



# CASE MANAGER 5.2 - DEBIT ORDER EXTENSION

USER MANUAL

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## **SECTION 1 INTRODUCTION AND OVERVIEW**

### **Introduction**

Debit orders form an imperceptible, yet undeniable part of our daily lives, especially in the financial services industry. However, the arduous nature of debt collection via debit order and the bureaucracy associated with it can be a major hassle. In order to come up with a comprehensive solution for this problem it is first important to fully understand debit orders and everything they entail.

In this document the aim is to discuss the processes involved in debit order payments and collections in order to establish the grounds for the Case Manager Debit Order Extension. This all-in-one extension aids the user in submitting and completing debit order payments without having to deal with the unnecessary red tape that usually accompanies it. The Case Manager Debit Order Extension is tailored to act as an intermediary to suit your company's specific needs in terms of debt collection via debit order to ensure that you can collect the necessary funds without being subject to unnecessary waiting periods and lengthy discussions with banks and debtors.

### **Debit Order Concepts**

Although debit orders are something that most of us are fairly familiar with in this day and age, it is, however, important to go back to the basics in order to fully understand and define the root of the solution. Payment collection via debit order is a very useful tool in the sense that you will spend less time trying to collect funds and have more time at your disposal to focus on your business' progress. Let's have a look at some of the terminology that you may come into contact with when you are dealing with debit order collections:

### **What is a Debit Order?**

A debit order is an arrangement or agreement whereby a third party beneficiary is granted permission to regularly debit a debtor's bank account on a predetermined date in order to pay off an account. The amount that the account is debited with may vary from one deduction to the next and will remain in place as long as there is a binding contract between the account holder and the third party beneficiary debiting the account. A debit order can only be implemented on an account if the third party company is authorised by the bank to make use of the debit order system. In order to amend or cancel a debit order a request should be made by the third party debiting the client's account.

For example, let's say you have a cellular phone contract with EZConnect Cellular Service Provider. You agree to a monthly debit order that will be deducted from your bank account on the 25th of each month until you decide to terminate the contract. The amount that will be deducted from your account, however, will not be the same every month, depending on your cellular usage. If the contract that you signed for is, for example, R450 per month, and you run out of minutes or data, your cellular phone services will not be terminated but billed to your name, in which case an amount larger than R450 will be deducted from your account on the 25th. The amount that will be deducted will never be less than R450, but depending on your usage it can be more than R450.

### **Debit Order Mandate**

The debit order mandate refers to the authorisation that you as the account holder give to the third party company that will collect monies from your account. The mandate constitutes as a formal agreement that all parties involved should adhere to. As the account holder and debtor, you are obliged to honour the agreement in terms of the Common Law principles. When you supply a mandate for a debit order on your account, you are liable to ensure that the full amount to pay the debit order instalment is available on the date of the debit

order deduction. You should also fully understand the terms and conditions of the debit order as well as the role of each of the involved parties. Should you fail to comply, you will be held accountable for any losses suffered by the involved parties as per your initial agreement.

## Types of Debit Orders

There are three types of debit orders that can be implemented to address different needs. In order to decide which payment method would be best suited to you, you would first need to have a clear understanding of the three major collection methods: Electronic Funds Transfer (EFT), Non-authenticated Early Debit Order (NAEDO) and Authenticated Early Debit Order (AEDO).

### EFT

The Electronic Funds Transfer (EFT) service is the oldest and most widely used method of payment and payment collection. It is a service that is provided by various participating banks that enables companies to process payments automatically (that is, by computerised means). The service can be used for both credit and debit transactions which means that payment can either be made or deducted via a participating bank. The EFT service is similar to the regular method that most users of internet banking are familiar with, where you can make electronic payments for bills and so forth.

### NAEDO

Non-authenticated Early Debit Order (NAEDO) is an automatic service that can be used by a third party or a bank in order to deduct a certain amount from a payer's bank account. This service is only available for payment collections and does not make provision for credit facilities. In the case of credit payments, a regular EFT will be used. NAEDOs ensure that the beneficiary will receive payment as it has the added benefit of priority debiting and credit tracking. Priority debiting means that a NAEDO will usually be processed before other debit orders as it is an 'early debit order'. The NAEDO will be executed immediately after the credit transactions have taken place on an account which means that the account holder will have less time to withdraw funds before debit orders are executed on the account. In order to implement an early debit order on an account a mandate should be in place for each contract. A NAEDO transaction can, however, be disputed as there is no authentication by the account holder at the time of the mandate, meaning that the account holder doesn't enter a PIN to authenticate the transaction on the account because it is an automated process.

### AEDO

Authenticated Early Debit Order (AEDO) transactions are similar to NAEDO transactions in most respects; the only difference is that they cannot be easily disputed as the instruction to debit the account is initiated by the account holder via a card and PIN input. This service is beneficial in the sense that collection risks are mitigated and that defaults on payments can be set.

## Debit Order Instalments

Debit order instalments refer to the agreed upon monthly/weekly/biweekly payment that will be deducted from a debtor's bank account via the implemented debit order service. The instalments may differ depending on the contract between the account holder and the third party beneficiary, due to interest or for any other reason deemed necessary by the third party beneficiary as agreed to by the account holder.

## Debit Order Arrangements

A debit order arrangement refers to the formal agreement between an account holder and a beneficiary for a debit order to be implemented on the debtor's account in order for the beneficiary to collect payment for services rendered. The arrangement elucidates the terms and conditions of the debit order instalments in terms of the date on which the debit order will be executed as well as the amount that will be subtracted from the debtor's account. An account holder can have more than one debit order arrangement with numerous beneficiaries.

## Debit Order Service Providers

A debit order service provider serves as the mediator between the account holder and the beneficiary in the sense that the service provider submits and collects debit orders on behalf of the beneficiary.

## References

For more information on debit orders and related topics, please refer to the following links:

<http://www.corporatecollect.co.za/request-a-debit-order-solution-quote/faq-about-debit-orders-south-africa.html>

<http://www.paym8.co.za/financial-collections/standard-debit-orders/south-africa>

<http://www.paym8.co.za/products/financial-collections/naedo/south-africa>

<http://www.realpay.co.za/index.php/real-pay-south-africa/naedo>

[http://www.pasa.org.za/more\\_consumerguide\\_do.html#DO\\_9](http://www.pasa.org.za/more_consumerguide_do.html#DO_9)

[https://www.mercantile.co.za/Electronic\\_Banking\\_Services/Pages/Naedo.aspx](https://www.mercantile.co.za/Electronic_Banking_Services/Pages/Naedo.aspx)

[http://secure.businessonline.standardbank.co.za/bebhelp/operational\\_regulations.pdf](http://secure.businessonline.standardbank.co.za/bebhelp/operational_regulations.pdf)

## SECTION 2 THE SOLUTION

Please note that our solutions are highly customisable and integratable, which means that if there is something that you need that the system cannot currently provide, feel free to contact us and we will look into the possibility of developing a suitable solution that meets your requirements.

### Introduction

As mentioned above, debit orders can prove to be a laborious method of business when you consider the regulatory procedures that need to be contended with in order to get them done. Even with the help of a service provider, it could still leave you flustered. Case Manager has come up with an all-in-one solution with which you can manage the submission of debit orders: the Debit Order Extension. The Debit Order Extension provides you with the necessary tools to effectively manage and maintain your submissions and collections by integrating with some of the leading service providers in the business. The extension consists of two parts: the Debit Order Plug-in and the Debit Order Manager.

In this chapter an overview of the functionality of the Case Manager Debit Order Extension will be provided in order to give the reader a better understanding of the mechanics of the extension.

### Debit Order Plug-in Functionality Overview

A plug-in is defined as a hardware or software module that adds a specific feature or service to a larger system. This means that the Debit Order Plug-in adds the service of maintaining and automating debit order arrangements in Case Manager.

Once the plug-in has been installed on your system, a new action button will appear in the home screen toolbar at the top (Figure 1):

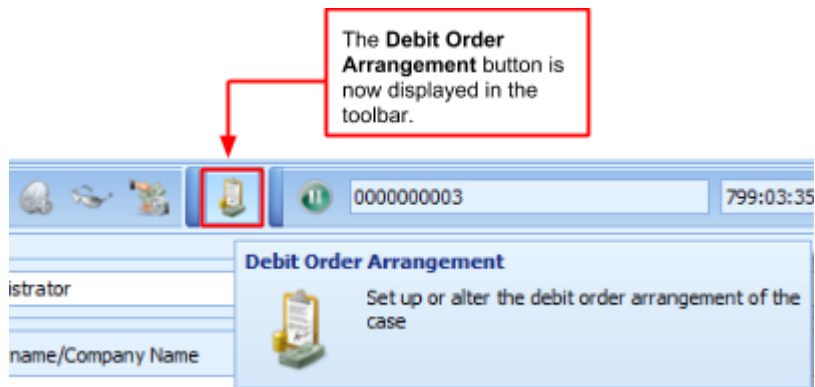


Figure 1: Debit Order Arrangement button displayed in the toolbar.

