Direct Debit Collection Management System

User Guide

Version 8.3

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Contents:

Introduction

The DDCM system provides a facility for clients (vendors) to send Direct Debit files securely for processing.
The mandates are sent to set-up new customers, and can be specified with a fixed amount and frequency. This feature allows the system to automatically generate the collections. Alternatively, collection files can be sent for varying payments as and when required.
The system checks mandates and collection instructions, and highlights any errors. It also allows failed payments to be marked, and mandate details to be amended as required.
Each client is set up according to the agreed charges, and a statement is available. This shows the mandate set-ups, collections, any failures, and the associated charges.

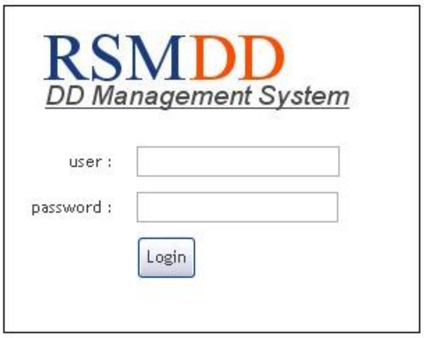
Logging In

Open your favourite browser and navigate to the following site as detailed in your welcome email from CTT/RSM: https://rsm5.rsmsecure.com/ddcm/login.php

You will be provided with a user name and password by RSM.

Once you have typed in your user and password, Click Login.

The system provides varying levels of access for Users. Depending on the Permissions you have been granted by RSM, the number of features that are present to you on the main menu will differ. If you believe a greater level of access than you have been granted is required, please contact RSM.



When you login to the system for the first time you will be forced to change your password. The following screen is shown on the system. After successfully changing your password you need to login with your new details.

All the passwords follow the following guidelines:

- A password must be at least 8 characters long
- A password must have at least 1 lower case, 1 upper case and 1 numeric character

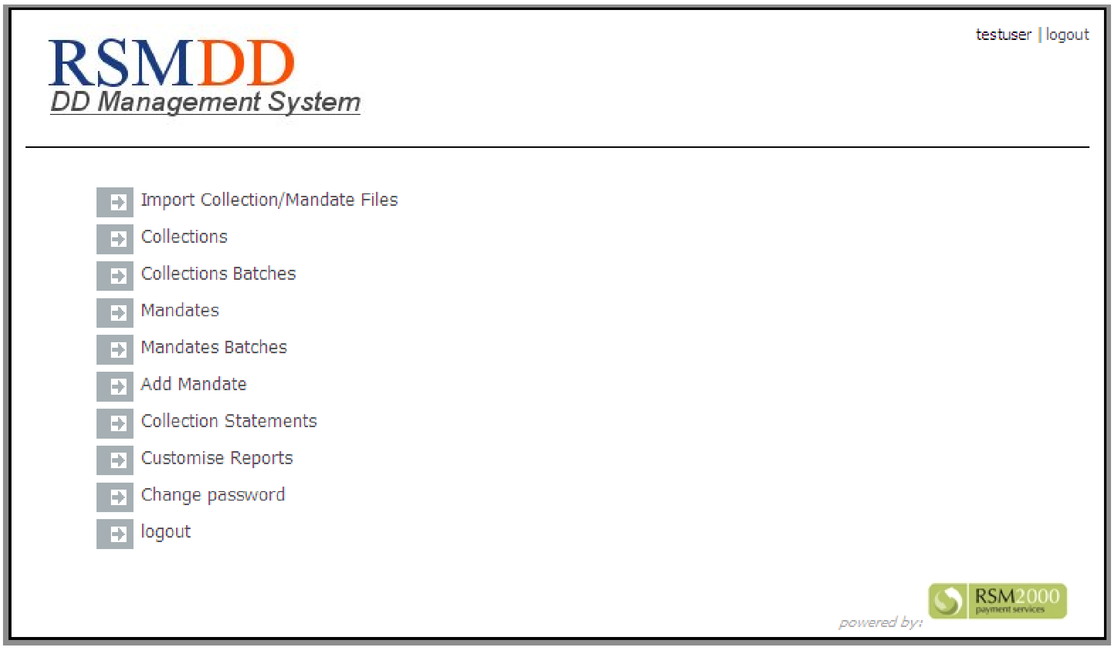
- Passwords expire after 90 days from the day it has been changed, once a password expires the user is forced to change it when he/she tries to login.
- The user is locked after 4 wrong password attempts and once locked he/she must contact RSM support to get their access back.

Password Reset

If you require your password resetting because you have forgotten your password or the account is locked please contact electronicpayments@rsm2000.co.uk You will be contacted directly to ensure that the request is valid and a temporary password will be issued You will be prompted to change this temporary password when you first log on and it should then be used as your ‘old’ password when prompted as part of the change password process.

Main Menu

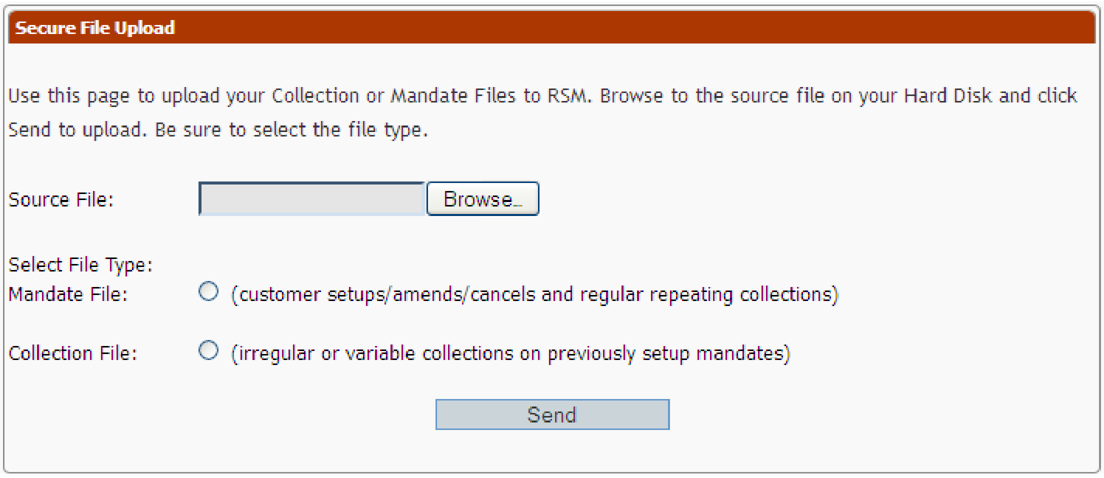
The main menu will be displayed below.



The system provides varying levels of access for users. Depending on the permissions you have been granted, the number of features that are present to you on the main menu will differ. For example, for users without the Customise Reports permission, the link “Customise Reports” will not be visible, and therefore not accessible.

Import Collection/Mandate Files

This section allows you to upload your mandate/collection files to the online system for submission.
Click on this option to display the following screen:



Secure File Upload

Use this page to upload your Collection or Mandate Files to RSM. Browse to the source file on your Hard Disk and click Send to upload. Be sure to select the file type.

Source File: Browse...

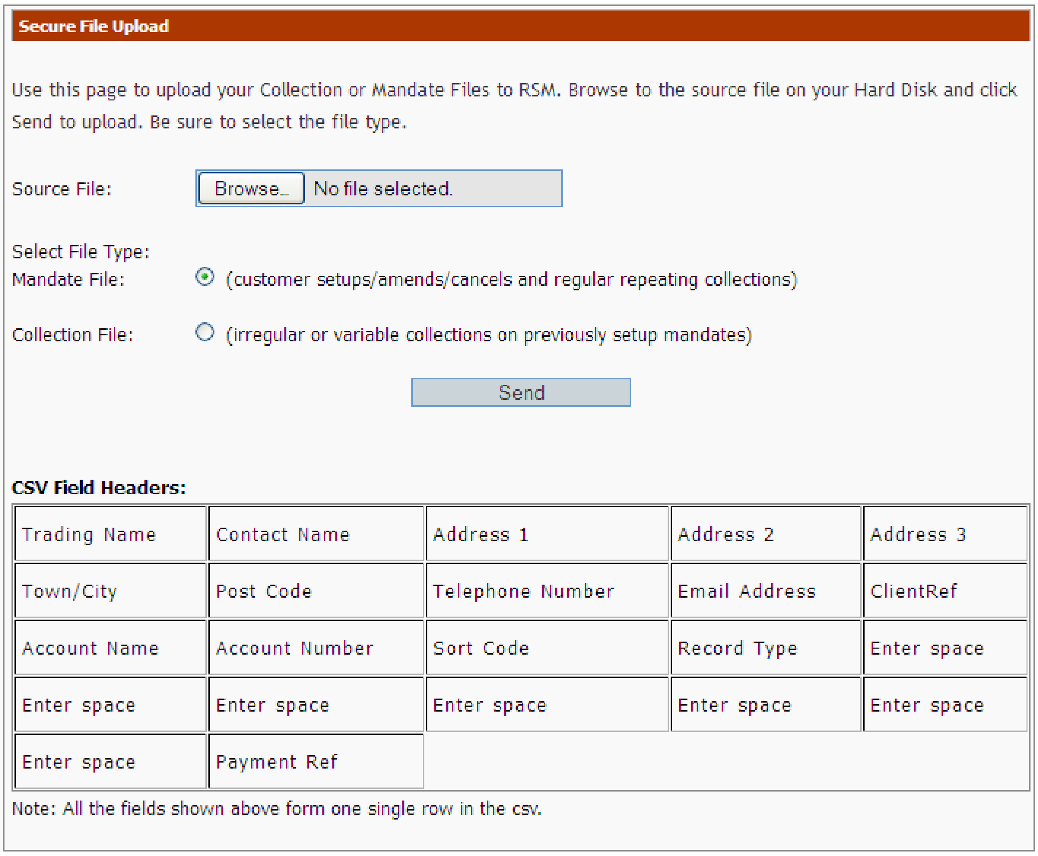
Select File Type:
Mandate File: (customer setups/amends/cancels and regular repeating collections)

Collection File: (irregular or variable collections on previously setup mandates)

Send

Source File – Use the browse function here to locate the required file on your PC or network.
Select File type – Select either “Collection File” if the file contains a list of collection instructions, or “Mandate File” if the file contains a list of new customer mandates.
There is no specific naming convention but it is essential that the file is correctly formatted and is in .csv format.

When the file type selection is made the respective CSV field headers for that file are displayed in tabular form on the screen.



Secure File Upload

Use this page to upload your Collection or Mandate Files to RSM. Browse to the source file on your Hard Disk and click Send to upload. Be sure to select the file type.

Source File: Browse... No file selected.

