



KIDS PAY[®] USER MANUAL

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KIDS PAY® USER MANUAL

GENERAL DESCRIPTION

Kids Pay is designed to work with the *Ezidebit* online direct debit system. It is a companion program to *Kids Wizz* that works against *Kids Wizz* data files in the same manner that *Kids Wizz* does.

Kids Pay manages groups of payments by linking them to invoice batches created in *Kids Wizz* in the following respects:

- The amount to be paid by a customer (ie. debitted to their account) is taken from the amount shown on their invoice.
- The debit date specified when the payment details are sent to *Ezidebit* is taken from the debit date set up in *Kids Wizz* for the invoice batch that the payment relates to.

By linking payments to invoices, *Kids Pay* enables groups of payments to be managed as a batch where each batch is identified by the Close Date of the *Kids Wizz* invoice batch that it relates to, and whose payments therefore share the same debit date.

A summary of *Kids Pay* functionality is that it:

1. Creates payment amounts for submitting to *Ezidebit*. These may be individually reviewed before sending them to *Ezidebit*.
2. Provides for all payment entries in a batch list to be sent to *Ezidebit* as a single-click operation. Instant feedback is provided for each payment entry as it is submitted ie. any error picked up by *Ezidebit*'s front end processing is shown immediately.
3. Queries the outcome of payment entries in a batch as a single-click operation.
4. *Credits customers' Kids Wizz accounts* with a payment entry when *Ezidebit* tentatively advise the payment submission as successful.
5. Generates a payment reversal if upon subsequent querying *Ezidebit* have flagged a payment as dishonoured or failed.

Individual Payment Management

Users are also provided with the ability to perform operations on individual payment entries, namely:

- Edit payment,
- Cancel payment,
- Delete payment,
- Resubmit payment.

Each of the above operations may or may not be available for a given payment entry, depending on its Status setting.

SETTING UP KIDS WIZZ FOR EZIDEBIT

The Settings form

Open the Settings form using the Setting menu item on the Tools menu, and enter details on the Invoicing tab as shown.

The screenshot shows the 'Settings' window with the 'Invoicing' tab selected. The 'Ezidebit Digital Key' section is highlighted with a red box. It contains the following fields:

- Automatic Customer ID:** Automatically generate Customer IDs ?
- BPAY Customer Reference Options:**
 - Start Customer CRNs from:
 - Cost Centre Prefix (optional):
 - Accept BPAY payments by credit card
- Ezidebit Digital Key:**
 - Key:
 - Min Debit: Max Debit:
- Show due date on invoices:**
 - Week Due:** None, 1st, 2nd, 3rd, 4th
 - Day Due:** Mon, Tue, Wed, Thu, Fri
- Payment Options (shown on payment slip):**
 - Cash, Cheque, EFT
 - BSB: A/C No:

The Min Debit and Max Debits shown are just examples. Please enter the amounts that you prefer.

