



Making payroll & HR easy

USER GUIDE

# DIRECT DEBIT SOLUTIONS

Edition 3.0 December 2017

**moorepay**  
Payroll & HR Solutions

# Contents

<b>1. Introducing Moorepay Direct Debit Solutions.....</b>	<b>4</b>
1.1 Welcome to Moorepay Direct Debit Solutions .....	4
1.2 How Moorepay Direct Debit Solutions works.....	5
1.3 Details about your organisation.....	6
1.4 Support for Moorepay Direct Debit Solutions .....	7
<b>2. Preparing to use Moorepay Direct Debit Solutions on your PC .....</b>	<b>8</b>
2.1 Installing Moorepay Direct Debit Solutions .....	8
2.2 Accessing Moorepay Direct Debit Solutions for the first time.....	9
2.2.1 Introduction .....	9
2.2.2 Accessing the system.....	9
2.2.3 Keying and changing passwords.....	10
<b>3. The role of the Supervisor (1) Administering users .....</b>	<b>11</b>
3.1 Different types of users .....	11
3.2 The importance of setting up a supervisor.....	11
3.3 Accessing the User Maintenance screen .....	12
3.3.1 User Details .....	13
3.3.2 Password Information .....	13
3.3.3 User Access Rights.....	14
3.3.4 Other User Maintenance tools.....	14
<b>4 The role of the Supervisor (2) Administrating the system .....</b>	<b>16</b>
4.1 Introduction. ....	16
4.2 The System Setup Form. ....	16
4.3 Transmission Details.....	17
4.4 Misc. Details. ....	17
4.5 Secure details. ....	18
<b>5. Carrying out a Test Transmission .....</b>	<b>19</b>
5.1 Checking your settings.....	19
5.2 Test Transmission.....	19
<b>6. Setting up payers and updating details.....</b>	<b>21</b>
6.1 Initial update of Payer Records .....	21
6.2 Setting up, amending and cancelling Payer Details.....	22
6.3 Basic Payer Details.....	23
<b>7. Managing Payment Details.....</b>	<b>24</b>
7.1 Setting up Fixed Payments .....	24
7.2 Payment History.....	26
7.3 Setting up Multiple Fixed Payments .....	26
7.3.1 Payment Date Selection.....	27
7.3.2 Adding/Deleting a Payment.....	28
7.4 Setting up Variable Payments .....	29
7.5 Setting up Multiple Variable Payments.....	29
7.5.1 Payment Date Selection.....	30
7.5.2 Adding/Deleting a Payment.....	31

7.6 Representing Unpaid Direct Debits .....	32
7.7 Setting up Customers or Members without Payments .....	32
<b>8. Making System Enquiries.....</b>	<b>33</b>
8.1 Current Payer Details.....	33
8.2 Cancelled Payer Details .....	33
<b>9. Reports from Moorepay Direct Debit Solutions.....</b>	<b>34</b>
9.1 Payer Changes Report.....	34
9.2 Bacs Debits Report.....	35
9.3 Input Exceptions Report.....	36
9.4 Current Changes Report .....	36
<b>10. Transmitting and updating data.....</b>	<b>37</b>
10.1 Transmit Changes/Update Details.....	37
10.2 Update Details only .....	37
10.3 Set up/Update Payers .....	38
10.4 Update Bank Account Check File.....	38
10.5 Transmission Problems.....	38
<b>11. Exiting Moorepay Direct Debit Solutions .....</b>	<b>39</b>
11.1 Temporarily disable current session.....	39
11.2 Exit.....	39
<b>Appendix A – Your Details and Moorepay Direct Debit Solutions.....</b>	<b>40</b>
<b>Appendix B – About the Moorepay Direct Debit Solutions system.....</b>	<b>41</b>
B.1 System Requirements .....	41
B.2 Conventions .....	41
B.2.1 Mouse compatibility .....	41
B.2.2 Short-cut keys.....	42
B.2.3 Moving around the Moorepay Direct Debit Solutions system .....	42
B.2.4 Messages and hints.....	42
B.2.5 How data is displayed.....	42
B.3 Moorepay Direct Debit Solutions system buttons.....	43
B.3.1 Saving changes .....	43
B.3.2 Record navigator .....	43
B.3.3 Payer Search selection button .....	43
B.3.4 Customer Number selection box.....	44
B.3.5 Menu access .....	44
B.4 Data security and sensitivity .....	44
<b>Appendix C – New installation notice.....</b>	<b>45</b>
<b>Appendix D – Moorepay Direct Debit Solutions Quick Reference.....</b>	<b>47</b>

## IMPORTANT NOTICE

It is very important that adequate precautions are taken to ensure that data held within the Direct Debit system is protected by network security procedures and policies. This is especially important if other individuals have access to your PCs resources either directly (via physical access) or indirectly (via a network connection). Please contact your network administrator if you have any concerns in this area who may be able to impose Windows Domain type folder access restrictions on the folders used by the Direct Debits system. These folders names can be obtained by referencing the "Data Directory" and "Prog. Directory" entries when clicking "Help/About" within the system.

# 1. Introducing Moorepay Direct Debit Solutions

This section gives an overview of Moorepay Direct Debit Solutions, explaining its features and options, with particular reference to use of the Moorepay Direct Debit Solutions electronic system. A separate manual covers using the service with paper forms.

## 1.1 Welcome to Moorepay Direct Debit Solutions

Moorepay Direct Debit Solutions is provided by Moorepay Direct Debit Solutions to collect and control Direct Debit payments for you from your payers' bank accounts.

Moorepay Direct Debit Solutions provides:

- accurate and controlled collection of payments
- a choice of input methods for payers' details and payment instructions
- detailed records of all your regular payers
- comprehensive reports of all payment instructions
- representation of unpaid Direct Debits.

The Direct Debit scheme provides an easy and efficient way of collecting through Bacs UK sterling payments directly from payers' bank accounts.

Bacs is an electronic funds transfer system enabling automated debits and credits to be transferred between major UK clearing banks and building societies.

Moorepay Direct Debit Solutions can only be used by organisations that are already set up as Bacs/BACSTEL-IP Service Users. This is a pre-requisite for all Moorepay Direct Debit Solutions users and enables organisations to collect Bacs processing reports from the Bacs Payment Services website (internet access required). The Bacs/BACSTEL-IP set up process includes a number of activities such as your Sponsor Bank allocating a Bacs Service User Number and signing off various documentation including the Direct Debit Instruction and Advance Notice.

It is imperative that all Direct Debit Service Users collect their operational Bacs Reports from the Bacs Payment Services Website. Guidance about collecting your Bacs Reports and how to access the Bacs Payment Services Website will have been provided by your Sponsor Bank.

As a Bacs/BACSTEL-IP registered contact, certain information is registered on the Payment Services web channel about you. This information is used in relation to your use of the Bacs/BACSTEL-IP and includes contact information (e.g. email address, telephone and fax numbers), privileges (what you are entitled to do within the service – e.g. retrieve reports) and security information (details of your security credentials: i.e. Smart Card or Alternative Security Mechanism (ASM)).



As you submit via Moorepay Direct Debit Solutions, in most cases, you will be registered to use ASM. You will have been provided with a User ID and Password for accessing the Bacs Payment Services website reports when your Sponsor Bank set you up as a Bacs User and allocated you with a Service User Number. You are required to maintain user controlled contact information by logging on to the Bacs Payment Service Website. This will ensure that you receive prompt notification of reports and important communication regarding the Bacs/BACSTEL-IP Service.

## 1.2 How Moorepay Direct Debit Solutions works

Moorepay Direct Debit Solutions maintains records of all your payers and initiates Direct Debits on your behalf via Bacs, from the information and instructions you submit to Moorepay Direct Debit Solutions.

### Preparing to use Moorepay Direct Debit Solutions

During the initial application process, we put details about your organisation into the Moorepay Direct Debit Solutions database. We give you a **unique customer number** to identify all Direct Debit transactions on your behalf.

You will record details of each payer on a Payer Details screen. For each new payer you must provide a **unique payer reference**, in a format which is acceptable to Moorepay Direct Debit Solutions. We use the payer reference to process and collect your Direct Debit payments via Bacs.

### Creating payment instructions

Moorepay Direct Debit Solutions allows you to collect fixed or variable payment amounts, or both. You can create payment instructions to collect payments at regular or irregular intervals and for specific or varying periods of time.

Moorepay Direct Debit Solutions screens are available for you to create fixed payment programs and variable payment instructions.

The maximum individual payment amount you can collect is £500,000. If you collect payments in excess of £500,000 please contact the Moorepay Direct Debit Solutions Help Desk to discuss your requirements

If you use the VAT at current rate facility (VAT code 1) payments will always be grossed up at the VAT rate which applies three working days before the payment date. You will need to ensure that you factor this in to your payment collection dates when there are changes to VAT rates. Please contact the Moorepay Direct Debit Solutions Help Desk if you wish to discuss your requirements.

### Submitting your payment instructions

Your prepared payment instructions are sent electronically to Moorepay Direct Debit Solutions and sorted into batches for each type of instruction. Sending your instructions promptly to Moorepay Direct Debit Solutions ensures that payments are collected on time. In general, you should ensure that your new payment instructions reach Moorepay Direct Debit Solutions at least four working days before the due payment date.

### Processing your payment instructions

Moorepay Direct Debit Solutions enters your batches of Direct Debit instructions into its database and sends them electronically to Bacs for processing. Bacs uses your instructions to transfer debits and the subsequent credit automatically between your payers' accounts and your account.

Payments are executed on the payment date.

The Moorepay Direct Debit Solutions Bureau will input the file into the Bacs System. Files input on a Monday will be processed on a Tuesday with payments being collected from Payer bank accounts on a Wednesday.

## **Cancelling Payments and Extracting Payment files**

Cancelling payments – any payment cancellations must be notified to Moorepay Direct Debit Solutions no later than 12 noon, three working days before payment is due.

Extracting Payment files – erroneous payment files already input to the Bacs System by Moorepay Direct Debit Solutions can be extracted from the Bacs System two working days before payment is due.

Please contact \*Bacs Operations for assistance should you wish to extract a Moorepay Direct Debit Solutions payments file that has already been Input to the Bacs System by Moorepay Direct Debit Solutions.

It is not possible to extract payment files from the Bacs System if an error is discovered less than two working days from the due payment date. In such circumstances, please contact

\*Bacs Operations for advice.

*\*Note for contact number see 1.4 Support for Moorepay Direct Debit Solutions.*

## **Receiving and using payment reports**

You can obtain payment reports in electronic format from Moorepay Direct Debit Solutions.

You can use these reports to check and monitor your Direct Debit payment instructions.

You can also use the information in your separate Bacs reports to advise Moorepay Direct Debit Solutions of any changes to payer details or payment instructions, to avoid payments being collected from the wrong accounts.