Select File Type:
Mandate File: (customer setups/amends/cancels and regular repeating collections)

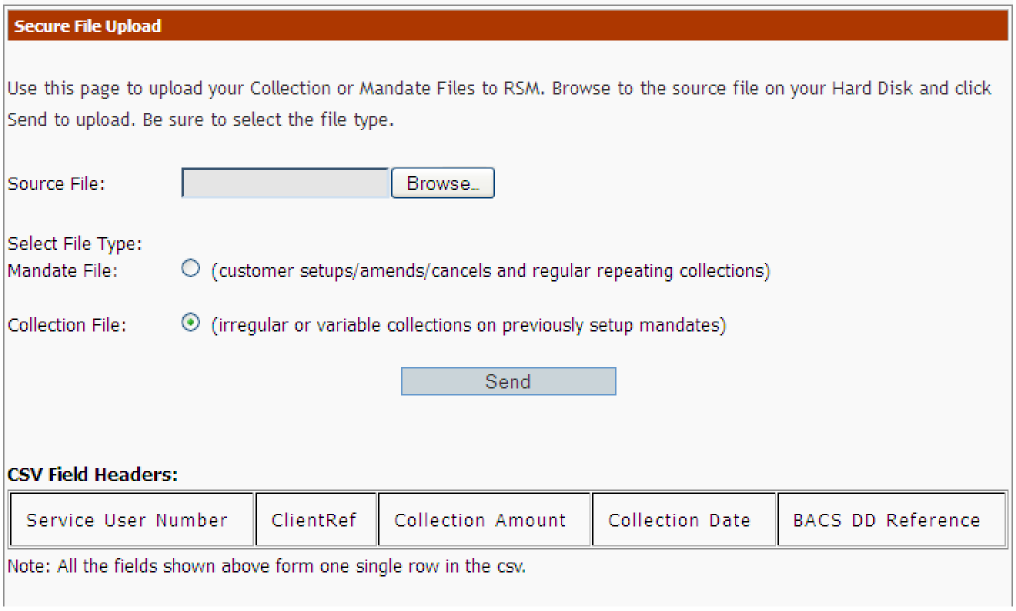
Collection File: (irregular or variable collections on previously setup mandates)

Send

CSV Field Headers:

Trading Name	Contact Name	Address 1	Address 2	Address 3
Town/City	Post Code	Telephone Number	Email Address	ClientRef
Account Name	Account Number	Sort Code	Record Type	Enter space
Enter space	Enter space	Enter space	Enter space	Enter space
Enter space	Payment Ref			

Note: All the fields shown above form one single row in the csv.



Secure File Upload

Use this page to upload your Collection or Mandate Files to RSM. Browse to the source file on your Hard Disk and click Send to upload. Be sure to select the file type.

Source File: Browse...

Select File Type:
Mandate File: (customer setups/amends/cancels and regular repeating collections)

Collection File: (irregular or variable collections on previously setup mandates)

Send

CSV Field Headers:

Service User Number	ClientRef	Collection Amount	Collection Date	BACS DD Reference

Note: All the fields shown above form one single row in the csv.

Collection batching frequency – If you are uploading a file that requires fixed collections, the start date and frequency for your collections must be stipulated in the files you submit. Note that using different start dates will cause a batch to be created for each date. To avoid creating excess numbers of batches, it is recommended that only specific dates are used, such as the 1st and the 15th of each month.
There must be at least a five-day gap between the setting up of a mandate and the first collection.
The start date cannot be more than 13 months in the future.
An optional end date can be supplied for a mandate to stop any further collections to be made prior to that date. If supplied, the end date must be later than the start date.
Upload failures are then shown straight away on your screen and can also be downloaded as a .csv by clicking on the link shown on your screen. The file can be saved using the normal browse facility.

File Import Results

File Check Results
Error: 1
File had errors and was NOT imported. Errors are detailed below.
Click here to download error file

Action	DDRefNo	ClientRef	Error
check	BACS DD Reference	Client's Own Reference Number	Invalid record type

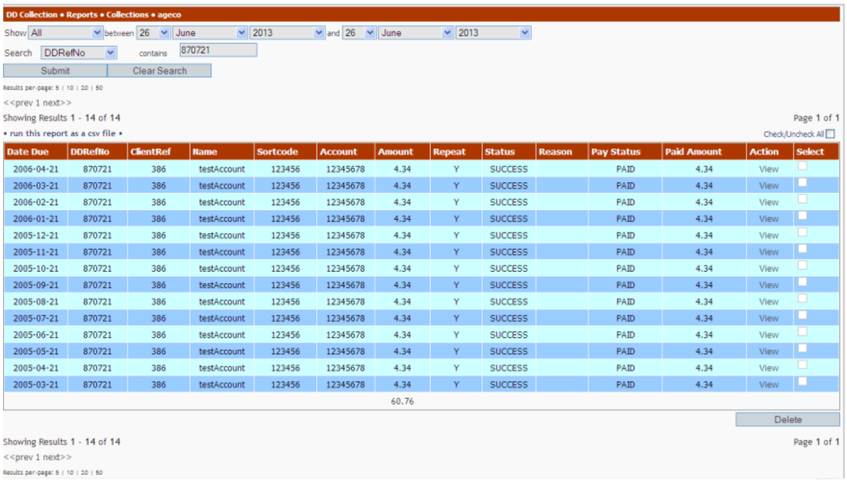
The upload failures report you can download looks like this.

Action	DDRefNo	ClientRef	Error
New Mandate	123456	RSMP30	First collection within 5 working days
New Mandate	123457	RSMP31	Sort Code & Account Number validation error
New Mandate	123458	RSMP32	First collection within 5 working days
New Mandate	123459	RSMP33	First collection within 5 working days
New Mandate	123460	RSMP34	First collection within 5 working days
New Mandate	123461	RSMP35	First collection within 5 working days
New Mandate	123462	RSMP36	First collection within 5 working days
New Mandate	123463	RSMP37	First collection within 5 working days
New Mandate	123464	RSMP38	First collection within 5 working days
New Mandate	123465	RSMP39	First collection within 5 working days

NB. Any errors in a file will cause the **entire** file to be rejected. Once the errors have been corrected, the entire file must be resubmitted, but with a modified file name, (for example add an ‘a’ to the existing file name), as the system will reject the file otherwise, as it will recognise it has been uploaded already. This is designed to prevent the same file, accidentally being sent twice

Collections

The Collections menu lists the overall collections and is not batch specific.



DD Collection • Reports • Collections • ageco

Show All between 26 June 2013 and 26 June 2013

Search DDRefNo contains 870721

Submit Clear Search

Results per-page: 5 | 10 | 20 | 50

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• run this report as a csv file • Check/Uncheck All

Date Due	DDRefNo	ClientRef	Name	Sortcode	Account	Amount	Repeat	Status	Reason	Pay Status	Paid Amount	Action	Select
2006-04-21	870721	386	testAccount	123456	12345678	4.34	Y	SUCCESS		PAID	4.34	View	
2006-03-21	870721	386	testAccount	123456	12345678	4.34	Y	SUCCESS		PAID	4.34	View	
2006-02-21	870721	386	testAccount	123456	12345678	4.34	Y	SUCCESS		PAID	4.34	View	
2006-01-21	870721	386	testAccount	123456	12345678	4.34	Y	SUCCESS		PAID	4.34	View	
2005-12-21	870721	386	testAccount	123456	12345678	4.34	Y	SUCCESS		PAID	4.34	View	
2005-11-21	870721	386	testAccount	123456	12345678	4.34	Y	SUCCESS		PAID	4.34	View	
2005-10-21	870721	386	testAccount	123456	12345678	4.34	Y	SUCCESS		PAID	4.34	View	
2005-09-21	870721	386	testAccount	123456	12345678	4.34	Y	SUCCESS		PAID	4.34	View	
2005-08-21	870721	386	testAccount	123456	12345678	4.34	Y	SUCCESS		PAID	4.34	View	
2005-07-21	870721	386	testAccount	123456	12345678	4.34	Y	SUCCESS		PAID	4.34	View	
2005-06-21	870721	386	testAccount	123456	12345678	4.34	Y	SUCCESS		PAID	4.34	View	
2005-05-21	870721	386	testAccount	123456	12345678	4.34	Y	SUCCESS		PAID	4.34	View	
2005-04-21	870721	386	testAccount	123456	12345678	4.34	Y	SUCCESS		PAID	4.34	View	
2005-03-21	870721	386	testAccount	123456	12345678	4.34	Y	SUCCESS		PAID	4.34	View	
						60.76							

Delete

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Results per-page: 5 | 10 | 20 | 50

The drop-down menus that are visible at the top of the page can filter search results to help find the collection details required. The “Show” filter restricts the results to “All”, “Success”, “Failed” or “New”. Using this menu you can choose to display results irrespective of status, collections that were successfully sent, collections that failed to send due to an error, or the newest collections that were sent. The “between” and “and” filter allow you to display results that only apply to a certain time period by specifying the required start and end dates. The “search” filter is a separate function that allows you to find collections that contain a certain piece of text within the Direct Debit Reference Number, the Client Reference, or the Name. Type in your required text into the text box, select where you expect to find this text and click “Submit” to find your required details. To sort the report on any field click on the header against that value. Default sort order is ascending and would switch between ascending and descending with each click.

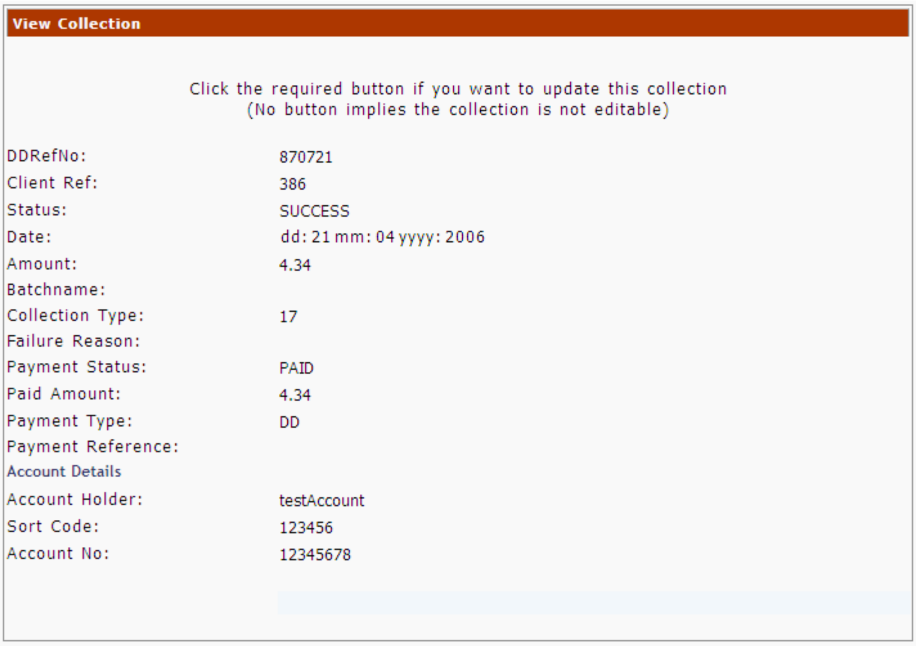
On clicking the “run this report as csv file” the report can be downloaded as a CSV file. If the collection report is customised to show certain fields in a specified order, the csv file would be generated accordingly. If no customisation is set the default report is generated. Read the “Customise Reports” section below for further details.