This button can be used on a case that has an active debit order arrangement or on one that you want to add a debit order arrangement to. The Debit Order Plug-in can be used to set up arrangements as well as instalments on cases in Case Manager. The plug-in manages the parameters for the execution of the debit order.

In the window that is displayed when you click on the **Debit Order Arrangement** button (Figure 2), you can make the necessary modifications for the debit order to be executed according to the specifications of the client in terms of dates, instalments and bank particulars:

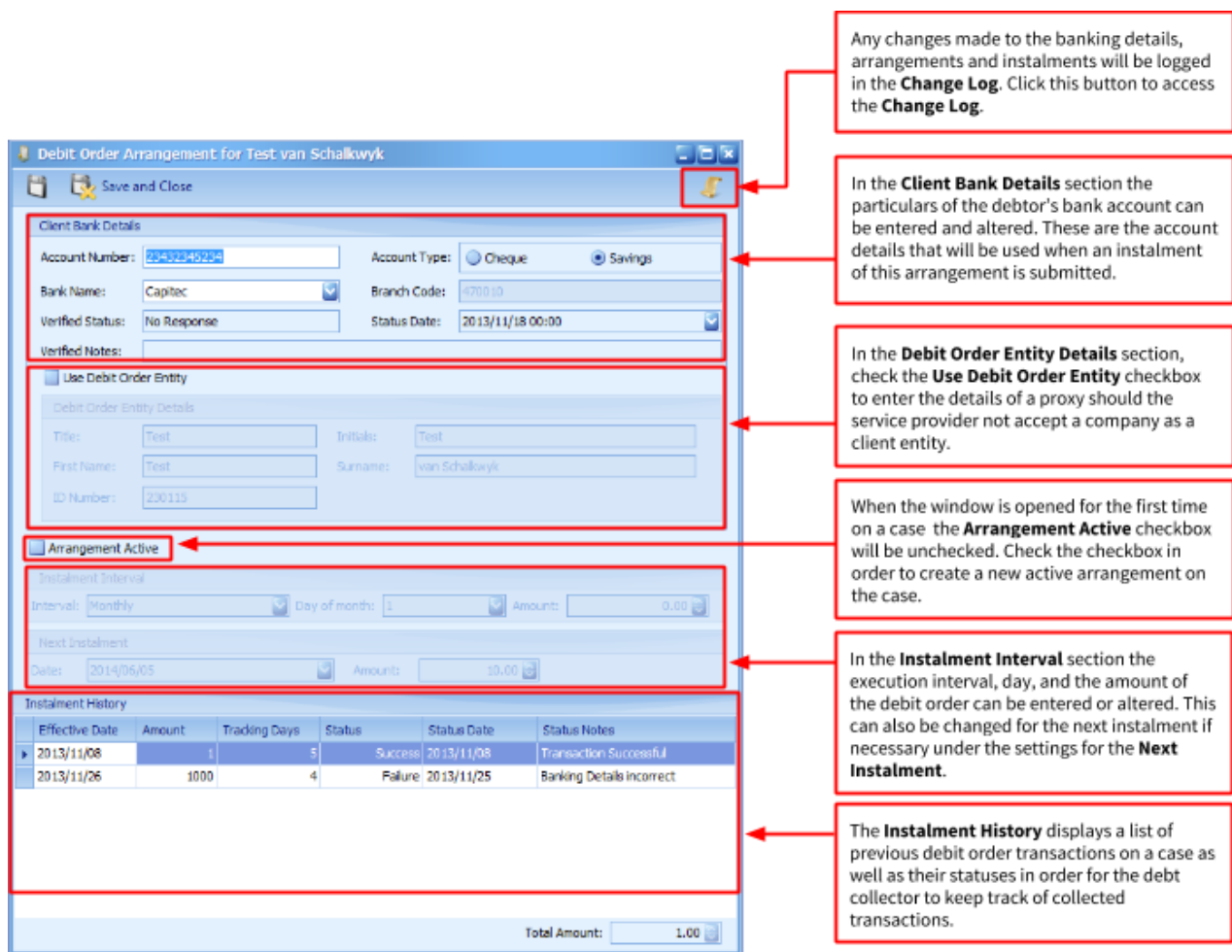


Figure 2: Debit Order Arrangement screen displaying details of an example arrangement.


Figure 2 depicts the window that is displayed when you click on the plug-in action button. This window sums up the main functions of the plug-in:

- At the top under **Client Bank Details**, the particulars of the debtor's bank account can be entered and altered. These are the account details that will be used when an instalment of this arrangement is submitted.
- Many service providers do not accept companies as a client entity, which means that the client entity should consist of a proxy. This could be for example the company's CEO or any other responsible person who can provide a name, surname and ID number. If, however, you do not wish to change the entire entity's detail you can make use of the **Debit Order Entity Details**. Check the **Use Debit Order Entity** checkbox to add the proxy's title, initials, first name, surname and ID number in order to execute your debit order arrangements without any hassles. Thus, the entity details will remain the same in Case Manager, but for debit orders a proxy's details will be used instead of the company's details.
- When the window is opened for the first time on a case, the **Arrangement Active** checkbox will be unchecked. Check the checkbox in order to create a new active arrangement on the case.
- Under **Instalment Interval**, the execution interval, day, as well as the amount of the debit order can be entered or altered. This can also be changed for the next instalment if necessary under the settings for the **Next Instalment**.



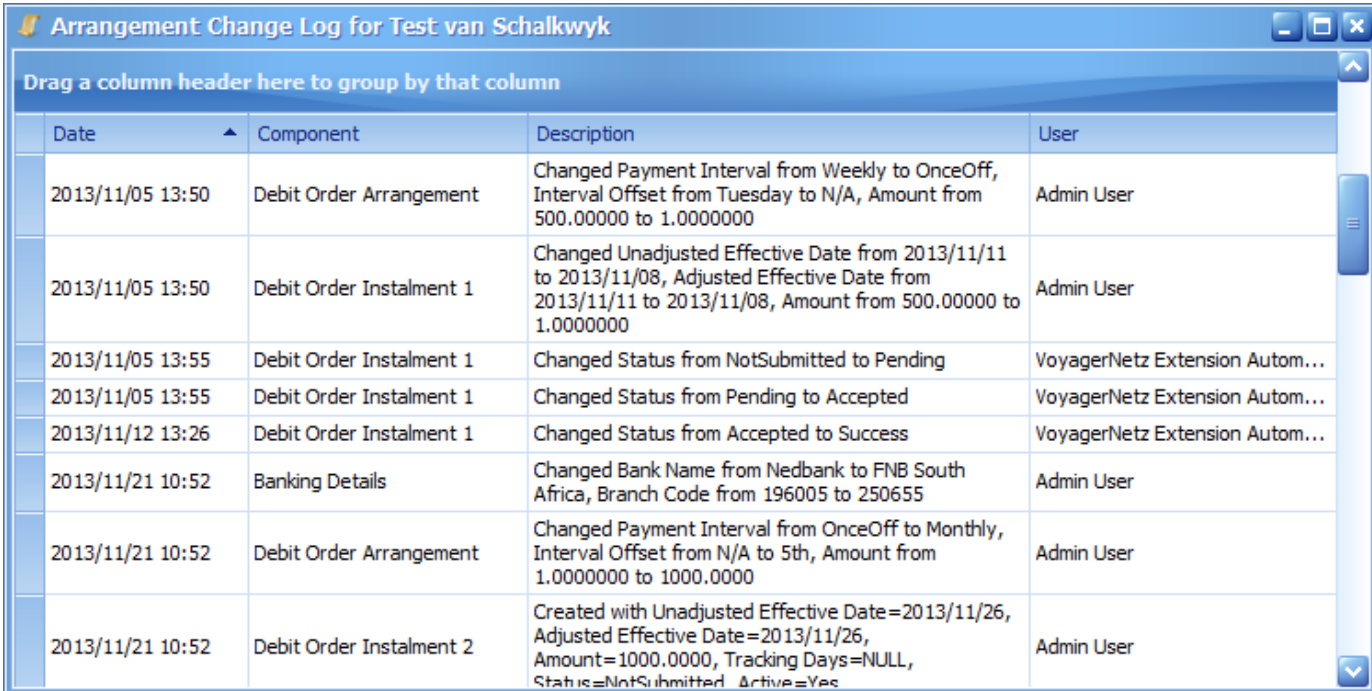
- The **Instalment History** displays a list of previous debit order transactions on a case as well as their statuses in order for the debt collector to keep track of collected transactions.

Once the necessary changes have been made, click on the **Save** button  at the top of the window.

All the changes that were made to the banking details, arrangements and instalments will be logged. These changes will be visible in the **Change Log** (Figure 3) that can be accessed by clicking on the **Change Log** button  in the right-hand corner at the top (Figure 2).