## **1.3 Details about your organisation**

When we prepared your files for Moorepay Direct Debit Solutions we recorded some details about your organisation. A brief explanation of the main details and how we use them can be found in Appendix A. If you need to change anything, please contact our Help Desk (see 1.4 below), quoting your Customer Number.

## 1.4 Support for Moorepay Direct Debit Solutions

In addition to this user guide, you can access help on-screen. Moorepay Direct Debit Solutions customers are also supported by two Help Desks which you may call if you experience a problem. The Help Desks are available from Monday to Friday between 09:00 and 17:00.

Contact	Telephone	Fax Number	Email Address	For Example
Direct Debit Solutions	0870 850 2578	0845 647 2106	<a href="mailto:bury.dd@moorpeay.co.uk">bury.dd@moorpeay.co.uk</a>	<ul style="list-style-type: none"><li>• General enquiries</li><li>• Copies of Direct Debit Solutions reports</li><li>• File/s technical queries</li><li>• Deleting the facility</li></ul>

*\*Or your Sponsoring Bank's Bacs Operations area if you do not bank with us.*

You may also contact Moorepay Direct Debit Solutions by post, as follows:

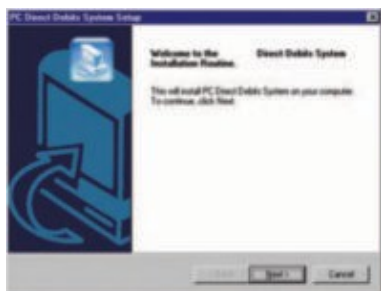
Direct Debit Solutions  
Moorepay Ltd  
Warwick House  
Hollins Brook Way  
Pilsworth  
Lancashire  
BL9 8RR

## 2. Preparing to use Moorepay Direct Debit Solutions on your PC

Before you start to use Moorepay Direct Debit Solutions on your PC, please familiarise yourself with Appendix B that contains examples of the common menus and buttons that you will find on the Moorepay Direct Debit Solutions screen.

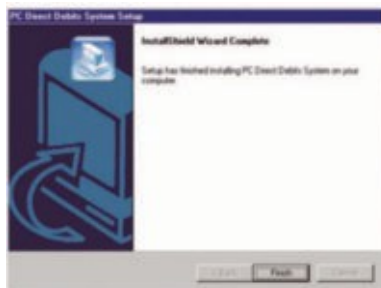
### 2.1 Installing Moorepay Direct Debit Solutions

Insert the CD into your PC's compact disc drive and follow the installation instructions in the 'PC Direct Debits System Setup' window that appears on screen. If no 'pop-up' instructions appear on your screen open the folder or window containing your CD drive and select 'Setup.exe'.



The installation will give you the opportunity to select:

- whether the system is to be available on a standalone PC or connected network
- where on your PC you wish the system to be installed.



At conclusion it will ask whether you wish the Moorepay Direct Debit Solutions icon to be available on your PC desktop – this will enable you in future to open the application quickly by double-clicking the desktop icon.



## 2.2 Accessing Moorepay Direct Debit Solutions for the first time

### 2.2.1 Introduction

Double click your Moorepay Direct Debit Solutions desktop icon or click **Start**, point to Programs, point to **DD Solutions** then click DD Solutions System. The mouse pointer will become an hourglass; the application will be loaded in a few seconds.

The system will detect that this is a brand new installation and a special user notice will be displayed, indicating procedures that should be followed when setting up the system. These procedures are highlighted in the following user notice screen displayed upon entry to the system for the first time:

This notice screen will be displayed every time Moorepay Direct Debit Solutions is accessed until the **'Don't show me this message again' box is checked**.

It is recommended that before undertaking any of the procedures below you print the notice (click the **'Print'** button) or refer to **'Appendix C – New Installation Notice'** in this guide for a full version of the same notice.



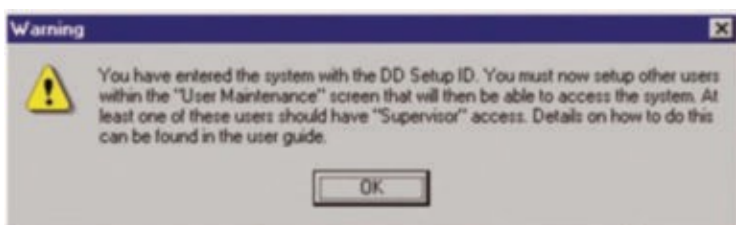
### 2.2.2 Accessing the system

On closing the 'New Installation Notice' you will see a **Login screen**. This screen controls access to the system. The cursor will be blinking at the **User ID** entry field.

1. A User ID and Password are provided in your welcome letter (and also in the **'New Installation Notice'**) to allow you initial access to the system.
2. Enter the User ID and Password in the relevant boxes (note – they are case sensitive).



- If the entered User ID and Password are valid, the Moorepay Direct Debit Solutions System is accessed.
- Before proceeding any further, the system will ask you to set up users and supervisors.



- You need to set up users before any data can be keyed or transmitted to the Moorepay Direct Debit Solutions bureau – click OK to return to the main screen menu.
- From the main screen menu select **'Tools > User Maintenance'** to start setting up users. Full procedures are described in Section 3 below.

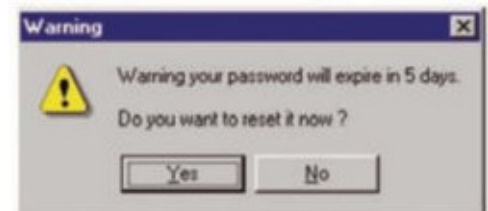
## 2.2.3 Keying and changing passwords

This section contains information about using passwords to access the Moorepay Direct Debit Solutions System. It is relevant for any user.

1. On opening the system you will be asked to key in your User ID and password. Initially your supervisor will tell you what these are. You should memorise your password and not divulge it to anyone.

A login dialog box with two input fields. The first field is labeled 'User ID' and the second field is labeled 'Password'. Both fields are empty and have a light gray border.

2. When your password is due to expire you will receive an invitation to choose a new one – click '**Yes**' to enter a new dialogue box and select your new password.

A warning dialog box with a yellow warning icon. The text reads: 'Warning your password will expire in 5 days. Do you want to reset it now?'. There are two buttons: 'Yes' and 'No'.

3. Enter your chosen password twice and click '**Save**'. Please refer to the Password section in 3.1.1. for more details on password acceptability. If your password does not meet these requirements an **Error** box will appear inviting you to key another password.

A 'New Password Entry' dialog box. It has two input fields: 'New Password' and 'Re-enter to verify'. Below the fields are two buttons: 'Save' (with a green checkmark icon) and 'Cancel' (with a red X icon).

4. The system's acceptance of your new password will be indicated by an on-screen message.

Click '**OK**' to log in using your new password by keying into the box shown in 1 above.

An information dialog box with an information icon. The text reads: 'Password successfully changed. Please now login using this new password.' There is one button: 'OK'.

### Important note:

If you do not change your password before it expires, you will need to request a supervisor to set you up again as a system user.

## 3. The role of the Supervisor (1) Administering users

When you installed the Moorepay Direct Debit Solutions CD (Section 2) you used a default User ID and password already installed on the system. These default settings allowed you initial access to the system in order to set up users.

The Moorepay Direct Debit Solutions System contains sensitive and confidential data. To ensure appropriate access to and use of the data, Moorepay Direct Debit Solutions allows the setting up of User Login IDs and passwords to control access at varying levels.

You can set up users with different user privileges, or '**Access Rights**', which govern the level of authority each user has within the Moorepay Direct Debit Solutions System.

### 3.1 Different types of users

The different types of user privilege are described below:

Supervisor	Enables the user to access ' <b>User Maintenance</b> ', ' <b>System Setup</b> ' and ' <b>Test Transmission</b> ' options.
Input	Enables a user to key new data and make changes to existing data.
Transmit	Enables a user to transmit data to the processing bureau and pick up files and reports from the bureau.
Import	Enables a user to import new customer numbers from Moorepay Direct Debit Solutions into the system; however, a user first requires 'transmit' permission to pick up the file from the Moorepay Direct Debit Solutions bureau.
Enquiry	Enables a user to view reports and enquire on both existing and cancelled payer details.

### 3.2 The importance of setting up a supervisor

**It is important that you set up a user with 'supervisor' access upon first entry to the system. You may appoint more than one supervisor – this is recommended to cover times when one Supervisor may be unavailable.**

Once a user with 'supervisor' access has been set up the initial user settings (i.e. the initial User ID and password) will automatically be deleted by the system.

You can set up a supervisor by using the '**User Maintenance**' screen. After first entry to the system only users with 'supervisor' access are able to access this screen.

You can use the '**User Maintenance**' screen whenever you wish to add new users, cancel users or change users' privileges.

### 3.3 Accessing the User Maintenance screen

Select **Tools > User Maintenance** from the menu bar. The screen below will be displayed. You will complete this screen for each new user.

Button changes to  
'close' once changes are saved

This section first tells you about the different fields on the screen, how to move around the screen and how to save the information you key.



The navigator-style buttons along the top of the screen allow you to review users once you have set them up in the system. The buttons correspond to (from left to right): First user, previous user, next user and last user.



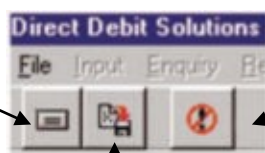
The '+' button allows a new user to be set up by entering information in the fields described below.



The '-' button deletes the selected user from the system. The system will ask you to confirm deletion before executing your instruction.

The following paragraphs tell you how to complete each area of the screen. **After completing your changes, remember to save the details by clicking the 'Save' button at the top left (or bottom right) of the screen. The three 'Changes' option buttons at the top of the screen are explained below:**

Save current changes



Cancel current changes  
and close the screen

Save current changes and  
close the screen

Once you have saved your changes the '**Save**' button at the bottom right of the screen will change to a '**Close**' button.

### 3.3.1 User Details

To set up users, complete the details for each user, starting with the supervisor or supervisors (see 3.1 above for a description of the different types of users). You must set up each user individually and complete the fields on the User Maintenance screen. These are described in detail below.

#### User ID

This is the name with which the user will log into the system. It must be between four and eight characters in length and may be alpha or alphanumeric.

#### User Full Name

This is the full name, or narrative, of the user.

#### Password

This is the password associated with the User ID. The user will need to enter this along with their User ID to log into the system. When setting up new users the supervisor will need to allocate to each user an initial password by keying it into this field. The system will ask for the password to be re-entered as confirmation. The following validity checks will be performed on the password:

- The password must be between 8 and 12 characters in length
- The password must not be the same as any of the last 12 passwords used
- The password must include at least three of the following; mixed case, alpha, numerals and special characters,
- The password must be changed at least once every 90 days

#### Important note:

**To avoid unauthorised use of the system, users must keep their passwords confidential.**

### 3.3.2 Password Information

It is recommended that users change their passwords from time to time to help prevent unauthorised access to the system. The system has a default setting for password expiry of every 25 days, but you may select another period, if preferred, by selecting from the options in the 'Password Change' box.

