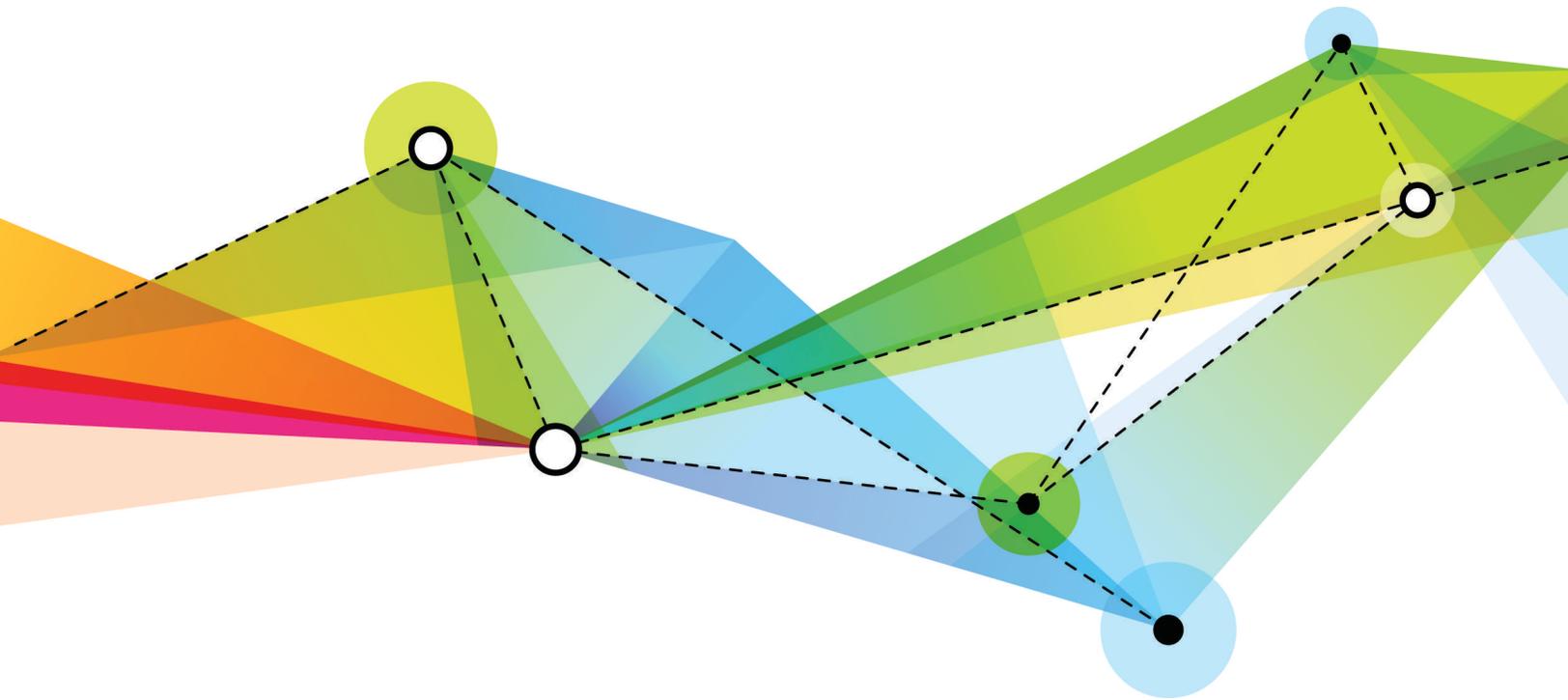




Payment Declined Alert

Quick Reference Guide



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Payment declined alert

Smile can issue an alert when payments are declined.

To create a payment declined alert the following elements must be configured:

- **Email template**—specifies the message to send to the customer
- **Stationery**—defines the stationery document type, which is associated with the email template
- **Packages**—specifies when the alert is sent
- **Account contact email**—specifies the email address the alert is sent to

For more information on configuring individual elements, see the *Configuration Guide*.

Email template

An email template contains the alert message that is sent to the customer.

Email templates are located in **Email Templates** under **Email, SMS, Print & Web** in the main section of the Configuration and Tools page.

This template has a **Document type** of **Payment**.

