



## Table of Contents

Table of Contents.....	1
Installing Integrated Payments Manager.....	3
Pre-Check .....	3
Links Integrated Payments Manager Setup .....	3
Using Integrated Payments Manager.....	9
It is comprised of the following sections: .....	9
View Payments .....	10
Polling.....	14
Reports.....	15
Running a report .....	15
Output Options .....	16
Printing .....	16
Export to Excel.....	16
Export to PDF.....	17
Rejections.....	18
Contact Methods & Filters .....	18
Contact Status .....	18
Printing Letters .....	19
Viewing the message .....	19
Other Purchases.....	20
Setup .....	20
Add to DD Frequency.....	21
Balances.....	22
Manual Run.....	23
To Run a Manual Other Purchases DD Run .....	24
Settings .....	28
General Tab.....	28
Approval & Release Details tab .....	30
Rejection Feestab.....	31
Notifications tab.....	32
Setting up SMS & Email Templates .....	33
Log tab .....	36
New Feature - Health Check.....	37



## Installing Integrated Payments Manager

Integrated Payments Manager is the re-branded Paylink.

Like the Paylink installer, it includes the Payments Manager & the Links Service.

There is also an additional application called the Links Integrated Payments Utility. This is for Links Staff use only.

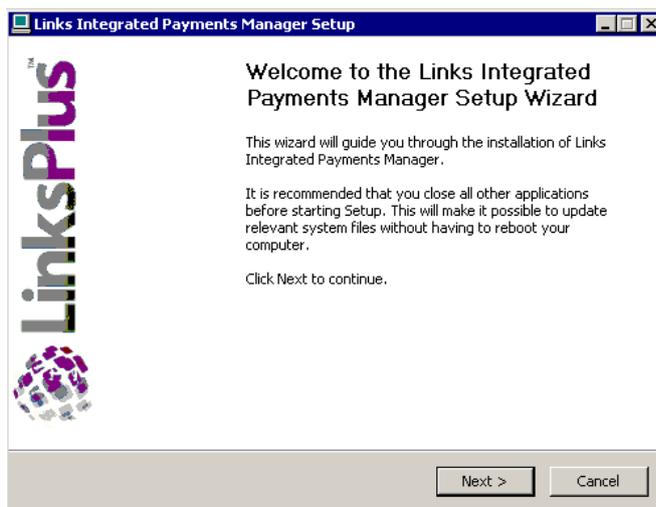
Please ensure that you are using the correct version of IPM for your version of Links. If unsure, please check with Links Support.

### Pre-Check

If you are already a LinksPay customer and are simply changing from the Paylink module to the new Integrated Payments Manager module, then please proceed with the following steps.

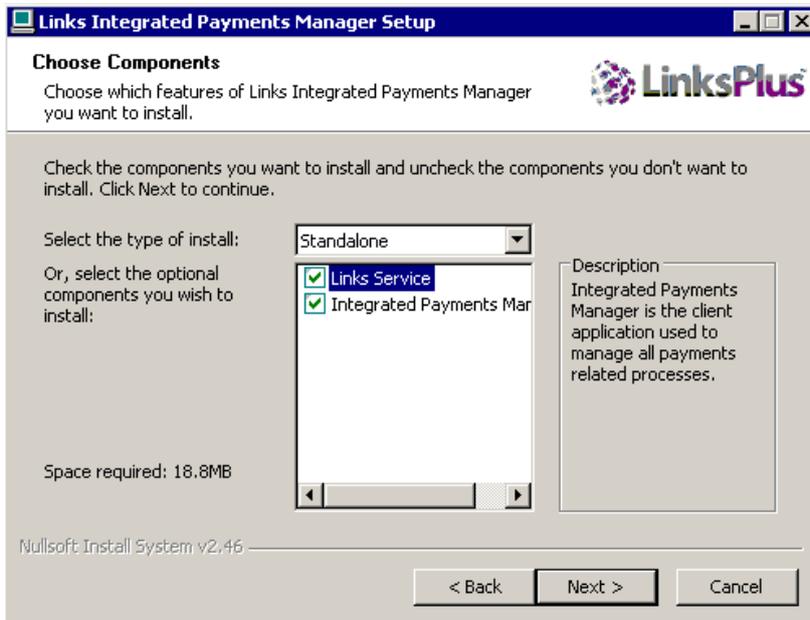
If you are a brand new Integrated Payments customer there is some setup required before reaching this step. That setup will be performed by Links Support on your behalf.

### Links IntegratedPaymentsManager Setup



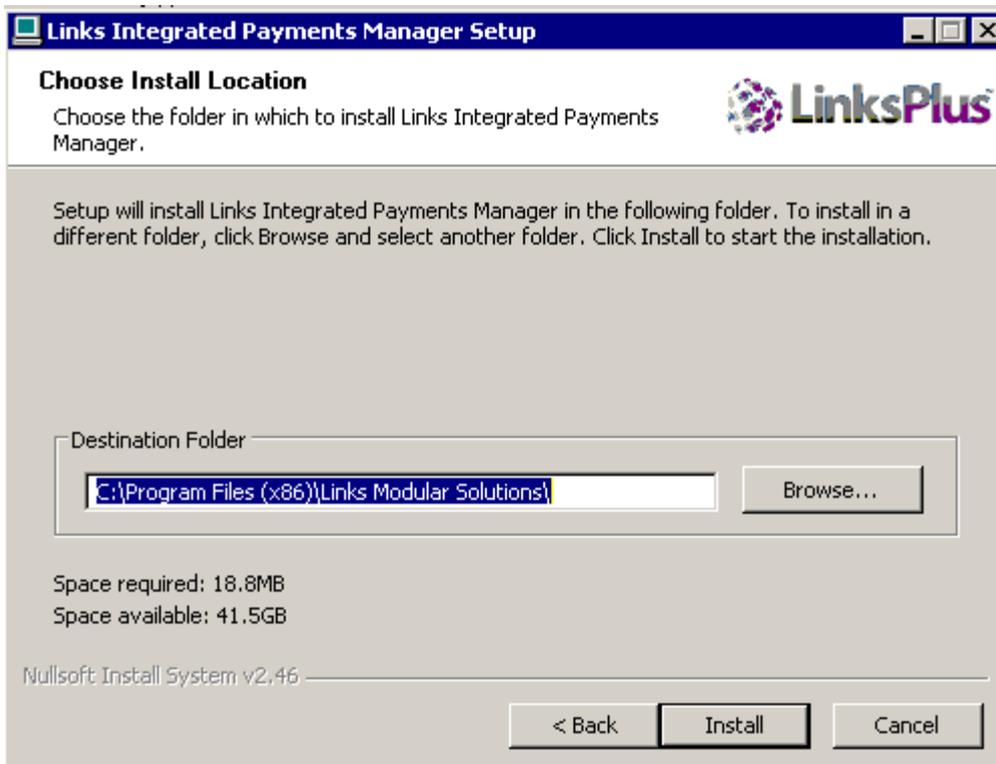
Click Next.

Just like Paylink, this screen asks if you want to install the Links Service, Integrated Payments Manager, or both. By default it only auto selects the Integrated Payment Manager.



Select your desired options and click Next.

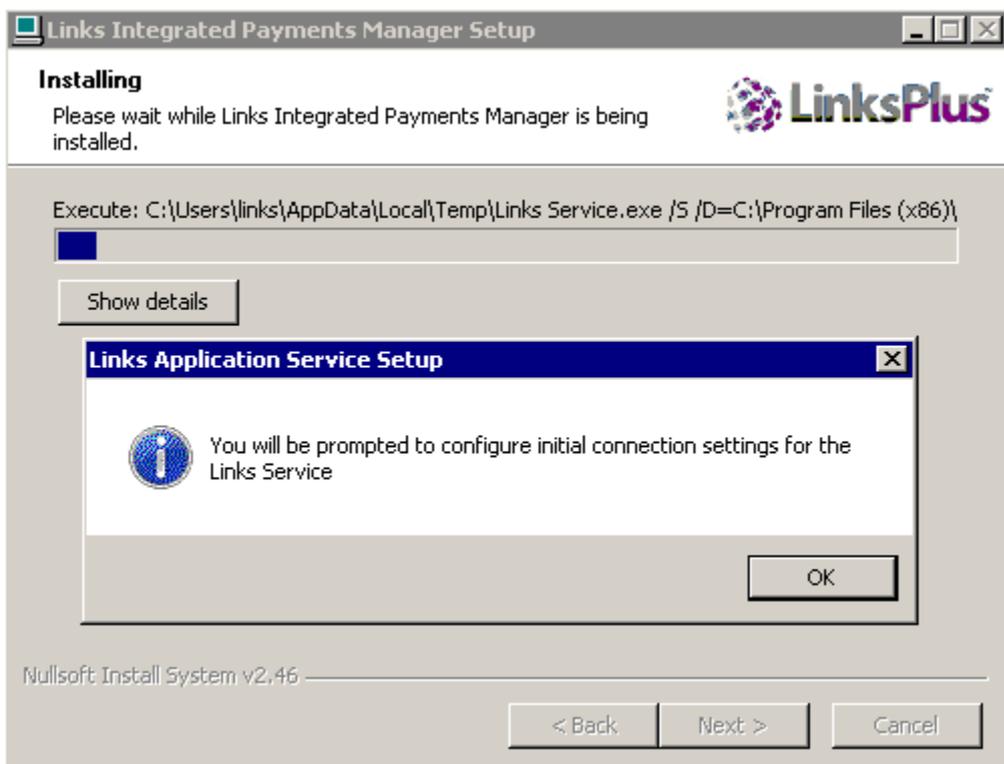
The following screenshots use the scenario if the Links Service has been selected and is being installed.



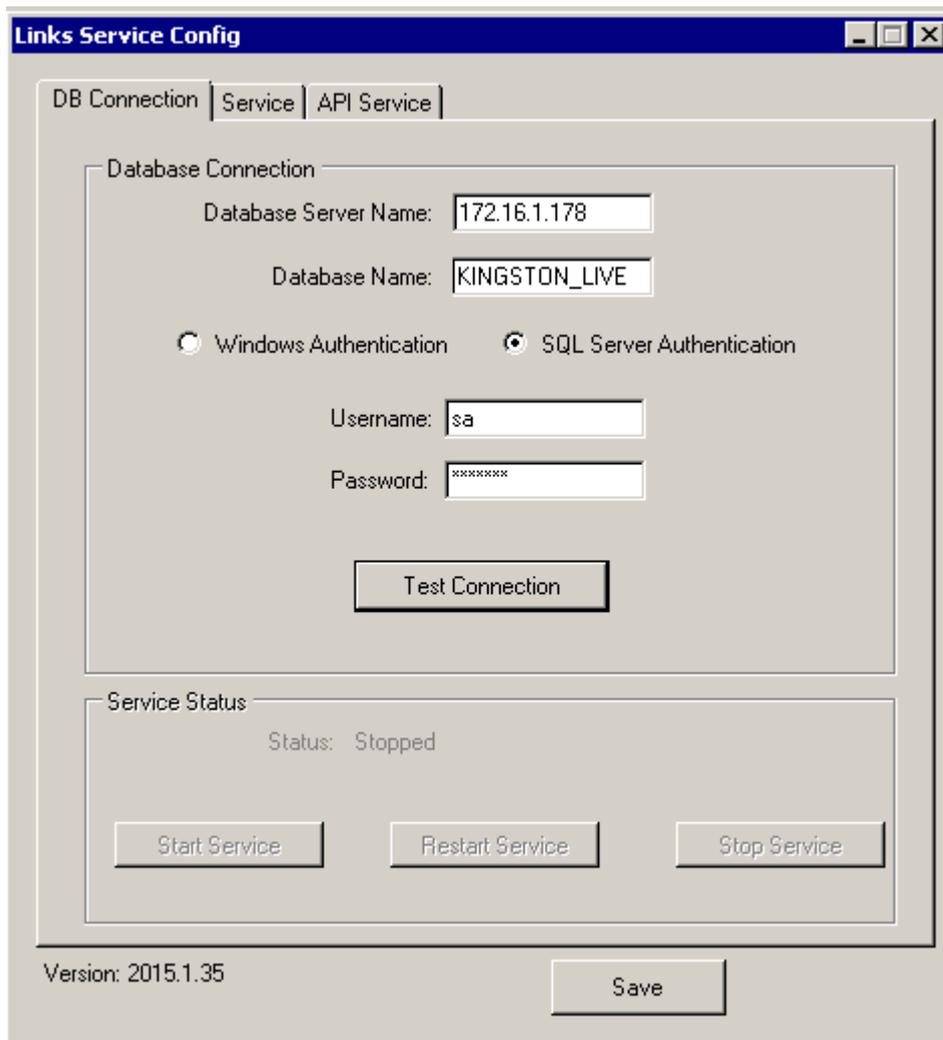
The Installer will have the default installation destination, keep it and click Install.



If not already installed, the installer will install the Microsoft Report Viewer 2010 application.

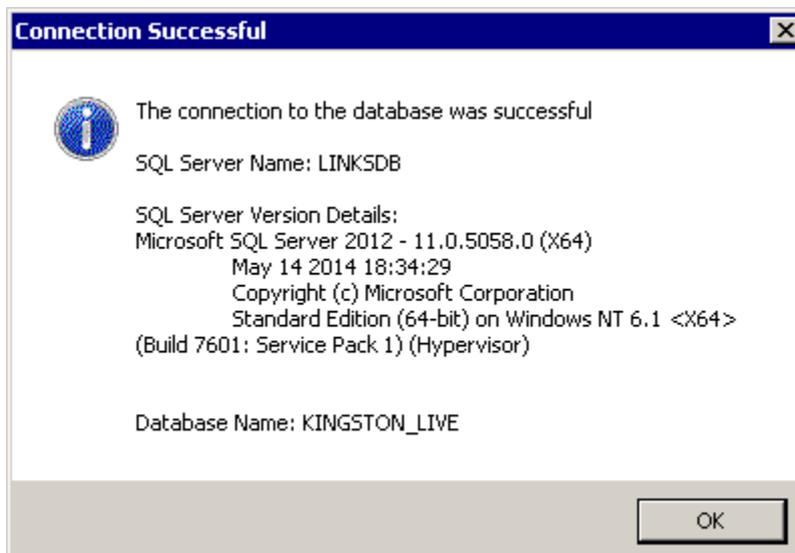


Click Ok.