The checkbox against each row in the report gives an option to select collections and then click on the Delete button to delete the selected ones.

NB: only collections which have status as ‘New’ can be deleted and only the checkboxes against these collections are selectable.

View Collection

Clicking the “View” link on the right-hand side of each report provides an individual text report for the respective named user.



NB: if the status of the collection is ‘New’ then a Delete button is available on this screen which on clicking would delete the collection.

Collection Batches

The collection batches menu lists collections according to batch, which have been sent to BACS or are about to be sent to BACS for processing. These batches are created from the information within the original mandate file as stipulated, or as specified in the uploaded collection file. The collection batch data is always available for the user to view. Once it is submitted to BACS, the DDCM system updates the results of the batch. After 6 days from creation, a batch can be reconciled, which then produces the statement. This can be viewed immediately in the Statements menu. At the same time, the collection batch changes from blue shading to red shading. Any collections that failed during the 6 days will be shown in the statement. Although a collection can still fail after 6 days, this is shown as an indemnity claim in later statements.

DD Collection • Reports • Collection Batches

Date between 6 January 2001 and 6 June 2013

Submit Clear Search

Results per-page: 5 | 10 | 20 | 50

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[+ Expand]

Created	SUN	Vendor Name	Batchname	Collect Date	Total	Success	Success Amount	Fail	Fail Amount	Action
2006-04-18 10:52:07	837548	ageco	837548-ageco-COL-1052-18 04 06	2006-04-21	66	64	442.68	2	21.70	View
2006-04-12 11:50:20	837548	ageco	837548-ageco-COL-1150-12 04 06	2006-04-19	662	656	4365.28	6	39.06	View
2006-04-11 11:44:31	837548	ageco	837548-ageco-COL-1144-11 04 06	2006-04-18	2413	2393	13986.56	20	173.60	View
2006-04-10 13:40:34	837548	ageco	837548-ageco-COL-1340-10 04 06	2006-04-13	218	216	1124.06	2	13.02	View
2006-04-07 11:18:47	837548	ageco	837548-ageco-COL-1118-07 04 06	2006-04-12	2005	1990	12514.28	15	164.82	View
2006-04-06 12:19:40	837548	ageco	837548-ageco-COL-1219-06 04 06	2006-04-11	365	360	2598.62	5	34.72	View
2006-04-05 08:39:16	837548	ageco	837548-ageco-COL-0839-05 04 06	2006-04-10	3293	3259	19892.22	34	282.02	View
2006-04-04 13:38:44	837548	ageco	837548-ageco-COL-1338-04 04 06	2006-04-07	333	329	1900.54	4	30.38	View
2006-04-03 13:38:42	837548	ageco	837548-ageco-COL-1338-03 04 06	2006-04-06	330	329	1857.44	1	4.34	View
2006-03-30 13:55:56	837548	ageco	837548-ageco-COL-1355-30 03 06	2006-04-04	1214	1202	7468.36	12	99.80	View
2006-03-29 13:59:05	837548	ageco	837548-ageco-COL-1359-29 03 06	2006-04-03	1326	1306	7842.38	20	160.58	View
2006-03-28 14:41:31	837548	ageco	837548-ageco-COL-1441-28 03 06	2006-03-31	557	552	3406.28	5	39.06	View
2006-03-23 10:47:14	837548	ageco	837548-ageco-COL-1047-23 03 06	2006-03-28	1056	1047	6834.08	9	65.10	View
2006-03-22 14:53:06	837548	ageco	837548-ageco-COL-1453-22 03 06	2006-03-27	2369	2348	14707.04	21	169.24	View
2006-03-21 08:44:14	837548	ageco	837548-ageco-COL-0844-21 03 06	2006-03-24	390	386	2287.10	4	30.38	View
2006-03-20 14:41:35	837548	ageco	837548-ageco-COL-1441-20 03 06	2006-03-23	61	61	503.18	0	0.00	View
2006-03-17 14:36:31	837548	ageco	837548-ageco-COL-1436-17 03 06	2006-03-22	647	641	4100.52	6	52.06	View
2006-03-15 15:04:40	837548	ageco	837548-ageco-COL-1504-16 03 06	2006-03-21	887	881	6078.88	6	39.06	View
2006-03-14 15:40:57	837548	ageco	837548-ageco-COL-1540-14 03 06	2006-03-17	1779	1765	9938.24	14	104.14	View
2006-03-10 15:13:35	837548	ageco	837548-ageco-COL-1513-10 03 06	2006-03-15	179	178	2158.68	1	26.00	View

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Results per-page: 5 | 10 | 20 | 50

The drop-down menus that are visible at the top of the page can filter search results to help find the collection batch details required. The “between” and “and” filter allow you to display results that only apply to a certain time period by specifying the required start and end dates. To sort the report on any field click on the header against that value. Default sort order is ascending and would switch between ascending and descending with each click.

Not all details are shown in the report by default. A little link named ‘[+ Expand]’ is available at the top of the report which shows all the columns and gives an option named ‘[- Minimise]’ to hide the same.

DD Collection • Reports • Collection Batches

Date between 6 January 2001 and 6 June 2013

Submit Clear Search

Results per-page: 5 | 10 | 20 | 50

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[- Minimise]

Created	SUN	Vendor Name	Batchname	Collect Date	Total	Success	Success Amount	Fail	Fail Amount	CreatedBy	SentDate	SentBy	Action
2006-04-18 10:52:07	837548	ageco	837548-ageco-COL-1052-18 04 06	2006-04-21	66	64	442.68	2	21.70	june	2006-04-19	Lisa	View
2006-04-12 11:50:20	837548	ageco	837548-ageco-COL-1150-12 04 06	2006-04-19	662	656	4365.28	6	39.06	june	2006-04-13	Lisa	View
2006-04-11 11:44:31	837548	ageco	837548-ageco-COL-1144-11 04 06	2006-04-18	2413	2393	13986.56	20	173.60	june	2006-04-11	Lisa	View
2006-04-10 13:40:34	837548	ageco	837548-ageco-COL-1340-10 04 06	2006-04-13	218	216	1124.06	2	13.02	june	2006-04-11	Lisa	View
2006-04-07 11:18:47	837548	ageco	837548-ageco-COL-1118-07 04 06	2006-04-12	2005	1990	12514.28	15	164.82	june	2006-04-10	Lisa	View
2006-04-06 12:19:40	837548	ageco	837548-ageco-COL-1219-06 04 06	2006-04-11	365	360	2598.62	5	34.72	june	2006-04-07	Lisa	View
2006-04-05 08:39:16	837548	ageco	837548-ageco-COL-0839-05 04 06	2006-04-10	3293	3259	19892.22	34	282.02	june	2006-04-06	Lisa	View
2006-04-04 13:38:44	837548	ageco	837548-ageco-COL-1338-04 04 06	2006-04-07	333	329	1900.54	4	30.38	june	2006-04-05	Lisa	View
2006-04-03 13:38:42	837548	ageco	837548-ageco-COL-1338-03 04 06	2006-04-06	330	329	1857.44	1	4.34	june	2006-04-04	Lisa	View
2006-03-30 13:55:56	837548	ageco	837548-ageco-COL-1355-30 03 06	2006-04-04	1214	1202	7468.36	12	99.80	june	2006-03-31	Lisa	View
2006-03-29 13:59:05	837548	ageco	837548-ageco-COL-1359-29 03 06	2006-04-03	1326	1306	7842.38	20	160.58	june	2006-03-30	Lisa	View
2006-03-28 14:41:31	837548	ageco	837548-ageco-COL-1441-28 03 06	2006-03-31	557	552	3406.28	5	39.06	june	2006-03-29	Lisa	View
2006-03-23 10:47:14	837548	ageco	837548-ageco-COL-1047-23 03 06	2006-03-28	1056	1047	6834.08	9	65.10	june	2006-03-24	Lisa	View
2006-03-22 14:53:06	837548	ageco	837548-ageco-COL-1453-22 03 06	2006-03-27	2369	2348	14707.04	21	169.24	rebecca	2006-03-23	Lisa	View
2006-03-21 08:44:14	837548	ageco	837548-ageco-COL-0844-21 03 06	2006-03-24	390	386	2287.10	4	30.38	june	2006-03-22	lisa	View
2006-03-20 14:41:35	837548	ageco	837548-ageco-COL-1441-20 03 06	2006-03-23	61	61	503.18	0	0.00	rebecca	2006-03-21	lisa	View
2006-03-17 14:36:31	837548	ageco	837548-ageco-COL-1436-17 03 06	2006-03-22	647	641	4100.52	6	52.06	june	2006-03-20	lisa	View
2006-03-15 15:04:40	837548	ageco	837548-ageco-COL-1504-16 03 06	2006-03-21	887	881	6078.88	6	39.06	lynwalters	2006-03-16	lisa	View
2006-03-14 15:40:57	837548	ageco	837548-ageco-COL-1540-14 03 06	2006-03-17	1779	1765	9938.24	14	104.14	june	2006-03-14	lisa	View
2006-03-10 15:13:35	837548	ageco	837548-ageco-COL-1513-10 03 06	2006-03-15	179	178	2158.68	1	26.00	june	2006-03-13	ronald	View

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Results per-page: 5 | 10 | 20 | 50

If a row on the Collection Batches table is blue, you will see the option “View”. Clicking the “View” link will provide details of the separate collections within the selected batch.

If a row on the Collection Batches table is red, it is 6 days or more since the batch was created, and you will see the options “View” or “Download”. The “View” link provides details of the collection. The “Download” link allows you to download the collection as a Microsoft Excel file so you can read the details offline.

This is the table that you will be redirected to when you click the “View” link from a collection batch. Here you will find the date that the collection is due, the DDRefNo, Client Reference, name, and details of the account and transaction.