#### Password Change

On initial set up, this relates to the number of days to elapse before the password expires. Select **your preferred number of days by clicking the relevant button**. The '**Password Expires**' box indicates the actual date of expiry. The user will be warned when their password is due to expire when they log in and they will be given the opportunity to choose a new password at this point (**see section 2.2.3** for details).

A users password can be changed at any time by selecting the appropriate menu option.

#### Last Changed

This is the date and time of the last change made to any details displayed on screen.  
This is a display only field.



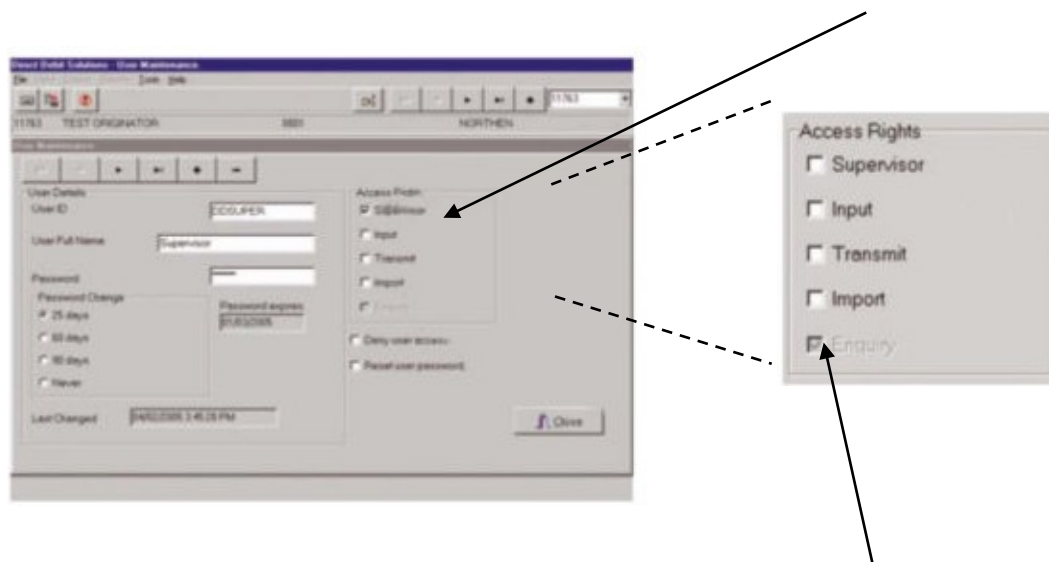
### 3.3.3 User Access Rights

As well as controlling which users have access to the Moorepay Direct Debit Solutions System, it may be necessary to control access to certain functions within the Moorepay Direct Debit Solutions System.

The Access Rights explained below were also explained in section 3.1. They govern the level of authority each user has within the Moorepay Direct Debit Solutions System. Options not available to a user will be disabled throughout the system, preventing unauthorised access. **Select the desired privileges by checking one or more of the boxes alongside the functions listed on screen and explained below.**

Supervisor	Enables a user to access 'User Maintenance', 'System Setup' and 'Test Transmission' options.
Input	Enables a user to key new data and make changes to existing data.
Transmit	Enables a user to transmit data to the processing bureau and pick up files and reports from the bureau.
Import	Enables a user to import new customer numbers from Moorepay Direct Debit Solutions into the system; however, a user first requires 'transmit' permission to pick up the file from the Moorepay Direct Debit Solutions bureau.
Enquiry	Enables a user to view reports and enquire on both existing and cancelled payer details.

The screen below illustrates how a user has been set up as a supervisor.



If no access rights are selected the user will only be able to read information in the system (i.e. via the 'Enquiry' functions).

### 3.3.4 Other User Maintenance tools

#### Deny User Access

When checked (ticked), this will cause the user to be denied access to the system until the option is unchecked. This option could be used, for example, if a user goes on holiday and access to their login should be denied.

## Reset User Password

When checked (ticked), this will cause the user to be prompted for a new password immediately after first logging in with the existing password. This could be used when setting up new users with a password that has been allocated by the supervisor; in this case the initial password should be over-ridden with one selected by the user.



**Reminder: After setting up a new user or amending user details save the details by clicking the 'Save' button.**

## 4 The role of the Supervisor (2) Administrating the system

### 4.1 Introduction.

The System Setup screen allows the user to configure various options within the system and can only be accessed by a user with Supervisor privilege (please refer to 3.1. Different types of users” for more information on this).

Select Tools / System Setup to display the screen below: -

The screenshot shows the 'System Setup Form' with the following fields and options:

- Secure Details:**
  - IP Address:
  - Username:
  - Password:
  - Protocol:
- Transmission Details:**
  - Transmission password:
  - Transmission Method:
    - ☐ Via Floppy Disk
    - ☐ Via Modem
    - ☐ Via SFTP/HTTPS
- Misc. Details:**
  - Floppy Drive Letter:
  - Validate Sort Code / Acc. No.: ☐
  - Disable user session when inactive for:  minutes.
- Default Payer Sequence:**
  - ☐ By Payer Ref.
  - ☐ By Surname

A **Save** button is located at the bottom right of the form.

### 4.2 The System Setup Form.

The screen is split into four main areas: -

Top Left (Transmission setup parameters)	This area allows the setup of the selected “Transmission Method” parameters (see below).
Top Right (Transmission details)	This area allows the selection of the main method of transmission and the transmission password.
Bottom Left (Misc. details)	This is where you can specify settings such as having the system validate a payer’s bank details.
Bottom Right (Payer sequence)	This is where you can set the order in which payers are accessed and displayed within the system.

These areas are described in more detail in the rest of this section. It is worth pointing out that you will only be able to carry out a test transmission and subsequent data transmissions once all relevant transmission related details (top left/right) have been configured.

### 4.3 Transmission Details.

These details allow you to control the way in which you send data to/from the processing bureau.

Transmission Details	
Transmission password	Information you transmit to Moorepay Direct Debit Solutions bureau for processing must be validated by a password, otherwise the transmission will be rejected. We will provide you with this transmission password to cover all customer numbers you setup within the PC system.
Transmission Method	<p><i>This set of options controls how you will transmit data to/from the Moorepay Direct Debit Solutions bureau for processing;</i></p> <p><b>Via SFTP/HTTPS</b> – This option will allow you to configure the system for transmission via SFTP or HTTPS. The “Secure Details” section will be presented to allow you to set up the parameters required for this type of access (please see “Secure Details” below). NB. This should be the preferred method of transmission due to security and speed considerations over dial-up.</p>

### 4.4 Misc. Details.

Various none-transmission type details can be configured here.

Misc. Details	
Validate Sort Code / Acc. No.	Check this box if you want the PC system to validate any bank sort code / account number combinations that are entered into the PC system (recommended).
Disable user session	<p>Enter in here the number of minutes’ system inactivity the system should allow before it disables all user interaction. Any further interaction will only be allowed after the user keys their valid current password.</p> <p>It is recommended that this facility be used to help prevent unauthorized use of the system. If this facility is not required, enter zero.</p>
Default payer sequence	<p>This sets the order in which payers are accessed during navigation in the system, either using payers’ surnames or the references you give them. <b>Check the box relating to your preferred order.</b> This order may be over-ridden during a session by selecting a different order in the “Payer search box” screen.</p>

## 4.5 Secure details.

Secure Details	
Enter details related to the remote DD processing bureau server and the account details set up on your behalf to enable to communicate with that server.	
<div><div>Secure Details</div><div><div>IP Address</div><div>www.mpdco.co.uk</div><div>SFTP</div></div><div><div>Username</div><div></div></div><div><div>Password</div><div>*****</div></div></div>	
IP Address	The address you type in here will be dependant on the mode of transmission you select in the drop-down to the right of this field: - SFTP: <b>www.mpdco.co.uk</b> HTTPS: <b>https://www.mpdco.co.uk</b>
Username	Enter the username that has been previously configured and confirmed by the DD helpdesk for your customer number on the remove SFTP/HTTPS DD server.
Password	Enter the password associated with the username described above.

When all appropriate details have been entered click the "Save" button to save the details.



## 5. Carrying out a Test Transmission

### 5.1 Checking your settings

Set up your '**Modem/Secure Details**' and '**Transmission Details**' via the '**System Setup**' screen as described in section 4.

In summary, you should check that you have done the following:

#### For SFTP transmissions:

In the '**Transmission Details**' section check:

1. the Transmission Method 'Via SFTP/HTTPS' is selected. In the '**Secure Details**' section check:
  1. the I.P. Address entered is www.mpdco.uk
  2. you have an appropriate username and password (previously advised by DD technical support)
  3. the 'Logging' option is set to off unless advised otherwise by the Moorepay Direct Debit Solutions Help Desk.

**NB. You will need to ensure port 22 has been opened up on your firewall to allow SFTP transmissions.**

#### For HTTPS transmissions:

In the '**Transmission Details**' section check:

1. the Transmission Method '**Via SFTP/HTTPS**' is selected. In the '**Secure Details**' section check:
  1. the I.P. Address entered is https://www.mpdco.uk
  2. You have an appropriate username and password (previously advised by DD technical support)
  3. the 'Logging' option is set to off unless advised otherwise by the Moorepay Direct Debit Solutions Help Desk.

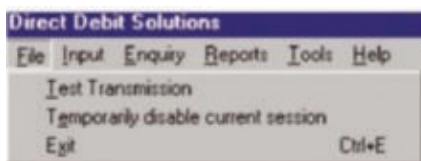
**NB. You will need to ensure port 443 has been opened up on your firewall to allow HTTPS transmissions.**

### 5.2 Test Transmission

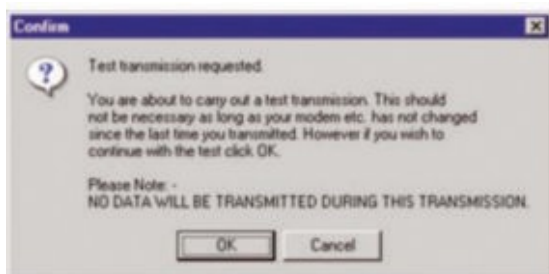
Please note:

- only users with '**supervisor**' or '**transmit**' privileges can carry out a test transmission
- no Direct Debit information will be transmitted to (or from) the Moorepay Direct Debit Solutions bureau during a Test Transmission
- once a successful test has been carried out there is no need for further tests unless your modem details change (i.e. a different modem is to be used for transmission).

1. Select '**Test Transmission**' from '**File**' menu



2. Click **OK** to proceed.



3. The system will then begin the test transmission:

- Upon successful completion of the Test, a '**Successful Test Transmission**' message will be displayed; click '**OK**'.