The **Arrangement Change Log** screen displays (Figure 3):

- The date and time of the change;
- a description of the change;
- and the details of the user that made the change.



Date	Component	Description	User
2013/11/05 13:50	Debit Order Arrangement	Changed Payment Interval from Weekly to OnceOff, Interval Offset from Tuesday to N/A, Amount from 500.00000 to 1.0000000	Admin User
2013/11/05 13:50	Debit Order Instalment 1	Changed Unadjusted Effective Date from 2013/11/11 to 2013/11/08, Adjusted Effective Date from 2013/11/11 to 2013/11/08, Amount from 500.00000 to 1.0000000	Admin User
2013/11/05 13:55	Debit Order Instalment 1	Changed Status from NotSubmitted to Pending	VoyagerNetz Extension Autom...
2013/11/05 13:55	Debit Order Instalment 1	Changed Status from Pending to Accepted	VoyagerNetz Extension Autom...
2013/11/12 13:26	Debit Order Instalment 1	Changed Status from Accepted to Success	VoyagerNetz Extension Autom...
2013/11/21 10:52	Banking Details	Changed Bank Name from Nedbank to FNB South Africa, Branch Code from 196005 to 250655	Admin User
2013/11/21 10:52	Debit Order Arrangement	Changed Payment Interval from OnceOff to Monthly, Interval Offset from N/A to 5th, Amount from 1.0000000 to 1000.0000	Admin User
2013/11/21 10:52	Debit Order Instalment 2	Created with Unadjusted Effective Date=2013/11/26, Adjusted Effective Date=2013/11/26, Amount=1000.0000, Tracking Days=NULL, Status=NotSubmitted, Active=Yes	Admin User

Figure 3: Arrangement Change Log screen displaying details of any changes made to the arrangement.

Changes that were made by an automatic process, such as a submit process or status update process, will be logged with the user “Case Manager Extension Automator.”

## Debit Order Plug-in Workflow Concepts

When you install the Debit Order Plug-in onto your system, it will automatically add debit order “events” to your workflow. A workflow is essentially a sequence of processes through which a debit order instalment passes from creation to settlement and is driven based on whether debit orders are honoured or not. You can set up these workflow events, and the instructions they will trigger in Configuration Tools under **Workflow** >

Event Rules > New. You will be able to add instructions to specific debit order event types, as indicated in Figure 4:

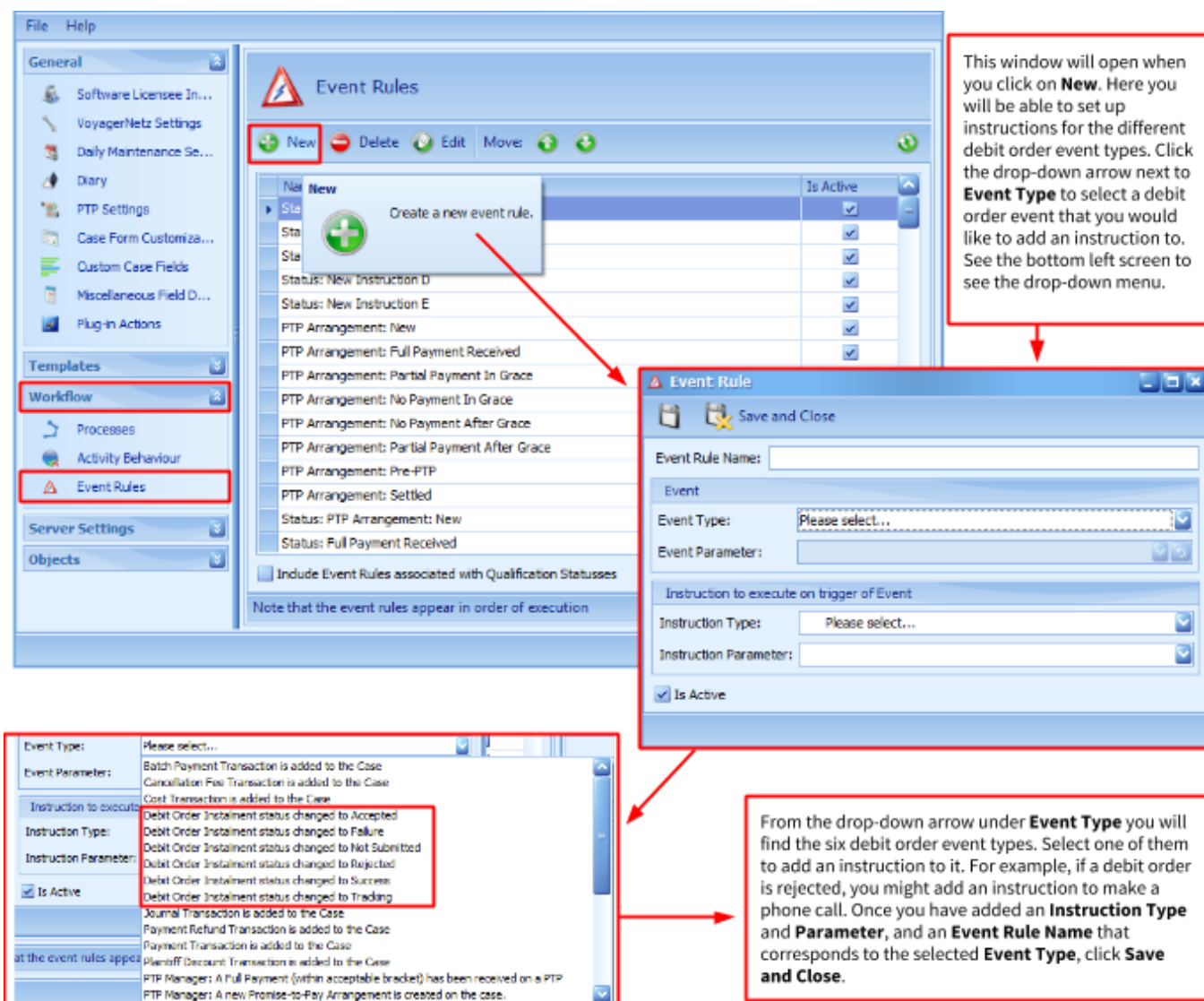


Figure 4: Configuration Tools Event Rules screen.

From the moment you create a new Debit Order arrangement, your workflow will kick off.

Debit order arrangements can be in one of six stages of development at any time (according to the status of the instalment) and some stages may activate certain instructions (event rules) that will aid you in settling the account and keep you up-to-date with the status of the instalment.

As transactions take place, the service provider-specific Status Updater Program will automatically change the status of the instalment (see [Addendum 1 \(PAYM8\)](#) or [Addendum 2 \(Absa's Business to Business System\)](#) for more information on the specific Status Updater Programs and how they work). The following table explains the six different statuses that an instalment can have:

Status	Description
--------	-------------

Not Submitted	The instalment is yet to be submitted to a service provider. If the arrangement is active, this instalment will show up in the Debit Order Manager when its effective date falls within the selected date range. This is the initial status of a new instalment.
Pending	The instalment has been submitted to a service provider and is awaiting feedback.
Cancelled	The instalment has been cancelled and will not be submitted.
Accepted	The instalment has been submitted, and has been acknowledged by the service provider for further processing.
Rejected	The instalment has been rejected by the service provider during the submission process. When an instalment batch or an individual instalment is rejected, the instalment status updater process will send an email to the configured address.
Tracking	Only relevant for NAEDO instalments. On its effective date, the instalment has entered a tracking status.
Failure	The payment of the instalment failed. The status notes of the instalment in the instalment history table of the arrangements screen will display the reason why the instalment failed.
Success	The payment of the instalment was successful.

## Debit Order Manager Functionality Overview

The Debit Order Manager is an application service that works in conjunction with the Debit Order Plug-in. The Debit Order Manager is a stand-alone service in the sense that it isn't accessible from a button within Case Manager.

The Debit Order Manager:

- functions as a submission tool as it submits the debit order instalments to the various service providers;
- is a bulk action utility in the sense that bulk changes can be made as well as bulk submissions;
- displays all the debit order instalments that are due up until a specifically selected date;
- provides you the ability to manage the submission of your instalments and track the instalments for collection purposes.

