AutoPay Help Sheet

Customers

1. Introduction

The Customer screen allows you to add new customers and view or change details about an existing customer.

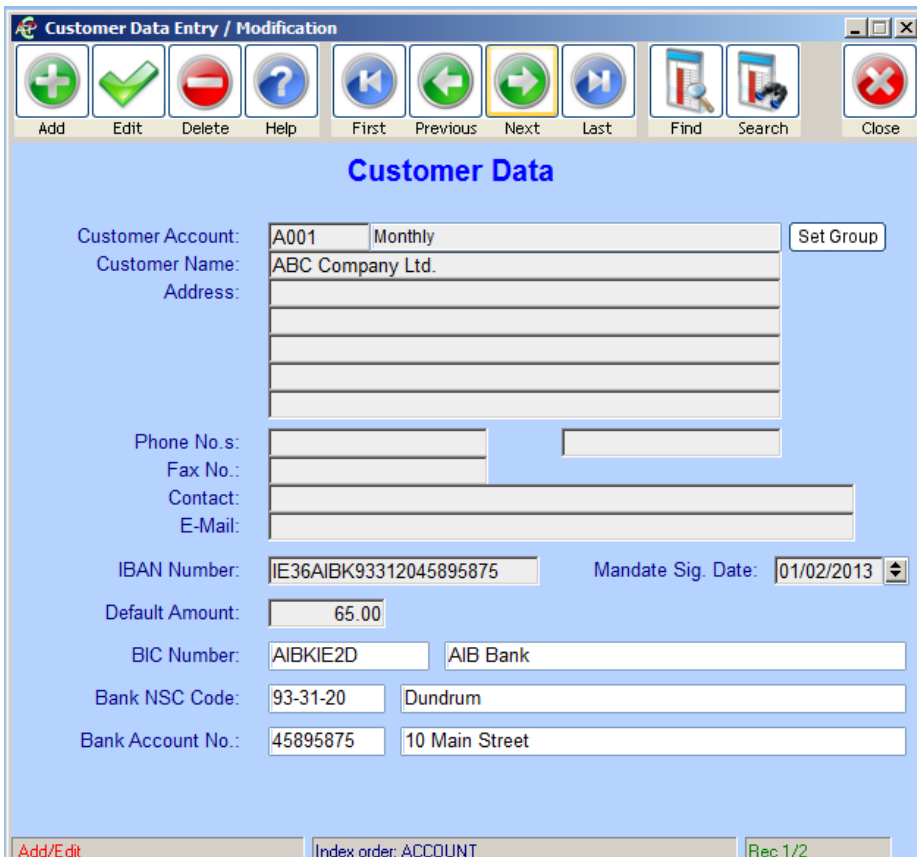Click on the Customers button on the Toolbar or on the Menu select Data Maintenance - Customers.

The screen will open displaying the first customer sorted by Account No.

You can click on the Left and Right arrow buttons to move to the Next or Previous customer. You can click on the First and Last buttons to move to the First or Last customers.

2. Adding a new Customer
To add a new customer, click the "Add" button.

Enter the following:

Customer Account
This is an Account Number or Reference Number which you must use to identify each Customer.
This field is also used as the **Unique Mandate Reference** (UMR) which your bank will relate to.
The account number can be up to 6 characters long and can be alpha-numeric. It is recommended that you choose a numbering standard and use this consistently in the system.

Some examples of common account numbering standards are:
- Abbreviations of the customers name, for example, a customer called ABC Company Ltd. could be identified as ABC.
- Alpha-numeric using the first letter of the Customers name and a sequence number, for example ABC Company Ltd. could be A001, the next customer whose name begins with A would be A002 etc.
- Numeric sequence, beginning with 0001 and incrementing with each new customer added. Please note that it is advisable to always use the same length of numbers padded with the correct number of zeros, e.g. 0001, 0002 etc. not 0001, 002, 0003.

Do not use single character Account numbers such as 1, 2, 3, etc. The minimum recommended length for an Account Number is three characters. Do not use spaces within an Account number.

If you use a separate Accounts system, you should ideally use the same Account No. in both systems.

Before adding a new customer, you can check the next available Account No. in the sequence used. To do this click the "Show Accounts Listing" button and follow the steps described on the screen. This facility will allow you to quickly identify the last customer in a certain sequence. A list of Customers will be displayed sorted Last to First. If you enter a letter the list will move to the last customer beginning with that letter allowing you to instantly determine the next Account No. to be used in that sequence.

Important: The Customer Account must correspond with the **Unique Mandate Reference** (UMR) which you must write on each completed Direct Debit mandate form received. This is so that the Bank will use the same reference number that you do when referring to the Customer in any documentation, e.g. notice of unpaid debits.

Customer Name

Address	Optional (*See note below*)
Phone No.s	Optional
Fax No	Optional
Contact	Optional
Email	Optional

IBAN Number   You must enter the Customers IBAN number which you can obtain from their completed Direct Debit Mandate form. **NOTE** - If you are setting up an existing customer for whom you do not have an IBAN code, you can go to the bottom of the screen and enter the Customers **Bank NSC Code** and **Bank Account No.** (the pink fields) and then click on the button to **Create the IBAN code** from those fields.