**Note:**

These instructions also appear in the 'New Installation Notice'.  
If you experience any difficulty or unexpected results:

- check you have selected the correct logging and transmit options as specified in the steps above.  
If you still experience difficulty please contact the Moorepay Direct Debit Solutions Help Desk.

## 6. Setting up payers and updating details

If you have followed the actions up to Section 5 you will by now have added users to the system and established the System Setup parameters.

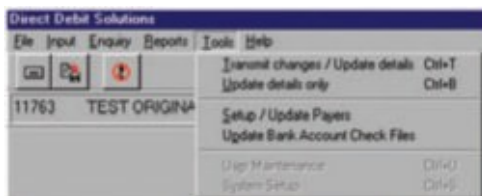
Your next step will be to set up payers within the Moorepay Direct Debit Solutions System.

### Note:

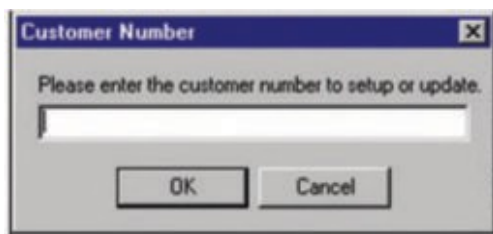
If you have previously used Moorepay Direct Debit Solutions via paper forms you can download your existing payer records to your PC by dialling up the Moorepay Direct Debit Solutions bureau – see section 6.1 below; otherwise, go straight to section 6.2.

### 6.1 Initial update of Payer Records

From the **'Tools'** menu select **'Set up/Update Payers'**



When selected, you will be prompted to enter your Customer Number to set up or update. You will have received your Customer Number when we set you up on the Moorepay Direct Debit Solutions System.



- Entering this number and clicking **'OK'** prompts the system to dial out to Moorepay Direct Debit Solutions to download all payer details set up in the Bureau for this customer number.
- Once this process has taken place, you will be prompted to click **'OK'** to import all of the details into the PC system (you will see progress bars informing you of stages in this procedure).
- When the 'Import successfully completed' box appears on screen, click **'OK'**.

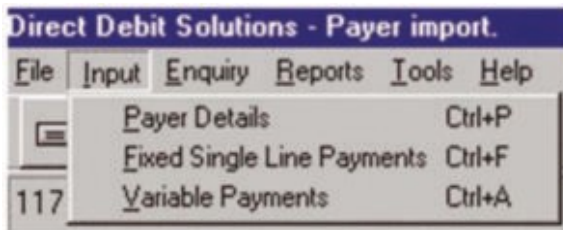
### Note:

You will not need to repeat this step if you regularly dial up the Moorepay Direct Debit Solutions bureau, as the copying of active payer records automatically occurs whenever you connect to the bureau.

If you do not submit or collect data for a long period we recommend that you repeat this step from time to time. This ensures that both the PC and bureau records are harmonised.

## 6.2 Setting up, amending and cancelling Payer Details

If you have been given 'Input' privileges (see section 3.1) you can add or change information relating to your payers. You can do this on the '**Payer Details**' screen which you select from the '**Input**' menu:



The '**Payer Details**' screen shows details about a single payer. Here you can set up, amend and cancel information about that particular payer.

View a list of available payers by clicking here


Move between different Payer Details screens using these buttons

Click this to set up new payer

Check this box to cancel the Payer records

## 6.3 Basic Payer Details

The screen contains fields to record the payer's name, contact details and date of birth.  
The other specific fields cover:

Sort Code and Account Number	Payer's bank account details should be recorded in the sort code and account number fields. These are validated if you have selected the appropriate option on the ' <b>System Setup</b> ' screen (see section 4).
Category	Category numbers are two-digit codes of your choice in the range from 01 to 99. You can use this field to identify different groups or types of payers, e.g. 01 for male, 02 for female, 03 for junior, 04 for retired. Insert here a two-digit code of your choice. If you leave the field blank it will default to 01.
VAT Code	<p>When we set you up as a user of Moorepay Direct Debit Solutions we record a default rate of VAT for the payments you collect (see Appendix A). If you wish to override this rate for individual payers you may enter a valid VAT code in the '<b>VAT Code</b>' field:</p> <ul style="list-style-type: none"><li>• '0' = VAT not applicable</li><li>• '1' = VAT at current standard rate</li><li>• '2' = VAT zero rated</li></ul> <p>If you leave this field blank, your default rate will apply.</p> <p>If you key any other character an error message will appear:</p> 
Cancel Payer	<p>When you check this field:</p> <ul style="list-style-type: none"><li>• the payer's details are removed from the records held by the Moorepay Direct Debit Solutions bureau</li><li>• cancelled payer details and payment history records are retained on your PC. You will still be able to view the payer's details on your PC via a <b>Cancelled Payer Details</b> enquiry (see section 8.2).</li></ul> <p><b>Important note:</b> as cancelled payer records are not retained by the Direct Debit Solutions bureau, to avoid risk of loss <b>we recommend that you regularly print or copy any cancelled payer details you may require for back-up purposes.</b></p>

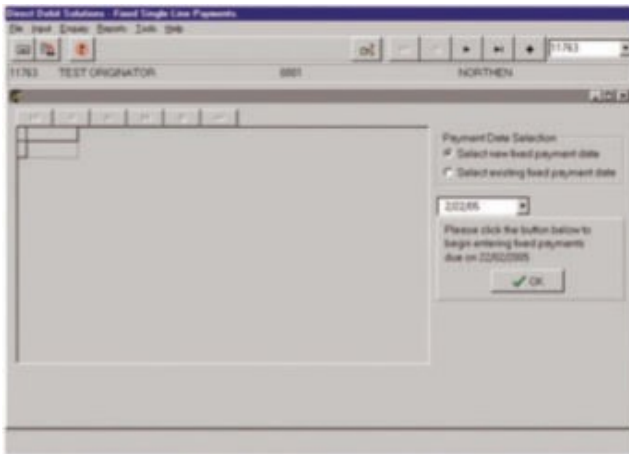




Start Date	<p>Enter the date (DD/MM/YY) on which the first payment is to be collected. Moorepay Direct Debit Solutions accepts all valid dates (including Saturdays, Sundays and Bank Holidays), but does not accept invalid dates (for example 30 February) or dates in the past.</p> <p>If the payment date falls on a Saturday, Sunday or Bank Holiday, Moorepay Direct Debit Solutions automatically moves the collection date forward to the next working day.</p> <p>If you are setting up more than one payment program payment line, the start date for the second payment line must be later than the completion date for the first payment line.</p>
Amount	<p>Enter the payment amount to be collected (in sterling). If you specified VAT Code '1', or you are using this code as the default rate, you must enter the payment amount net of VAT. The amount will be grossed up automatically at the VAT rate which applies <b>three working days</b> before the payment date.</p>
<p>If you need to apply conditions to the fixed payments, you can enter the number of payments or dormancy period; for example, you may wish to:</p> <ul style="list-style-type: none"> <li>• restrict the number of payments being made</li> <li>• create an automatic payment holiday (omit some payments from a payment program)</li> <li>• keep a payer's record on file after collection of the final payment</li> <li>• delete a payer's record after the last payment has been collected</li> </ul> <p>If you need the last line of the payment program to continue indefinitely, leave the '<b>Payments</b>' or '<b>Dormancy</b>' fields as blank or zero. This is known as the open-ended program.</p>	
Payments	<p>Enter the number of consecutive payments to be made, in the range 001 to 999, for each program payment line.</p> <p>To stop the program after the last payment and automatically cancel a payer record, do not complete the '<b>Dormancy</b>' field on the last payment line.</p> <p>The payer record will be cancelled automatically after the final payment, if the '<b>Dormancy</b>' field is left blank.</p>
Dormancy	<p>If you wish to give a payer a payment holiday before the next series of payments, or to keep a payer record on file after the final payment is collected, you must complete the '<b>Dormancy</b>' field.</p> <p>Enter the dormancy period, in the range 001 to 999, for each program payment line.</p> <p>The number you enter in the '<b>Dormancy</b>' field is multiplied by the frequency of payments to calculate the length of the dormancy period. For example, if you require a dormancy period of six weeks and the frequency is fortnightly ('F'), enter '003' in the '<b>Dormancy</b>' field.</p> <p>The dormancy period must not exceed 13 months. Contact Moorepay Direct Debit Solutions for help if you wish to extend the dormancy period beyond 13 months. When the end of the dormancy period is reached, the next payment program line will begin. When the last line of the payment program is completed, the payer record will be cancelled automatically.</p>



The **'Fixed Single Line Payments'** screen is displayed. Section 7.3.1 below describes how you can start to enter multiple fixed payments.



### 7.3.1 Payment Date Selection

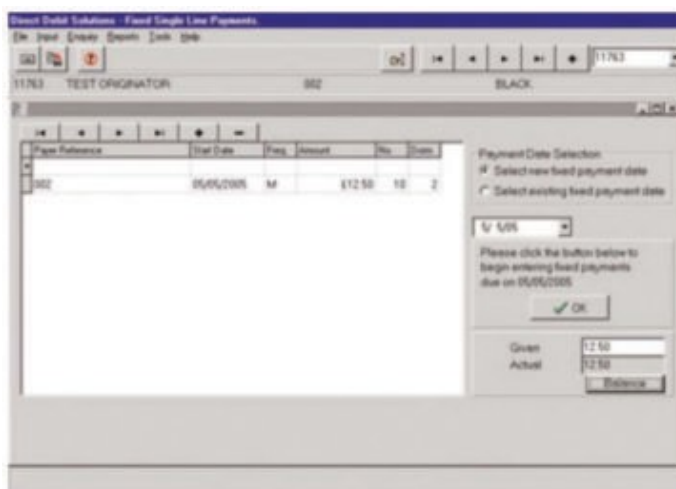
The data displayed on this screen will depend on the selection you make in the **'Payment Date Selection'** section (on the right of the screen).

Select new fixed payment date	Clicking this button allows you to select a new fixed payment date for the 'Start Date' column.
Select existing fixed payment date	Clicking this button will display a list of previously selected dates from which you can choose.

#### Note:

By default the drop-down box displays the next available payment date. By clicking **'OK'** you can start keying fixed payment programs for this date or you can overwrite it with your choice of new or alternative existing date.

After selection of the date the left side of the screen changes to offer a template in which payment details can be added.



### 7.3.2 Adding/Deleting a Payment

To add a payment line simply arrow down to first available blank line or click the '+' button (displayed above the **'Start Date'** column). To delete a line already keyed, click the '-' button.