Enter the Database Server Name, the name of the Links production Database & the Connection Authentication (SQL is required).

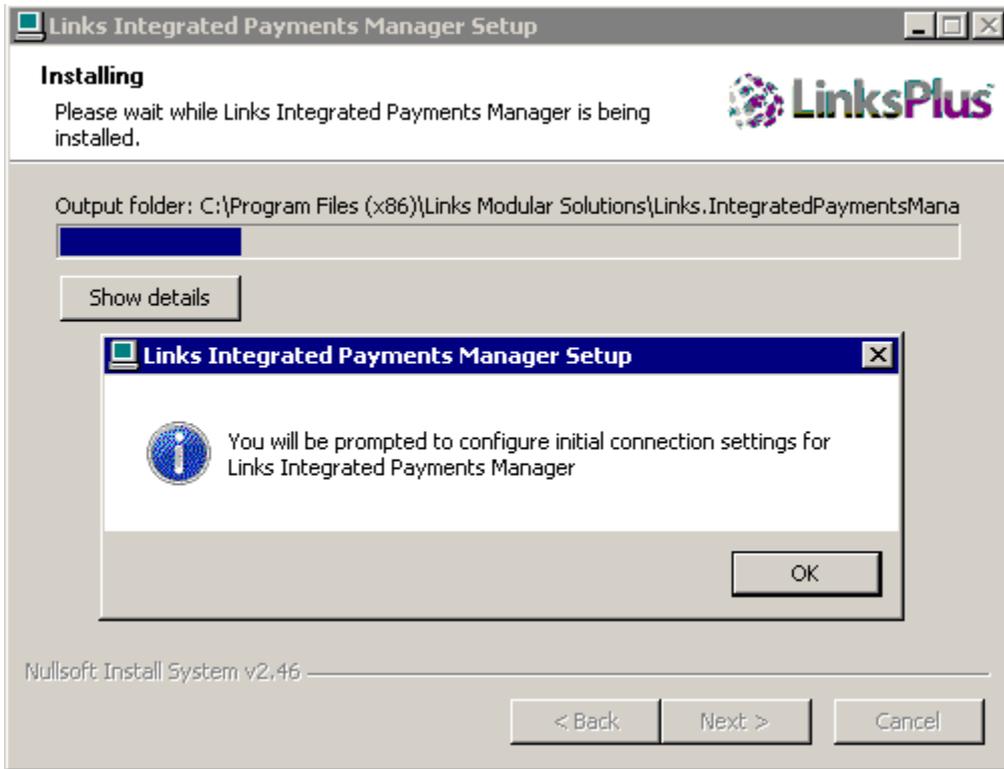
Click Test Connection.



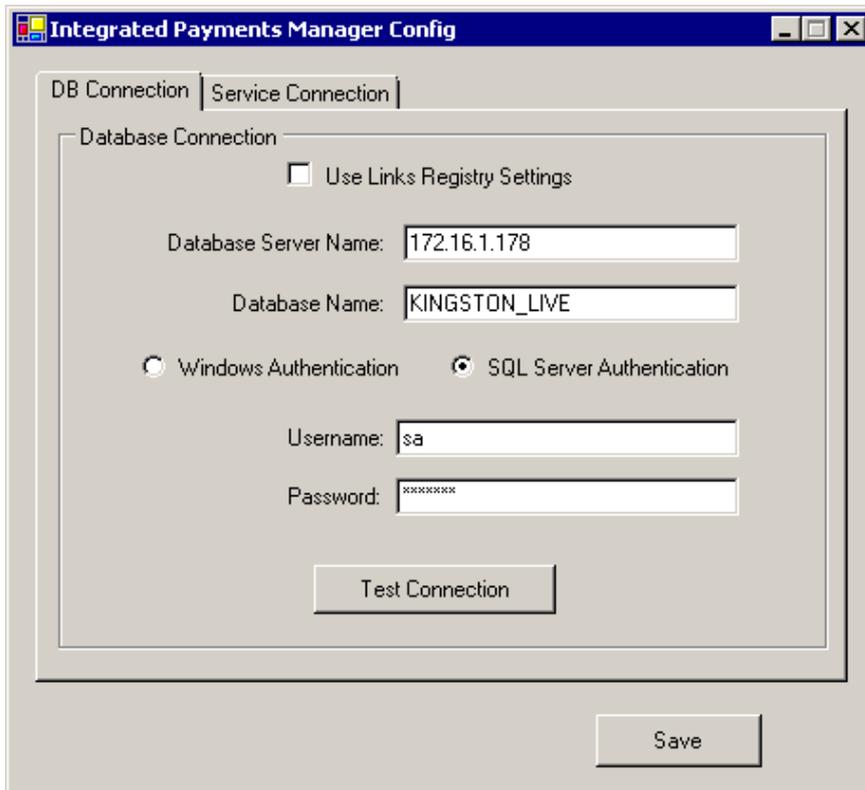


Hopefully the connection is successful. If not, please click Ok and re-check your information.

Click Save.



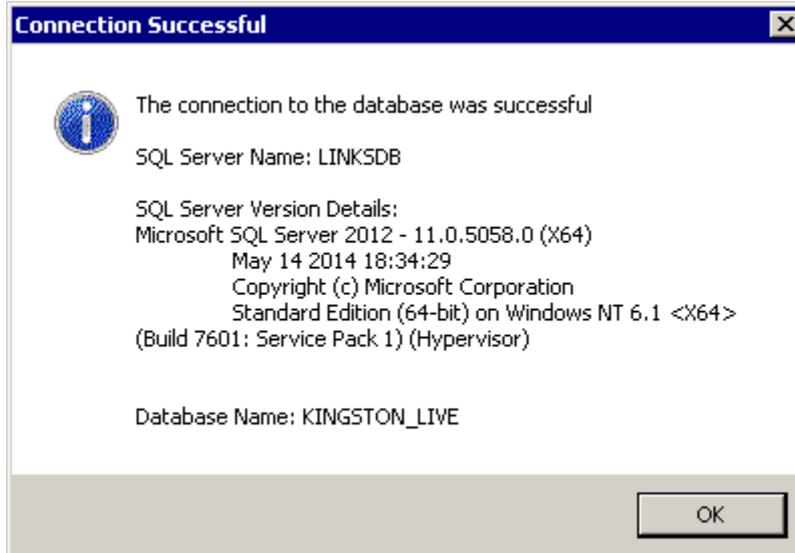
Click Ok.





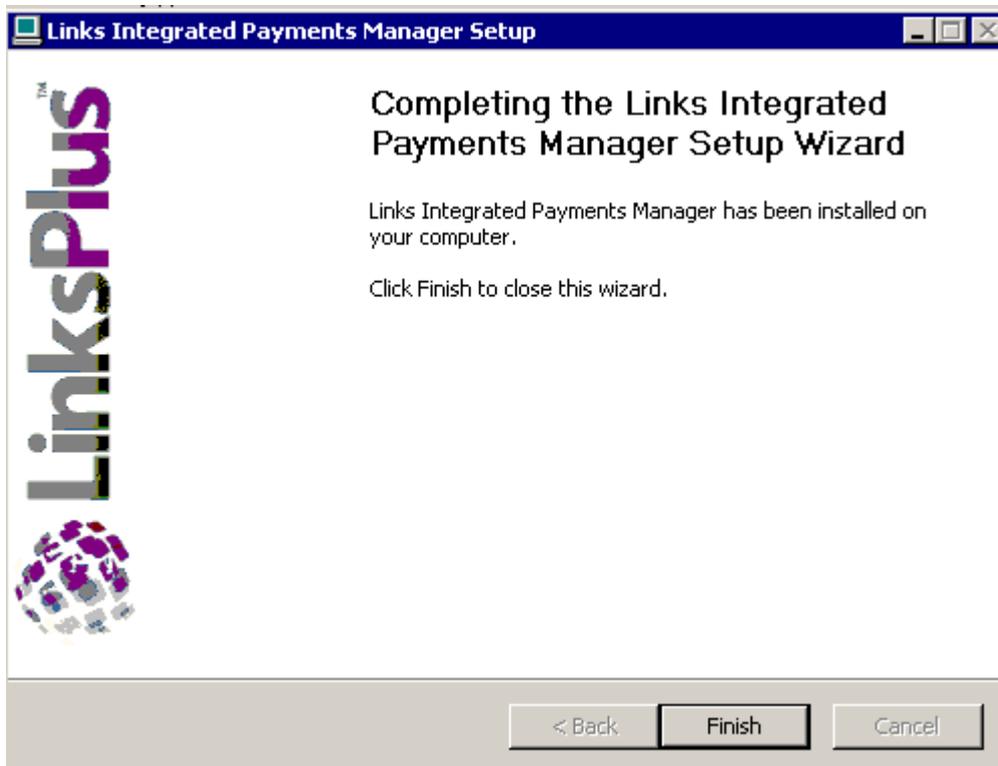
Enter the Database Server Name, the name of the Links production Database & the Connection Authentication.

Click Test Connection.



Hopefully the connection is successful. If not, please click Ok and re-check your information.

Click Save.



## Using Integrated Payments Manager

The Integrated Payments Manager (IPM) module is comprised of the following screens and options.



This is the main screen that you see when you first log into IPM.

It is comprised of the following sections:

**View Payments:** provides a breakdown of past runs processed, as well as a listing of the individual customers within that run.

**Reports:** various reporting options in order to display collated data regarding your debits.

**Rejections:** view and manage Rejected debits.

**Other Purchases:** control the debiting of the Links Customer Accounts feature.

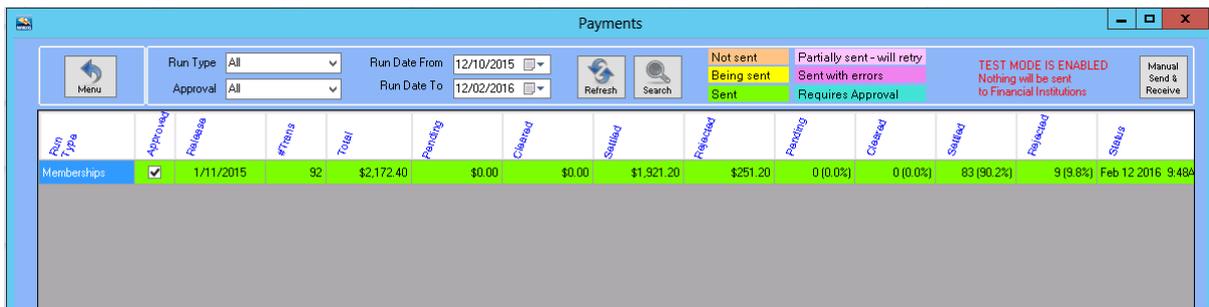
**Settings:** the various options for IPM and the debiting process.

**Logout:** close IPM.

Each section is covered in detail below.

## View Payments

This section of the module provides a breakdown of past runs processed, as well as a listing of the individual customers within that run. Colour coding assists with the display of run or customer status and numerous breakdown columns display amounts sent (pending), cleared, rejected and settled. Some of the options available in this section of the Direct Debit Module are controlled by security settings in Admin.



Run Type	Approval	Release	#Trans	Total	Pending	Cleared	Settled	Rejected	Pending	Cleared	Settled	Rejected	Status
Memberships	<input checked="" type="checkbox"/>	1/11/2015	92	\$2,172.40	\$0.00	\$0.00	\$1,921.20	\$251.20	0 (0.0%)	0 (0.0%)	83 (90.2%)	9 (9.8%)	Feb 12 2016 9:48

The top row has a number of options:

**Menu:** click this to return to the main screen.

**Run Type:** controls what is displayed on this screen. Default is All. The other options are the different Run Types, Classes, Memberships, Other Purchases etc.

**Approval:** controls what is displayed on this screen. Default is All. The other option is 'Requires Approval'.

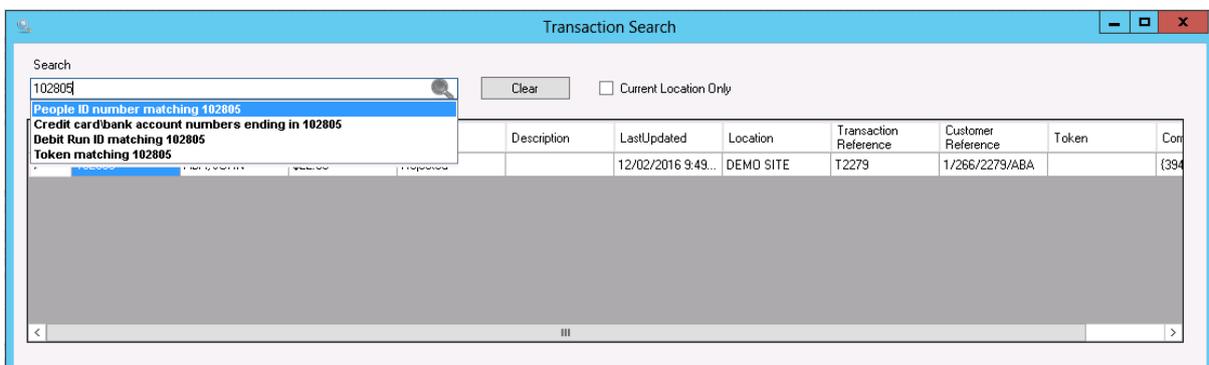
**Run Date From:** date control for what is displayed on this screen.

**Run Date To:** date control for what is displayed on this screen.

**Refresh:** refresh the screen image.

**Search:**

This button opens up the new Search feature.



Description	LastUpdated	Location	Transaction Reference	Customer Reference	Token	Cont
	12/02/2016 9:49...	DEMO SITE	T2279	1/266/2279/ABA		{394

When a number is entered into the search field, it uses a dynamic search tool that supplies multiple search parameters to choose from.

**DD Run Color Codes:**

Not sent	The submission of the run to the financial institution has not yet commenced, probably because it has not yet reached the next poll time. At this stage, the Run can be reversed if required.
Being Sent	The transactions have commenced sending.
Sent	All transactions have been sent.
Partially sent – Will Retry	An interruption to the transaction sending process occurred, and once re-connection can be established, the run will continue to send.
Sent with errors	All transactions that could be sent, have been sent. Some records may have incurred errors that cannot be resolved by the automatic process (usually account issues at the financial institution's end).
Requires Approval	This run is ready for sending, however it requires that it be approved by an authorised user

**Manual Send & Receive:** This is used to force the Links Service to Poll immediately. It should only be used under the advice of a Links Staff Member, but will not damage your system if used by a user.