DD Collection • Reports • Collection Batch • 838046 COL 20080710_14 168 £837-54

Results per-page: 5 | 10 | 20 | 50

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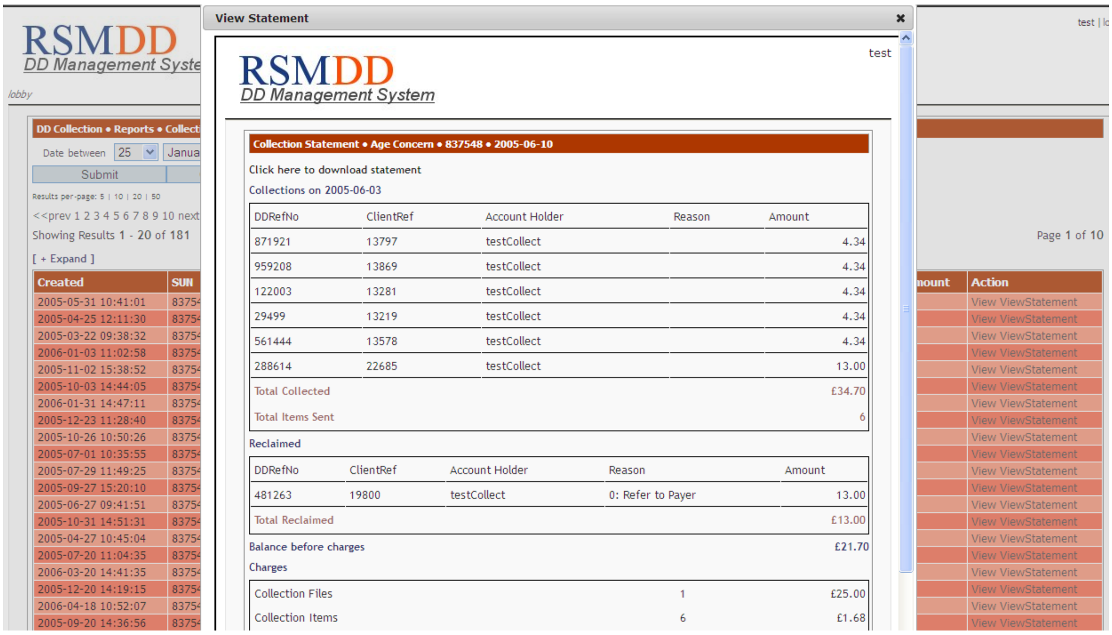
• run this report as a csv file •

Date Due	DDRefNo	ClientRef	Name	Sortcode	Account	Amount	Repeat	Status	Pay Status
2008-07-13	092518	2625	testCollect	123456	12345678	4.34	Y	SUCCESS	
2008-07-13	122577	2430	testCollect	123456	12345678	4.34	Y	SUCCESS	
2008-07-13	124600	2355	testCollect	123456	12345678	4.34	Y	SUCCESS	
2008-07-13	123157	2353	testCollect	123456	12345678	4.34	Y	SUCCESS	
2008-07-13	058332	2351	testCollect	123456	12345678	4.34	Y	SUCCESS	
2008-07-13	123092	2171	testCollect	123456	12345678	4.34	Y	SUCCESS	
2008-07-13	083380	2155	testCollect	123456	12345678	4.34	Y	SUCCESS	
2008-07-13	082401	2153	testCollect	123456	12345678	8.68	Y	SUCCESS	
2008-07-13	122556	2165	testCollect	123456	12345678	4.34	Y	SUCCESS	
2008-07-13	123079	2431	testCollect	123456	12345678	4.34	Y	SUCCESS	
2008-07-13	123090	2432	testCollect	123456	12345678	4.34	Y	SUCCESS	
2008-07-13	125157	2433	testCollect	123456	12345678	4.34	Y	SUCCESS	
2008-07-13	123605	2632	testCollect	123456	12345678	4.34	Y	SUCCESS	
2008-07-13	123131	2529	testCollect	123456	12345678	4.34	Y	SUCCESS	
2008-07-13	123488	2536	testCollect	123456	12345678	4.34	Y	SUCCESS	
2008-07-13	124770	2541	testCollect	123456	12345678	4.34	Y	SUCCESS	
2008-07-13	123487	2535	testCollect	123456	12345678	4.34	Y	SUCCESS	
2008-07-13	123046	2527	testCollect	123456	12345678	4.34	Y	SUCCESS	
2008-07-13	124763	2538	testCollect	123456	12345678	4.34	Y	SUCCESS	
2008-07-13	124767	2539	testCollect	123456	12345678	4.34	Y	SUCCESS	
						837.54			

If the “Repeat” column has a “Y” mark in a row, this is a repeating collection, and the next collection will be generated automatically according to the frequency set in the associated mandate.

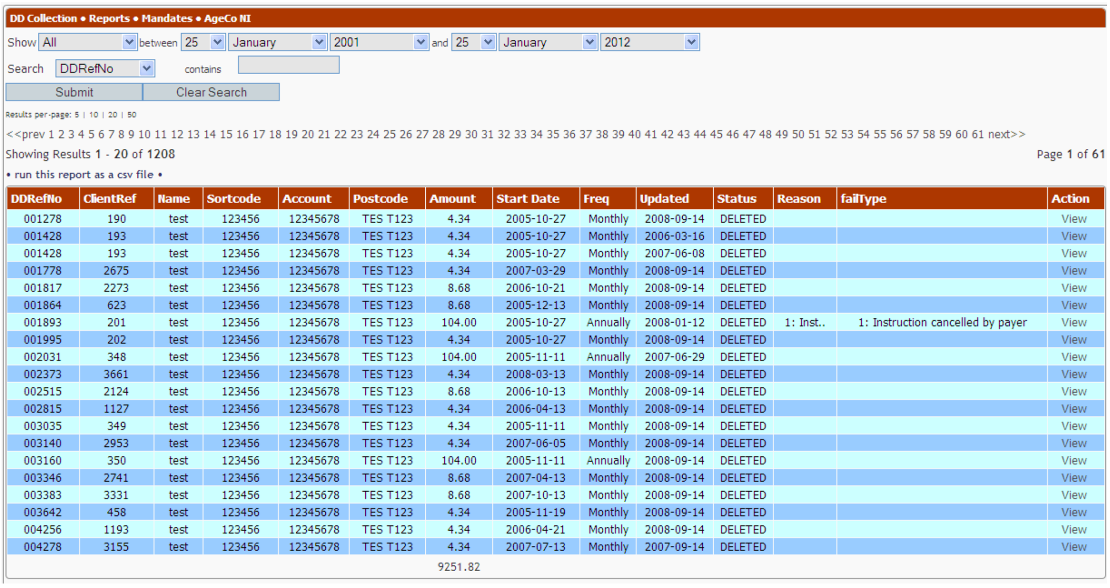
Once a statement has been generated for a batch an option called “ViewStatement” is available in the Action column of the batch report. Clicking “ViewStatement” would display the relevant statement as a popup.



Mandates

The Mandates menu feature lists all of the individual customers details from uploaded customer files, or through amendments from BACS.

You can filter through these with the drop-down menus. The “Show” menu gives you the option of displaying mandates that have the status heading “Live”, “New”, “Pending”, “Failed”, “Amend”, “Resubmit”, “Cancel”, “Cancelled” or “Deleted”. If the mandate you were looking for contains a status heading that you did not expect, please see ‘**Glossary of Mandate Status Terms’** or contact the RSM staff for more information. The date menus allow you to display mandates that were submitted within a period of time, narrowing down the list to help you find your required mandate. The text menu below this allows you to search for mandates that contain a certain piece of text within their Direct Debit Reference Number, their Client Reference, their Postcode, their Name, fail reason or their Payment reference.


DD Collection • Reports • Mandates • AgeCo NI

Show All between 25 January 2001 and 25 January 2012

Search DDRefNo contains

Submit Clear Search

Results per-page: 5 | 10 | 20 | 50

<<prev 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58 59 60 61 next>>

Showing Results 1 - 20 of 1208 Page 1 of 61

• run this report as a csv file •

DDRefNo	ClientRef	Name	Sortcode	Account	Postcode	Amount	Start Date	Freq	Updated	Status	Reason	failType	Action
001278	190	test	123456	12345678	TES T123	4.34	2005-10-27	Monthly	2008-09-14	DELETED			View
001428	193	test	123456	12345678	TES T123	4.34	2005-10-27	Monthly	2006-03-16	DELETED			View
001428	193	test	123456	12345678	TES T123	4.34	2005-10-27	Monthly	2007-06-08	DELETED			View
001778	2675	test	123456	12345678	TES T123	4.34	2007-03-29	Monthly	2008-09-14	DELETED			View
001817	2273	test	123456	12345678	TES T123	8.68	2006-10-21	Monthly	2008-09-14	DELETED			View
001864	623	test	123456	12345678	TES T123	8.68	2005-12-13	Monthly	2008-09-14	DELETED			View
001893	201	test	123456	12345678	TES T123	104.00	2005-10-27	Annually	2008-01-12	DELETED	1: Inst..	1: Instruction cancelled by payer	View
001995	202	test	123456	12345678	TES T123	4.34	2005-10-27	Monthly	2008-09-14	DELETED			View
002031	348	test	123456	12345678	TES T123	104.00	2005-11-11	Annually	2007-06-29	DELETED			View
002373	3661	test	123456	12345678	TES T123	4.34	2008-03-13	Monthly	2008-09-14	DELETED			View
002515	2124	test	123456	12345678	TES T123	8.68	2006-10-13	Monthly	2008-09-14	DELETED			View
002815	1127	test	123456	12345678	TES T123	4.34	2006-04-13	Monthly	2008-09-14	DELETED			View
003035	349	test	123456	12345678	TES T123	4.34	2005-11-11	Monthly	2008-09-14	DELETED			View
003140	2953	test	123456	12345678	TES T123	4.34	2007-06-05	Monthly	2008-09-14	DELETED			View
003160	350	test	123456	12345678	TES T123	104.00	2005-11-11	Annually	2008-09-14	DELETED			View
003346	2741	test	123456	12345678	TES T123	8.68	2007-04-13	Monthly	2008-09-14	DELETED			View
003383	3331	test	123456	12345678	TES T123	8.68	2007-10-13	Monthly	2008-09-14	DELETED			View
003642	458	test	123456	12345678	TES T123	4.34	2005-11-19	Monthly	2008-09-14	DELETED			View
004256	1193	test	123456	12345678	TES T123	4.34	2006-04-21	Monthly	2008-09-14	DELETED			View
004278	3155	test	123456	12345678	TES T123	4.34	2007-07-13	Monthly	2007-09-14	DELETED			View
						9251.82							

Similar to the collections report mandates report also have different search and sort options. On clicking the “run this report as csv file” the report can be downloaded as a CSV file. If the mandate report is customised to show certain fields in a specified order, the csv file would be generated accordingly. If no customisation is set the default report is generated. Read the “Customise Reports” section below for further details.

Once you have found the required mandate you can click the “View” link in the “Action” column. This will bring up a text-style table with details of the payer. These include their DDRefNo, ClientRef, Status, Account details, Repeating payment details, Contact details and Collection history. See the “View Mandate” section for an example.

View Mandate

Each individual mandate in the rows of the table on the Mandates screen contain the details specific to the column headings and a “View” link that you will find in the “Action” column. Clicking this link produces a text file of the payer’s information regarding the mandate.