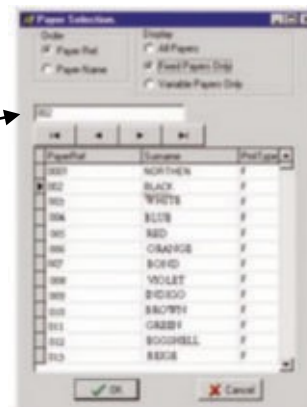
#### Payer Reference



To view the available payer references click the icon (left) to reveal the **'Payer Selection'** box. When in this screen the **'Payer Selection'** box will display for selection only payers that are set up as 'fixed' (see example below).

The Payer Selection window lists the payers with fixed payment programmes. To find a payer either:

- key the payer reference or payer name here;
- scroll down the list, click on your chosen **'Payer reference'** and on **'OK'** to select.



#### Start Date



When entering payments, the payment line date defaults to the date initially selected (7.3.1 above). However, this may be over-ridden by keying a different date into the line payment date field. When the payments are saved they will then appear under the appropriate payment date selected.

By pressing space on the **'Freq.'** Field a drop-down list (see left) of available payment frequencies will be presented:

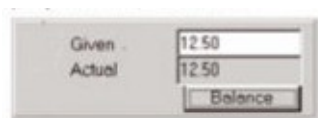
W – Weekly	F – Fortnightly	L – Four-weekly
M – Monthly	B – Bi-monthly	Q – Quarterly
C – Four-monthly	H – Half-yearly	Y – Yearly

#### Completing the 'Amount', 'No.' & 'Dorm.' Fields

Complete these fields with the relevant payment amount, the number of consecutive payments to be made and any dormancy period (if applicable). You follow exactly the same guidelines as for the **'Amount'**, **'Payments'** and **'Dormancy'** fields on the **'Payer Details'** screen – please refer to **Section 7.1**.

#### Checking Payment Totals

Use the **'Balance'** facility in the bottom right hand corner of the **'Fixed Single Line Payments'** screen to check that you have entered the correct payment amounts.





From your source documentation, add up the total of your payments and enter the total in the '**Given**' field and click '**Balance**'. An information box will be displayed on screen indicating either:

- your '**Given**' total balances with the '**Actual**' total; or
- there is a difference between the two totals (and the amount of the difference).

If you have a difference, review your payment amounts and click in the relevant '**Amount**' fields to amend as appropriate.

## 7.4 Setting up Variable Payments

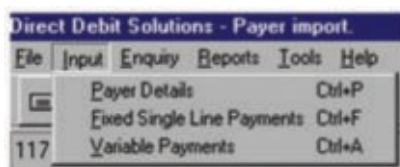
- If you have a payer who will only make an occasional payment or payments of irregular amounts and intervals, you can enter payment details by selecting the '**Variable Payments**' button in the '**Payment Details**' section of the screen.
- Two fields will be displayed for completion.
- You can enter the payment date directly into the field (using format DD/MM/YYYY) or by clicking the calendar icon on the right of the screen to display the calendar and selecting the date you require.

- The calendar will highlight today's date and the earliest possible payment date available for selection.
- Confirm or cancel your date selection.

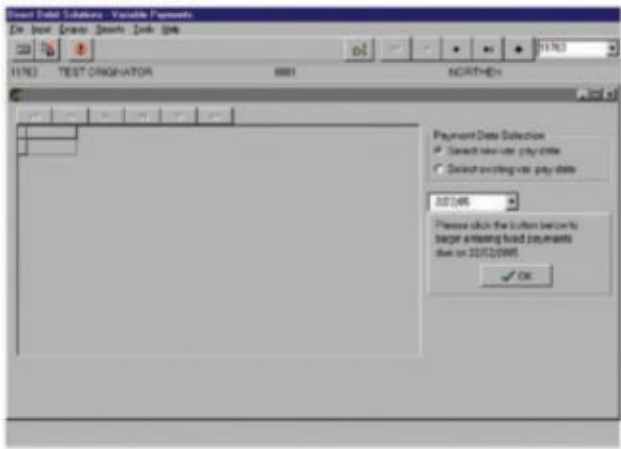
Do not forget to save all your entered data before exiting the screen by clicking the '**Save**' button (top left of the screen).

## 7.5 Setting up Multiple Variable Payments

If you want to set up variable payments for many existing payers you can do this on the '**Variable Payments**' screen which you select from the 'Input' menu:



The **'Variable Payments'** screen is displayed. Section 7.5.1 below describes how you can start to enter multiple variable payments.



**7.5.1 Payment Date Selection**

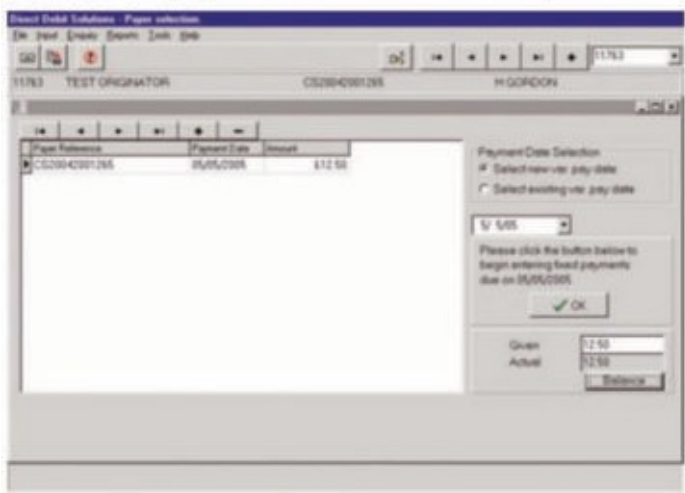
The data displayed on this screen will depend on the selection you make in the **'Payment Date Selection'** section (right of the screen):

Select new var. payment date	Clicking this button allows you to select a new variable payment date for the 'Payment Date' column.
Select existing var. payment date	Clicking this button will display a list of previously selected dates from which you can choose.

**Note:**

By default the drop-down box displays the next available payment date. By clicking OK you can start keying variable payments for this date.

After selection of the date, the left side of the screen changes to offer a template in which payment details can be added. In the screen below, one variable payment line has been completed.



## 7.5.2 Adding/Deleting a Payment

To add a payment line simply arrow down to first available blank line or click the '+' button (displayed above the '**Payment Date**' column). To delete a line already keyed, click the '-' button.

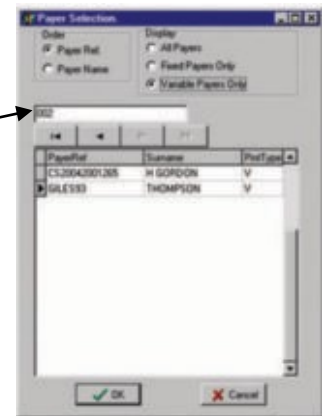
### Payment Reference



To view available payer references click the icon (left) to reveal the 'Payer Selection' box. The box will display only payers that are set up as 'variable' for selection when in this screen.

The Payer Selection window lists the payers with variable payment programmes. To find a payer either:

- key the payer reference or name here; or
- scroll down the list, click on your chosen '**Payer reference**' and on '**OK**' to select.

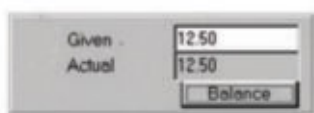


### Payment Date

When entering payments, the payment line date defaults to the date selected initially (explained above). However, this may be over-ridden by keying a different date into the line payment date field. When the payments are saved they will then appear under the appropriate payment date selected.

### Checking Payment Totals

Use the '**Balance**' facility in the bottom right-hand corner of the Variable Payments '**Payer Selection**' screen to check that you have entered the correct payment amounts.



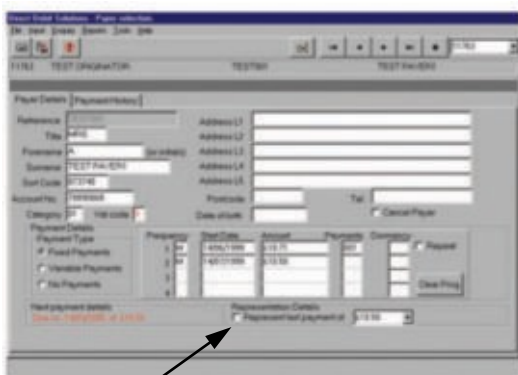
From your source documentation, add up the total of your payments and enter the total in the '**Given**' field and click '**Balance**'. An information box will be displayed on screen indicating either:

- a) your '**Given**' total balances with the '**Actual**' total; or
- b) there is a difference between the two totals (and the amount of the difference).

If you have a difference, review your payment amounts and click in the relevant '**Amount**' fields to amend as appropriate.

## 7.6 Representing Unpaid Direct Debits

Moorepay Direct Debit Solutions gives you the facility to represent within one calendar month of their original date Direct Debits that have been returned unpaid. If any such payments are available they will be displayed in the 'Payer Details' screen.

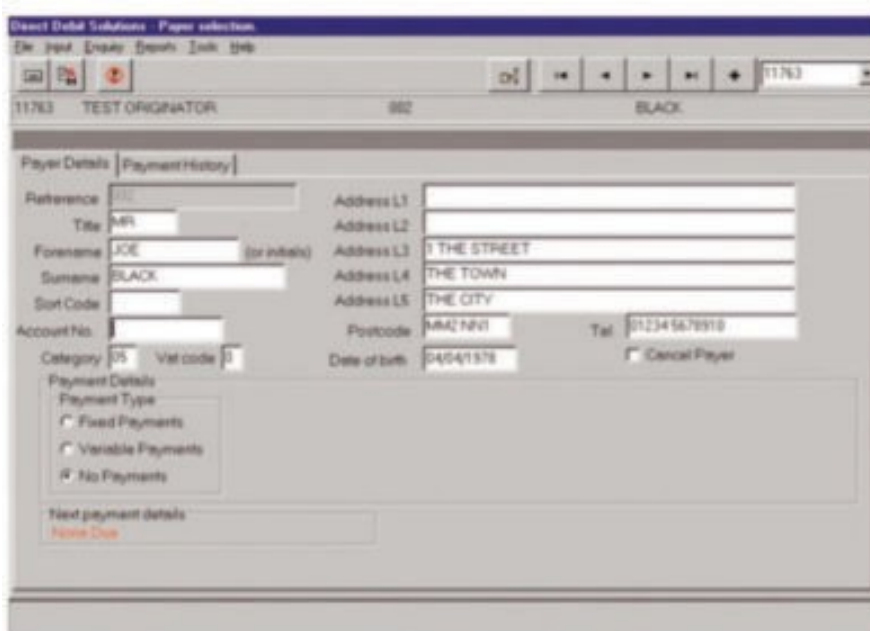


By 'checking' the box you can request representation

## 7.7 Setting up Customers or Members without Payments

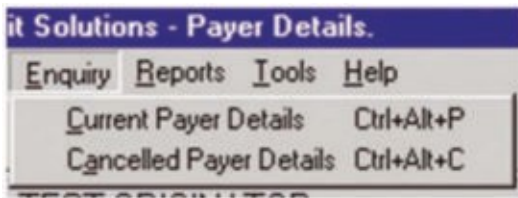
This screen allows you to record details where no sort code or account information is held, e.g. where you may wish to record customer or member addresses for contact purposes.