The screenshot shows a web interface for configuring an email template. At the top, there are two tabs: "Configuration and Tools" and "Email templates". Below the tabs, the "Document type" is set to "Payment". The "Name" field contains "Payment: Payment declir". The "From" field contains "Example Telecom Accour". The "Subject" field contains "Example Telecom: Payme". The "Reply to" field is empty. The "Body content type" is set to "Text". The "Body" field contains the following text:

```
Dear Customer,  
  
PAYMENT DECLINED ADVICE  
  
Your payment of {amount} has been declined.  
  
Please contact us as soon as possible to arrange payment of your account and avoid suspension of your service.  
  
Should you have any enquiries please contact Accounts.  
  
Yours sincerely,  
  
Example Telecom  
Lead by Example!  
  
Phone: 1300 123 123  
Fax: 1300 456 456  
www.example.com  
  
--  
  
Example demonstrates software and services for Inomial's Smile System: Ordering, Provisioning, Authentication, Rating, Billing and Receivables.  
Sales & Support: (03) 9663 3554 * support@inomial.com
```

Figure 1: An example payment declined email template

Stationery

To send the alert email Smile requires a document to be defined. In this case the document will be a placeholder. The document is associated with the email.

Stationery is configured in **Stationery and Forms** under **Email, SMS, Print & Web** in the main section of the Configuration and Tools page.

Create a stationery document with a **Document Type** of **Payment**.



Tip: Create a **Blank address label** and then change the **Document Type**.

On the **Setup** window select the **Email template** you created previously.



Attention: You must publish the stationery document to make it available for use.

The screenshot displays the configuration interface for a stationery document titled "Payment: Payment declined advice". The main window has two tabs: "Configuration and Tools" and "Stationery". Under the "Stationery" tab, the "Stationery Name" is "Payment: Payment declir" and the "Description" is "Null document for email dispatch". The "Document Type" is set to "Payment". There are buttons for "Save", "Setup", "Unpublish", "Delete", and "Clone", along with an "Add Page Group" button. An inset window titled "Payment: Payment declined advice" provides detailed configuration for the "Payment" document type. It includes dropdown menus for "Driver" (PostScript), "Page Size" (A4), "Page Orientation" (Portrait), and "Email template" (Payment: Payment declined advice). There is a checkbox for "Attach document when emailing this stationery" which is unchecked. The "Page group output format" is set to "PDF", and the "Attachment filename" field is empty, followed by ".PDF". Buttons for "Save" and "Cancel" are at the bottom of the inset window.

Figure 2: An example payment declined stationery document, including Page Setup configuration

Packages

A dispatch rule must be defined for all relevant accounts. We recommend configuring dispatch rules within the relevant package.

Package dispatch rules are configured in **Packages** under **Services, Ordering & Rating** in the main section of the Configuration and Tools page. **View** the relevant package to access the **Dispatch** tab.

Standard Account

Configuration and Tools Packages

Package Components Dispatch Stationery Order Form Plans

Dispatches

Stationery	Days delay	Dispatch rule	Type	Destination
Account: Credit Control - Credit Card Expiry Warning	0	Dispatching from account "Dispatch document" action	Email	Account's address Edit
Invoice	0	Bulk Invoices Only	Email	Account's address Edit
Payment: Payment declined advice	0	The last time a payment is declined	Email	Account's address Edit
Reminder (Friendly)	14	Reminder	Email	Account's address Edit
Reminder (Final)	30	Reminder	Email	Account's address Edit
Reminder (Disconnect)	60	Reminder	Email	Account's address Edit

[Add default dispatch](#) [Apply to existing users](#)

Figure 3: An example package Dispatch tab

Package dispatch

Configuration and Tools Packages Standard Account

Stationery

Destination type

Email address

Initial delay Days

Dispatch rule

Repeatedly send this notice

[Save](#) [Delete](#)

Figure 4: An example payment declined package dispatch configuration page

Account contact email

The alert will only be sent to accounts that have an email address.

If contact details of an account have been completed correctly Smile will send the email alert when the payment gateway advises of a relevant decline.

<p>Sample, Alfred Sample Alfred 2142420658 Settled</p> <p>AUD \$1,373.34</p> <table border="0"> <tr><td>Current</td><td style="text-align: right;">\$0.00</td></tr> <tr><td>30 days</td><td style="text-align: right;">\$108.90</td></tr> <tr><td>60 days</td><td style="text-align: right;">\$1,100.00</td></tr> <tr><td>90+ days</td><td style="text-align: right;">\$164.44</td></tr> </table> <hr/> <p>★ this is a note</p> <hr/> <p>▼ Account</p> <ul style="list-style-type: none"> <li style="background-color: #007bff; color: white; padding: 5px; margin-bottom: 5px;">Contact Details <li style="padding: 5px; margin-bottom: 5px;">Payment Settings <li style="padding: 5px;">Scheduled Payments 	Current	\$0.00	30 days	\$108.90	60 days	\$1,100.00	90+ days	\$164.44	<p>Service (Username) Account #2142420658 Sample, Alfred</p> <p>Alternate Account Number Change</p> <p>Smile User ID 25</p> <p>BPay/Account ID 2142420658</p> <p>Account type Standard Account ▾</p> <p>E-mail address <input type="text" value="alfred@example.com"/></p> <p>Company name <input type="text" value="Sample, Alfred"/></p> <p>User 'lastname, firstname' for individuals</p> <p>Company trading name <input type="text"/></p> <p>ABN <input type="text"/></p>
Current	\$0.00								
30 days	\$108.90								
60 days	\$1,100.00								
90+ days	\$164.44								

Figure 5: An example Contact settings tab on an account

Testing alerts

When testing the introduction of an alert it is helpful to understand the following actions available to payments.