If the mandate uses the auto-generate function (this can be checked in the “Freq” column of the previous table), the information will be presented in a table like this.

View Mandate

Click the required button if you want to update this mandate

DDRefNo:	839670000010
Client Ref:	360011
Status:	LIVE
Payment Ref:	
Account Details	
Account Name:	test Account
Sort Code:	123456
Account Number:	12345678
Repeating Payment Details	
Repeating Mandate:	Y
Amount:	15.00
Start Date:	dd: 15 mm: 12 yyyy: 2013
Frequency:	Monthly
End Date:	dd: 0 mm: 0 yyyy: 0

Edit

Cancel

Contact Details	
Trading Name:	Test Account
First Name:	Test
Middle Name:	
Last Name:	Test
Addr 1:	Add 1
Addr 2:	Add 2
Addr 3:	
Town/City:	Bedford
County:	beds
Post Code:	TE1 2ST
Country:	GBR
Telephone :	0123456789
Email:	test@rsm.co.uk
Created:	2013-10-15
Updated:	2013-10-22

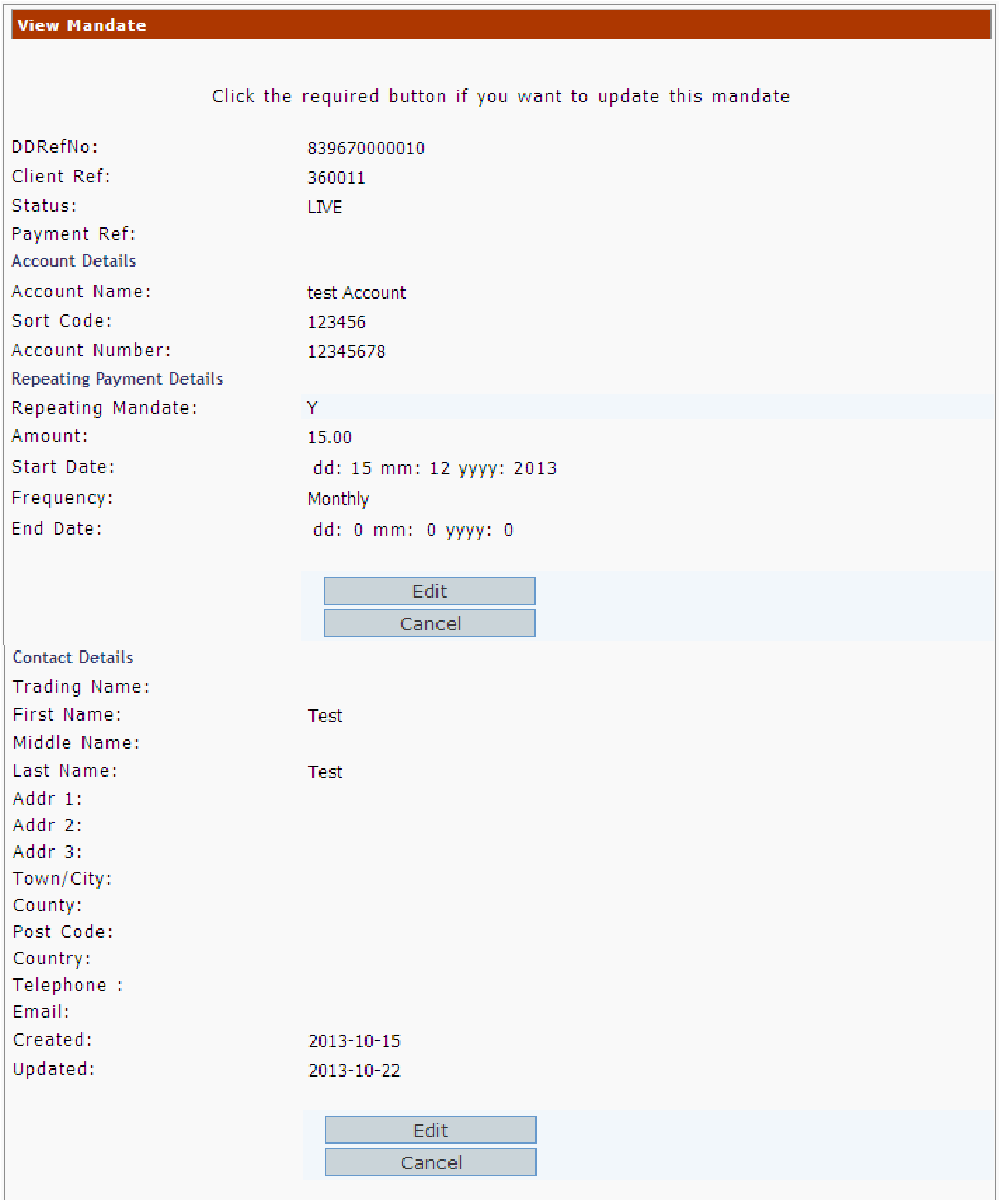
Edit

Cancel

Collection History

Date	ClientRef	Name	Sortcode	Account	Amount	Repeat	Status	Reason
2013-10-31	360011	test	123456	12345678	15.00		SUCCESS	
2013-10-31	360011	test	123456	12345678	15.00		SUCCESS	
2013-09-26	360011	test	123456	12345678	15.01		SUCCESS	

If the mandate uses collection instructions uploaded by the Client and its Users, the table will look like this.



View Mandate

Click the required button if you want to update this mandate

DDRefNo:	839670000010
Client Ref:	360011
Status:	LIVE
Payment Ref:	
Account Details	
Account Name:	test Account
Sort Code:	123456
Account Number:	12345678
Repeating Payment Details	
Repeating Mandate:	Y
Amount:	15.00
Start Date:	dd: 15 mm: 12 yyyy: 2013
Frequency:	Monthly
End Date:	dd: 0 mm: 0 yyyy: 0
	Edit
	Cancel
Contact Details	
Trading Name:	
First Name:	Test
Middle Name:	
Last Name:	Test
Addr 1:	
Addr 2:	
Addr 3:	
Town/City:	
County:	
Post Code:	
Country:	
Telephone :	
Email:	
Created:	2013-10-15
Updated:	2013-10-22
	Edit
	Cancel

NB: Edit button is available only if the mandate status is one either NEW, AMEND, PENDING, RESUBMIT, LIVE, FAILED or CANCELLED. Cancel button is available only if the mandate status is LIVE. If sending confirmation emails is set to yes and an email address of the mandate is not empty then in addition to Edit and Cancel Resend Login and Resend Email buttons are available.

The “Edit” function allows you to change the details in the mandate by producing text boxes where new data can be applied. The “Cancel” function cancels the mandate.

The “Edit” link is shown below

Edit a Mandate

To make a mandate non-repeating select N against Repeating Mandate and blank out Frequency, Amount, Start and End dates

DDRefNo:	839670000010
Client Ref:	360011 *
Status:	LIVE
Payment Ref:	
Account Details	
Account Name:	test Account *
Sort Code:	123456 *
Account Number:	12345678 *
Repeating Payment Details	
Repeating Mandate:	Y N
Amount:	15.00
Start Date:	dd: 15 mm: 12 yyyy: 2013
Frequency:	Monthly
End Date:	dd: 0 mm: 0 yyyy: 0
Contact Details	
Trading Name:	Test Account
First Name:	Test
Middle Name:	
Last Name:	Test
Addr 1:	Add 1
Addr 2:	Add 2
Addr 3:	
Town/City:	Bedford
County:	beds
Post Code:	TE1 2ST
Country:	United Kingdom
Telephone :	0123456789
Email:	test@rsm.co.uk
Confirm Email:	
Created:	2013-10-15
Updated:	2013-10-22

Submit

Collection History

Date	ClientRef	Name	Sortcode	Account	Amount	Repeat	Status	Reason	reason
2013-10-31	360011	test	123456	12345678	179.27		SUCCESS		
2013-10-31	360011	test	123456	12345678	37.44		SUCCESS		
2013-09-26	360011	test	123456	12345678	121.01		SUCCESS		

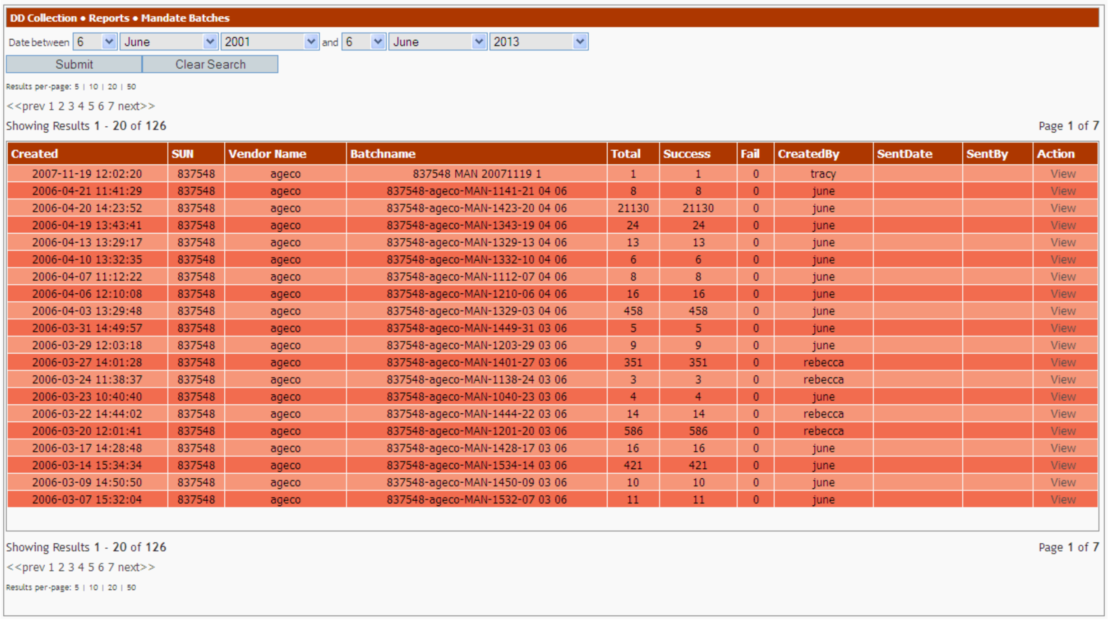
Bank account details can only be changed if the mandate status is one either LIVE, FAILED or CANCELLED.

Please note that changes to the bank account performed by yourself, on instruction from your customer, and not directly from BACS will require the mandate to be resubmitted to BACS and collections cannot be made for a further five days.

By switching the “Repeating Mandate” option between Y and N a mandate can be changed from repeating to non repeating and vice versa. If Y is selected the fields amount, start date would be mandatory.etc. For repeating mandates the start date must be within 13 months in future. An optional end date is available if populated no collections would be taken after that date. End date must be later than start date.