The Customers form

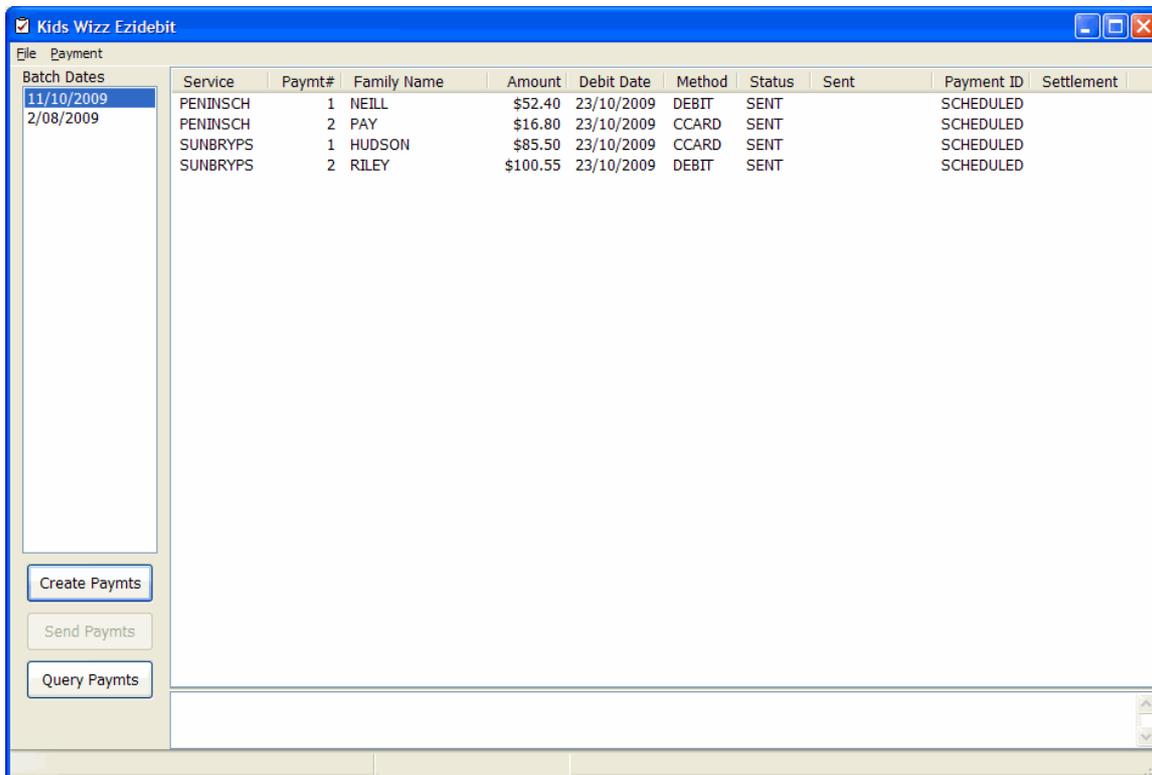
Customers can choose whether they want fees to be debitted to either their credit card or from a debit account (savings, cheque).

The screenshot shows the 'Family Details' window with the 'Customer' tab selected. The 'Credit Card Details' and 'Bank Account Details' sections are highlighted with a red box. The 'Credit Card Details' section includes the following fields:

- Centrelink Customer Details:**
 - First Name: Middle Name: Last Name:
 - Customer CRN: Date of Birth: Gender: AMEP/Other:
- Work Details:**
 - Employer: Work Address:
 - Work Phone:
- Relationship to Children:**
- Parent Category (optional):**
- Credit Card Details:**
 - Name:
 - Card No:
 - Expiry Date: Direct Debit:
- Bank Account Details:**
 - Title:
 - BSB: A/c No:
 - Direct Debit Customer to Bank Account:
- Preferred Invoice Interval (wks):** 1, 2, 3, 4
- No Reminder Invoices
- No Invoice Rounding

USING THE PROGRAM

Main Interface Description



The main elements of the interface are shown in the above image are:

Batch Dates

1. Batch dates are populated at program startup after logging on. (The logon uses the same user names and passwords as Kids Wizz).
2. Close dates of invoice batches that are created in Kids Wizz *and which already have a Debit Date entered for the batch* are listed.
3. Clicking on a batch date listed retrieves and displays Ezidebit payment entries that have been created for the batch date.

Payments Listing

1. Payments for all services / data files are included in the same list where those payments relate to the selected close date, and where a debit date has been set for the invoice close date.

Action Buttons

- **Create Payments** - generates payment amounts for each parent relating to the selected batch date (close date).
- **Send Payments** - submits the payments listed to Ezidebit.
- **Query Payments** - queries each payments details/status against Ezidebit.