The next row displays your debit runs themselves, in an easy to read 'snapshot'.

**Run Type:** This displays the type of debit run it was, Classes, Memberships, Other Purchases etc.

**Approved:** ticking this box lets IPM know that it is ok to send to send to your financial institution. By default this is auto ticked. Options for this setting are found in *Settings*.

**Release:** the release Date and Time for the run. Even if the run is Approved, IPM won't send it until the Date/Time entered here. By default it is set to midnight of the previous day of the first day of the DD period.

If the run hasn't yet been sent to the financial institution, it is possible to change the release Date/Time by right clicking the date field and selecting 'Alter Release Date/Time'.



Memberships	<input type="checkbox"/>	1/03/2016	03	66,321.10
Classes	<input checked="" type="checkbox"/>	15/02/2016		
Classes	<input checked="" type="checkbox"/>	1/02/2016		
Memberships	<input checked="" type="checkbox"/>	1/02/2016		

- View Transactions
- Alter Release Date/Time
- Reverse Members DD

**#Trans:** the number of Transactions in this DD run.

**Total:** the Total debit amount of this DD run. This is not necessarily the amount that will be returned.

**Pending:** the Total currently Pending for this DD run. Transactions have been sent to Links Pay and are awaiting processing, or awaiting response from the customer's financial institution.

**Cleared:** the Total Cleared for this DD run. This applies to Credit Cards only. The financial institution has provided a response that funds are available, however these funds have not been release at this stage.

**Settled:** the Total amount in \$ that was Settled for this DD run. This is the amount that was returned.

**Rejected:** the total amount in \$ that was Rejected for this DD run. Rejected means that the customer's account cannot be debited. The reason is supplied by the financial institution.

**Pending:** the % still Pending for this DD run.

**Cleared:** the % that was Cleared for this DD run.

**Settled:** the % that was Settled for this DD run.

**Rejected:** the % that was Rejected for this DD run.

**Status:** the last Date/Time that the Links Service updated this DD run.

To view the individual transactions double click or right click on the run you wish to view.

Run Type	Approved	Release	# Trans	Total	Pending	Cleared	Settled	Rejected	Cleared	Settled	Rejected	Pending
Memberships	<input checked="" type="checkbox"/>	1/04/2009	86	\$1,950.84	\$1,950.84	\$0.00	\$0.00	\$0.00	0 (0.0%)	0 (0.0%)	0 (0.0%)	86 (100....

- View Transactions
- Alter Release Date/Time



The following will be displayed:

**Transaction Breakdown**

Memberships (266)  
 Approved **True** Total Trans **92** Cleared **\$0.00** Rejected **\$251.20** TEST MODE IS ENABLED  
 Release **1/11/2015 12:00 AM** Total Amount **\$2,172.40** Settled **\$1,921.20** Pending **\$0.00** Nothing will be sent to Financial Institutions

People ID	Name	Amount	Payment Type	Status	Description	Rej Fee	Last Updated	TransactionReference	CustomerReference
4108	BOWAST, DMOVA	\$19.20	Bank	Rejected		\$10.00	12/02/2016 9:49 AM	T2326	1/266/2326/BOW
110	BBOOKAT, FOODO	\$48.00	Bank	Rejected		\$10.00	12/02/2016 9:49 AM	T2305	1/266/2305/BSD
3908	BUNNAY, KOFN	\$10.00	Bank	Rejected		\$10.00	12/02/2016 9:49 AM	T2307	1/266/2307/BUN
2676	BYAST, GDVVG	\$48.00	Bank	Rejected		\$10.00	12/02/2016 9:49 AM	T2310	1/266/2310/BYA
4013	CFOSNOCK, APPD	\$19.20	Bank	Settled		\$0.00	12/02/2016 9:49 AM	T2300	1/266/2300/CFD
4529	COMVON, COSAY	\$20.00	Bank	Settled		\$0.00	12/02/2016 9:49 AM	T2313	1/266/2313/COM
102828	COPE, ALEXANDRA	\$32.00	Bank	Settled		\$0.00	12/02/2016 9:49 AM	T2302	1/266/2302/COF
2986	COSPONA, FUTCO	\$20.00	Bank	Settled		\$0.00	12/02/2016 9:49 AM	T2323	1/266/2323/COS
4501	COTWSD, CSOTWOODN	\$10.00	Bank	Settled		\$0.00	12/02/2016 9:49 AM	T2304	1/266/2304/COT
124	CSOTT, KOP	\$48.00	Bank	Settled		\$0.00	12/02/2016 9:49 AM	T2259	1/266/2259/CSO
1994	FOBSA, KOFN (& MADNA)	\$48.00	Bank	Settled		\$0.00	12/02/2016 9:49 AM	T2335	1/266/2335/FOB
1343	FOMBOUSNA, POCFAMMA	\$24.00	Bank	Settled		\$0.00	12/02/2016 9:49 AM	T2338	1/266/2338/FOM

Flow has been successfully sent  
Transaction returned with status of Rejected

Name	Detail	Date	Amount
ABA, JOHN	GOLD ADULT DD	23/02/2010 12:45 PM	\$22.00

The top row includes a summary of the information that was on the previous screen.

The next row displays the details of the DD run.

**People ID:** the PeopleID of the Customer. In the case of a Classes DD run, it is also the ResponsiblePerson ID.

**Name:** the name of the Customer.

**Amount:** the amount the Customer is expected to be debited.

**Payment Type:** the nominated payment type of the Customer, as set in their Account screen in Links.

**Status:** the current Status of the Customer in this DD run, Pending, Rejected, Settled etc.

**Description:** if the Customer's debit is rejected, the reason supplied by the financial institution will be shown here.

**Rej Fee:** : if the Customer's debit is rejected, and a Rejection Fee has been setup in IPM, the fee will be shown here.

**Last Updated:** the last Date/Time that the Links Service updated this DD run.

**Transaction Reference:** For Links Support Use Only.

**Customer Reference:** For Links Support Use Only.

**Combined GUID:** For Links Support Use Only.

**Group Pay GUID:** For Links Support Use Only.

Highlighting a Customer in this view will display further details below:

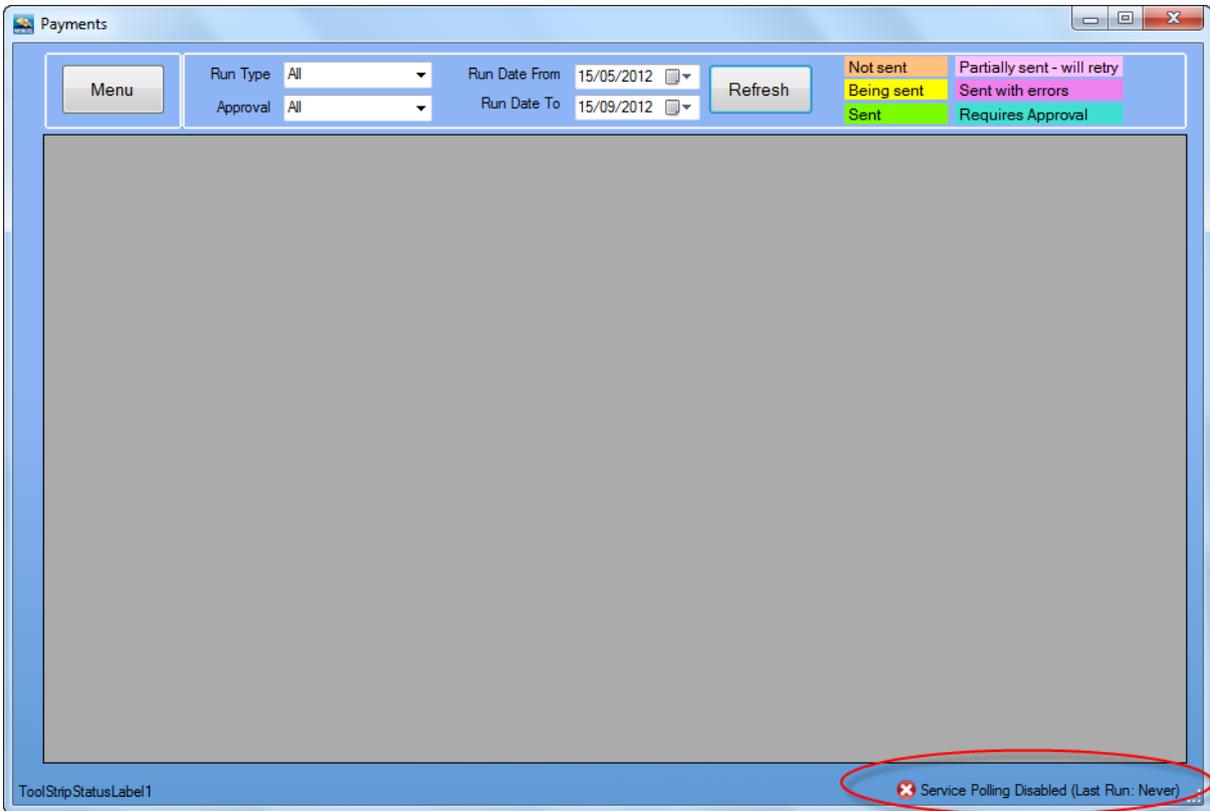
	Detail	Date	Amount
AN, ARVIND	Driving Range 7 Day Membership Direct Debit	22/04/2013 4:03 PM	\$129.00

Row has been successfully sent  
Transaction returned with status of Settled

In the case of a Classes DD run, this will display the Students.

### Polling

In the Payments section of the Direct Debit Module is a prompt bottom right to show you that your service is polling. If you see 'Service Polling Disabled' you must contact Links Support urgently to rectify, as you will not be able to process payments or rejections within the module.



The screenshot shows the 'Payments' window with the following controls and status:

- Run Type:** All
- Approval:** All
- Run Date From:** 15/05/2012
- Run Date To:** 15/09/2012
- Refresh** button
- Legend:**
  - Not sent (orange)
  - Being sent (yellow)
  - Sent (green)
  - Partially sent - will retry (pink)
  - Sent with errors (purple)
  - Requires Approval (cyan)
- Status Bar:** ToolStripStatusLabel1 with a red 'X' icon and the text "Service Polling Disabled (Last Run: Never)".

## Reports

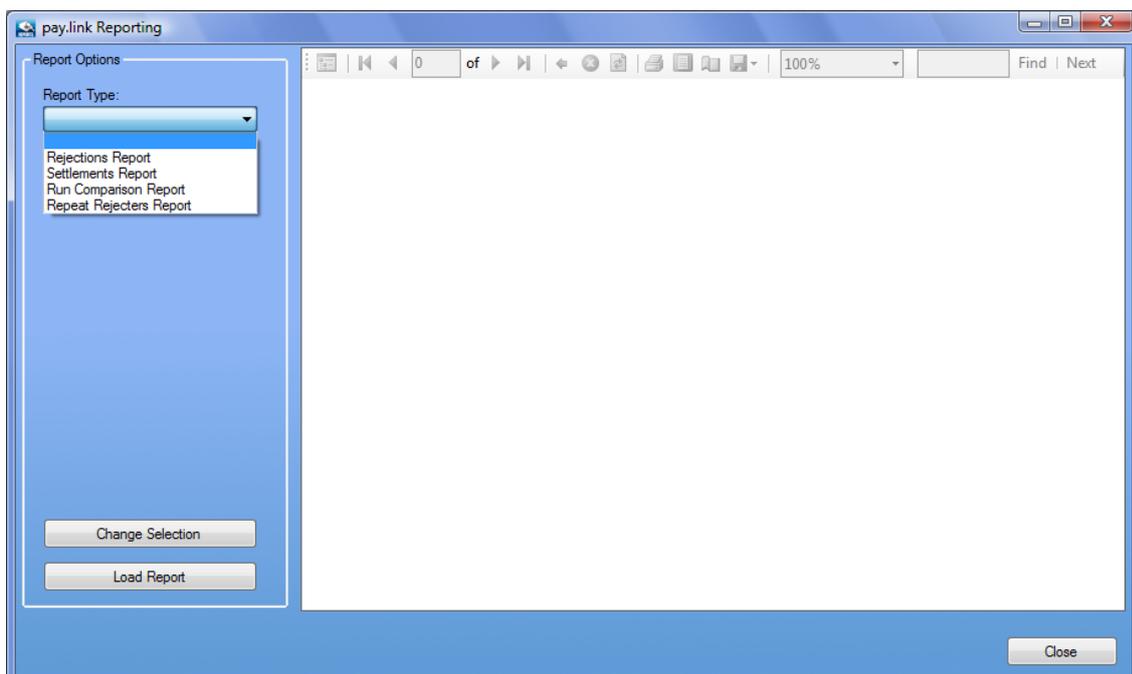
A range of reports are available from the Direct Debit Module. As a LinksPay customer you are automatically sent a Settlement Report and Rejections report after each run is processed. These reports can also be generated here if required.