When you log into the Debit Order Manager, the following window is displayed (Figure 5):

**Preview**  
Preview instalments that are due up to: 2012/09/26

**Bulk Changes**  
Tracking Days: Three Days [Apply to All] Effective Date: 2012/09/26 [Apply to All] [Activate All] [Inactivate All]

Case Reference	Debtor's Bank	Type	Banking Details	Effective Date	Amount	Tracking Days	Active
11549402	FNB South Africa	NAEDO	Unverified	2012/09/26	500.00	Three Days	<input checked="" type="checkbox"/>
OKRA0248	FNB South Africa	NAEDO	Unverified	2012/09/26	308.00	Three Days	<input checked="" type="checkbox"/>
7573901	FNB South Africa	NAEDO	Unverified	2012/09/26	200.00	Three Days	<input checked="" type="checkbox"/>
8761902	FNB South Africa	NAEDO	Unverified	2012/09/26	250.00	Three Days	<input checked="" type="checkbox"/>
8006401	Absa	NAEDO	Unverified	2012/09/26	120.00	Three Days	<input checked="" type="checkbox"/>
6846901	FNB South Africa	NAEDO	Unverified	2012/09/26	250.00	Three Days	<input checked="" type="checkbox"/>
5058701	FNB South Africa	NAEDO	Unverified	2012/09/26	100.00	Three Days	<input checked="" type="checkbox"/>
12080501	FNB South Africa	NAEDO	Unverified	2012/09/26	500.00	Three Days	<input checked="" type="checkbox"/>
6615601	FNB South Africa	NAEDO	Unverified	2012/09/26	100.00	Three Days	<input checked="" type="checkbox"/>
6478701	Absa	NAEDO	Unverified	2012/09/26	250.00	Three Days	<input checked="" type="checkbox"/>
9191101	Standard Bank of S...	NAEDO	Unverified	2012/09/26	250.00	Three Days	<input checked="" type="checkbox"/>
8783201	FNB South Africa	NAEDO	Unverified	2012/09/26	100.00	Three Days	<input checked="" type="checkbox"/>
6770701	FNB South Africa	NAEDO	Unverified	2012/09/26	150.00	Three Days	<input checked="" type="checkbox"/>

Submit Count: 172 Total Amount: 51427.12 [Save] [Save and Submit]

**Callout 1:** In the **Preview** section you can select the date up until which you would like to view due instalments.

**Callout 2:** In the **Bulk Changes** section you can change the effective date (the day the instalment is executed), and the number of tracking days (tracks when credit transactions have taken place on an account for NAEDO debit orders) for a single instalment or for all instalments.

**Callout 3:** If you click on **Save**, all changes made to the instalments will be saved. If you click on **Save and Submit**, all instalments checked "Active" will be saved and submitted to the preferred active service provider. Instalments marked as "Inactive" will be cancelled and rescheduled in the interval of the arrangement.

**Callout 4:** List of all instalments that are due up to a specific date.

Figure 5: Debit Order Manager home screen displaying details of all due instalments up until a selected date.

## Editing Instalments

In the above table (Figure 4), the instalments that are due up until the selected date (2012/09/26) are displayed. In this table, the effective date (day on which the instalment is executed), amount, and the number of tracking days (tracks when credit transactions have taken place on an account for NAEDO debit orders) can be altered for a single instalment or for all instalments as can be seen in the **Bulk Changes** section of the window above.

In order to open a debit order arrangement, click on the corresponding row and the debit order arrangement will open in a new window. The same window that is displayed in Case Manager when you use the Debit Order Plug-in will appear (Figure 6):

**Client Bank Details**

Account Number: 23432345234 Account Type:  Cheque  Savings

Bank Name: Capitec Branch Code: 470010

Verified Status: No Response Status Date: 2013/11/18 00:00

Verified Notes:

Use Debit Order Entity

**Debit Order Entity Details**

Title: Test Initials: Test

First Name: Test Surname: van Schalkwyk

ID Number: 230115

Arrangement Active

**Instalment Interval**

Interval: Monthly Day of month: 1 Amount: 0.00

**Next Instalment**

Date: 2014/07/01 Amount: 0.00 Is Active

**Instalment History**

Effective Date	Amount	Tracking Days	Status	Status Date	Status Notes
2013/11/08	1	5	Success	2013/11/08	Transaction Successful
2013/11/26	1000	4	Failure	2013/11/25	Banking Details incorrect

Total Amount: 1.00

Figure 6: Debit Order Arrangement screen opened from the Debit Order Manager.

## Saving and Submitting Instalments

- In the Debit Order Manager, if you click on **Save**, all the changes made to the instalments on the table will be saved.
- If you click on **Save and Submit** all the instalments marked “Active” will be saved and submitted to the preferred active service provider. Instalments marked as “Inactive” will be cancelled and rescheduled in the interval of the arrangement.
- During the submission process a new, future instalment is automatically created for the arrangement of each instalment that appears in the table where the interval of the arrangement is not “once-off”.

## Error Handling

- If the effective date of any instalment is earlier than the soonest allowable effective date when you submit, the Debit Order Manager will prompt you to set the date to the soonest possible date.
- If the balance of the applicable case of any instalment is less than the amount of the instalment, the Debit Order Manager will propose setting the amount of the instalment to the case balance that is forecast for the effective date of the instalment.
- If the balance of the case is 0, the Debit Order Manager will propose deactivating the arrangement.

## Submission Settings

The debit order submission settings can be changed for each case in terms of submission time, service provider as well as service provider specific settings. In order to change these settings click on **File** in the Debit Order Manager home screen and then on **Settings**, as indicated below (Figure 7):

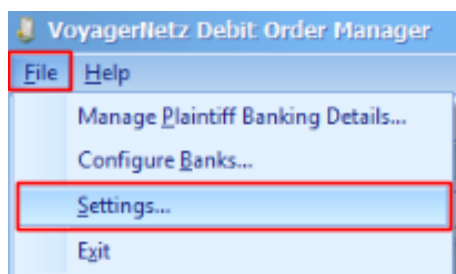


Figure 7: Debit Order Manager File and Settings tabs.

The following window is displayed once you have clicked on **Settings** (Figure 8):

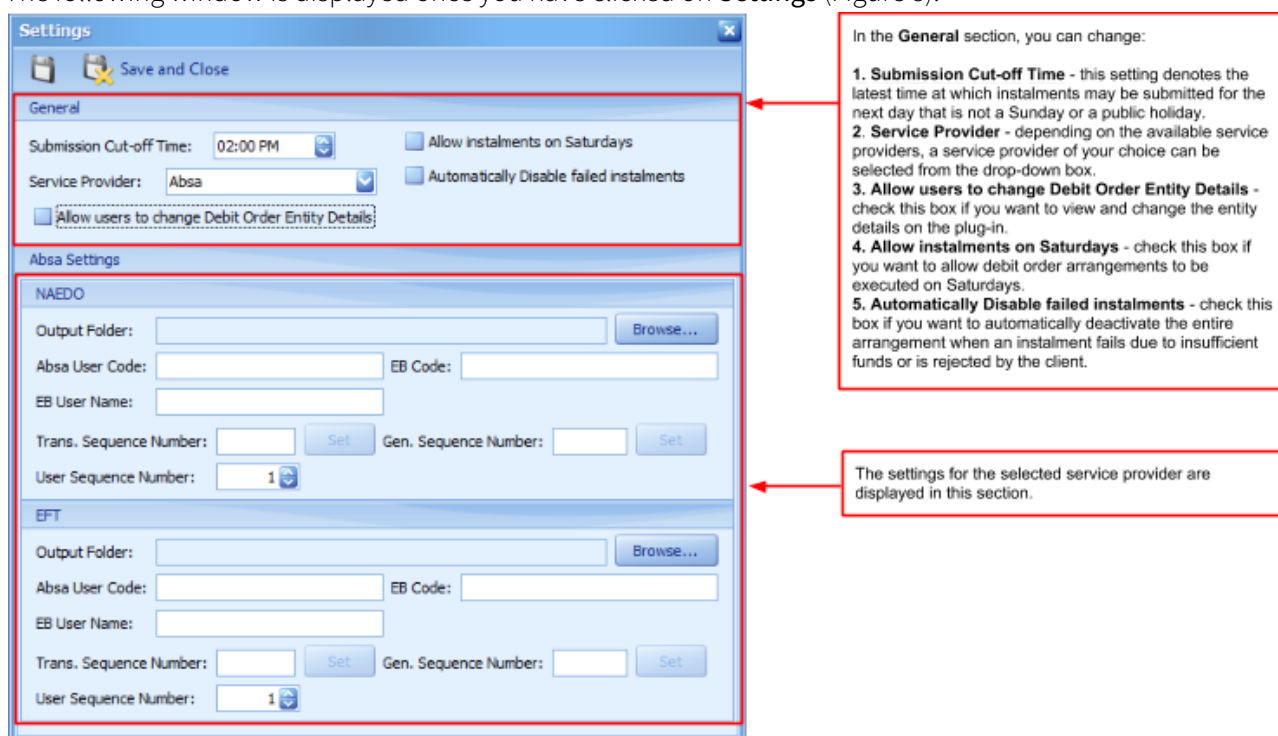


Figure 8: Debit Order Manager Settings screen

Here you can make the necessary changes according to the client's specifications.