Mandate Batches

The Mandate batching menu feature lists the mandate batches created from the successfully imported new mandate files. The Batchname is listed in the “Mandate Batches” table using the following convention:
OIN – MAN – Creation date (yyyymmdd) – Total mandates



DD Collection • Reports • Mandate Batches

Date between 6 June 2001 and 6 June 2013

Submit | Clear Search

Results per-page: 5 | 10 | 20 | 50

<<prev 1 2 3 4 5 6 7 next>>

Showing Results 1 - 20 of 126 Page 1 of 7

Created	SUN	Vendor Name	Batchname	Total	Success	Fail	CreatedBy	SentDate	SentBy	Action
2007-11-19 12:02:20	837548	ageco	837548 MAN 20071119 1	1	1	0	tracy			View
2006-04-21 11:41:29	837548	ageco	837548-ageco-MAN-1141-21 04 06	8	8	0	june			View
2006-04-20 14:23:52	837548	ageco	837548-ageco-MAN-1423-20 04 06	21130	21130	0	june			View
2006-04-19 13:43:41	837548	ageco	837548-ageco-MAN-1343-19 04 06	24	24	0	june			View
2006-04-13 13:29:17	837548	ageco	837548-ageco-MAN-1329-13 04 06	13	13	0	june			View
2006-04-10 13:32:35	837548	ageco	837548-ageco-MAN-1332-10 04 06	6	6	0	june			View
2006-04-07 11:12:22	837548	ageco	837548-ageco-MAN-1112-07 04 06	8	8	0	june			View
2006-04-06 12:10:08	837548	ageco	837548-ageco-MAN-1210-06 04 06	16	16	0	june			View
2006-04-03 13:29:48	837548	ageco	837548-ageco-MAN-1329-03 04 06	458	458	0	june			View
2006-03-31 14:49:57	837548	ageco	837548-ageco-MAN-1449-31 03 06	5	5	0	june			View
2006-03-29 12:03:18	837548	ageco	837548-ageco-MAN-1203-29 03 06	9	9	0	june			View
2006-03-27 14:01:28	837548	ageco	837548-ageco-MAN-1401-27 03 06	351	351	0	rebecca			View
2006-03-24 11:38:37	837548	ageco	837548-ageco-MAN-1138-24 03 06	3	3	0	rebecca			View
2006-03-23 10:40:40	837548	ageco	837548-ageco-MAN-1040-23 03 06	4	4	0	june			View
2006-03-22 14:44:02	837548	ageco	837548-ageco-MAN-1444-22 03 06	14	14	0	rebecca			View
2006-03-20 12:01:41	837548	ageco	837548-ageco-MAN-1201-20 03 06	586	586	0	rebecca			View
2006-03-17 14:28:48	837548	ageco	837548-ageco-MAN-1428-17 03 06	16	16	0	june			View
2006-03-14 15:34:34	837548	ageco	837548-ageco-MAN-1534-14 03 06	421	421	0	june			View
2006-03-09 14:50:50	837548	ageco	837548-ageco-MAN-1450-09 03 06	10	10	0	june			View
2006-03-07 15:32:04	837548	ageco	837548-ageco-MAN-1532-07 03 06	11	11	0	june			View

Showing Results 1 - 20 of 126 Page 1 of 7

<<prev 1 2 3 4 5 6 7 next>>

Results per-page: 5 | 10 | 20 | 50

The drop-down menus that are visible at the top of the page can filter search results to help find the collection batch details required. The “between” and “and” filter allow you to display results that only apply to a certain time period by specifying the required start and end dates. To sort the report on any field click on the header against that value. Default sort order is ascending and would switch between ascending and descending with each click.

After the creation of the mandate batch file and submission to BACS, it is then 5 working days before the instruction is set to “Live” so that the DDCM system may take collections. This means that, when submitting a mandate, the collection dates must be set at least 5 days in the future. Once the mandate batch is deemed live, the batch changes it’s shading from blue to red.

Clicking the “View” link on a mandate batch will produce this table:

DD Collection • Reports • Mandate Batch • 838046 MAN 20080714 742

Results per-page: 5 | 10 | 20 | 50

<<prev 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 next>>

Showing Results **1** - **20** of **742** Page **1** of **38**

• run this report as a csv file •

Date	DDRefNo	ClientRef	Name	Sortcode	Account	Amount	Start Date	Freq	Status
2005-10-20	069613	278	test	123456	12345678	0.00	2005-10-27	Monthly	DELETED
2005-10-20	014264	192	test	123456	12345678	0.00	2005-10-27	Monthly	DELETED
2005-10-20	061634	270	test	123456	12345678	0.00	2005-10-27	Annually	DELETED
2005-10-20	094462	313	test	123456	12345678	0.00	2005-10-27	Monthly	DELETED
2005-10-20	043380	237	test	123456	12345678	0.00	2005-10-27	Monthly	DELETED
2005-10-20	027177	216	test	123456	12345678	0.00	2005-10-27	Monthly	DELETED
2005-10-20	001995	202	test	123456	12345678	0.00	2005-10-27	Monthly	DELETED
2005-10-20	049540	247	test	123456	12345678	0.00	2005-10-27	Monthly	DELETED
2005-10-20	050032	248	test	123456	12345678	0.00	2005-10-27	Monthly	DELETED
2005-10-20	008277	293	test	123456	12345678	0.00	2005-10-27	Monthly	DELETED
2005-10-20	069728	279	test	123456	12345678	0.00	2005-10-27	Monthly	DELETED
2005-10-20	005187	254	test	123456	12345678	0.00	2005-10-27	Monthly	DELETED
2005-10-20	022292	207	test	123456	12345678	0.00	2005-10-27	Monthly	DELETED
2005-10-20	100237	186	test	123456	12345678	0.00	2005-10-27	Monthly	DELETED
2005-10-20	018368	199	test	123456	12345678	0.00	2005-10-27	Monthly	DELETED
2005-10-20	038471	231	test	123456	12345678	0.00	2005-10-27	Monthly	DELETED
2005-10-20	033451	224	test	123456	12345678	0.00	2005-10-27	Monthly	DELETED
2005-10-20	055720	263	test	123456	12345678	0.00	2005-10-27	Monthly	DELETED
2005-10-20	077435	287	test	123456	12345678	0.00	2005-10-27	Monthly	DELETED
2005-10-20	007166	282	test	123456	12345678	0.00	2005-10-27	Monthly	DELETED
						5604.04			

Showing Results **1** - **20** of **742** Page **1** of **38**

<<prev 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 next>>

Results per-page: 5 | 10 | 20 | 50

Add Mandate

This menu option allows users to add a new mandate. The screen shows different textboxes based on the vendor settings.

Add a new Mandate

Please check Account & Payment details then press 'Submit'

To make a mandate non-repeating select N against Repeating Mandate and blank out Frequency, Amount, Start and End dates

Client Ref: *
Payment Ref:

Account Details

Account Name: *
Sort Code: *
Account Number: *

Repeating Payment Details

Repeating Mandate: Y N
Amount:
Start Date: dd: mm: yyyy:
Frequency: Please Select
End Date: dd: mm: yyyy:

Contact Details

Trading Name:
First Name:
Middle Name:
Last Name:
Addr 1:
Addr 2:
Addr 3:
Town/City:
County:
Post Code:
Country: United Kingdom
Telephone :
Email:
Confirm Email:

Submit

Filling out the form and clicking submit would add a new mandate.

Note: based on the vendor settings some of the options may or may not be available.

Collection Statements

For each collection batch that is submitted, the collection is reconciled on the third working day after the collection date and the amounts collected are recorded in the Statements menu.

DD Collection • Reports • Collection Statements • AgeCo NI

Results per-page: 5 | 10 | 20 | 50

<<prev 1 2 3 4 5 6 7 8 9 10 11 12 next>>

Showing Results 1 - 20 of 222 Page 1 of 12

Statement Date	Collect Date	Action
2008-07-17	2008-07-14	View
2008-07-16	2008-07-11	View
2008-07-10	2008-07-07	View
2008-07-03	2008-06-30	View
2008-07-02	2008-06-27	View
2008-06-26	2008-06-23	View
2008-06-24	2008-06-19	View
2008-06-18	2008-06-13	View
2008-06-16	2008-06-11	View
2008-06-10	2008-06-05	View
2008-06-03	2008-05-29	View
2008-05-30	2008-05-27	View
2008-05-27	2008-05-21	View
2008-05-22	2008-05-19	View
2008-05-16	2008-05-13	View
2008-05-15	2008-05-12	View
2008-05-09	2008-05-06	View
2008-05-02	2008-04-29	View
2008-05-01	2008-04-28	View
2008-04-24	2008-04-21	View

From this table, clicking the "View" link will provide the names and amounts that make up the collection batch, and will specify any failure reasons with the correct failure code. The collections are added up and totalled at the "Balance before charges" heading. Below this are the list of charges that apply to the collection batch, including new mandate set ups, and amendments. The charges plus VAT are subtracted from the balance and the "Balance payable is presented.

For Bureau Service Users:
The total value of all money collected is paid directly into your designated bank account on the collection date.
The charges will be collected separately by RSM via direct debit on a monthly basis.

For Facilities Management Users:
The total value of all money collected, less the RSM charges listed on the statement and any unpaid items, is settled into your designated bank account by RSM 5 working days following the collection date.

An example of a Collection Batch Statement.

Collection Statement • AgeConcern Northern Ireland • 838046 • 2008-07-16

Click here to download statement

Collections on 2008-07-11

100764	407	J & S ERSKINE	4.34
100823	418	MR & MRS HARRISON	4.34
100748	404	NOEL JOHNSTON	4.34
031095	422	MRS M HUGHES	4.34
100788	409	W & C KEE	8.68
100808	414	WJEA MCDOWELL	8.68
100741	403	R & N BAXTER	8.68
100834	420	MRS J COATES	8.68
100774	408	M E BENNETT	8.68
020213	421	MRS M C MAGEE	4.34
084953	424	RKA & B SIMPSON	4.34
031660	351	DORIS IRIS BLACK	4.34
124278	3337	LAGAN	4.34
125119	2976	FRAZER	4.34
101281	912	F A HILL	4.34
051816	800	PMUNN	4.34
100944	781	IILEEN BOYLE	4.34
100005	604	MR E CRAWFORD	4.34
100789	410	D&F MILLER	4.34
100819	416	J&S ANGUS	4.34
100800	412	JOAN KERR	4.34
063389	423	IMELDA GOLLOGLY	4.34
077091	363	ROBERT MCCONNELL	4.34
Total Collected			£221.34
Total Items			43

Balance before charges £221.34

Charges

Mandate Amendments & Transmissions	742	£556.50
Collection Files	1	£25.00
Collection Items	43	£12.04

Total Charges	£593.54
VAT	£103.88
Total Charges inc VAT	£697.42
Balance Payable	£-476.08

On clicking “click here to download statement”, the statement can be downloaded as a CSV.

