Overdue Amount	Yes
File Amount = Overdue Amount of a particular month (e.g. Sum of all Overdue Amount for Feb)	Yes
File Amount = A particular month overdue amount, while it is duplicated with another month overdue amount (e.g. Feb and Apr have overdue of \$5,000)	No
File Amount = A particular invoice amount equals to a particular month overdue amount (E.g. Invoice 1, Invoice Amount: \$2,000 equals to Apr overdue amount: \$2,000, which consists of Invoices 2 & 3)	No
File Amount = Particular Invoice Amount	Yes
File Amount = Duplicate Invoices (Invoice 4 and Invoice 5 have the same Invoice Amount: \$1,000 for Debtor D001)	No
Customer doesn't exist	No

## CONFIGURATION

### SYSTEM PARAMETERS - ELECTRONIC PAYMENTS

- From the Home Page, click on **Customers > Configuration > Parameters**

PARAMETER OR TABLE NAME	DESCRIPTION
Suspense Customer	<p>Customer Parameter:</p> <p>This is the customer master record that will be used to hold payments that cannot be matched automatically to a customer record.</p> <p>A customer master record 'Suspense Customer' must be set up in the customer master.</p>

### SUSPENSE CUSTOMER – ELECTRONIC PAYMENTS

Create a customer master record that relates to a 'Suspense Customer', so that payment lines that can't be matched to a customer record can be allocated to this customer record allowing for further investigation.

- From the Home Page, click on **Customers > Customer Master**

**▲ CUSTOMER DETAILS**

Customer Code:	<input type="text" value="SUSP001"/>	...	Created Date:	<input type="text" value="12/10/2016"/>
Previous Code:	<input type="text"/>			
Account Type:	<input type="text"/>			
Customer Class:	<input type="text"/>			▼

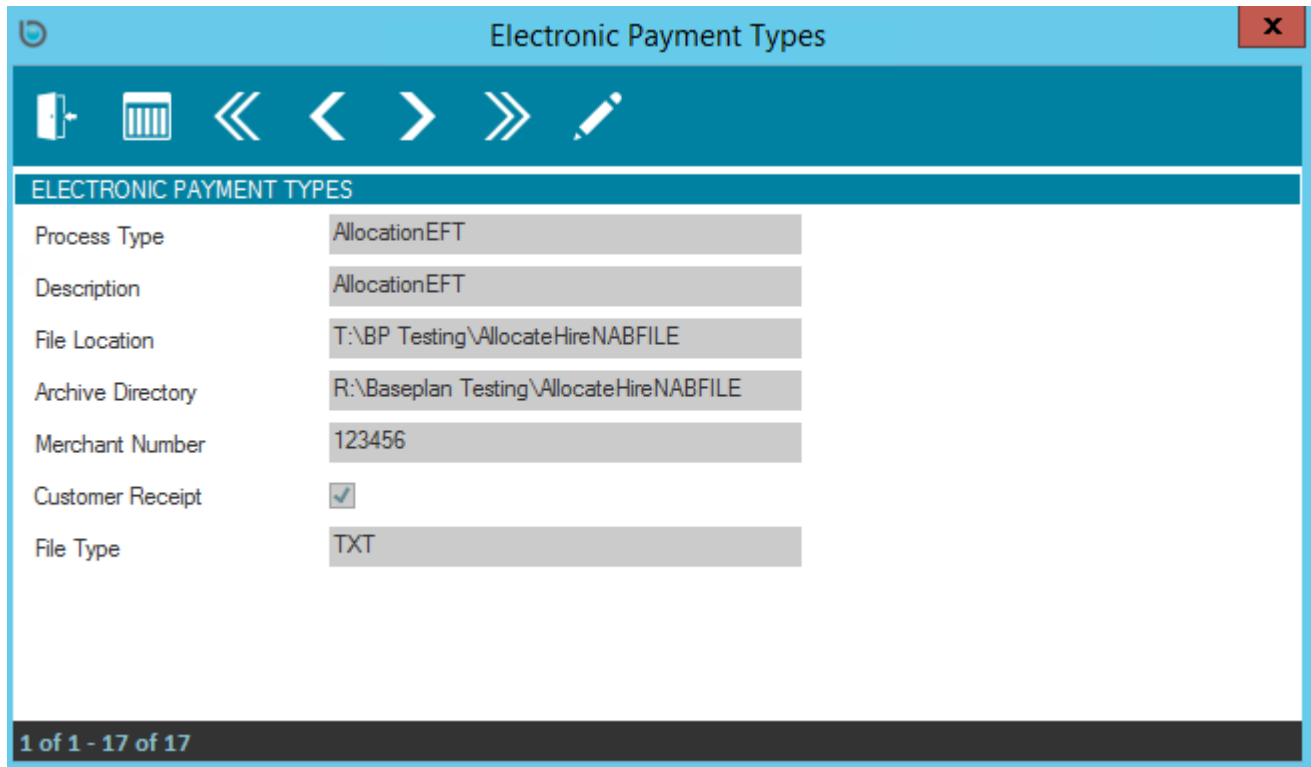
**▲ ADDRESS DETAILS**

**Billing Details**

Name:

## ELECTRONIC PAYMENT TYPES

- From the Home Page, click on **Customers > Configuration > Electronic Payment Types**



ELECTRONIC PAYMENT TYPES	
Process Type	AllocationEFT
Description	AllocationEFT
File Location	T:\BP Testing\AllocateHireNABFILE
Archive Directory	R:\Baseplan Testing\AllocateHireNABFILE
Merchant Number	123456
Customer Receipt	<input checked="" type="checkbox"/>
File Type	TXT

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FIELD NAME	DESCRIPTION
Process Type	The type of electronic file. Determined from the merchant number.
Description	Description of the process type.
File Location	The location of the payment file sent from the payment provider.
Archive Directory	The location of the payment file sent after the file has been processed.
Merchant Number	Identifies the process type and is derived from the payment file.
<i>Customer Receipt</i>	If this is checked, then this indicates that the type can be used in the <i>Electronic Payments</i> screen.
File Type	The file format.

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