In this case, by selecting 'No Payments' the screen will conceal the individual payment lines.



## 8. Making System Enquiries

You can view current and cancelled payer records via options under the '**Enquiry**' menu:



### 8.1 Current Payer Details

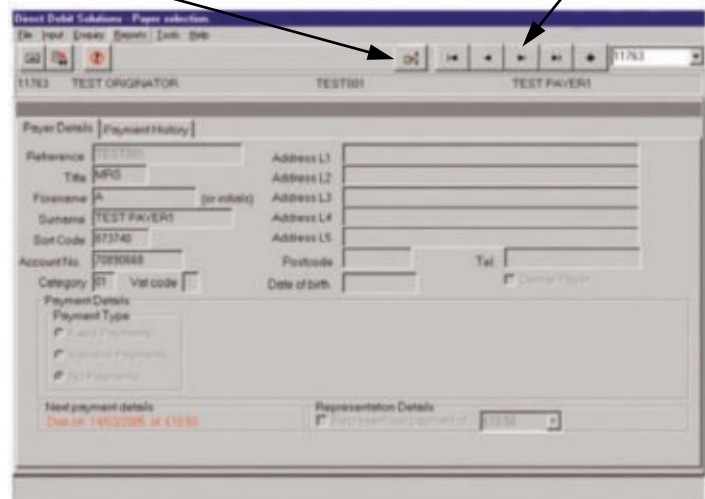
Click this option to view details of current payers:

The '**Payer Details**' screen is displayed:

View a list of available payers by clicking here

Move between different Payer Details screens using these buttons

- This is almost identical to the '**Payer Details**' screen displayed via the '**Input**' menu (see section 6.2).
- A key difference is that this screen is 'read-only' and no payer details can be set up or amended via the '**Enquiry**' menu.
- This is the only way that users with 'Enquiry-only' access can see Payer Details.



### 8.2 Cancelled Payer Details

Click this option to view details of cancelled payers:

The '**Cancelled Payer Details**' screen is displayed:

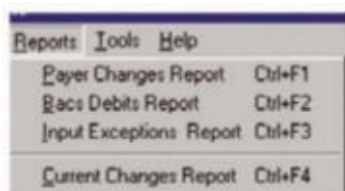
- This is almost identical to the '**Payer Details**' screen displayed via the '**Payer Details**' enquiry (see section 8.1).
- This screen is 'read-only' and no details can be amended via the '**Enquiry**' menu.
- The cancelled payer details and payment history records are only held on your PC – they are not held at the Moorepay Direct Debit Solutions bureau.
- **We recommend that you regularly print or copy any cancelled payer details you may require for back-up purposes.**

## 9. Reports from Moorepay Direct Debit Solutions

Four types of reports are available from Moorepay Direct Debit Solutions:

Payer Changes Report	Reports changes processed by the Moorepay Direct Debit Solutions bureau
Bacs Debits Report	Reports latest Bacs transactions or payments between specified dates
Input Exceptions Report	Reports transactions that Moorepay Direct Debit Solutions reports as exceptions, e.g. where the quoted sort code is rejected as invalid
Current Changes Report	Reports data keyed since the last successful input transmission to the Moorepay Direct Debit Solutions bureau

The reports can be accessed via the '**Reports**' menu



### 9.1 Payer Changes Report

An example of a Payer Changes Report is shown below:

Payer Changes Report Dated: 21/01/03 11:06:42					Page 1
Input Desc	New Value	Old Value	Input By	Input Date / Time	
<b>CARNEY</b>	<b>PAYER001</b>				
Pay Line 1	Q 23/01/2003 £100.00 10 2	C 31/05/1999 £430.00 0 0	giles	21/01/03 10.07.12	
<b>DAWSON</b>	<b>PAYER012</b>				
Pay Line 1	Q 23/01/2003 £150.00 10 2	C 01/01/2000 £50.00 4 0	giles	21/01/03 10.07.25	
<b>JONES</b>	<b>PAYERW08</b>				
Sort Code	800567		giles	21/01/03 09.36.57	
Acc Number	12345678		giles	21/01/03 09.36.57	
Name	JONES	JONES	giles	21/01/03 09.36.57	
Forename	FRED		giles	21/01/03 09.36.57	
Title	MR		giles	21/01/03 09.36.57	
Category	01		giles	21/01/03 09.36.57	
Pay Type	F		giles	21/01/03 09.36.57	
Pay Line 1	W 14/02/2003 £50.00 52 0	C 01/01/2000 £50.00 4 0	giles	21/01/03 09.36.57	
<b>RIVERS</b>	<b>PAYERV03</b>				
Var Pay	23/01/2003 £246.10		giles	21/01/03 10.06.18	
Var Pay	23/01/2003 £318.00		giles	21/01/03 10.06.25	
<b>SMITH</b>	<b>PAYER02</b>				
Acc Number	87654321	12345678	giles	21/01/03 09.34.16	
Address L1	12 DENE CLOSE	53 HAZEL RIGG AVENUE	giles	21/01/03 09.34.18	
Post Code	NE45 7UU		giles	21/01/03 09.34.18	
Category	01	03	giles	21/01/03 09.34.18	
Pay Line 1	M 12/02/2003 £150.78 0 0	Y 01/01/2000 £2300.00 0 0	giles	21/01/03 09.34.18	
Correlation	Payer Cancelled		giles	21/01/03 09.37.14	
End of Report					



1. Selecting '**Payer Changes Report**' displays an initial screen that allows you to **select the date and time of an input transmission** you made to the Moorepay Direct Debit Solutions bureau. During this transmission, the bureau will have processed any input transmitted and produced a report based on this input.

2. If any input was rejected by the Moorepay Direct Debit Solutions bureau during this transmission then the transmission date and time line will have an asterisk (\*) displayed next to it.

3. The **Payer Listing Order** allows the report to be printed in reference or name order.

4. Click here to view the selected report.

## 9.2 Bacs Debits Report

Selecting '**Bacs Debit Reports**' provides access to a menu of reports covering Bacs transactions.

The Bacs Debits Report can be printed based on a number of different criteria. These are:

### Transaction Type Selection

- **Latest downloaded Bacs transactions.** Every time a transmission is made to the Direct Debits Solutions bureau, a check is made to see if there is any debit payment history to pick up from the bureau. This is then used to update payer payment history in the PC. This option will report on this latest payment history.
- **Select Bacs dates.** This allows a report to be made of payment history (for all payers on file) based on date ranges. In the example above, a report will be produced on all direct debits taken between the dates of 17/05/2001 and 21/05/2001 inclusive. This results in the print below being produced.

Bacs Transactions Report Printed: 20/05/01 18:40:38 Page: 1

Payment Date:	TC	Sort	ANC	Type	Amount	Val	Total
PAYPFC1 17/05/01	17	800557	12345678	F	£200.00	£2510.00	£2710.00
PAYPFC1 17/05/01	17	800557	12345678	F	£170.00	£3.00	£170.00
Totals for 17/05/01					£370.00	£2513.00	£2883.00
PAYPFC1 21/05/01	17	800557	12345678	F	£100.00	£100.00	£2710.00
PAYPFC1 21/05/01	17	800557	12345678	F	£100.00	£4375.00	£4475.00
PAYPFC1 21/05/01	17	800557	12345678	F	£150.00	£3.00	£150.00
PAYPFC1 21/05/01	17	800557	12345678	F	£200.00	£3304.00	£3504.00
Totals for 21/05/01					£450.00	£34125.00	£34575.00
Grand Totals:					£820.00	£36638.00	£37393.00

- **Reprint last print.** This simply reprints the last report selected.



## Payer Listing Order

As for the **Payer Changes Report**, any report can be in either reference or name order.

### 9.3 Input Exceptions Report

This option presents a screen that is very similar to the **Payer Changes Report** screen described above. However, only Payer Changes Reports that have **exceptions** are offered in the list to the user. The format of the report is otherwise identical to the **Payer Changes Report**.

### 9.4 Current Changes Report

The **Current Changes Report** details any input keyed into the system since the last time a successful input transmission was made to the Moorepay Direct Debit Solutions bureau. Any input detailed on this report will only be effective on the PC and will not affect any data held in the bureau until the next time an input transmission is made. Once a successful transmission is made and the bureau records are updated, this report is cleared.

This report allows a user to check input keyed before it is transmitted to the Moorepay Direct Debit Solutions bureau for updating live files.

The format of the report is very similar to that of the **Payer Changes Report**.

Payer Changes Report Dated: 21/01/03 11:06:42							Page 1	
Input Desc	New Value			Old Value			Input By	Input Date / Time
<b>CARNEY</b>	<b>PAYERQ01</b>							
Pay Line 1	Q 23/01/2003	£100.00	10 2	Q 31/05/1999	£430.00	0 0	giles	21/01/03 10.07.12
<b>DAWSON</b>	<b>PAYERQ42</b>							
Pay Line 1	Q 23/01/2003	£130.00	10 2	Q 01/01/2000	£50.00	4 0	giles	21/01/03 10.07.25
<b>JONES</b>	<b>PAYERW09</b>							
Sort Code	800567						giles	21/01/03 09.36.57
A/C Number	12345678						giles	21/01/03 09.36.57
Name	JONES			JONES			giles	21/01/03 09.36.57
Forename	FRED						giles	21/01/03 09.36.57
Title	MR						giles	21/01/03 09.36.57
Category	01						giles	21/01/03 09.36.57
Pay Type	F						giles	21/01/03 09.36.57
Pay Line 1	W 14/02/2003	£50.00	52 0	Q 01/01/2000	£50.00	4 0	giles	21/01/03 09.36.57
<b>RIVERS</b>	<b>PAYERV03</b>							
Var Pay	23/01/2003	£465.10					giles	21/01/03 10.06.18
Var Pay	23/01/2003	£218.00					giles	21/01/03 10.06.25
<b>SMITH</b>	<b>PAYER02</b>							
A/C Number	87654321			12345678			giles	21/01/03 09.34.18
Address L1	12 DENE CLOSE			53 HAZEL RIGG AVENUE			giles	21/01/03 09.34.18
Post Code	NE45 7UU						giles	21/01/03 09.34.18
Category	01			09			giles	21/01/03 09.34.18
Pay Line 1	M 12/02/2003	£150.78	0 0	Y 01/01/2000	£2300.00	0 0	giles	21/01/03 09.34.18
Cancellation	Payer Cancelled						giles	21/01/03 09.37.14
End of Report								

## 10. Transmitting and updating data.

The 'Tools' menu offers you options for transmitting and updating your payer data. To do any of these tasks you will connect to the Moorepay Direct Debit Solutions bureau. On-screen windows and progress bars will inform you of the status of your transmission or update.