Customise Reports

This option allows users to customise the mandate and collection reports. Users can set the fields they want to be shown adn the order in which the fields have to be shown. The customisation only affects the CSV and API reports and the on screen report will remain the same.

Users need to be set up with appropriate permissions to access this feature. Please contact RSM 2000 support for further information. The customisation is at the vendor level, so changing the customisation would change the reports downloaded by all users of the vendor.

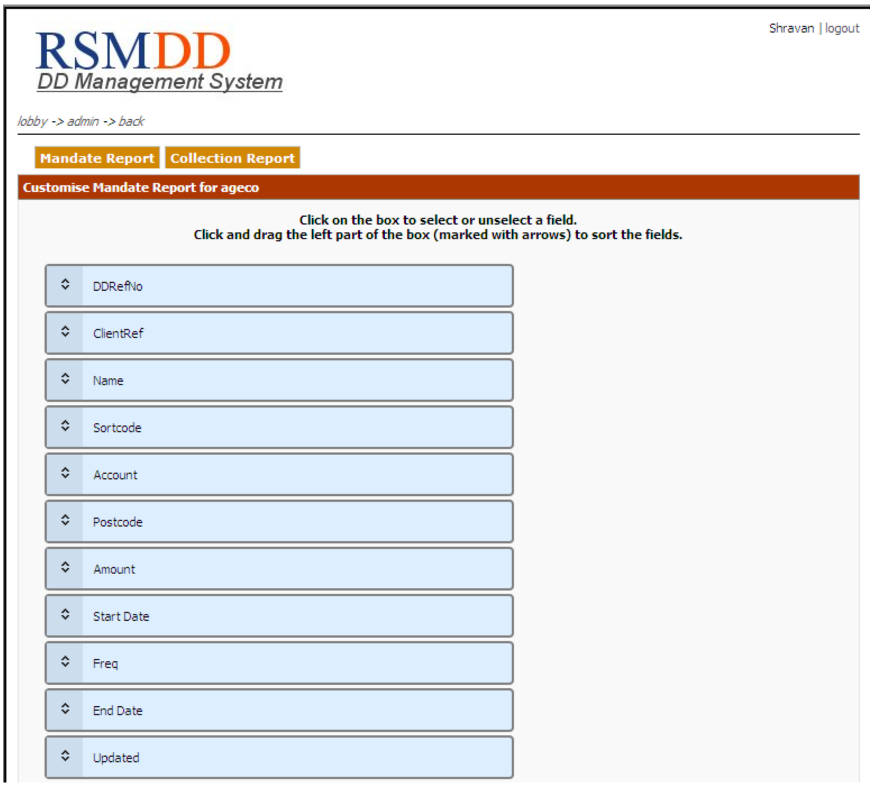
Mandate Report

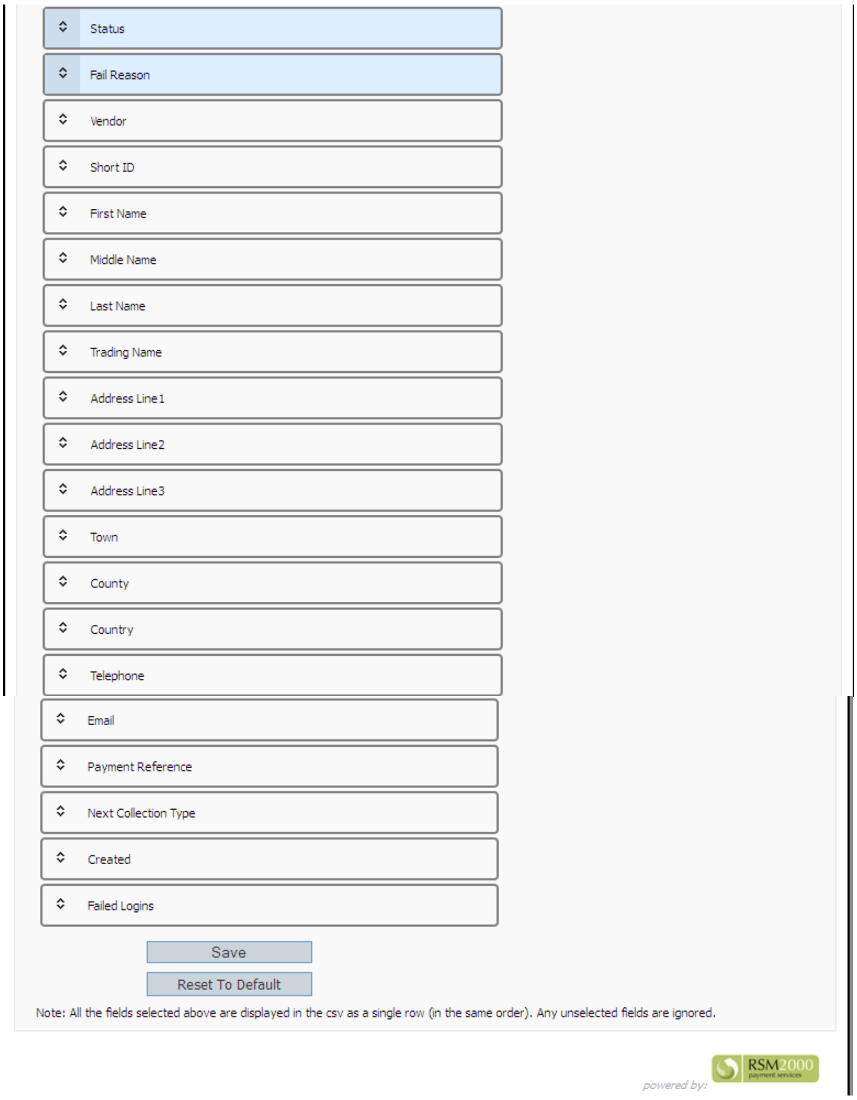
Clicking the “Customise Reports” on the lobby would take the user to mandate report customisation screen. This screen lists out all the possible fields that can be in the mandate report.

Links to navigate to the collection report customization is available on top of the screen.

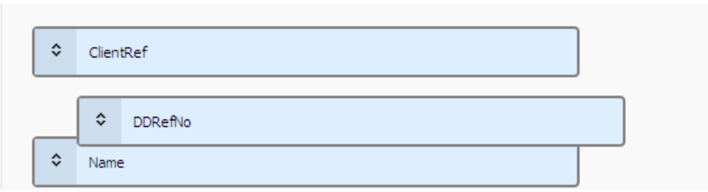
All the selected fields will be shown in CSV and API reports in the same order they are listed on this screen.

The user can select or unselect a field by clicking on the box containing the appropriate field name. All non selected fields would appear white and the selected ones are highlighted in light blue color.





The fields can be sorted by clicking on the arrows portion on the left side of the box containing the field and dragging them to a position you desire to move.



Once the user is done with the selection and sorting the “Save” button is to be clicked to save the changes.

A “Reset to Default” button is available to reset the report settings to default DDCM settings.

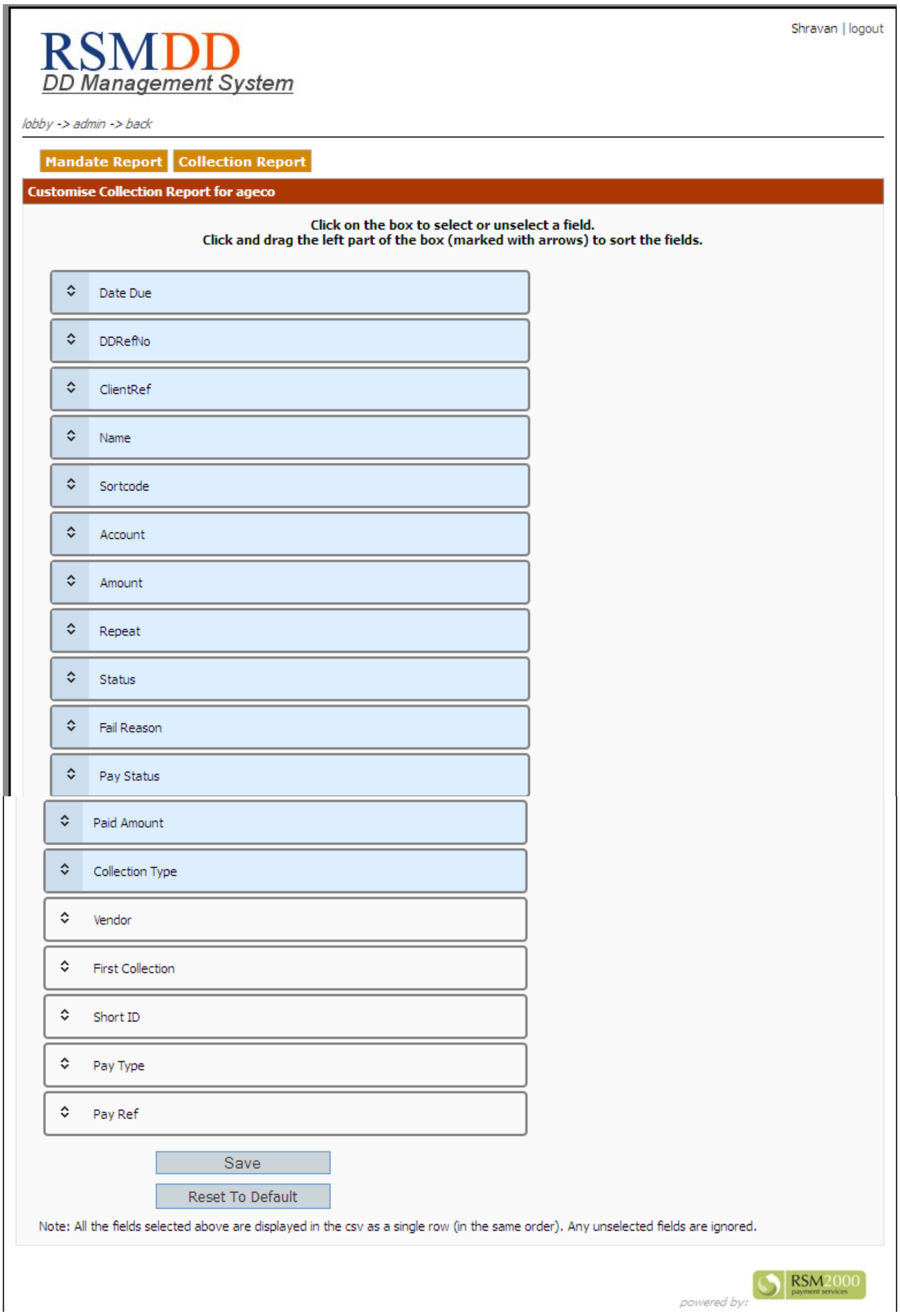
Collection Report

Clicking on the “Collection Report” link in the above report would take us to the mandate report customization. A screen listing out all the possible fields that can be in the collection report will be shown.