The following reports are available for viewing in the Module:

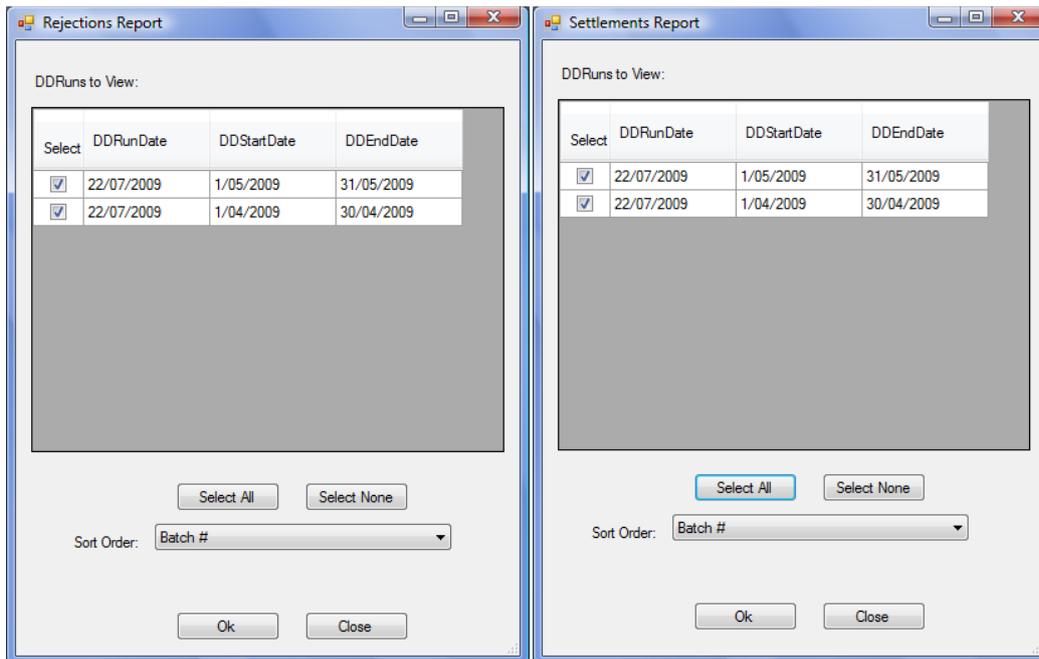
Rejection Report period	Displays the customers that rejected for a selected period
Settlements Report	Shows the funds settled to your bank account
Run Comparison Report	Compares the amount of each debit over a given time period (Compares category against category)
Repetitive Rejecters	Shows customers who meet the set criteria for consecutive or number of rejections in a given time frame

### Running a report

To run a report you will first need to choose the report you wish to run from the drop down menu on the left hand side of the screen

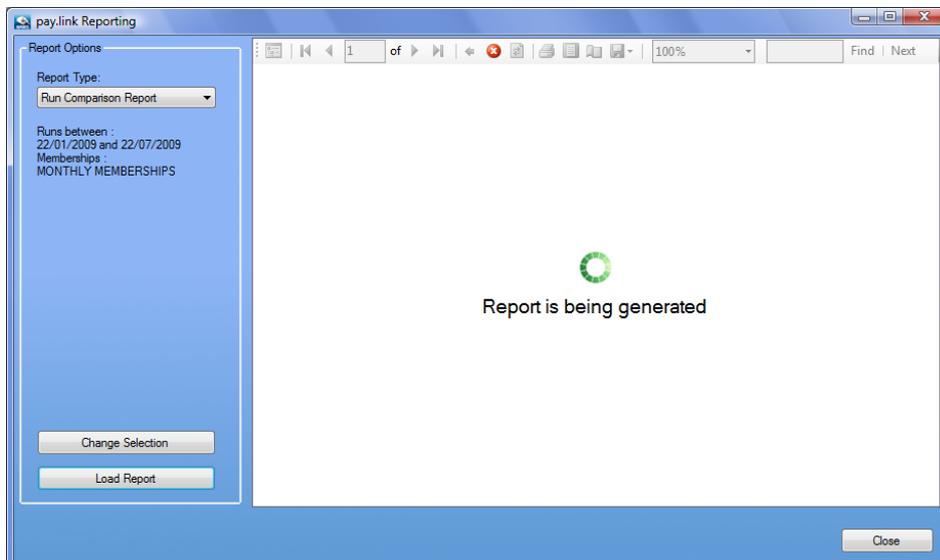


Once you have selected a report the filter options for that report will appear for example



Once you have set the selection criteria click on OK to save the settings. You will then need to select  from the report options screen.

The following will display whilst the report is loading:



### Output Options

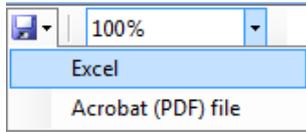
#### Printing

To print a report click on the print icon seen below

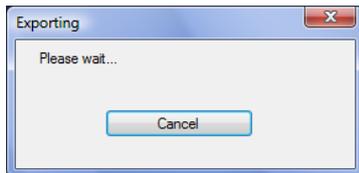


#### Export to Excel

Reports can be exported to excel using the SAVE As function

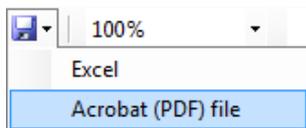


The following will display before a selection screen for where you wish to save the export file



### Export to PDF

Each report generated can be exported to PDF. Once the report is viewed click on the SAVE as icon and chose the PDF option, where you will be prompted to choose where to save the PDF.

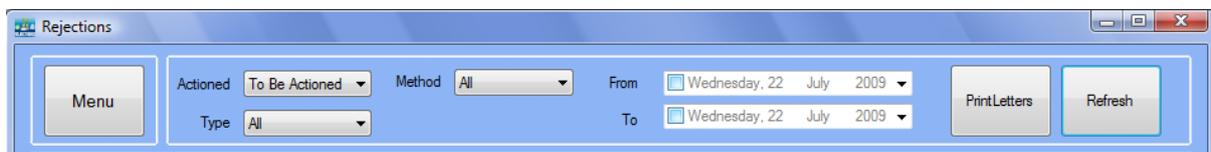


## Rejections

The rejections window of the Integrated Payments module has two main functions. The automated SMS and Emails sent to customers can be viewed here, and it is also used for mail merge and phone lists functions. Any templates used for the rejection process (SMS, Email and Letter) are setup in IPM > Settings.

### Contact Methods & Filters

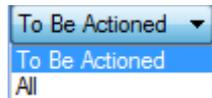
When a customer's payment is rejected the Direct Debit Module can automatically contact the customer via SMS or Email to notify them of the rejection. Alternatively, their details can be added to a mailing list ready for quick mailing through a single push button. If you wish to contact customers by phone individually their details will be available on the phone list.



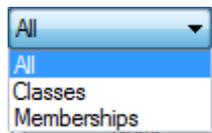
By default when the rejections screen is opened only those requiring further action will display on the list. These usually are phone and letter customers.

You can change the view of the list using the following features:

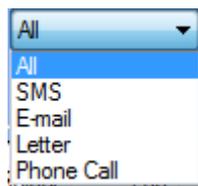
Actioned Type



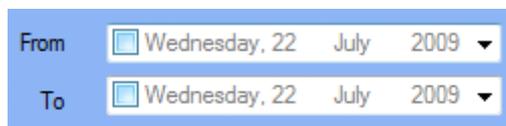
Type



Method



Date



### Contact Status

When a customer has been sent an SMS or Emailed they are automatically marked as contacted. Once a letter has been mail merged/printed for a customer they too are marked as contacted. If you are contacting them by phone, then a contacted check box is available to check once each customer is contacted.

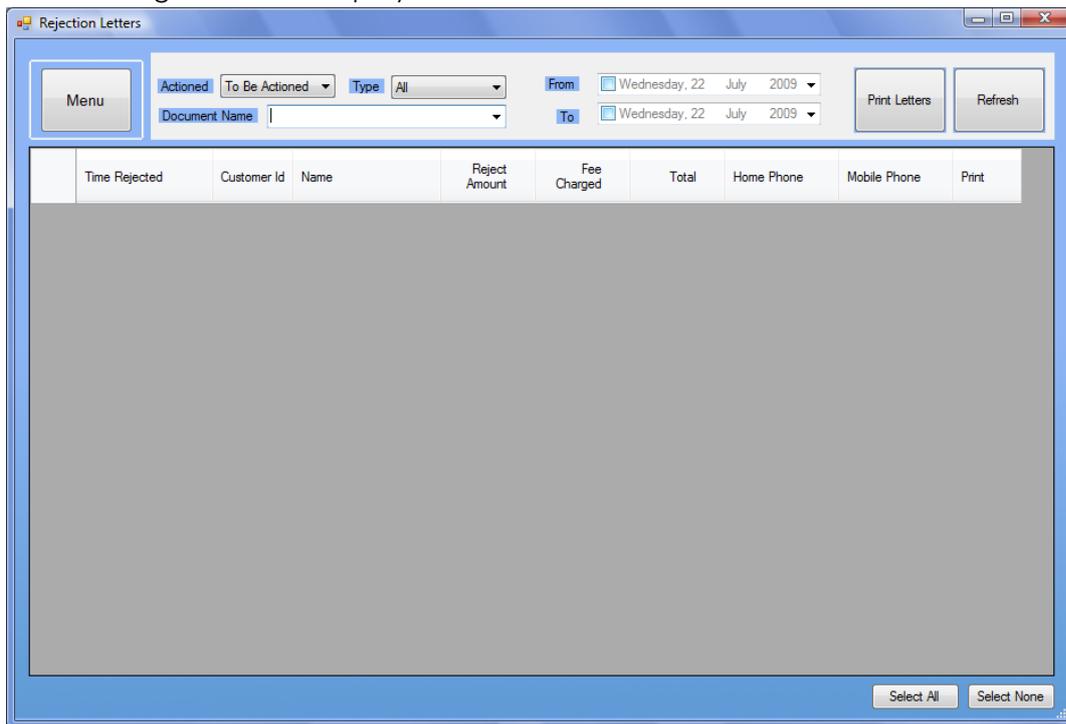
### Printing Letters

Before letters can be printed, this option must be turned on and setup in Direct Debit Module settings.

After rejections have been received for a run, the letters can be sent via a few simple steps

1. Select the  button from the main rejections screen

The following screen will display



2. You can change the document default if required
3. You can chose to deselect customers if required
4. Once any filters you require have been set click on PRINT LETTERS

### Viewing the message

When a customer has been sent a SMS or Email the actual message that was sent is saved for future reference. To view this text, double click on the customer name to view.

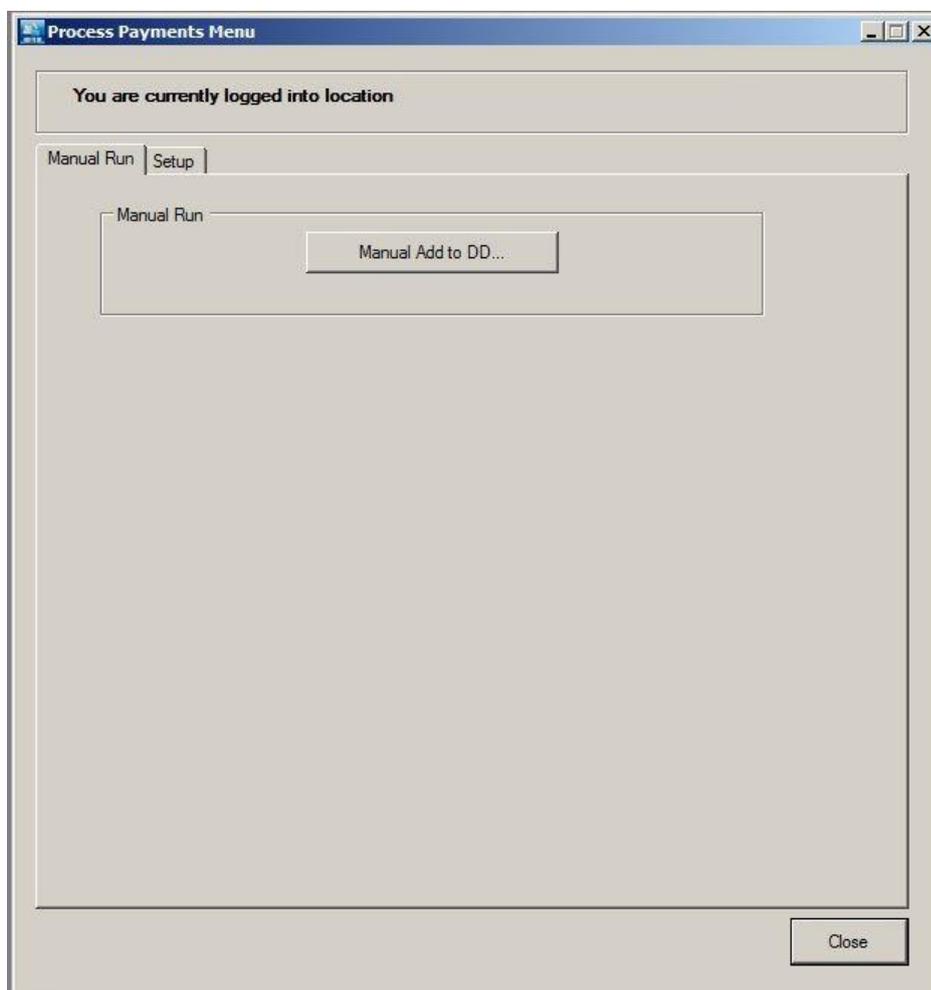
## Other Purchases

Other Purchases is the section that deals with the debiting of Customer Accounts.

Customer accounts can be used in two ways. They can be for other purchases which are paid by direct debit, or a customer can have a "running tab" at the centre. They can also require that a customer places credit on their account and then uses this at a later date. This is popular for crèche parents where they can load up a card with credit and then use it at the crèche each time they visit. It saves them having to have a till and take payments in the crèche.

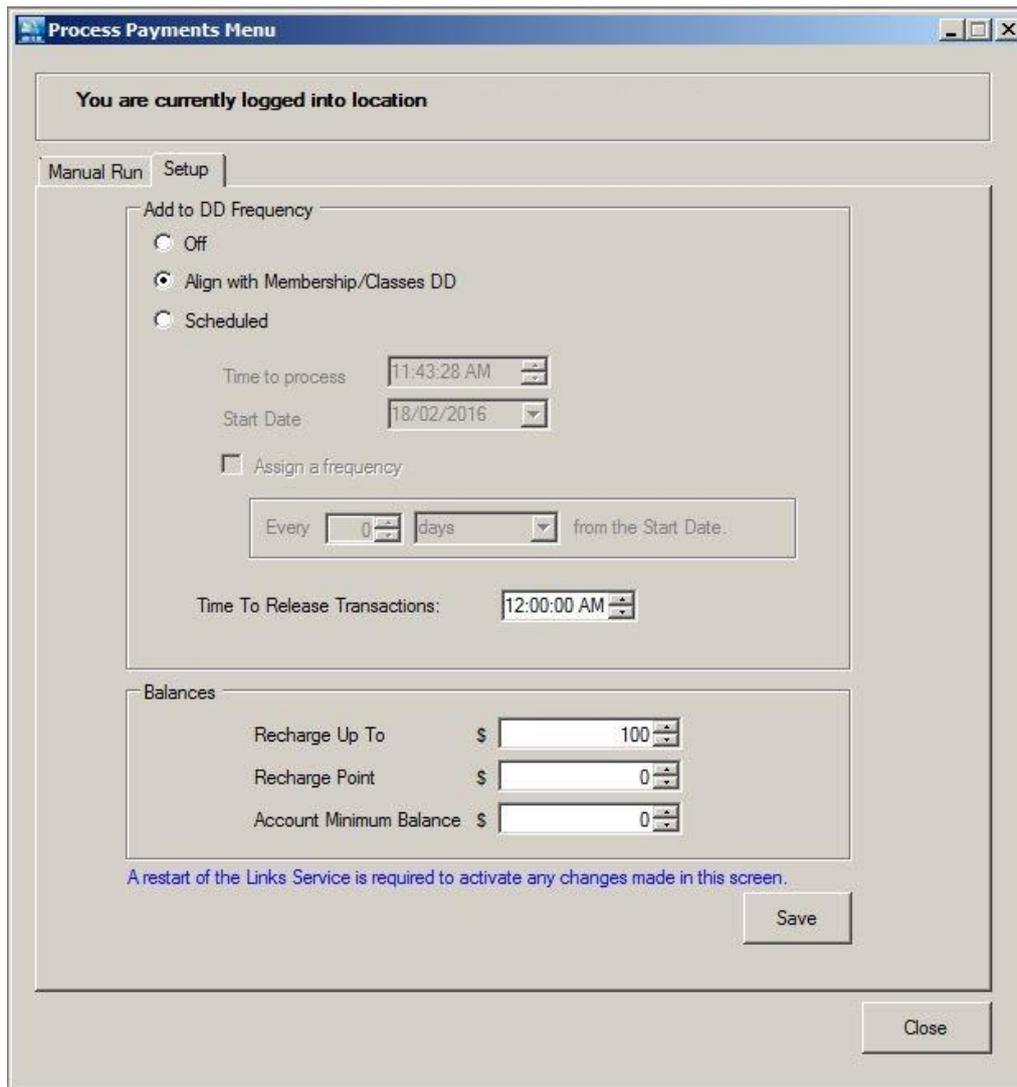
This is separate Direct Debit run that can be run on the same day as a membership or class DD and if it is, then it will combine the amounts to be sent to LinksPay, but if it is run on a separate day, it is its own DD run.