NB. The instructions on this page relate to the procedures for dial-up transmission via a modem. Fig. 10b illustrates the menu that will be displayed if SFTP/HTTPS transmission has been selected.

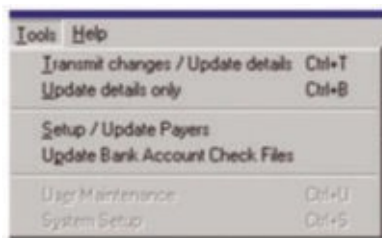


Fig. 10a Dial-up tools menu

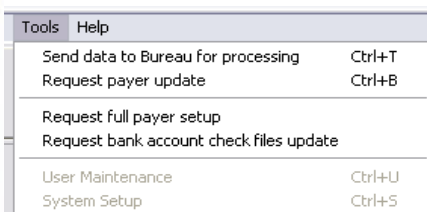


Fig. 10b SFTP/HTTPS tools menu

As you will see, if your method of transmission is SFTP/HTTPS then "requests" are sent to the server for the relevant downloads. These can then be picked up via the "File/Pick up files from Bureau" Please allow 10-15-mins before attempting pick-up.

### 10.1 Transmit Changes/Update Details

Selecting this option will transmit to the Moorepay Direct Debit Solutions bureau for processing any outstanding input you have keyed into the system. This input consists of any input detailed in the Current Changes Report. The Moorepay Direct Debit Solutions System will prompt you to confirm the changes that you wish to transmit, highlighting any newly-keyed payment amounts. **It is important that you carefully check your input, especially any payment totals, before transmitting data.** The Moorepay Direct Debit Solutions system will ask you to confirm that you have checked the data and wish to proceed with the transmission.

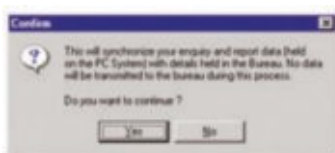
- The Moorepay Direct Debit Solutions bureau will process your input and update the customer files with the input transmitted.
- The input processed (or rejected) will be available for viewing under the Payer Changes Report after the transmission.
- When you transmit changes to the Moorepay Direct Debit Solutions bureau, any payer payment history information will be automatically picked up and the enquiry system updated on the PC accordingly.

### 10.2 Update Details only

This option will dial out to the Moorepay Direct Debit Solutions bureau and attempt to pick up any payer payment history information. This will, in turn, update the payer enquiry system on the PC.

- The update is carried out automatically when you transmit changes to the bureau.
- However, if no input transmissions are made for a period of time you may need to use this option to update the enquiry system with Bacs debit history information.
- The history information is accumulated in the Moorepay Direct Debit Solutions bureau until it is picked up by a PC transmission. At this point it is cleared ready for new Bacs transaction history to be built up again.

Click 'Yes' in the confirmation box to proceed.



## 10.3 Set up/Update Payers

This option enables you to set up or update a customer number on the PC. This will involve dialling up the bureau to pick up from the 'live' bureau files all payers' details and payment history relating to the selected customer number.

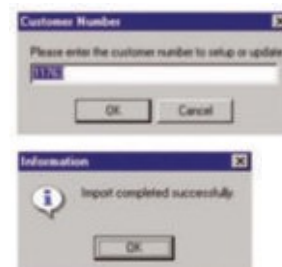
- You may have used this option when initially setting up Moorepay Direct Debit Solutions on your PC under section 6.1 above.
- If the Customer Number is already set up on the PC then all the active payers are cleared down on the PC prior to the update.
- This ensures that both the PC and bureau files are kept in-line.
- Once the customer is set up on the PC there should be no need to carry out this process again as the PC enquiry system will be kept updated through transmissions described in 10.1 and 10.2 above.

### Note:

A valid transmission password must be set up (please refer to '**Transmission Password**' in section 4.3) before a valid transmission may be made.

Please note: the Moorepay Direct Debit Solutions bureau will not update any cancelled payer details in the enquiry system during this process.

1. Key in the customer number to be updated. Click 'OK' to commence the update process.
2. You will receive on-screen confirmation when the update is complete.



## 10.4 Update Bank Account Check File

Section 4 described how to set the Moorepay Direct Debit Solutions system to validate sort code and account number information via the **Payer Details screen**. Successful validation depends on accessing system 'look-up files' that contain details on valid sort codes and modulus checks etc. If these are not kept updated then validation checks may fail.

- This option dials up the Moorepay Direct Debit Solutions bureau and picks up the latest bank validation information available. This is in turn used to update the validation check files on the PC.
- If you know a sort code is valid, for example, and it keeps being rejected, it may be because it relates to a branch that has recently been introduced. In this case it may be worth using this option to update your PC bank account check files from the bureau's records.
- These files in the Moorepay Direct Debit Solutions bureau will be updated on a monthly basis. For this reason, please do not carry out this update more than once a month and only if you are having the validation problems mentioned above.
- This confirmation box appears when you select '**Update Bank Account Check Files**'. Click '**Yes**' to proceed.

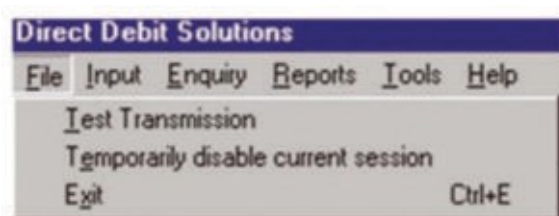


## 10.5 Transmission Problems

If you have difficulty transmitting data, check your telephone line connection and modem settings (see sections 4 and 5). If you are unable to resolve the problem, please contact the Moorepay Direct Debit Solutions Help Desk to discuss other options for sending your data.

## 11. Exiting Moorepay Direct Debit Solutions

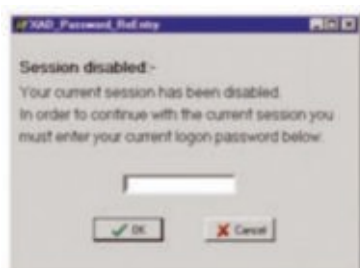
You can exit the Moorepay Direct Debit Solutions system temporarily or by closing down via the '**File**' menu:



### 11.1 Temporarily disable current session

Use this option if the current session is to remain active but suspended for a length of time.

Access to any options within the system will be denied unless the current user's password is correctly input in the field displayed below.



### 11.2 Exit

This exits and shuts down the Moorepay Direct Debit Solutions system.

# Appendix A – Your Details and Moorepay Direct Debit Solutions

## Customer Number

A unique number allocated by the Moorepay Direct Debit Solutions bureau to identify your organisation as a customer of the Moorepay Direct Debit Solutions Service. You must quote your Customer Number on all forms and correspondence sent to Moorepay Direct Debit Solutions. When you connect electronically to Moorepay Direct Debit Solutions, the service recognises you by this number.

## Bacs User Number

A unique number allocated by your bank and used to set up your organisation's Bacs Computer records. This number is also known as the Bacs Originator's Identification Number/Service User Number and must be printed or stamped on your Direct Debit Instruction Form if you send input to us in paper format.

## Bank Branch Sort Code

The sort code number of your bank branch, where all payments collected on your behalf are sent.

## Account Number

The account number at your bank branch to which all payments collected on your behalf are credited.

## Short Name

An abbreviation of your organisation's name. The abbreviation is shown on each payer's bank statement to help them identify the source of the debit. The short name must be a **recognisable form** of the name which appears on your Direct Debit Instruction Form.

Your choice of short name is governed by the rules of the Direct Debiting Scheme and there may be **hidden implications** if you need to change it later.

## Name and Address

The name and address of the person in your organisation who will receive Moorepay Direct Debit Solutions output reports and correspondence.

## VAT code

The 'VAT default rate' best suited to the needs of your organisation. Available options are:

- '0' = VAT not applicable.
- '1' = VAT at current standard rate.
- '2' = VAT zero-rated.

Most customers choose 'VAT not applicable'. Your choice is applied to all payments collected on your behalf. You can override the default rate for individual payers, if necessary.

## Important Note:

If you choose the 'VAT at current standard rate' option, payments are always grossed up at the VAT rate which applies **three working days** before the payment date.

This facility is not suitable for organisations who specify a 'Tax Point' or who show the VAT amount on their invoices.

## Invoice address

The name and address of the person in your organisation who will receive quarterly charging invoices from Moorepay Direct Debit Solutions.

# Appendix B – About the Moorepay Direct Debit Solutions system



## B.1 System Requirements

To use the Moorepay Direct Debit Solutions system your PC should comply with the following minimum standards:

- MS Windows XP and above
- Pentium/AMD CPU
- 1GB RAM
- 5MB of available hard disk space plus approximately 3MB per 1,000 payers
- VGA Monitor
- Windows compatible Mouse
- For SFTP transmissions; Access to the internet. Port 22 opened for outgoing and incoming access.
- For HTTPS transmissions; Access to the internet. Port 443 opened for outgoing and incoming access.

## Supported networks

- MS Windows
- Novell v4.01 and above

**Please note:** Peer-to-peer networks and Citrix systems are not supported.

## B.2 Conventions



### B.2.1 Mouse compatibility

In keeping with the majority of Windows compatible applications, the Moorepay Direct Debit Solutions System gives you the option to use the mouse to perform certain functions such as selecting options and fields.

This guide refers to several mouse techniques you will use when operating the System.

Term	Meaning
Click	Press and release the left mouse button once.
Double click	Press and release the left mouse button twice in rapid succession.
Point	To move the mouse until the mouse pointer on the screen points to the item of choice.

You may notice the shape of the mouse pointer changing as you perform certain functions. The usual shape of the pointer is an arrow; however, there are several other shapes that you will see.

When you are performing a function, which is not immediate, such as loading, or opening a file, the pointer will appear as an hourglass. This indicates that the system is performing a process and you must wait a few seconds. Once the task is completed, the pointer will return to an arrow shape again.

If you point the mouse over a field where text is expected, such as an input field, the pointer will be seen as a beam or bar. The pointer appears as a cross with arrowheads when you are moving an object or screen.



## B.2.2 Short-cut keys

If you prefer to keep your hands on the keyboard, rather than constantly moving between the keyboard and the mouse, you can make use of the short-cut keys which have been included throughout the Moorepay Direct Debit Solutions system. The short-cut keys perform the same functions as the menu options, such as the underlined **F** for the **File** menu.

## B.2.3 Moving around the Moorepay Direct Debit Solutions system

Moving around the screens is easy and can be done in a variety of ways:

- clicking on menus and fields with the mouse
- you can also use the TAB key, which will move you forwards, through the fields on a screen
- SHIFT + TAB will move you backwards through the fields on a screen
- using the TAB key avoids the need to keep moving between the mouse and the keyboard, and is often the preferred method of getting around the screens
- to move around within fields, you can use the cursor keys.