- The **General** section of the Settings window has a setting called **Submission Cut-Off Time** with the default value of 14:00. This setting denotes the latest time at which instalments may be submitted for the next day that is not a Sunday or a public holiday. If the current time of day is later than this value, the soonest allowable date would be the first day that is not a Sunday or a public holiday after the next day.
- Depending on the available service providers, a service provider of your choice can be selected from the **Service Provider** drop-down box. The settings for the chosen service provider will be displayed beneath the **General** section, as can be seen in Figure 8. To save your changes, click on the **Save**

button  .

The **General** settings contain settings that can be applied for all submissions in order to enhance your submission experience.

- The **Allow users to change Debit Order Entity Details** can be activated if you want to view and change the entity details on the plug-in.
- If you check the **Allow instalments on Saturdays** checkbox, debit order arrangements will be executed on Saturdays. If this checkbox is unchecked, debit order arrangements will be executed as per usual.
- If the **Automatically Disable failed instalments** checkbox is checked, instalments sent to the service provider that failed due to insufficient funds or that are rejected by a client, will automatically deactivate the entire arrangement. This means that the instalment will not be rescheduled in the interval of the arrangement until it has been activated again. This can be done by preference of the user.

## Plaintiff Banking Details

For some of the service providers you are required to set up the banking details for each plaintiff. This ensures that the amount is transferred to the correct bank account depending on the plaintiff of the relevant case. To set up the plaintiff details, click on **File** in the Debit Order Manager home screen, then on **Manage Plaintiff Banking Details**, as indicated below (Figure 9):

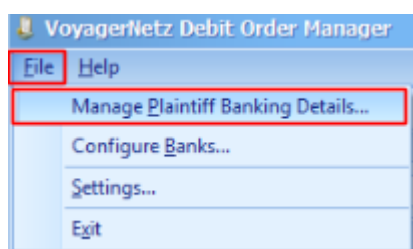


Figure 9: Debit Order Manager File and Manage Plaintiff Banking Details tabs.

The following window will be displayed once you have clicked on **Manage Plaintiff Banking Details** (Figure 10):

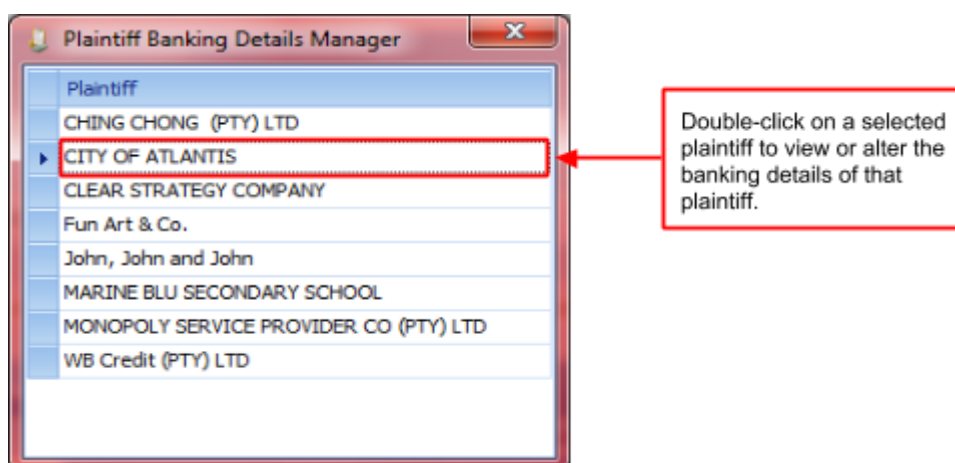


Figure 10: Plaintiff Banking Details Manager screen.

To view or alter the banking details for a specific plaintiff, double-click on the plaintiff for the following window to be displayed (Figure 11):



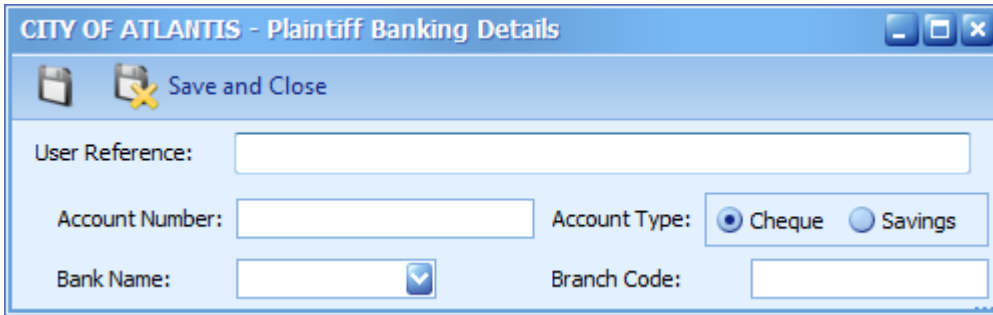



Figure 11: Plaintiff Banking Details screen.

Now the necessary changes can be made or the banking details can be entered for the first time. Once you

have finished the changes click on the **Save** button  to save the changes and remain in the window, or on the **Save and Close** button to save the changes and close the window.

### Bank Configuration

Bank configuration is a tool that can be used to change the configuration of banks and the types of debit orders that they support. The bank configuration tool serves as a bulk setting in the sense that specifications with regard to banks can be set for more than a single instalment. In order to do this, click on **File** in the Debit Order Manager home screen and then on **Configure Banks**, as indicated below (Figure 12):

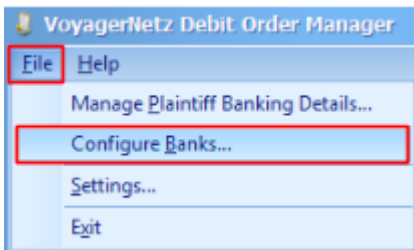


Figure 12: Debit Order Manager File and Configure Banks tabs.

The following window will be displayed once you have clicked on **Configure Banks** (Figure 13):

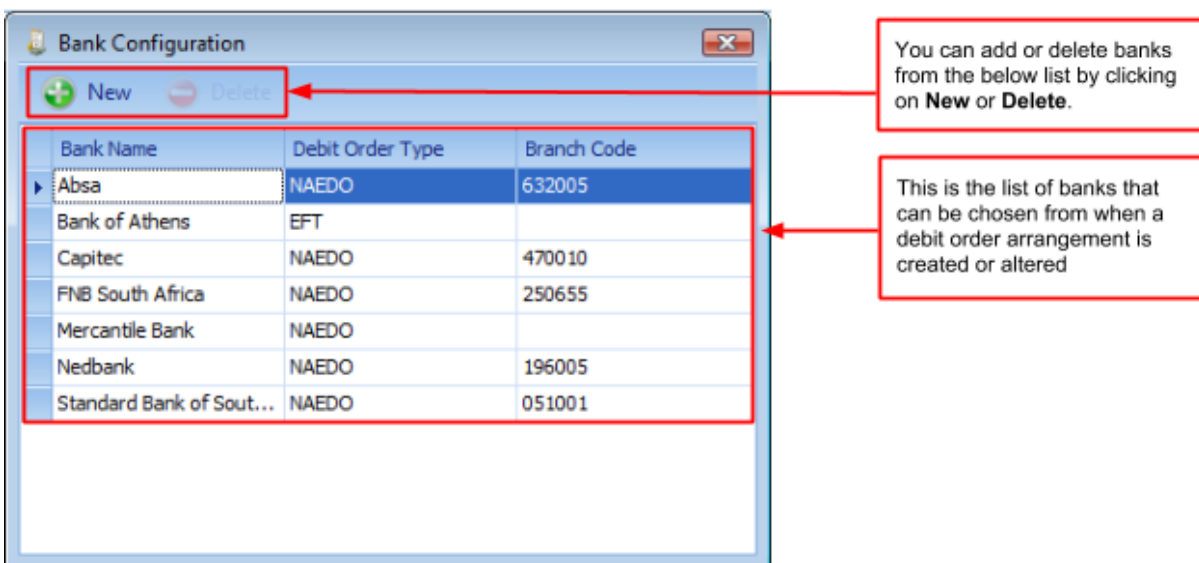


Figure 13: Bank Configuration screen.



The Bank Configuration screen displays a list of banks that can be chosen from when a debit order arrangement is created or altered. Here you can add or delete banks by clicking on **New** or **Delete** as indicated in Figure 13.

If you click on **New** a new row will be added to the table; here you can add the Bank's name, the type of debit order that will be used to execute the instalments as well as the branch code of each particular bank. For banks that have a universal branch code, that branch code can be set.

## SECTION 3 INSTALLATION, SETUP AND CONFIGURATION

### Introduction

Now that we have discussed what the Debit Order Extension can do for you, it is important to understand how the installation, setup and configuration should be done in order to ensure that you can obtain the utmost effectivity and efficiency from the plug-in and the application. The set-up of the Debit Order Extension should be performed by someone with technical experience; this would typically be your Case Manager support team member, or your company's customer representative. In this chapter the installation, setup and configuration of the Debit Order Plug-in as well as the Debit Order Manager will be discussed in order to guide the user.