Tip: Using a payment method with a payment gateway with an offline processing mode makes it easy to test - in a test environment. When implementing in production it may be more practical to use the production payment gateway using test card accounts.

Cancel payment

Before a payment has been included in a batch it can be cancelled from an **Account**.

On the Account Menu Tree, click the ► to the left of **Account**, then click **Scheduled Payments**. Select **Cancel** against the payment awaiting batch. No alerts will be triggered.

Once a payment has been included in a batch this option is not available on an account.

Scheduled Payments			
Payment number	Amount	Status	Attempt count
45082328	\$160.59	Awaiting batch	0
			View Allocation Cancel

Figure 6: An example pending payment on an account

Manually decline

Prior to creating a batch you can **Manually Decline** pending payments. This action simulates repetitive rejections by the payment gateway until the attempt limit is reached. All defined alerts will be triggered.

Pending payments are listed on **View payments ready for processing**.

To access click the **Smile** menu, then click **Billing**. On the Billing page, click **Payments**, then click **View payments ready for processing**.

Click **Manually Decline** against the relevant payment.

Payments ready for batching							
Billing		Payments					
Name (Acc #)	Payment number	Payment type	Acc/Card Number hint	Amount	Attempts / Max	Status	
Sample, Alfred (21424244248)	45077575	Visa	4000 00	\$150.00	0 / 3	Pending Next batch	Account View Manually Decline
Page 1 of 2							
Clear Declined Clear Cancelled							

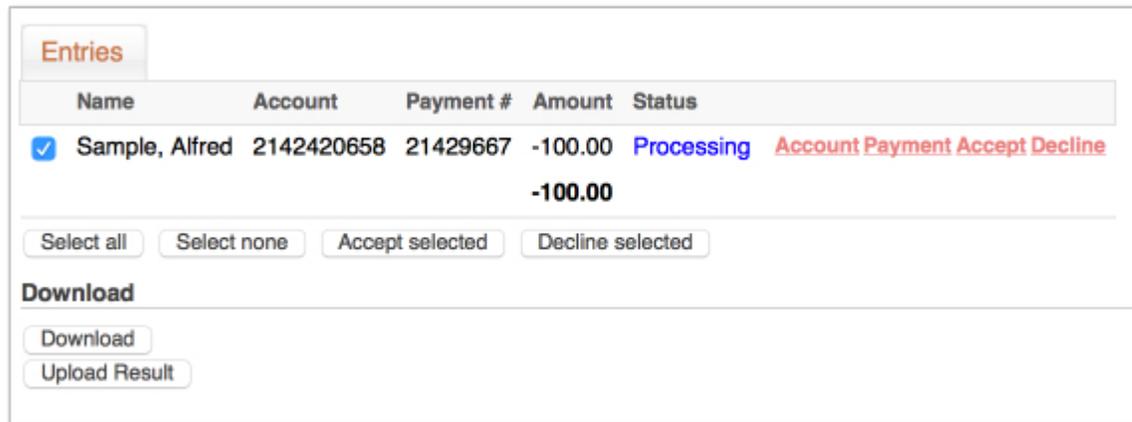
Figure 7: An example pending payment awaiting batch

Decline

A payment that has been included in a batch can be declined. This simulates a rejection by the payment gateway. The relevant alert, if defined, will be triggered.

To access click the **Smile** menu, then click **Billing**. On the Billing page, click **Payments**, then click **View incomplete batches**. Click **View** to see the details of the batch.

Click **Decline** against the relevant payment.



The screenshot shows a web interface for managing payments. At the top left, there is a tab labeled 'Entries'. Below it is a table with the following columns: Name, Account, Payment #, Amount, and Status. A single row is visible, representing a payment from 'Sample, Alfred' with account '2142420658' and payment number '21429667'. The amount is '-100.00' and the status is 'Processing'. To the right of the status, there are links for 'Account', 'Payment', 'Accept', and 'Decline'. Below the table, there are four buttons: 'Select all', 'Select none', 'Accept selected', and 'Decline selected'. Underneath these buttons is a section titled 'Download' with two buttons: 'Download' and 'Upload Result'.

Name	Account	Payment #	Amount	Status
<input checked="" type="checkbox"/> Sample, Alfred	2142420658	21429667	-100.00	Processing

-100.00

Select all Select none Accept selected Decline selected

Download

Download Upload Result

Figure 8: An example batched payment