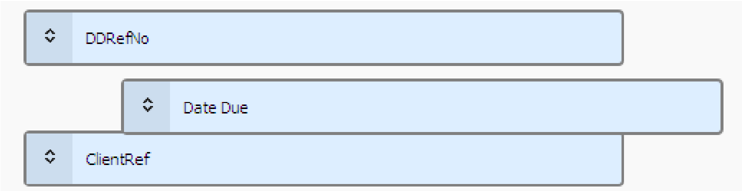
Links to navigate to the mandate report customisation is available on top of the screen.

All the selected fields will be shown in CSV and API reports in the same order they are listed on this screen.

The user can select or unselect a field by clicking on the box containing the appropriate field name. All non selected fields would appear white and the selected ones are highlighted in light blue color.



The fields can be sorted by clicking on the arrows portion on the left side of the box containing the field and dragging them to a position you desire to move.



Once the user is done with the selection and sorting the “Save” button is to be clicked to save the changes.

A “Reset to Default” button is available to reset the report settings to default DDCM settings.

Change Password

This option allows to change the user’s password. On clicking it the user would automatically logged out and the following screen is shown

The users have to enter their username, old password and type in the new password twice for confirmation. Once successfully changed the users need to login with their new details.

Import File Format

These file formats have been produced using the usual convention of listing vertically the fields required. When translating these to your spreadsheet please use a **column** per field shown.

Mandate File Format

Below is the new format for Customer Files. Follow this template and upload the mandate under the “Customer File” FileType. This must be saved in .csv format. **Do not include the Headings as a row in the file.**

Field	**Notes.**
Trading Name	
Contact Name	
Address 1	Mandatory Field if address check required
Address 2	
Address 3	
Town/City	Mandatory Field if address check required

Post Code	
Telephone Number	
Email Address	
Client's Own Reference Number	Mandatory Field
Account Name	Mandatory Field
Account Number	Mandatory Field Max. 8 digits
Sort Code	Mandatory Field Max. 6 digits
Record Type	N, A or D. N=New Customer, A=Amend, D=Delete. Optional Field, if blank N assumed.
BACS DD Reference	Optional Field, required only if vendor is supplying the reference, otherwise system auto generated.
Amount	Optional Field, required for regular repeating payments only. Numeric to 2dp, no currency symbols or 1000 commas
Frequency	Optional Field, required for automatic repeating collections of a fixed amount only. Use 1, 3, 6, or 12 for frequency of collection*****
Start Date	Optional Field, required for automatic repeating collections of a fixed amount only. Date of first collection dd/mm/yy
Enter space	Leave this field blank
Enter space	Leave this field blank
End Date	Optional Field, can only be supplied for automatic repeating collections. Date after which no more collections will be done dd/mm/yyyy
Payment Reference	Optional Field,

***Collection frequency**

1 = Monthly	6 = Twice yearly
3 = Quarterly	12 = Annually

Please note: Amount, Frequency and Start Date fields are only to be used by those clients who have repeating fixed amount payments and have requested us to automate this collection process for them.

Multiple rows can be used in the same file.

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
1	Test123	Test123	12	Harcourt D	Reading	Berkshire	RG6 5TJ	7.71E+09	email@rs	AQ019195	testAcc	1234567	12345	N	7.71E+09	5	1	14/02/2012			14/02/2016
2	Test123	Test123	12	Harcourt D	Reading	Berkshire	RG6 5TJ	7.71E+09	email@rs	AQ019195	testAcc	1234567	12345	N	7.71E+09	5	1	14/02/2012			14/02/2016
3	Test123	Test123	12	Harcourt D	Reading	Berkshire	RG6 5TJ	7.71E+09	email@rs	AQ019195	testAcc	1234567	12345	N	7.71E+09	5	1	14/02/2012			14/02/2016

Collection File Format

If you are uploading collection instructions, you will need to follow the outline of the table below and upload it under the "Collection File" FileType. This must be saved in .csv format.
Do not include the Headings as a row in the file

Field	**Notes.**
Service User Number	Mandatory Field
Clients Own Reference Number	Mandatory Field
Collection Amount	Mandatory Field – Numeric to 2dp, no currency symbols or 1000 commas
Collection Date	Mandatory Field – dd/mm/yy
BACS DD Reference	Optional Field

Multiple rows can be used in the same file

	A	B	C	D
1	838691	236498	1.51	17/11/2011
2	838691	236498	1.51	17/11/2011
3	838691	236498	1.51	17/11/2011
4	838691	236498	1.51	17/11/2011
5				

Frequently Asked Questions

Do I get a confirmation e-mail when my new customer file or collection file has been inputted successfully?

No, an e-mail is not sent. If there are any errors with a file the whole file is rejected and an error message is displayed on the screen informing you of the problems with the file. To check that a mandate file has been received successfully, select from the menu Mandates and the new mandates you have sent should be shown as 'New'. To check that a collection file has been received select Collections from the menu and enter the date of the collection. The collection items you have sent should be displayed on the screen.

Mandates and Collections are subsequently 'batched' by the system ready for sending to BACS for processing, and at this point the new mandates and the collection file will be shown in Mandate batches or Collection batches with the status of Pending, The number of items contained within the file will be displayed and if the value of the file is required in the case of a collection file, then by selecting View against that file, the next screen will be displayed where the value of the collection is shown at the bottom of the screen.

Is there a time by which a file needs to be submitted?
Collection files must be uploaded to the DDCM system by 3pm, four days prior to the required Collection date. Where a new customer file (where start date is included in the file) is uploaded with some items due to be collected very close to breaching the minimum 5 working day period necessary to set up a new mandate at BACS, the system will calculate whether there is sufficient time to include those customers in the stated collection. If there is not, the file will be rejected requiring a new start date to be entered in the file for these customers which will then allow sufficient time to comply with BACS rules.

How do I resubmit a DDI that has been cancelled in error?

From the menu select Mandates and search for the required mandate by the DDref or Client reference. The mandate is then displayed. By selecting Edit any of the details can be altered if required and then move the start date shown to the next scheduled collection date. This will ensure the DDI is resubmitted to BACS.

Is there an easy way of resubmitting a number of DDIs that have been cancelled?

If you have a number of DDIs that you wish to set live again, a new customer file can be sent using the letter A in the Record type field whilst also changing the start dates of the records to the next scheduled collection date. Again these DDIs will be resent to BACS and the file will be visible in the mandate batches screen

How can I identify new DDIs that have failed?

It is advisable to view the latest Mandate batch sent by yourselves two days after inputting of the file. Select mandate batches and then select the corresponding file. The number of failed mandates will be displayed. If any DDI has failed, by selecting View , all the mandates in the batch will be displayed and those that have failed will be shown as such. The reason for any failure can then be found by searching for the DDI in the Mandates screen using the DDRef, and again selecting View, where by the reason code for the failure as advised by BACS, is displayed.

At what point does a 'failed' DDI become a 'deleted' DDI?

A DDI is usually failed because of incorrect bank details. The DDCM system allows the mandate details to be amended (as described above) up to 28 days from when the DDI was first imported. After this time the mandate is marked 'deleted' and it cannot be reinstated.

How do we identify DDIs that have been recently cancelled or deleted?

It is advisable to check for mandates that have been cancelled or deleted on a weekly basis or monthly, especially prior to a collection if you submit your own collection files. From the menu screen select Mandates and the date range from when you last checked and then select the status criteria you want. The subsequent report can then be downloaded as a .csv file and saved as an excel spreadsheet or imported into your own database. Failed mandates can also be reported in this way. Reasons for cancellation, deletion or failure will be displayed on each separate report.

What is the difference between a DDI that has been shown as cancelled as opposed to deleted?

A cancelled DDI is one that is capable of being reinstated, whilst a deleted one is not. Examples of a 'deleted' DDI would be Payer deceased or Account closed. If after 28 days the 'cancelled' DDI has not been reinstated, the status on the DDI is changed to Deleted.

Can I amend or delete a collection file after it has been uploaded?
When a collection file is uploaded to the DDCM system it is shown in the Collection Batches screen as 'New', until it is necessary to send the collection batch to BACS at which point its status is changed to Pending. It is possible to completely delete a collection file with the status 'New' but when shown as 'Pending' or 'Sent' it is necessary to contact RSM 2000 Ltd to enquire whether it is possible to withdraw the file from BACS. If the file has already been processed (ie the stage which occurs one day prior to the collection date) then it is not possible to withdraw the collection at that point and the collection will be made.

It is not possible to amend or delete single items in the file once the file has been uploaded to the DDCM system. If there is an error with one item then the whole file will need to be deleted and a new file with the correct details would need to be uploaded straightaway. The DDCM system operates a cut off time of 3pm each day after which point the system will assign the collection file as having been received the next day, which may cause the collection to be delayed if the collection date was imminent.

Can I see which items have been returned unpaid from a collection before the reconciliation (Statement) date?

As soon as any items are returned unpaid the information is posted on the DDCM system. To see these items, select Collection batches from the menu, and then the relevant collection and select View. This will identify which items have not been paid. Further information on the reasons why can be obtained by searching by DDRef on the Mandates screen. Full details of all unpaids and the reasons notified are shown on the Statement report, which is produced on the third working day from the collection date, and which can be downloaded.

Can I request not to have automated e-mail notifications?

Certainly, just let us know and we will switch this facility off.

Can I submit a DDI with the same DDRefNo or Client ref?

DDRefNo once used for an instruction (mandate) cannot be reused even if the old one is cancelled or deleted.

Client Ref can be reused if the old mandate’s status is not Live, Amend, New, Pending or Resubmit.

Glossary of Mandate Status Terms

Live

Direct Debit Instruction is active

New

Direct Debit Instruction has been uploaded to the system and is awaiting being sent to BACS

Pending

From the point of being batched by the system for transmission to BACS and for the next five working days, the DDI is described as Pending. Provided the processing of the instruction is successful at BACS then the DDI becomes Live after this period.

Failed

This Instruction cannot be used. Usually the bank account details are incorrect or the type of bank account is unable to accept Direct Debit Instructions.

Amend

The bank account details of the DDI have been changed and the details are in the process of being sent to BACS. Instructions for the amendment are from either BACS or the Client. Upon batching of the DDI the status will change to Pending.

Resubmit

This status is used when there has been an error on the original transmission of the DDI to BACS, and the DDI has been identified as requiring to be re-sent.

Cancel

This indicated that the instruction to cancel this DD Instruction is in the process of being sent to BACS

Cancelled

This DD Instruction is not active but can be reinstated if required

Deleted

This DD Instruction is not active and cannot be reinstated.