Clicking on other Purchases brings up this screen:



### Setup

The settings in this tab allow you to choose the limits that will apply to your Other Purchases DD. For example, how much debt a customer can accrue, whether they can't accrue debt but rather get debited for credit on their account and when the DD will run.



### Add to DD Frequency

There are 3 options for the direct debit frequency:

**Off:** switches the Add to DD option off.

**Align with Memberships/Classes DD:** if it is aligned then on the day that you run a membership or classes DD, when you try to approve the run in IPM it will warn you that a Other Purchases run needs to be completed. You can then run it manually, like Membership & Classes DD runs.

**Scheduled:** if it is set to schedule then it runs automatically at the time it is scheduled for. This option would be most likely used for those that want to run it daily/weekly but different to their membership or classes DD.



## Balances

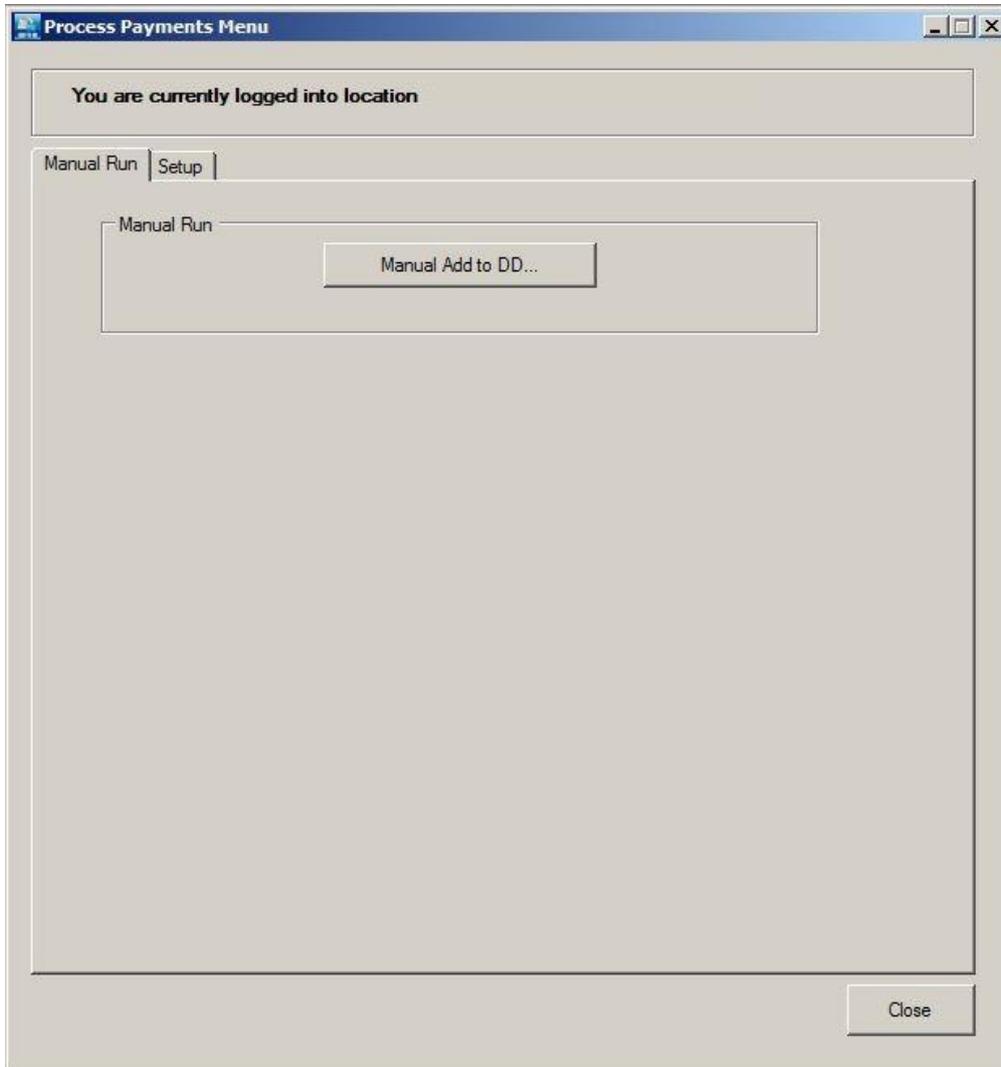
1. If you allow the Customer to go into debt:
  1. Set the Account Min Balance to a negative amount. For example, if they can go into debt of \$150 then enter -\$150.
  2. Set the recharge up to as \$0.
2. If your Customer must have credit to spend (which is paid by DD)
  1. Set the recharge up to the amount of credit they wish to maintain.
  2. Set the recharge point to when you want to top them up. For example, if the recharge up to is \$50 and they have used \$40 of their credit and the recharge point is \$5 then they won't be debited until they spend another \$5

## Further examples:

- Allowed to go into debt Example
  - Recharge up to = \$0 = always pays off the debt
  - Recharge point = -\$15 = it won't debit anyone until they owe \$15
  - Account min balance = \$150 = they can only add things to account up to \$150
- Only allowed to use credit Example
  - Recharge up to \$50 = you want the customers to have \$50 credit on account
  - Recharge point = \$10 = the customer will be topped up to \$50 when they get to \$10 or below
  - Account Min Balance = \$0 = because they can only use pre-purchased credit

### Manual Run

This tab is where you run a Manual Other Purchases DD run.

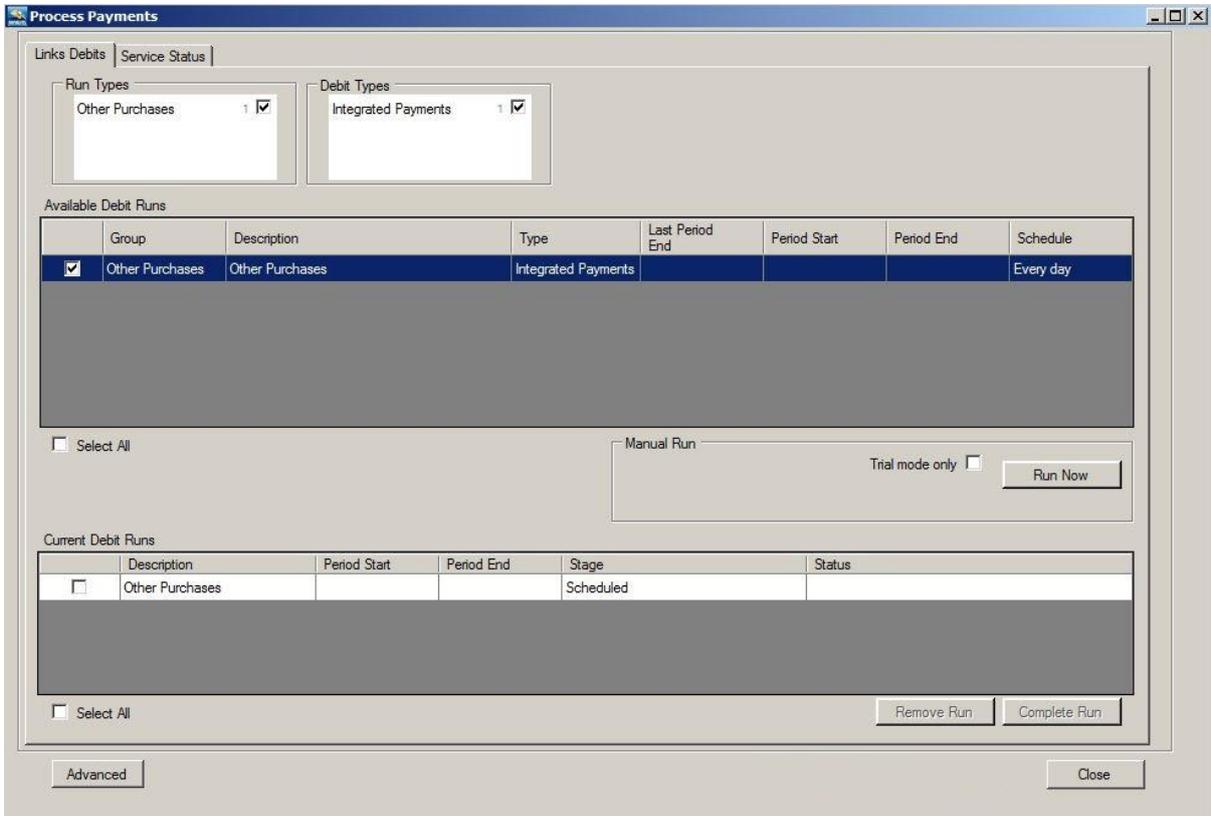


Clicking on Manual Add to DD will open the Process Payments screen in order to allow you to run the Other Purchases DD run.

Whether you are aligning the Customer Account charges with a member or class debit or just running an Other purchase debit run as needed the below steps will walk you through this process.

*To Run a Manual Other Purchases DD Run*

1. Click on Manual Add to DD. This opens the Process Payments screen.



Links Debits | Service Status

Run Types: Other Purchases 1

Debit Types: Integrated Payments 1

Available Debit Runs

	Group	Description	Type	Last Period End	Period Start	Period End	Schedule
<input checked="" type="checkbox"/>	Other Purchases	Other Purchases	Integrated Payments				Every day

Select All

Manual Run: Trial mode only

Current Debit Runs

	Description	Period Start	Period End	Stage	Status
<input type="checkbox"/>	Other Purchases			Scheduled	

Select All

If you have a scheduled Other Purchases run setup, it will show in the bottom half of the screen.

However, the manual run is performed using the top half of the screen.

2. Tick the option 'Other Purchases' from under 'Available Debit Runs'
3. Click 'Run Now'
4. The details of the run will appear in the 'Current Debit Runs' section.

**Process Payments**

Links Debits | Service Status

Run Types: Other Purchases 1

Debit Types: Integrated Payments 1

Available Debit Runs

	Group	Description	Type	Last Period End	Period Start	Period End	Schedule
<input type="checkbox"/>	Other Purchases	Other Purchases	Integrated Payments				Every day

Select All

Manual Run: Trial mode only

Current Debit Runs

	Description	Period Start	Period End	Stage	Status
<input type="checkbox"/>	Other Purchases			Scheduled	
<input checked="" type="checkbox"/>	Other Purchases			Debit Amounts Calculated	<a href="#">7 passed (\$121.20), 0 exclusions (\$0.00)</a>

Select All

5. You can click on the link in the Status column to look at the charges in more detail:

**Run Details**

Summary

Total Valid: \$11.99 Total Exclusions: \$0.00

Passed

	Name	ID	Amount	Comments
>	PAUL, FRANK	189	\$11.99	

Total, \$: \$11.99 No. 1

Exceptions (amounts that vary from standard charge)

	Name	ID	Amount	Comments

Total, \$: \$0.00 No. 0

Exclusions (accounts will be charged only)

