



## AutoPay Help Sheet

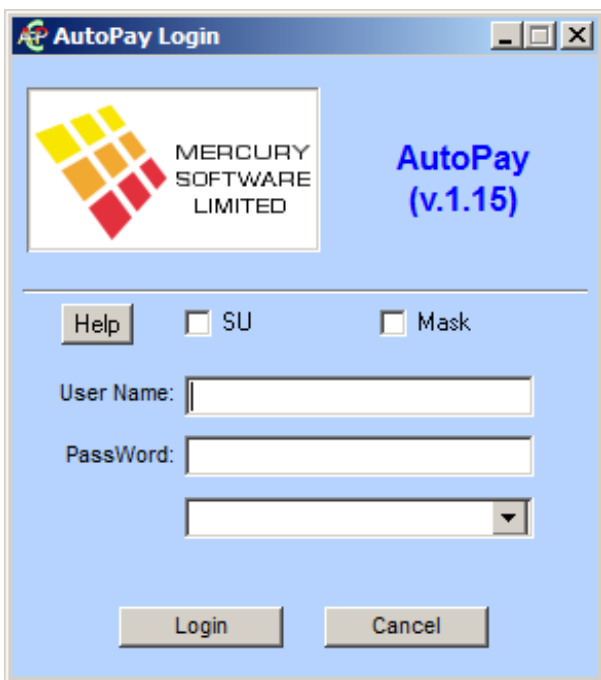
### Getting Started

#### 1. Login

To open AutoPay, double-click on the AutoPay icon on your Windows desktop.



The AutoPay Login screen will be displayed, and you will be asked to enter your Username and Password.



When AutoPay is first installed, the default username and password is as follows:

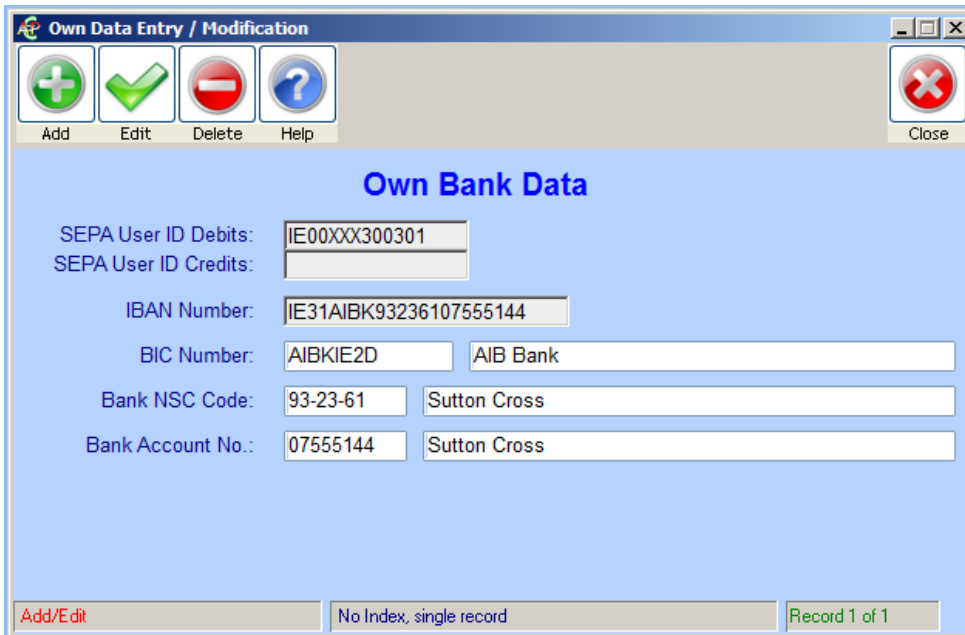
Username	<b>user1</b>
Password	<b>user1</b>

The username is not case sensitive, so it can be entered in upper or lower case. However, the password is case sensitive.

## 2. Setup Own Bank Details

Before you can process any Direct Debit transactions, you must first setup your own bank details. Go to Data Maintenance – Own Bank Details.

Click on the “Edit” button.



The screenshot shows a software window titled "Own Data Entry / Modification". At the top, there are five buttons: "Add" (green plus), "Edit" (green checkmark), "Delete" (red minus), "Help" (blue question mark), and "Close" (red X). The main area is titled "Own Bank Data" and contains several input fields:

- SEPA User ID Debits:
- SEPA User ID Credits:
- IBAN Number:
- BIC Number:
- Bank NSC Code:
- Bank Account No.:

At the bottom, there is a status bar with "Add/Edit" (red text), "No Index, single record", and "Record 1 of 1" (green text).

Enter the following:

**SEPA User ID Debits** This is your 13 character SEPA Direct Debit Originators Number which will have been provided by your bank.

**SEPA User ID Credits** If you also intend using the AutoPay software to process Credit transactions, you must enter your User ID for Credits which will be provided by your bank. If you only intend using the software for Debits, leave this field blank.