Mandate Signature Date   This is the date on which the customer signed the Direct Debit Mandate form.

Default Amount   If you will be processing Direct Debits for this customer for a fixed amount each time, you should enter that amount as the Default Amount. If you will be processing variable amounts you should leave the Default Amount at zero and you may then enter the amount each time you are processing Direct Debits.

BIC Number   This is the Bank Identifier Code for the Customers bank branch. It is automatically determined from the IBAN number which you will enter as described above. You do not need to enter this. It will be determined after you have saved the Customer and it will be displayed the next time you view the Customer.

Bank NSC Code   This is the Customers Bank Account Sort Code. It is automatically determined from the IBAN number which you will enter as described above.
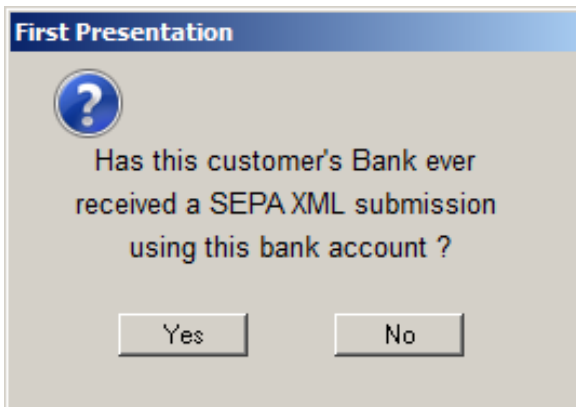
Bank Account No.	This is the Customers Bank Account number. It is automatically determined from the IBAN number which you will enter as described above (it is the last eight digits of the IBAN number).

When complete, click on the Save button.
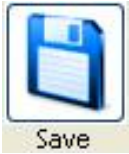
When you save a new customer, you will be asked the following question:

If you are setting up a customer that has recently signed up on Direct Debit, then the answer to the above question is "No" – i.e. you have not yet processed Direct Debits for this customer.

If you are setting up AutoPay to replace another Direct Debit system, and you are adding Customers for which you have already processed Direct Debits then the answer to the above question is "Yes".

The above question is necessary because each Direct Debit transaction sent to the bank must be identified if it is the first Direct Debit that you are processing for the particular customer. This is done using a "Transaction Code" and is explained in further detail in the Help Sheet for Processing Direct Debits.

Assigning the Customer to a Group

Once you have saved a customer you can then assign the customer to group, if required.

Click on the "Set Group" button.

A list of available Groups will be displayed and you may select the Group appropriate to this customer.

Note re. Customers Address

As a result of Brexit, if you are processing Direct Debit transactions from customers with UK bank accounts or if you use a UK bank to process your Direct Debits, your Direct Debit XML files must include the customers Address and Country details.

For such customers, the first two address lines must be populated with all or part of the Customers Address and the 5th address line must contain only the 2 character ISO country code for the Customer, e.g. "GB" for UK, "IE" for Ireland. These are the only address fields which will be included in the XML file.

Please note that anything in the 5th address line other than a valid ISO country code will cause an XML file to fail bank validation.
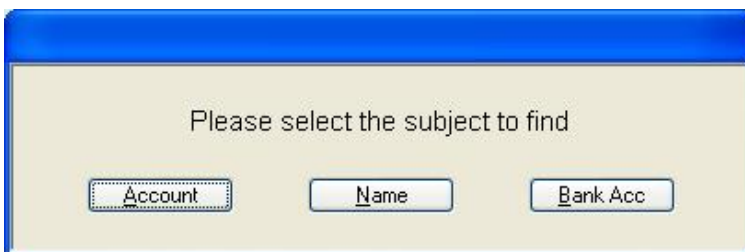
3. Finding a Customer for Edit or View

Finding a Customer by Name
To search for a customer by Name where you know the exact name on file, click on the Find button

Then select the "Name" option.

A list of all customers will be displayed sorted alphabetically by Name.
Enter the first few characters of the customer's name exactly as it is stored.
As you type, the list will move to the next match for the name entered.
To open a Customer, double-click on the required Customer or click "Select".

Finding a Customer by Account No.
You can do the same by Account No. using the "Account" option.

Advanced Search
To search for a customer where you don't know the exact name on file, click on the "Search" button.

Choose your search criteria, e.g. Name, Name and Address, etc.
A list will be displayed showing all customers sorted alphabetically by the search criteria.
Use the search box to enter the search criteria and click on "Find" e.g. enter "Harry", click on
"Find" and all customers with the text "Harry" in their name will be listed.
When you find the required customer on the list, double-click to open.
There are various advanced options which you can apply to your search using And, Or and Not,
Match Case and Text Begins. Experimentation is the best way to see how this works.

Once you have opened the required customer you can click on the Edit button if you wish to edit
any of the customer's details.

4. Deleting a Customer
To Delete a customer click on the "Delete" button.

Once you confirm your intention the Customer will be deleted.

5. Help File
For more detailed information on using AutoPay, please read the Help File which is available from
the Toolbar - select **Help** and **Application Help** or click on the Help button.

There is also a Help button in every screen which will open the Help File section for that screen.