	Name	ID	Amount	Description

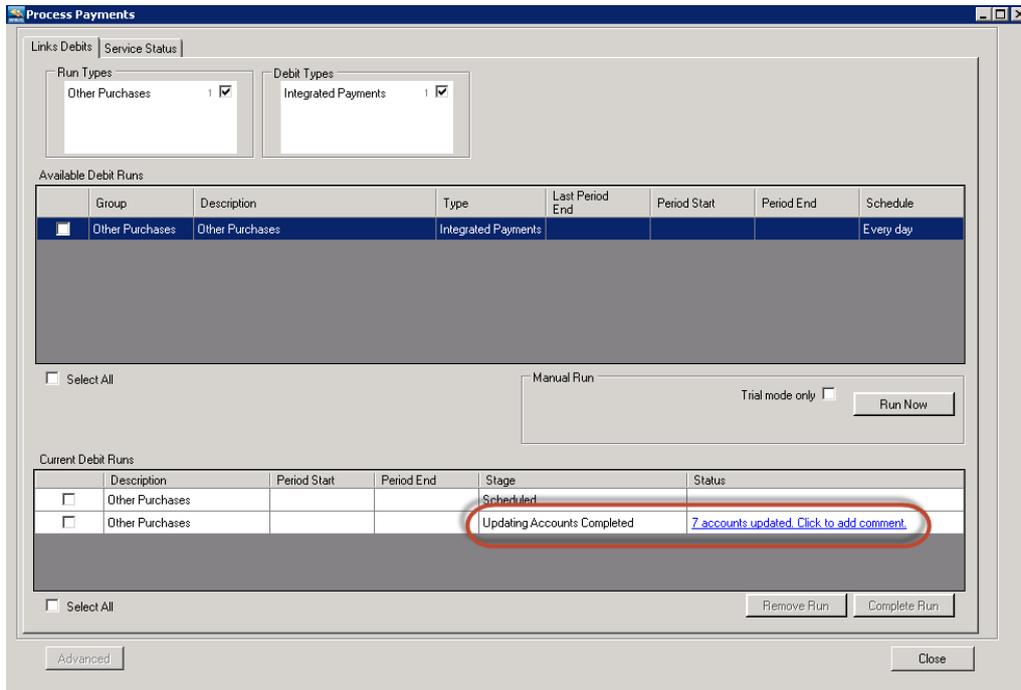
Total, \$: \$0.00 No. 0

6. If you need to make changes select 'Remove Run'. If you want to proceed select 'Complete Run'.

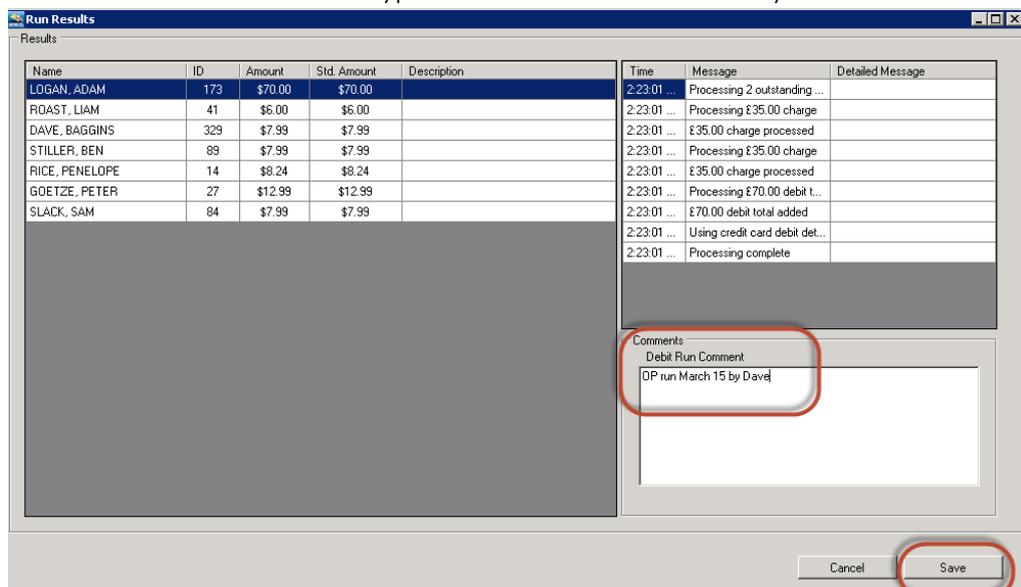
7. Select 'Yes' to proceed



8. The screen will show 'Updating Accounts completed'



9. You can also click on the hyperlink to add a Comment if you wish



10. Select Close to exit.

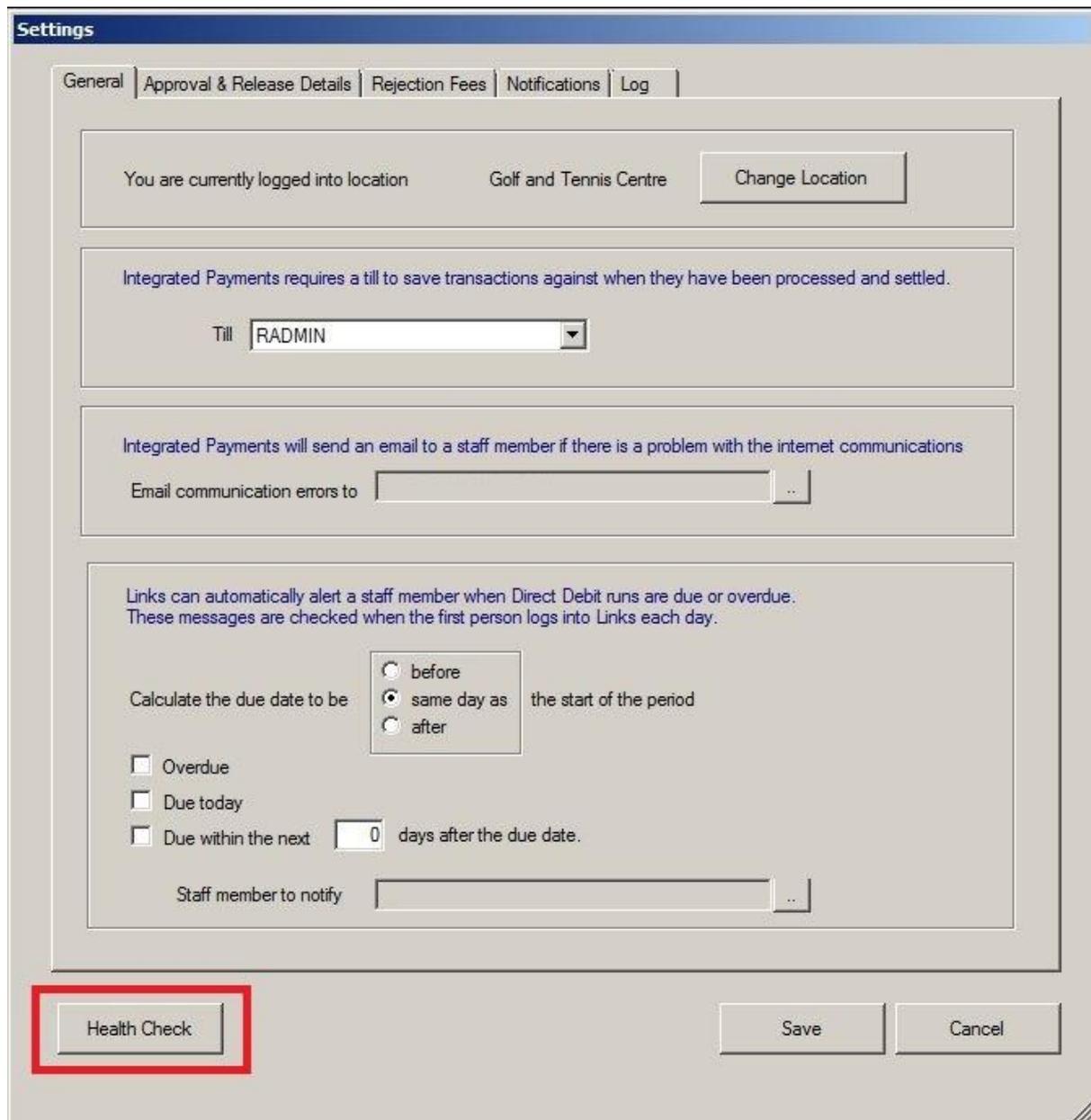
11. The run will now appear in the View Payments screen where you can approve it ( if required)

Run Type	Approval	Run Date From	Run Date To	Refresh	Search	Not sent	Partially sent - will retry	Being sent	Sent with errors	Sent	Requires Approval		
Other Purchases	<input checked="" type="checkbox"/>	3/15/2016	7	\$121.20	\$121.20	\$0.00	\$0.00	\$0.00	7 (100.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	
Classes	<input checked="" type="checkbox"/>	10/1/2015	2	\$450.00	\$0.00	\$0.00	\$450.00	\$0.00	0 (0.0%)	0 (0.0%)	2 (100.0%)	0 (0.0%)	Mar 1 2016 7:52P
Classes	<input checked="" type="checkbox"/>	9/1/2015	9	\$2,400.00	\$0.00	\$0.00	\$2,126.00	\$274.00	0 (0.0%)	0 (0.0%)	8 (88.9%)	1 (11.1%)	Mar 15 2016 2:00P
Classes	<input checked="" type="checkbox"/>	1/1/2016	13	\$6,860.70	\$0.00	\$0.00	\$4,461.30	\$2,399.40	0 (0.0%)	0 (0.0%)	9 (69.2%)	4 (30.8%)	Mar 15 2016 2:00P
Classes	<input checked="" type="checkbox"/>	2/14/2016	7	\$740.40	\$450.80	\$0.00	\$0.00	\$289.60	4 (57.1%)	0 (0.0%)	0 (0.0%)	3 (42.9%)	Feb 15 2016 12:26P

## Settings

To assist with the automation of feature within the IPM module there are a range of settings that must be first decided upon before using IPM. These settings control everything from the Till the transactions are completed on, right through to the template for automated SMS's and Emails. It also includes our new feature - the Health Check.

### General Tab



**Location:** if you run a multi location site, the option to change locations is available here, for single location sites this simply displays as a label.

To change Location, click on the Change Location button and select the new Location from the dropdown list.



**Till:** you can choose which Till the transactions for your Direct Debit are processed through. It is recommended to have a separate Till for DD income tracking. Tills are setup in Admin > Site Menu > Setup Locations/Other Site Parameters.

To select an existing Till, click on the dropdown box.

**Communication Errors:** if continued problems with the internet connection are seen by the Direct Debit Module then an email will be sent to the selected staff member informing them of the possible issues. The email address for the staff member must be set in Links > Admin > Security Menu > Staff Members.

To select an existing Staff Member, click on the search box.

**DD Run Reminders:** if you would like to be reminded when a run is due for processing or has been missed the below parameters can assist this.

First you need to choose what you consider the due date for your run. Most sites will choose that the due date is the same as the start of the debit period; however others may choose that this is earlier. For example the Run period is from the 1<sup>st</sup> through to the 31<sup>st</sup> of the month, but you process this run on the 25<sup>th</sup> of the month.

You can also choose which reminders you would like to be sent to the nominated staff member.

As an example:

*“We process our run 4 days before the start of the period and we would like to be reminded if we forget to process the run”*

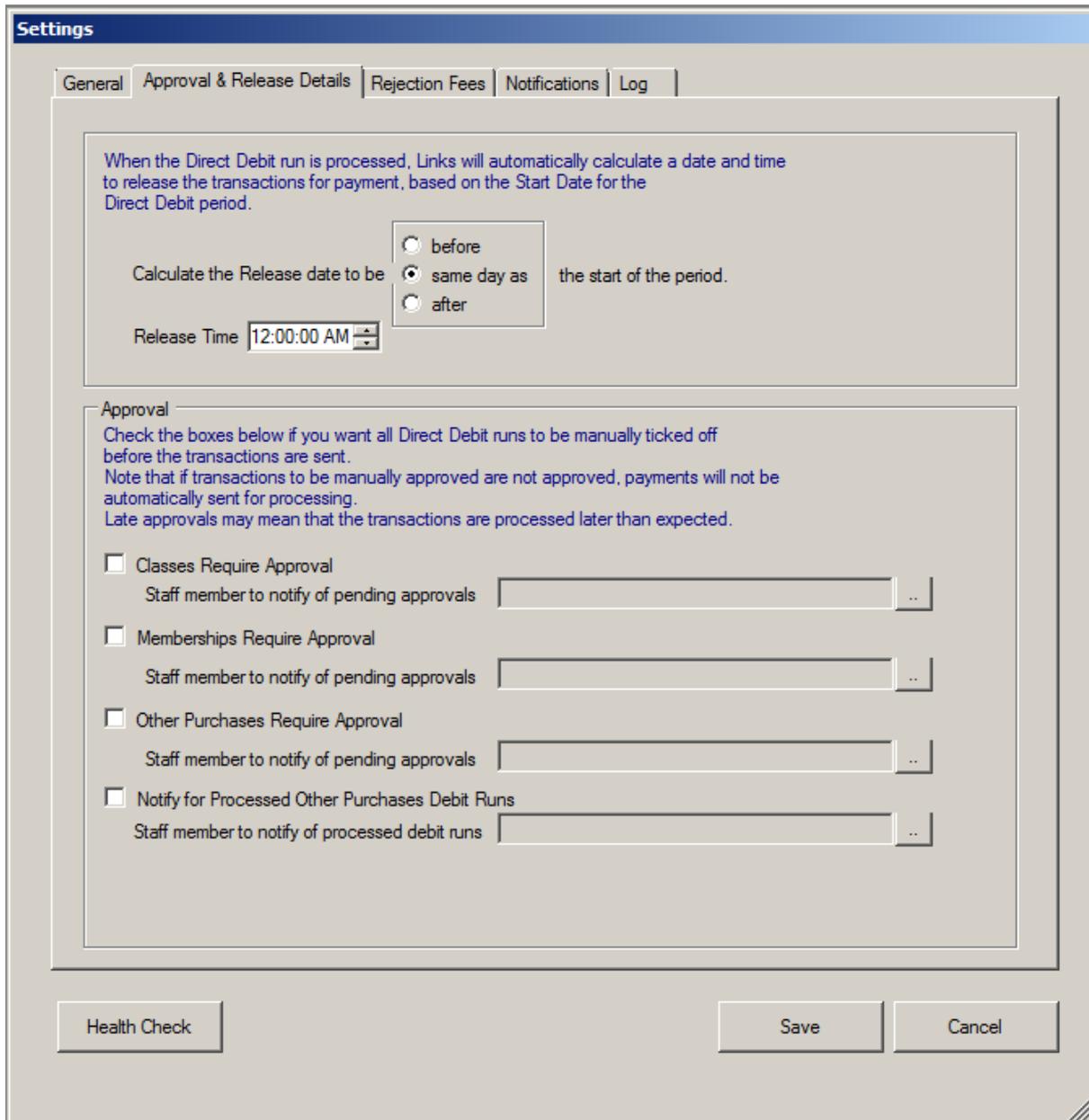
Links can automatically alert a staff member when Direct Debit runs are due or overdue. These messages are checked when the first person logs into Links each day.

Calculate the due date to be  before  same day as  after the start of the period by  days

Overdue  
 Due today  
 Due within the next  days after the due date.

Staff member to notify

Approval & Release Details tab



**Release Date:** When the direct debit run is processed, Links will automatically calculate the date and time to release the transactions to LinksPay for payment. This setting controls what should be the default release date. In most cases the release date will be the same day as the start of the period. Again this could be prior if you wish to collect monies prior to start of a period.

**Approval:** By default, once a run is processed through Admin and the release date and time is met the transactions will be sent off to LinksPay for processing. However if you wish to apply a secondary level of approval this can be applied here. By selecting that approval is required, this will require that a staff member of relevant authority will log into the module and mark the run as approved for sending. A non approved run will NEVER send to LinksPay, regardless of when it is due for release.

## Rejection Feestab

**Settings**

General
Approval & Release Details
Rejection Fees
Notifications
Log

Fees can be automatically applied against transactions that are rejected. Enter a service code to apply the fees against and the standard amount for rejection fees. Lastly, select the rejection reasons that will attract this fee from the list below.