**IBAN Number** This is your Bank Account IBAN number. Following entry of a valid IBAN number, your Bank NSC Code, Bank Account No. and the name and address of your bank branch will be displayed.

When you have entered the above details, click on the “Save” button.

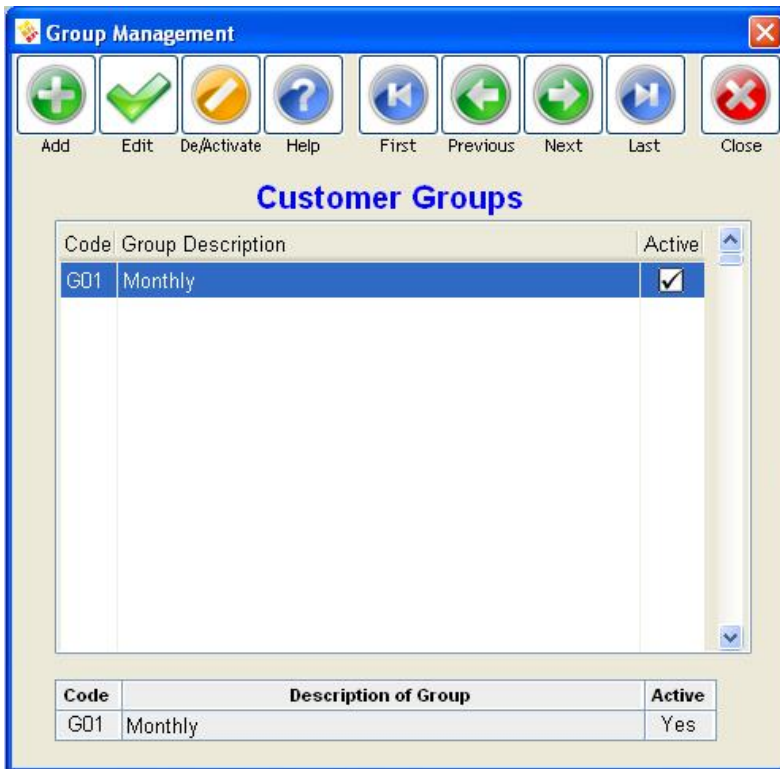


Please note that the above details need only be entered into the system once.

### 3. Setup Groups

If you will be processing Direct Debits for the same list of customers each time, or if you will have a number of groups of customer, e.g. some customers to process monthly and some to process quarterly, then you can setup groups and assign each customer to the required group. This will allow you to select and process an entire group of customers in one go and make the processing procedure much quicker.

To setup Groups, go to Data Maintenance – Customer Groups.



To Add a new Group click on the "Add" button.



Each new Group will be automatically assigned a Code. You need to enter a Description. Once you have entered the Description, click on "Save".



## 4. Customers

To setup your Customers go to Data Maintenance – Customers, or click on the “Customers” button on the main toolbar.



Customers

To add a new customer, click the “Add” button.



Add

**Customer Data Entry / Modification**

Customer Account: A001 Monthly

Customer Name: ABC Company Ltd.

Address:

Phone No.s:

Fax No.:

Contact:

E-Mail:

IBAN Number: IE36AIBK93312045895875 Mandate Sig. Date: 01/02/2013

Default Amount: 65.00

BIC Number: AIBKIE2D AIB Bank

Bank NSC Code: 93-31-20 Dundrum

Bank Account No.: 45895875 10 Main Street

Add/Edit Index order: ACCOUNT Rec 1/2

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.

**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

<b>Address</b>	Optional
<b>Phone No.s</b>	Optional
<b>Fax No</b>	Optional
<b>Contact</b>	Optional
<b>Email</b>	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 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.

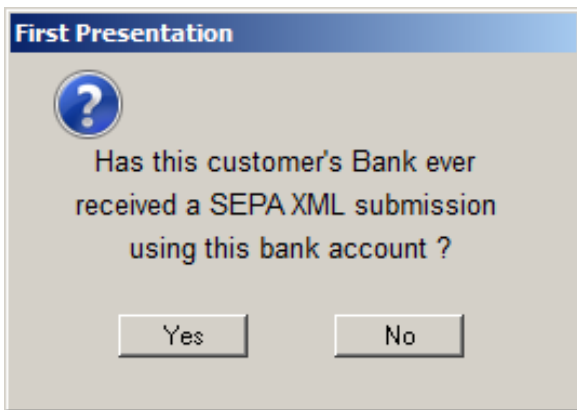
**Bank NSC Code** This is the Customers Bank Account Sort Code. It is automatically determined from the IBAN number which you will enter as described above.

**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.

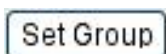
If you are setting up AutoPay to replace another Direct Debit system, and you are adding Customers for which you have already processed Direct Debits then the answer to the above question is “Yes”.

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.

**Please refer to a separate Help Sheet which describes how to use the Customer screen in more detail.**

## **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.