

AVF Customer Payments – User Guide

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AVF CUSTOMER PAYMENTS

General

This document describes how to use the AVF Customer Payments Bundle.

Quick guide

1. Go to Upload Customer Payment File form (navigation depends on role)
2. Choose the file to load and click on “Load File”
3. Either click on link to follow the progress or wait a while.
4. Go to Saved Search “Kontroll Betalfil” and if necessary correct the payments with Error.

Work steps

1. A file with payment information in a correct format must be manually downloaded from your bank's home banking internet site.
2. The file is then uploaded in Netsuite using the Suitelet “Load Customer Payment File”.
3. The Suitelet launches a background process to interpret the input file according to the payment format and creates the records in the Custom Record AVF Customer Payment. The format is automatically detected by the process. For supported format, see AVF Customer Payments Setup Guide.
4. You can follow the progress of the background process by clicking on the provided link.
5. For each payment record, a workflow is triggered. The workflow controls the incoming information, tries to match the payment to an invoice/sales order and, if it finds a match, creates a payment and closes the invoice.
The workflow sets status “Complete” to every payment record that successfully matched to an invoice.
It sets status to “Error” and an error message for those payments that could not match to an invoice.
6. Once the process is completed, the saved search “Kontroll betalfil” can be used to review the payments in Error and correct them by providing a correct reference or similar (depending on what type of error it is).

7. If you choose to manually correct the payment record in Error, once corrected, change the status of the payment record to "Retry" and save.
8. A new workflow will trigger and a new attempt to find the matching invoice will be made.
9. If you decide to "pay" the invoice manually, you can change the status of the payment record to "Manual" so it does not appear in the control saved search.