### Setup and Configuration

Before you can install either the Debit Order Plug-in or the Debit Order Manager you first need to ensure that certain preparations have already been put in place. First and foremost, you should have Case Manager installed properly on your machine. Secondly, you need to make sure that a DebitOrderExtension folder is available in the Case ManagerExtensions folder on your server (Figure 14):

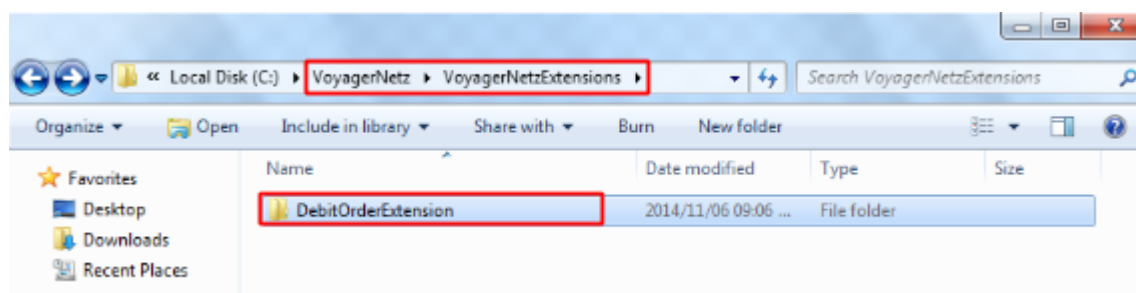


Figure 14: DebitOrderExtension folder in the Case ManagerExtensions folder.

Furthermore, you should have an active licence for the Debit Order System. The edition of your Case Manager Debit Order System licence determines how many active debit order arrangements you will be permitted to have at a time. The maximum number of arrangements available for each edition is conveyed in the following table. Please contact your Case Manager support team for the latest prices of each edition.

Edition	Maximum No. of Arrangements
Express	50
Standard	500
Professional	2000
Enterprise	No Limit

Once you have ascertained that the above-mentioned folders are in place on your server, you are ready to install the Debit Order Plug-in and Manager.

## Installing the Debit Order Manager

The Debit Order Manager is a click-once .NET application that is used to submit instalments to a service provider. In order to install the Debit Order Manager, you need to execute the DebitOrderManager.application file in the Agent folder (or open Default.html with your internet browser). The Agent folder as well as the Default.html folder (which is located in the Agent folder) can be found by going to the Case Manager folder on your Local Disk (C:) > Case ManagerExtensions > DebitOrderExtension. If you click the Default.html folder the following window will open (Figure 15) (please note that you need internet access to perform this installation):

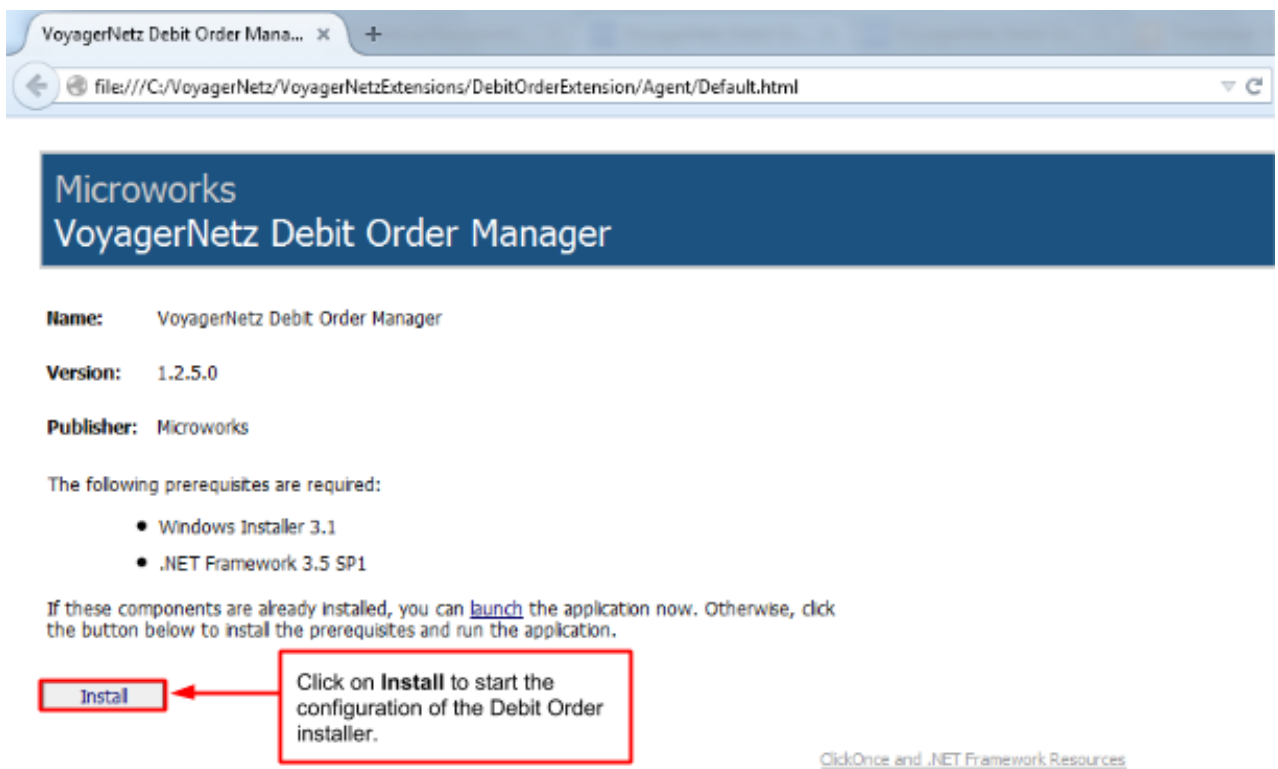


Figure 15: Debit Order Manager installation application.

- Click on **Install** to start the configuration of the Debit Order installer.
- A setup.exe file will be downloaded. Follow the installation prompts on the wizard and click **Finish**.
- Once you have completed the installation, the upgrades on your Case Manager database will be performed when the Debit Order Manager runs for the first time after you have logged in.

## Installing the Debit Order Plug-in

The Debit Order Plug-in is a Case Manager plug-in that is used to set up debit order arrangements and instalments on cases in Case Manager. The plug-in can be found in the Plugins folder in the DebitOrderExtension folder. To install the plug-in open the Case Manager Configuration tool. The following screen will be displayed where you must click on **Plug-in Actions** (Figure 16):

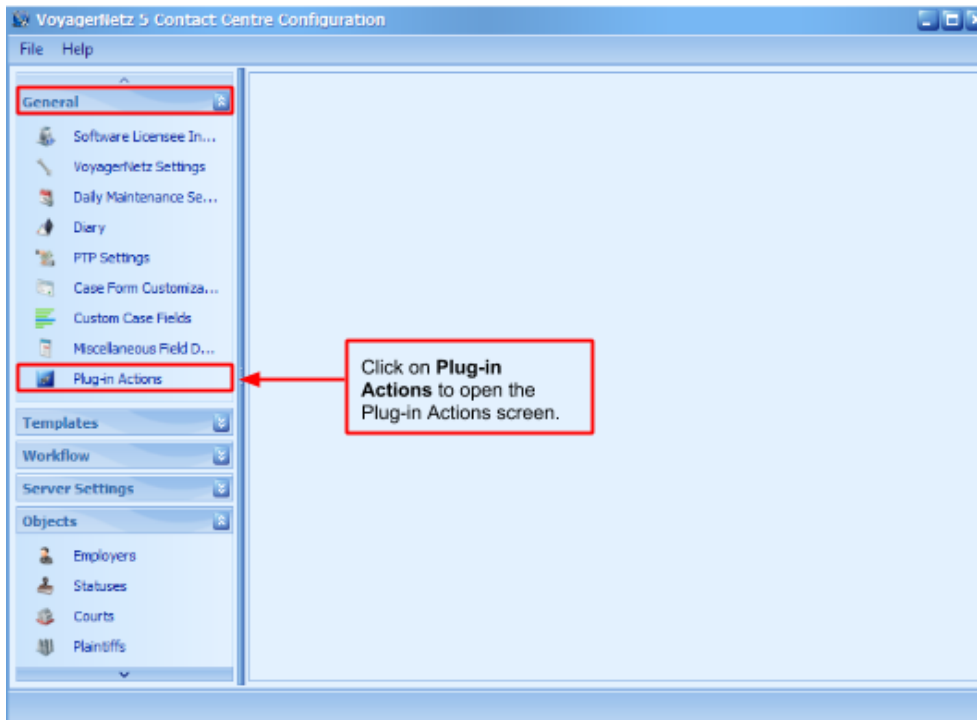


Figure 16: Configuration Tools home screen displaying the Plug-in Actions tab.