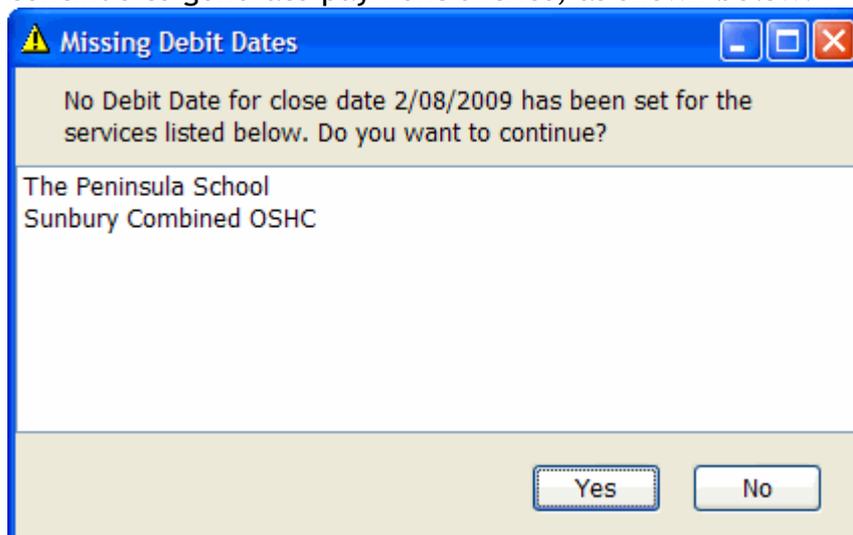
Creating a Payment Batch

The “Create Paymts” button creates payments for the selected batch date. If payments are already listed, it creates payments (if any) that are not already in the list eg. if a payment was previously missed due to the parent not having any debt at the time. It does not replace listed and unsent payment amounts with revised payment amounts.

When the “Create Paymts” button is clicked, the following occurs:

1. **Existence of matching invoice batches checked.**

Services with only one data file (the usual case) will only have an invoice batch close date list in the Batch Dates list if the invoice batch already has a debit date entered. If a service manages multiple services (data files) the program cycles through each service managed to checks that it has an invoice batch and a debit date for the batch date that has been selected. If no debit date has been set, or there is no matching invoice batch, the service’s name is listed. The user has to confirm if they wish to continue to generate payment entries, as shown below.



Choosing to continue does not prevent you from generating payment entries for the services at a later time. If you want to generate payments for the problem services listed, all you need to do create the relevant invoice batch and/or enter the missing debit date, then do another “Create Paymts” later. Payment entries for the previously missed services will be added to the list.

2. **Payments Calculated.**

The program iterates through invoices for the selected batch date and uses the “Please Pay” amount to generate a payment entry. For services with more than one data file, it works through all data files that have a matching invoice batch and which have their debit date for the batch set.

3. Payments Displayed.

The list of payments is then displayed. Each new payment created is shown as UNSENT in the Status column.

- Payment amounts generated are based on parents' invoices at the time the payment entries are created and are not automatically updated if a parent has a revised invoice created (for that close date) at a later time.

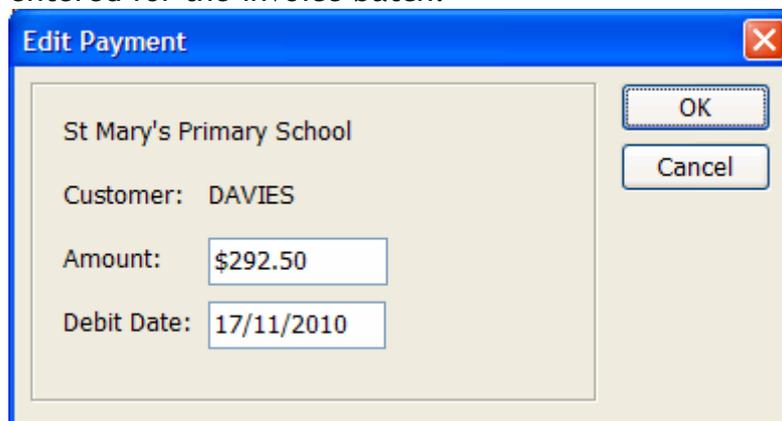
Reviewing Payments before Sending

Before sending the generated payments to Ezidebit users can perform either an Edit or Cancel against any of the listed UNSENT payments.