Service Code

Amount

Rejection Fee

All       All

Rejection Reason	Apply Fee	Send Notification
Insufficient Funds	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Invalid Bank Account	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Invalid Credit Card	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Expired Credit Card	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Technical Failure/Invalid Transaction	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Transaction Declined	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Authority Revoked By Payer	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Payer Deceased	<input type="checkbox"/>	<input type="checkbox"/>
Invalid Bank Account BSB	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Bank Account Closed	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Invalid Payer Contact Details	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Direct Debit Claim	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Health Check

Save

Cancel

Rejections are automatically added to a customer account through the Direct Debit Module there is no manual intervention required. For this reason then we need to setup what service code we wish to collect rejection fee monies to, along with the amount to charge. You can chose which reasons you wish to apply a fee to the customer account.

The rejection fee service code must be first setup in Admin > Products/Services > Services.

In Links, the rejection fee amount must be entered under the pricing tab in the 'Advertised Price' field.

Once the 'Advertised Price' has been entered click 'Save'.

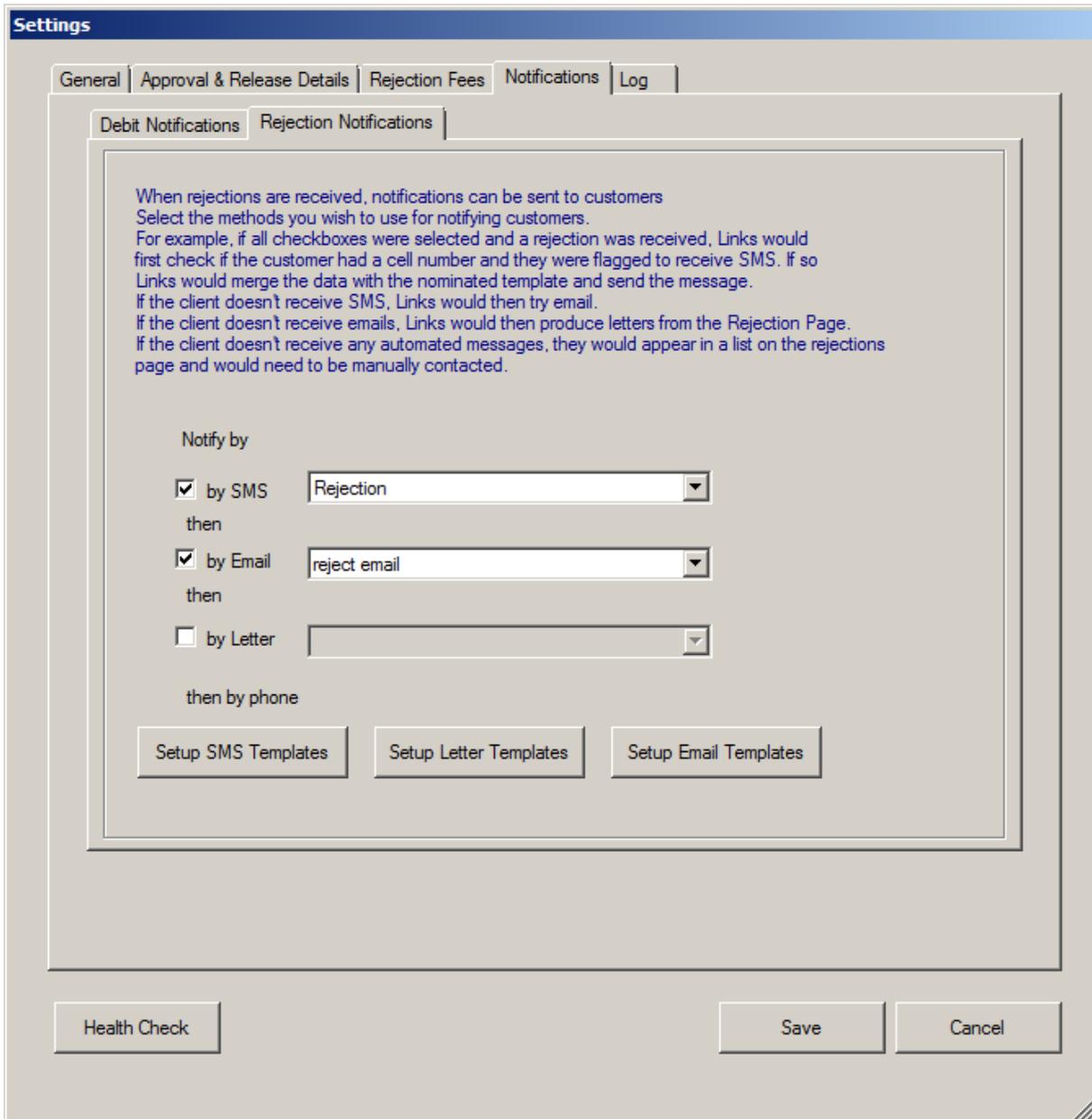
For more information regarding how to setup a new service please see the Admin User Guide.

Once the rejection fee service code has been setup in Links, in LinksPay the service code and rejection fee amount must be entered under the Rejection Fees Tab.

You must then select the Rejection Reasons that you wish to charge a rejection fee for.

These reasons are derived from the rejection codes LinksPay receive from your financial institution.

#### Notifications tab



**Settings**

General | Approval & Release Details | Rejection Fees | **Notifications** | Log

Debit Notifications | **Rejection Notifications**

When rejections are received, notifications can be sent to customers  
 Select the methods you wish to use for notifying customers.  
 For example, if all checkboxes were selected and a rejection was received, Links would first check if the customer had a cell number and they were flagged to receive SMS. If so Links would merge the data with the nominated template and send the message.  
 If the client doesn't receive SMS, Links would then try email.  
 If the client doesn't receive emails, Links would then produce letters from the Rejection Page.  
 If the client doesn't receive any automated messages, they would appear in a list on the rejections page and would need to be manually contacted.

Notify by

by SMS

then

by Email

then

by Letter

then by phone

There are 2 types of Notifications available, Debit & Rejection.



Debit Notifications advise the customer that a DD run has occurred. This was added to warn people that funds would soon be deducted from their accounts.

Rejection Notifications are used to automatically send an SMS or Email to a customer if their debit has been rejected by the financial institution.

To allow SMS messages and Emails to be automatically sent out through the Module users must first setup a template that is going to be used by the automatic process. It is important to note that SMTP & SMS details must also be entered for emails. These are entered in Admin > Site > Site Setup. Further information about SMTP & SMS please refer to the *Admin User Guide*.

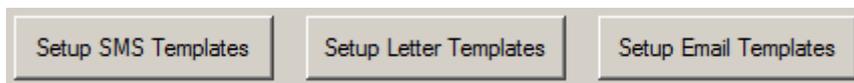
You can also chose which methods you wish to utilise. For example if you only want customers to be sent a SMS and then you will phone the customer, you would only select the SMS option.

The process will only send one form of contact and for each customer it will move through the methods until it finds one it can contact by. For example if all options were selected but the customer didn't have a mobile number or an email address then they would be placed on the list to send a letter to.

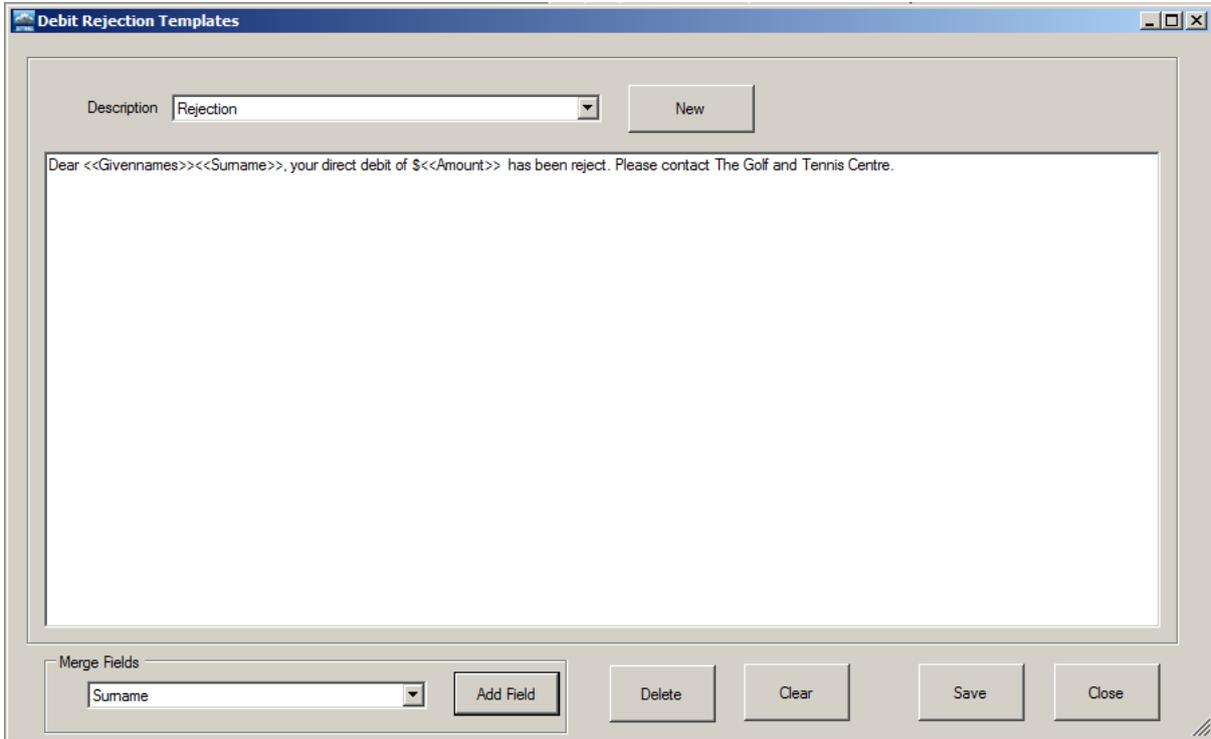
#### *Setting up SMS & Email Templates*

The setup of SMS and Email templates is almost the same, however the Letter template is a little different, including the requirement of having Microsoft Word installed, so we will cover that as well.

To begin select one of the 'Setup' buttons:



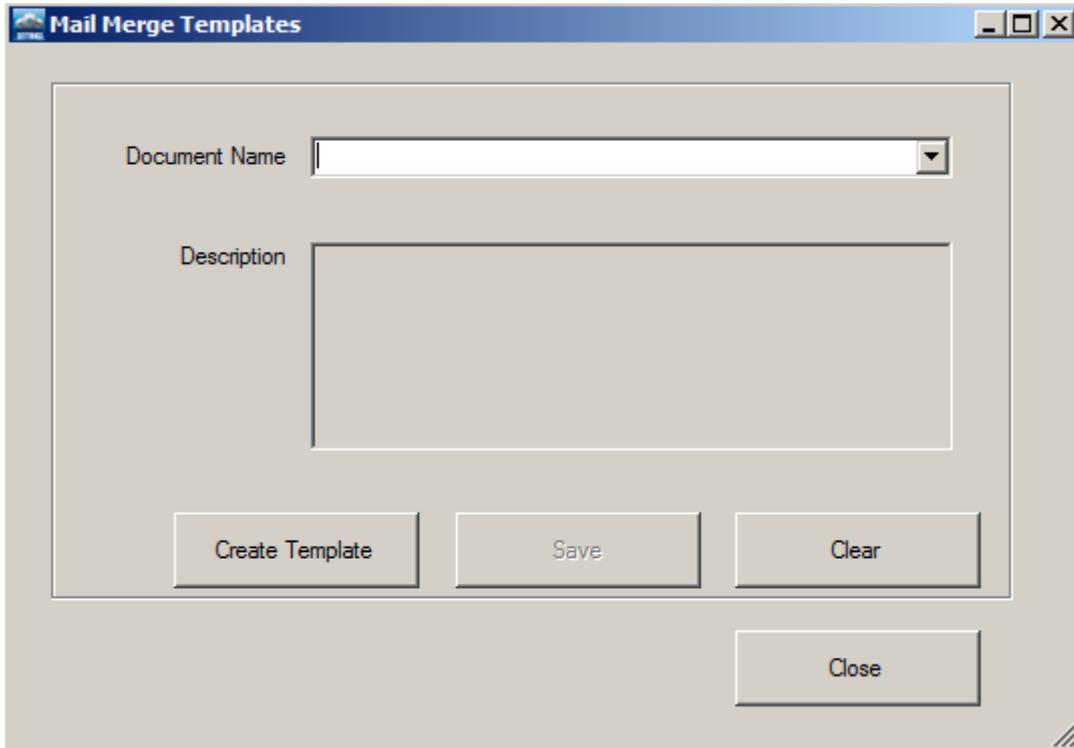
This is the SMS Template screen:



1. To create a new template click New
2. Enter a Description
3. Enter the text of the message to be sent. Note: SMS can only have 160 characters.
4. Links can auto insert information for you using Merge Fields. To enter a Merge Field into your message, select one from the dropdown list down the bottom left and click Add Field.
5. When finished click Save.