The following window will be displayed once you have clicked on **Plug-in Actions** (Figure 17):

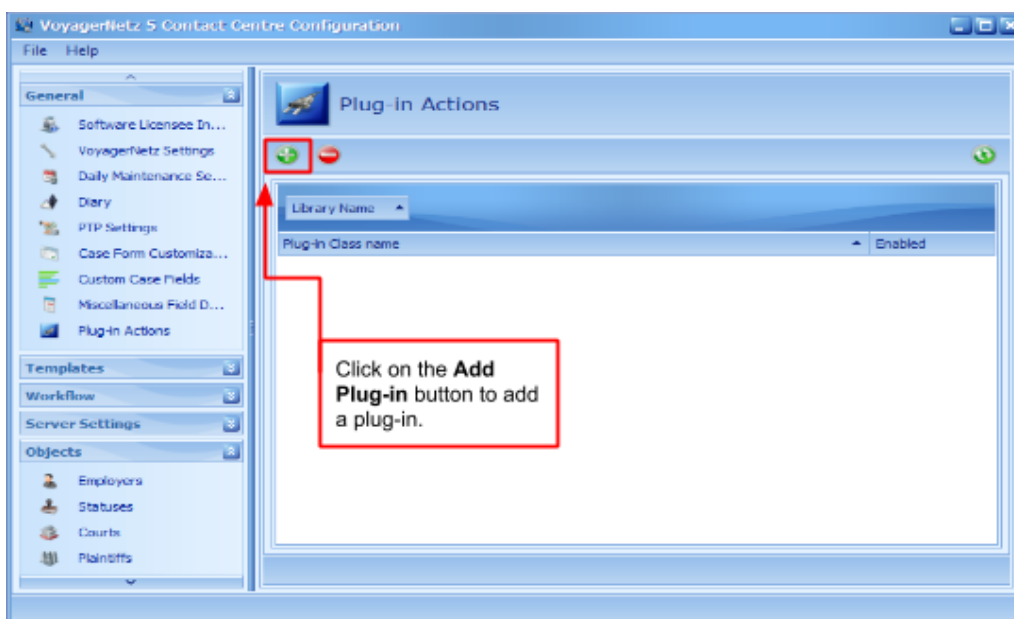


Figure 17: Plug-in Actions screen displaying the Add Plug-in button.

To add a plug-in, click on the **Add Plug-in** button as indicated in Figure 16. The following window will be displayed (Figure 18):

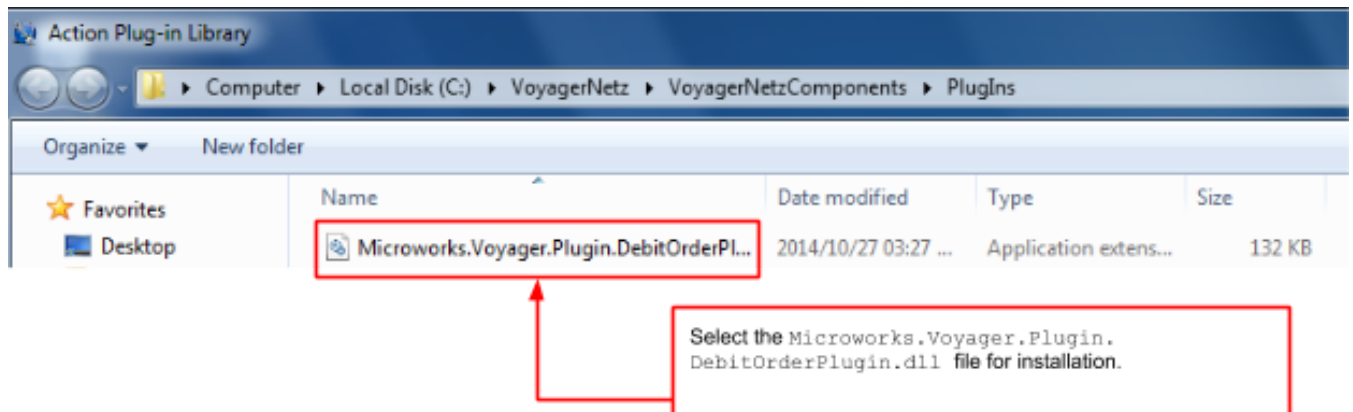


Figure 18: Action Plug-in Library displaying the DebitOrderPlugin.dll file.

Choose and open the DebitOrderPlugin.dll file, and the following screen will be displayed (Figure 19):

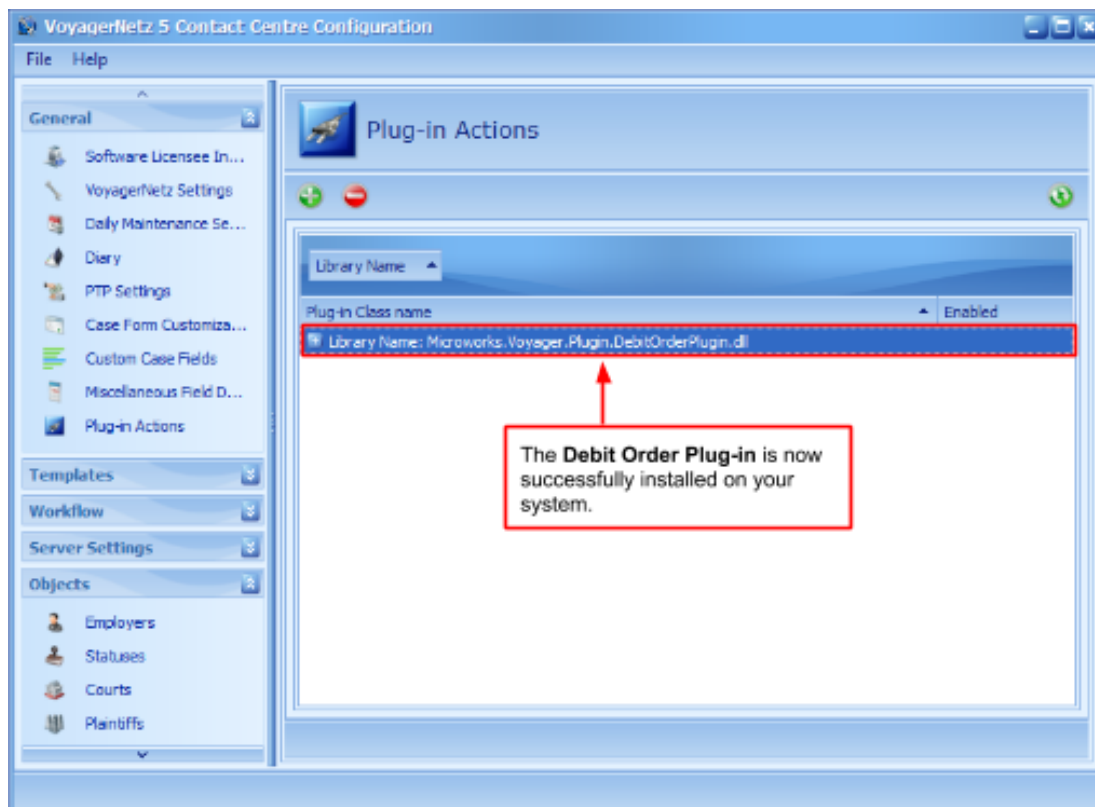


Figure 19: The Plug-in Actions screen displaying the installed Debit Order Plug-in.

You have now successfully installed the plug-in on your system. When you open a case in Case Manager the following button will appear in the toolbar at the top (Figure 20):



Figure 20: Debit Order Arrangement button displayed in the toolbar.

This button can now be used to set up or alter the debit order arrangement for a case.

## SECTION 4 COMMON PROBLEMS

### Introduction

Sometimes when you are working on a system such as Case Manager, a few confusing error messages are displayed. These error messages are, however, easy to clear. The Case Manager team strives for simplicity which is why we always ensure that our customers reap the most benefits from the system that they can muster. In order to do that we need to make sure that the users of the system know the basics of problem solving in Case Manager. In this chapter, common problems and their solutions will be discussed in order to guide you, the user, through simple steps to optimal usage.

### Licence Renewals

A software licence is important as it governs the use and redistribution of software. Nearly all applications/platforms/plugin are rather licenced than sold. When you buy the right to use software you buy software licences. These licences will dictate the functionality of the software that is available to you as well as how many active arrangements are available for use. It is necessary to renew your licences every once in a while in order to maintain access to the software and to update the licence agreement if it has recently been modified.