Additionally, the system follows the Windows convention for short cuts. You can select any fields or menu options which have underlined letters by holding down the ALT key and then pressing the underlined letter.

Menu options may also have a combination of keys (displayed to the right of the menu item) allowing direct access to that option. For example, the 'Ctrl+P' displayed next to the 'Payer Details' menu item indicates that pressing the <Ctrl> and 'P' keys at the same time will take you directly into the 'Payer Details Screen'.

## B.2.4 Messages and hints

The system benefits from standard messages to help you enter data and will detail any problems, or in the case of invalid input, will give valid alternatives where possible.

The system also benefits from 'hints' which appear as you hover the mouse pointer over input fields and buttons on the Toolbar. The hints indicate either the expected input for the field, or the function of the toolbar button.

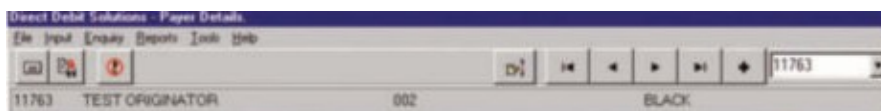
## B.2.5 How data is displayed

Data in the Basic and Statutory Details screens is displayed in one of three colours:

Black	Permanent Data
Blue	New data, which has been keyed but not yet saved
Red	New data, which has been keyed and saved but not yet transmitted



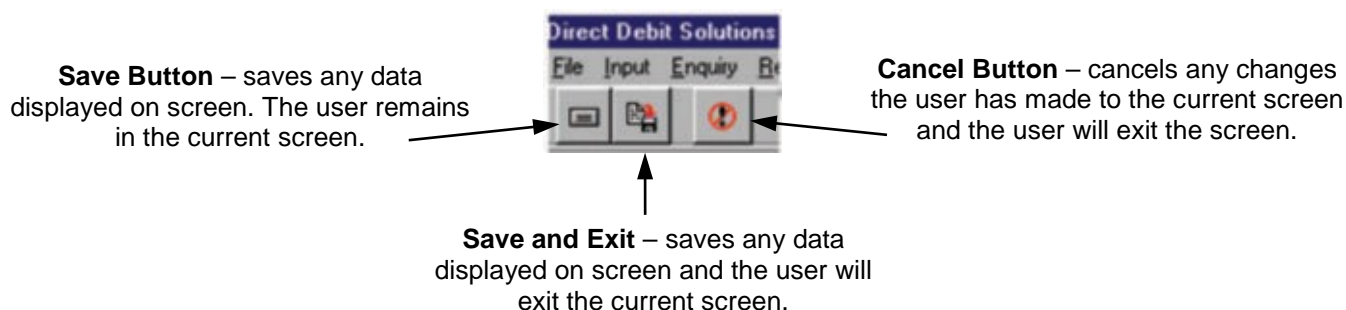
## B.3 Moorepay Direct Debit Solutions system buttons



The top part of the main Moorepay Direct Debit Solutions system screen is always visible to the user. This allows the user various facilities that are available on all input screens etc. These 'common' options are explained below.

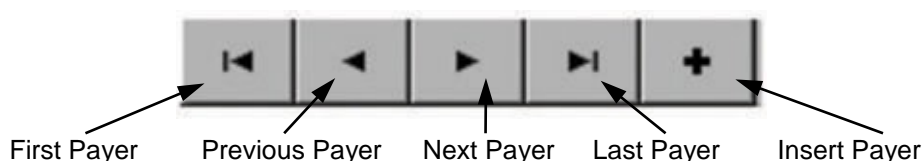
### B.3.1 Saving changes

Remember to save your completed changes before exiting a screen or the system. The buttons at the top left of the screen provide you with different saving options:



### B.3.2 Record navigator

The Record Navigator is an array of buttons that can be used to navigate between payers within the Moorepay Direct Debit Solutions System on input/enquiry screens.



#### Note:

**Insert Payer** will automatically enter the '**Payer Set-up**' screen, regardless of the screen currently accessed. This enables quick and easy entry of new payer details.

### B.3.3 Payer Search selection button



This button displays a selection box to the user from which a payer can be selected for input/enquiry purposes (depending on the screen currently displayed).

### B.3.4 Customer Number selection box



By clicking the arrow (displayed on the right hand side of the box) your other Customer Numbers (if any) that have been set up in the Direct Debit system are displayed. From this list another customer's details may be accessed.

### B.3.5 Menu access

The menu options allow access to all areas of the system. However, depending on your '**Access Right**' (See '**User Maintenance**'), certain options may be disabled.

## B.4 Data security and sensitivity

### Data and Information

To respect the sensitivity and confidentiality of information and data stored and used in your system you should ensure that:

- access is restricted to appropriate personnel
- the purpose and importance of User IDs and passwords are clearly understood.

All data you select for transmission to the processing bureau is encrypted both prior to and during data transfer.

### Data Protection Act

As a user of the system you should ensure you are aware of your responsibilities under the Data Protection Act in respect of information/data stored or used in the system.

## Appendix C – New installation notice

During a new installation on a PC, the following notice is displayed to the user:

### IMPORTANT NOTICE TO NEW USERS OF THE MOOREPAY DIRECT DEBIT SOLUTIONS SYSTEM

As you are a new user to the system, please carry out the following procedures to enable you to gain access to the system and allow you to transmit.

If you have already carried out these procedures previously on this PC (or another PC if a network user) please ignore this notice.

**It is recommended that you print this notice (via the 'print' button below) before carrying out the following procedures.**

### Accessing the System

On closing this notice you will be presented with the '**Login Screen**'. The cursor will be blinking at the '**User ID**' entry field.

1. Enter the User ID, DDSETUP (then press TAB).
2. Enter the Password, DDTEST (then press TAB).
3. Click **OK**.

If the User ID and Password are valid, the Moorepay Direct Debit Solutions System is accessed.

#### Note:

The Moorepay Direct Debit Solutions System is installed with a default User ID and password as specified above. The main purpose of this default user ID is to allow initial access to the system for the specific purpose of setting up users to access the system. At least one of these users should have 'supervisor' access. Once a user with '**supervisor**' access has been set up the 'DDSETUP' user will automatically be deleted by the system. Please refer to the '**User Maintenance**' section in the user guide for more details on setting up new users within the system.

### Test Transmission

If you intend to use a modem on this PC through the Moorepay Direct Debit Solutions System then certain settings should be configured to allow you to transmit. To do this, please carry out the procedures detailed in **The role of the Supervisor (2)** in section 4 relating to the transmission parameters in the System Setup form. Once you have completed these procedures you should carry out a test transmission as detailed in section 5.

If all details are configured correctly for your method of transmission the system should display a **Successful Test Transmission** message. Click OK.

## Setting up Customer Numbers within the system.

Now that the modem has been successfully set up you have the option of setting up customer and payer details within the system.

**NB. for security reasons, you will not be able to import any details from the bureau unless a valid 'transmission password' has been allocated via the 'Tools >System Setup' screen.**

**The password allocated must match exactly the password set up for the customer within the processing bureau. if they differ, or either passwords are not set up, the transmission will fail.**

1. Select **'Tools >Request Full Payer Setup'**
2. Enter the Customer Number that you would like to set up within the PC System and click **'OK'**.
3. Click **'Yes'** to the confirmation box. (The system will now send a request to the secure gateway. You should now wait approximately 10-15 minutes until this request has been processed)
4. Select **'File > Pickup files from bureau'** (If the request has been processed you will now be prompted to import the payer details into your system).
5. Click **'OK'** to the 'Import successfully completed.' information box.

### **Note:**

If you are a network user and have other PCs using the system and accessing the same data, the details need only be imported once, on the first PC. All other PCs should then be able to access the imported data.

## Selecting your Customer Number.

All Customer Numbers set up in the system will be displayed via a drop-down box in the-top right corner of the screen.

## Appendix D – Moorepay Direct Debit Solutions Quick Reference

The table below sets out the different options to be found under each menu heading, with a few words about what the option allows you to do. It also references the user access rights associated with the option and the relevant section of the user guide for further information.

Menu Heading	Activity	Required access rights	User Guide section
<b>File &gt;</b>			
Test Transmission	Send test transmission to Moorepay Direct Debit Solutions to ensure correct functioning of modem	Supervisor/ Transmit	5.2
Temporarily disable current session	"Locks" the system until the user re-keys their password	Any user	11.1
Exit	Exits and shuts down the system	Any user	11.2
<b>Input &gt;</b>			
Payer Details	Set up, amend or cancel details of payers and their bank accounts	Input	6.2 – 6.3
Fixed Single Line Payments	Set up, amend or delete details of fixed payments	Input	7.1 – 7.3
Variable Payments	Set up, amend or delete details of variable payments	Input	7.4 – 7.5
<b>Enquiry &gt;</b>			
Current Payer Details	Read-only access to details of current payers	Enquiry	8.1
Cancelled Payer Details	Read-only access to details of cancelled payers	Enquiry	8.2
<b>Reports &gt;</b>			
Payer Changes Report	View and print changes processed by Moorepay Direct Debit Solutions	Any	9.1
Bacs Debits Report	View and print Bacs transactions (latest or within specific date ranges)	Any	9.2
Input Exceptions Report	View and print transactions containing rejected data, e.g. invalid sort codes	Any	9.3
Current Changes Report	View and print details keyed but not yet transmitted to Moorepay Direct Debit Solutions	Any	9.4

Menu Heading	Activity	Required access rights	User Guide section
<b>Tools &gt;</b>			
Transmit changes/ Update details	Transmit keyed input to Moorepay Direct Debit Solutions. Automatically update payer information from bureau records	Transmit	10.1
Update details only	Dial up Moorepay Direct Debit Solutions to update payer information from bureau records	Import	10.2
Set up/Update Payers	Dial up Moorepay Direct Debit Solutions to set up or update all payer records for a specified Customer Number	Import	10.3
Update Bank Account Check Files	Dial up Moorepay Direct Debit Solutions to obtain latest bank account and sort code validation information	Import	10.4
User Maintenance	Control users' access rights and passwords	Supervisor	3
System Setup	Manage transmission settings for the system, including password, phone number and modem details	Supervisor	4
Help	Help and information about Moorepay Direct Debit Solutions	Any	1.4

# Making payroll & HR easy

## WHAT NEXT?

To find out how we can support  
your business, call us on **0845 184 4615**  
or visit **[www.moorepay.co.uk](http://www.moorepay.co.uk)**

---

Version 1.0 (December 2017) © 2017 Moorepay Ltd. All rights reserved

**in** Join Moorepay **f** /moorepay **t** @moorepay

**[www.moorepay.co.uk](http://www.moorepay.co.uk)**

**moorepay**  
Payroll & HR Solutions