To create a Letter Template:

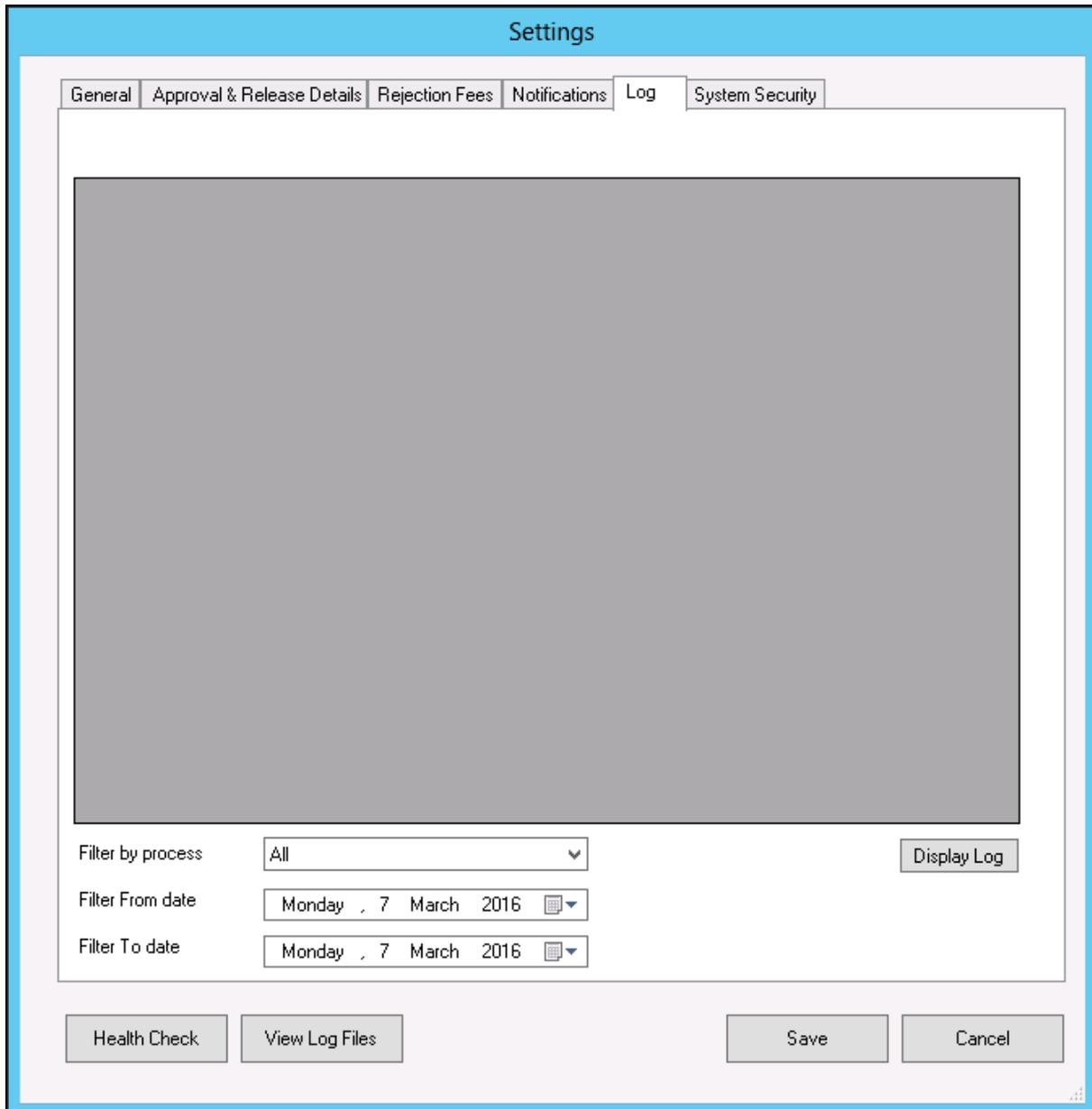
1. click Setup Letter Templates
2. The following screen will appear:



The screenshot shows a window titled "Mail Merge Templates" with a blue title bar. Inside the window, there is a "Document Name" dropdown menu and a "Description" text area. Below these fields are three buttons: "Create Template", "Save", and "Clear". A "Close" button is located at the bottom right of the window.

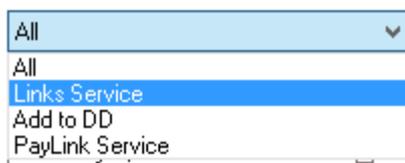
3. click on the Document Name dropdown to select 'New Document'
4. Enter the Letter Name & Description
5. click Create Template. This will open Microsoft Word.
6. Create your Template and Save.

Log tab



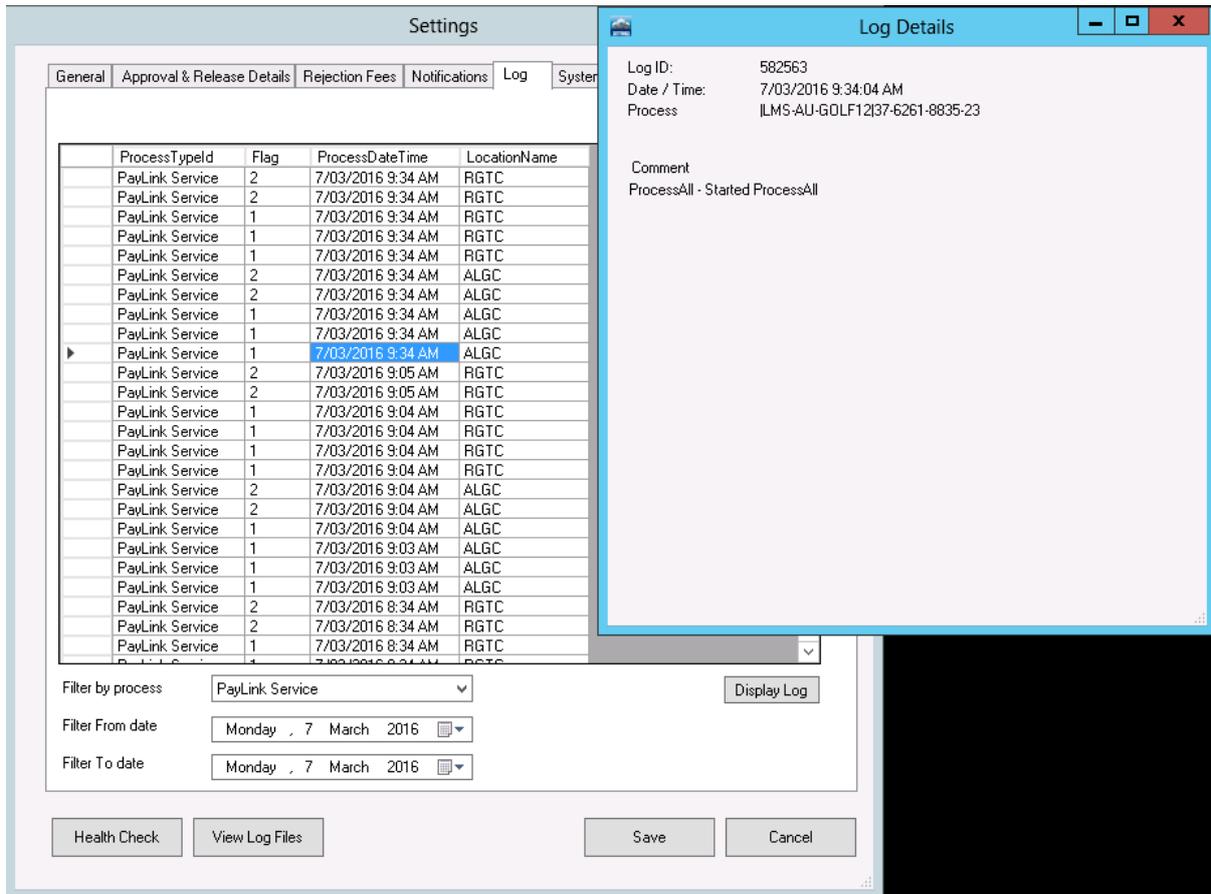
There are 2 parts to this feature - Display Log & View Log Files. View Log Files is only available to Links Staff.

On the main screen you are able to display 3 types of Logs by selecting from the Filter by Process dropdown list:



Clicking Display Log then displays the appropriate data.

This can then be further extended by clicking on one of the Log entries:



The screenshot shows the 'Settings' application window with the 'Log' tab selected. A table of log entries is displayed, and a 'Log Details' dialog box is open over it, showing details for a specific log entry.

ProcessTypeId	Flag	ProcessDateTime	LocationName
PayLink Service	2	7/03/2016 9:34 AM	RGTC
PayLink Service	2	7/03/2016 9:34 AM	RGTC
PayLink Service	1	7/03/2016 9:34 AM	RGTC
PayLink Service	1	7/03/2016 9:34 AM	RGTC
PayLink Service	1	7/03/2016 9:34 AM	RGTC
PayLink Service	2	7/03/2016 9:34 AM	ALGC
PayLink Service	2	7/03/2016 9:34 AM	ALGC
PayLink Service	1	7/03/2016 9:34 AM	ALGC
PayLink Service	1	7/03/2016 9:34 AM	ALGC
PayLink Service	1	7/03/2016 9:34 AM	ALGC
PayLink Service	1	7/03/2016 9:34 AM	ALGC
PayLink Service	2	7/03/2016 9:05 AM	RGTC
PayLink Service	2	7/03/2016 9:05 AM	RGTC
PayLink Service	1	7/03/2016 9:04 AM	RGTC
PayLink Service	1	7/03/2016 9:04 AM	RGTC
PayLink Service	1	7/03/2016 9:04 AM	RGTC
PayLink Service	1	7/03/2016 9:04 AM	RGTC
PayLink Service	2	7/03/2016 9:04 AM	ALGC
PayLink Service	2	7/03/2016 9:04 AM	ALGC
PayLink Service	1	7/03/2016 9:04 AM	ALGC
PayLink Service	1	7/03/2016 9:03 AM	ALGC
PayLink Service	1	7/03/2016 9:03 AM	ALGC
PayLink Service	1	7/03/2016 9:03 AM	ALGC
PayLink Service	2	7/03/2016 8:34 AM	RGTC
PayLink Service	2	7/03/2016 8:34 AM	RGTC
PayLink Service	1	7/03/2016 8:34 AM	RGTC

The 'Log Details' dialog box shows the following information:

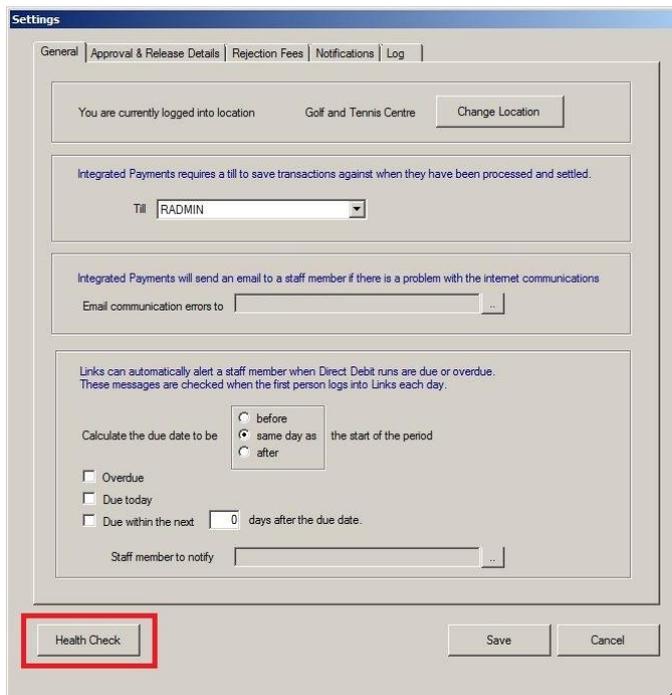
- Log ID: 582563
- Date / Time: 7/03/2016 9:34:04 AM
- Process: ILMS-AU-GOLF12137-6261-8835-23
- Comment: ProcessAll - Started ProcessAll

Below the table, there are filters for 'Filter by process' (set to 'PayLink Service'), 'Filter From date' (Monday, 7 March 2016), and 'Filter To date' (Monday, 7 March 2016). Buttons for 'Health Check', 'View Log Files', 'Display Log', 'Save', and 'Cancel' are also visible.

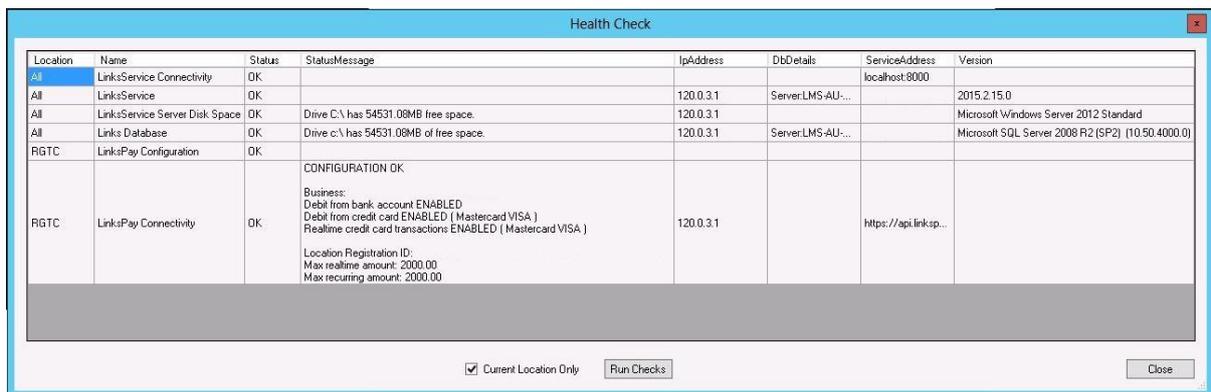
### New Feature - Health Check

IPM has a built in Health Check that displays a list of the appropriate services and their operational statuses.

It is found in IPM > Settings, in the bottom left hand corner:



Its information includes the following:



Location	Name	Status	StatusMessage	IpAddress	DbDetails	ServiceAddress	Version
All	LinksService Connectivity	OK				localhost:8000	
All	LinksService	OK		120.0.3.1	Server:LMS-AU-...		2015.2.15.0
All	LinksService Server Disk Space	OK	Drive C:\ has 54531.08MB free space.	120.0.3.1			Microsoft Windows Server 2012 Standard
All	Links Database	OK	Drive c:\ has 54531.08MB of free space.	120.0.3.1	Server:LMS-AU-...		Microsoft SQL Server 2008 R2 (SP2) (10.50.4000.0)
RGTC	LinkPay Configuration	OK					
			CONFIGURATION OK				
RGTC	LinkPay Connectivity	OK	Business: Debit from bank account ENABLED Debit from credit card ENABLED ( Mastercard VISA ) Realtime credit card transactions ENABLED ( Mastercard VISA )	120.0.3.1		https://api.links.p...	
			Location Registration ID: Max realtime amount: 2000.00 Max recurring amount: 2000.00				

**Location:** the Location that IPM is logged into. Some information applies to all Locations, while some is Location specific.

**Name:** the name of function supplying the data.

**Status:** the status of the function. Either OK or ERROR. And ERROR status also highlights the line in red.

**Status Message:** details supplied by the function. For example. In the image above you can see that the C:\ Drive of the PC that the Links Service is installed on has 54531MB free space.

**IP Address:** the IP (Internet Protocol) address of the PC that the function is on.

**DbDetails:** the Server & Database names.

**Service Address:** the address the Links Service is using.



**Version:** the version of the function/application.

The Health Check can be run for all Locations, or a single Location and is refreshed by clicking the **Run Checks** button.