FIGURE 2

1. **Edit** - edit an amount if you want to debit a different amount to the amount owed that was calculated by the program, or if the parent wants a different debit date than the one you have entered for the invoice batch.



2. **Cancel** - You can cancel An UNSENT payment. This prevents it being submitted to Ezidebit. (Cancelling a payment prevents it from being re-generated by the program. Deleting a payment enables Kids Pay to replace it with a revised entry at a later time.)
3. **Delete** - You can delete and UNSENT payment. You may want to do this if the invoice on which it was based has since been replaced. (If you don't want the payment replaced, cancel it instead.) After deleting a payment you can regenerate it using the "Create Paymts" button.

Sending payments to Ezidebit

Use the “Send Paymts” button to send the payments to Ezidebit after reviewing the payment amounts created.

Results after Sending

There are only two possible outcomes for a payment when first sent to Ezidebit. A payment’s status may go to SENT or ERROR.

- SENT indicates that the payment submission has been accepted by Ezidebit, and that no immediately obvious problems were found.
- ERROR indicates that a problem was found either by the Kids Wizz Ezidebit program or that a problem was found by Ezidebit.

When a payment is marked as ERROR it means it was either not sent to Ezidebit, or has not been accepted / recorded by Ezidebit. The ERROR status can be set by either the program or Ezidebit as follows:

1. Errors identified by the program

Before sending a payment the program itself ensures that all the needed details are available.

Examples of problems that *prevent a payment being sent* are:

- The customer’s Last Name has not been entered on the Customer page.
- The customer has been flagged for direct debit by credit card, but either:
 - a) the name on on the credit card has not been entered,
 - b) the credit card number has not been entered, or
 - c) the credit card expiry date has not been entered.
- The customer has been flagged for direct debit by bank account, but either
 - a) the bank account name (title) has not been entered, or
 - b) the bank account number has not been entered, or
 - c) the BSB has not been entered.

2. Errors identified by Ezidebit

Upon sending a payment Ezidebit does some initial verifications that may prevent the payment being accepted.

Examples of the types of problems identified by Ezidebit at submission time are:

- Payment amount must be at least 2 dollars
- Debit date must not be a date in the past
- Invalid credit card number
- Invalid BSB, etc.

Errors are displayed in the text box portion below the list for all payments with a Status of ERROR.

Correcting payments with an ERROR status

The correct action to take in response to an error is:

- 1) Click on the error payment, and read the nature of the problem in the text box below the list.
- 2) Go to *Kids Wizz*, open up the Customers form, and correct the faulty or missing details.
- 3) Return to the *Kids Wizz Ezidebit* program.
- 4) Reset payments with corrected errors back to UNSENT status by using the “Resubmit” menu item as shown in Figure 2.
- 5) Click “Send Paymts” to send the unspent payment amounts.

Querying payments sent to Ezidebit

Payment Life-cycle

1. Under the best-case scenario payments sent to Ezidebit change status from SENT -> PENDING -> DONE.
2. The “Query Paymts” button will be active (enabled) if there are payments in the selected batch with a status of SENT or PENDING.

➔ Payment batches should be queried once or twice up to the Debit Date, then once or twice per day until all payments reach the status of DONE

3. Payment statuses may return as DISHON or FAILED when queried after the debit date has elapsed.

Kids Wizz payments automatically created

1. Kids Pay generates a payment entry in Kids Wizz as soon as the payment reaches PENDING status.
2. If an Ezidebit payment entry later becomes DISHON or FAILED, Kids Pay generates a payment reversal by adding a negative payment amount to the customer’s Kids Wizz account.

Stopping a Payment Entry after it has been sent

1. You may attempt to delete a payment that is already at SENT or PENDING status.
 - If Kids Pay can successfully delete the payment against the Ezidebit system, it also deletes the entry in the list.
 - If Ezidebit disallows the deletion, a failure message is given.
2. You can create a replacement payment in Kids Pay (If required) by clicking on the “Create Paymts” button.
3. Kids Pay does *not attempt* to delete a payment that has already been credited to the customer’s account and acknowledged on an invoice. You need to delete the later invoice first to proceed.