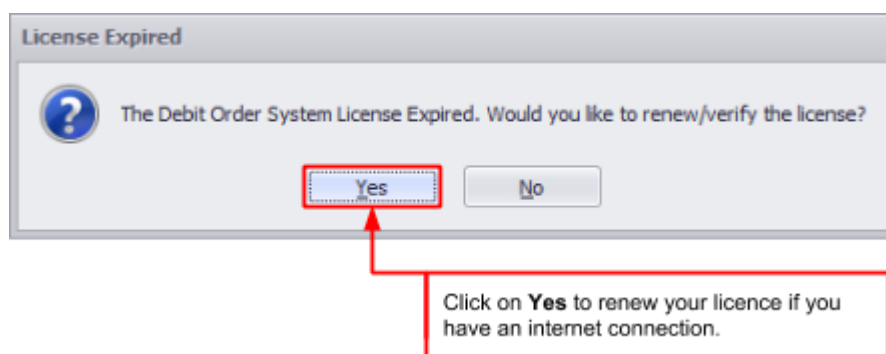


Figure 21: Licence Expired warning message prompting user to renew licence.

If a warning message is displayed when you launch Case Manager prompting you to renew your licence you can simply renew it by clicking **Yes** if you have internet access (Figure 21); if not, another warning message will

be displayed prompting you to either connect to the internet or contact your Case Manager support team so that they can transfer the necessary files to renew your licence (Figure 22).

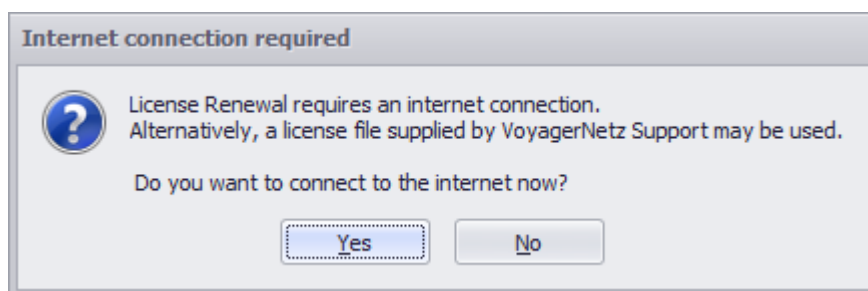


Figure 22: Internet connection required warning message prompting you to connect to the internet or contact Case Manager Support to renew your licence.

Once your licence has been renewed, the following message will be displayed (Figure 23):

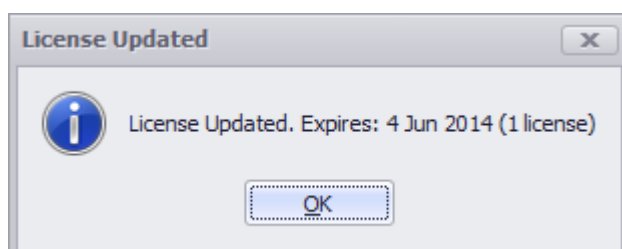


Figure 23: Licence Updated message.

Please note that this message may differ depending on the specific licence that you have for Case Manager.

## Connectivity Issues

If you are experiencing problems with submitting debit orders with the Debit Order Manager, first check your internet connection as this may be the main cause of the manager's connection issues. If your internet connection is working effectively, it is possible that there may be problems with your service provider in which case you should either contact your service provider consultant or your Case Manager support team.

## Installation and upgrade issues

When you update or do an installation on the Debit Order Manager, changes are made that may affect the use of the path that Case Manager follows to access certain folders and plug-ins due to permission settings or a dip in the network. This means that Case Manager will not be able to perform certain functions as it cannot access the necessary files via the provided path. When you launch Case Manager for the first time after an update or installation and there are issues with the path, the following error message will be displayed (Figure 24):

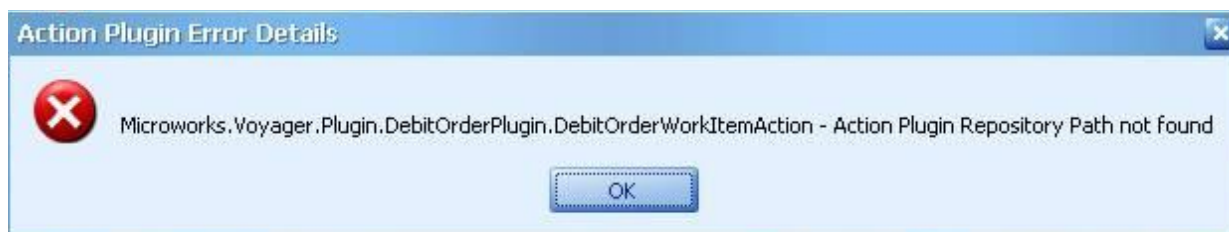


Figure 24: Action Plug-in Error Details message.

In order to fix this problem you will have to ensure that the machine that you are working on has access to the plug-in directory. This means that the machine should have access to the shared folder that yields the plug-in

files. Check the path and change the settings in the Configuration Tools by clicking on Case Manager Settings > Other as indicated below (Figure 25):

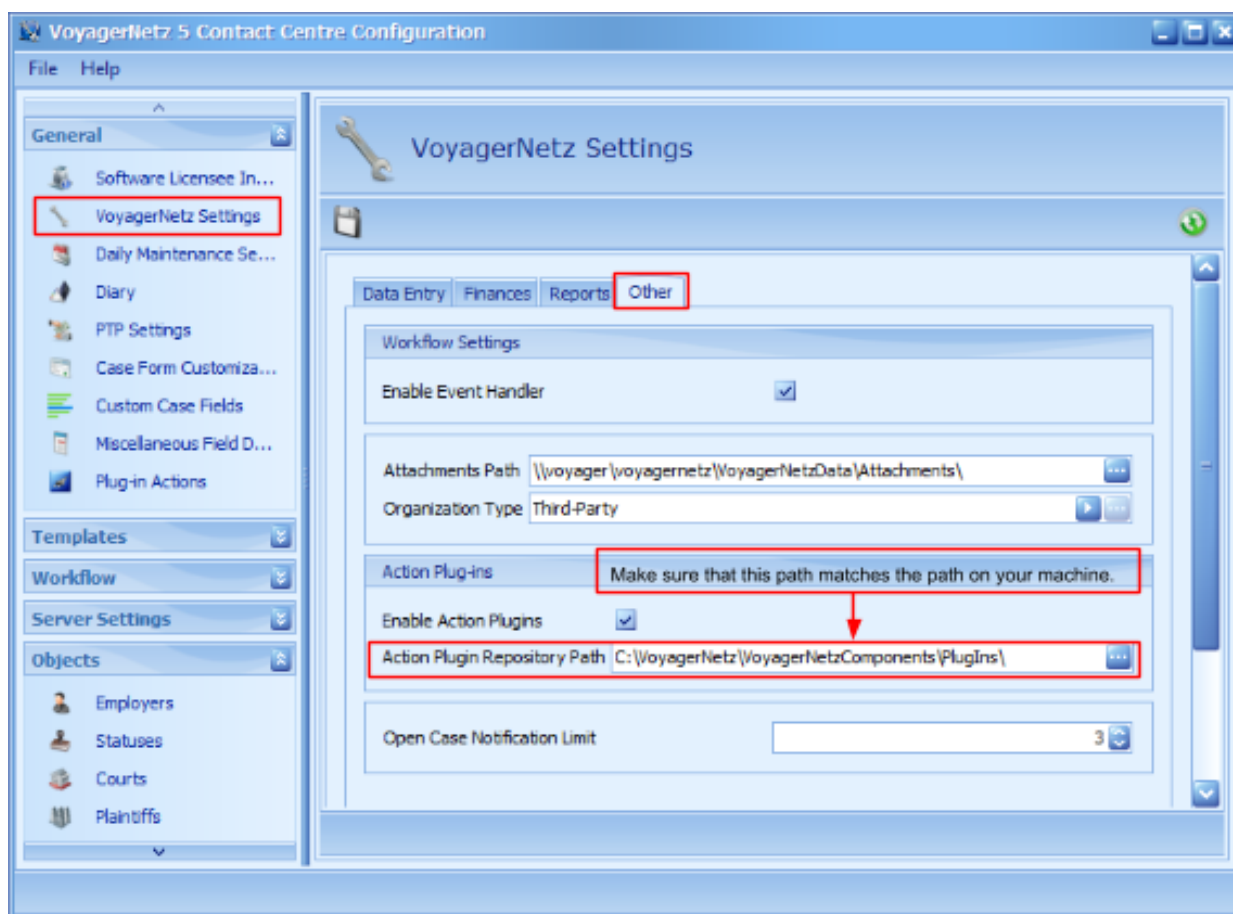


Figure 25: Configuration Tools screen displaying the Action Plugin Repository Path.

Under **Action Plug-ins** you can alter the **Action Plugin Repository Path** according to the path on your machine, click on the save button at the top and relaunch Case Manager. If your problem persists please contact your Case Manager support team for a solution.

## SECTION 5 SUBMISSION OF DEBIT ORDERS

### Introduction

The Case Manager Debit Order Extension can be integrated with various service providers that provide computerised debt collection services depending on policies and procedures. These service providers manage debit order submissions while acting as a mediator between the beneficiary, the bank and the debtor in order to execute a debit order.