

DECLINED redPAY TRANSACTIONS

redPAY Direct Debit transactions are currently triggered based off the invoices. Once an invoice due date lapses, and the invoice has an outstanding balance, the outstanding amount of the invoice will be debited from the parent's nominated account.

This tip sheet will walk you through:

- [redPAY Invoice status](#)
- [Declined redPAY transactions](#)
- [Declined redPAY transaction Report](#)

Summary

To [access invoices](#)

1. Click on the Accounts Menu
2. Select Invoices

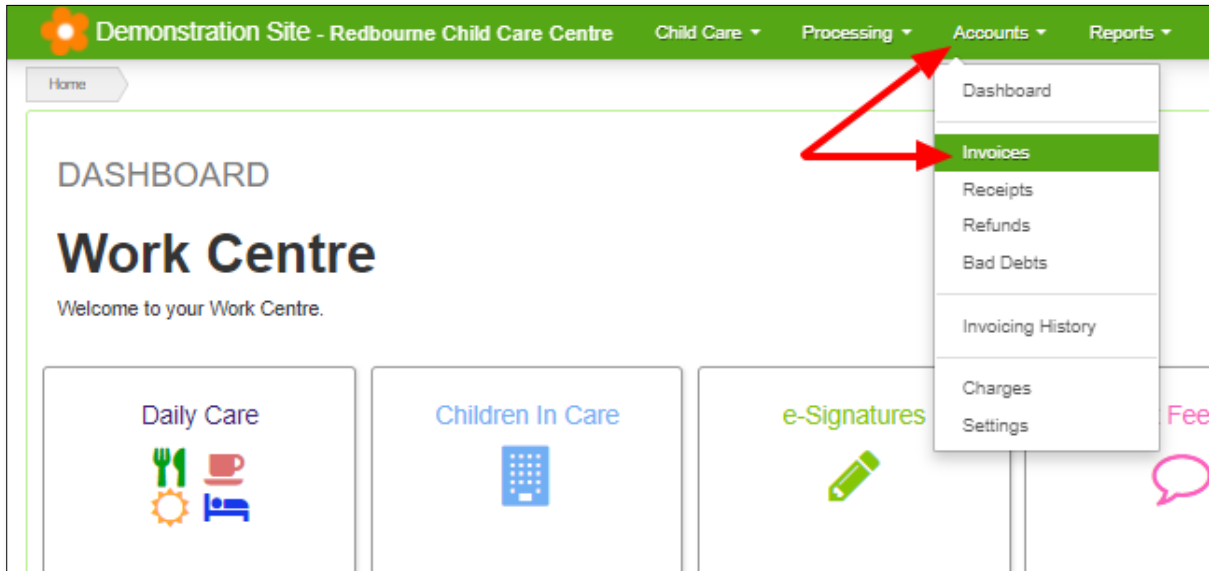
To access the declined redPAY transaction report

1. Click on the Reports Menu
2. Select redPAY
3. Select declined redPAY transaction Report
4. Select Date Range
5. Download

Detailed

To view invoices


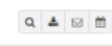
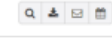
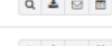



To view your invoices, select the **Accounts** Menu and click on **invoices**:



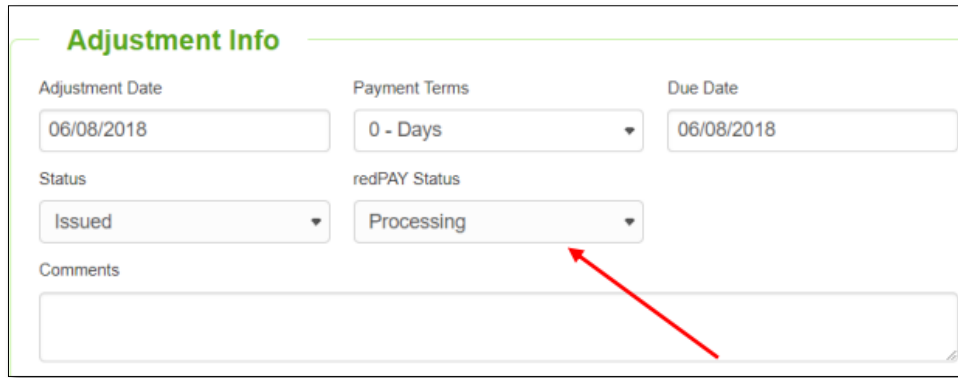
redPAY Invoice status

Every invoice created in your system has a redPAY status. This status is listed in the invoice grid as well as in the edit/ view invoice screens.

Invoice grid view:

Invoice #	Timesh...	Adjust...	Invoice...	Due	Total	Balance	Status	redPAY...	
INV-00001187 redPAY	Yes		31/07/2018	01/08/2018	\$104.69	\$104.69	Issued	Processing	
INV-00001186 redPAY	Yes		31/07/2018	01/08/2018	\$103.82	\$103.82	Issued	Processing	
INV-00001185	Yes		31/07/2018	01/08/2018	\$98.20	\$98.09	Issued	Not Sent	
INV-00001184 redPAY	Yes		31/07/2018	01/08/2018	\$310.63	\$310.63	Issued	Processing	
INV-00001183 redPAY	Yes		31/07/2018	01/08/2018	\$367.38	\$367.38	Issued	Processing	
INV-00001182 redPAY	Yes		31/07/2018	01/08/2018	\$267.68	\$267.68	Issued	Processing	
INV-00001181	Yes		31/07/2018	01/08/2018	\$110.74	\$110.74	Issued	Declined	

View/ edit invoice view:



Adjustment Info

Adjustment Date	Payment Terms	Due Date
<input type="text" value="06/08/2018"/>	<input type="text" value="0 - Days"/>	<input type="text" value="06/08/2018"/>
Status	redPAY Status	
<input type="text" value="Issued"/>	<input type="text" value="Processing"/>	
Comments	<input type="text"/>	

An invoice can have only one of the following statuses at any given time:

Not Sent – this means that the invoice has not yet been sent to redPAY for processing. This may be because the invoice due date has not lapsed, there are no outstanding funds on the invoice, or the parent does not have an active redPAY account

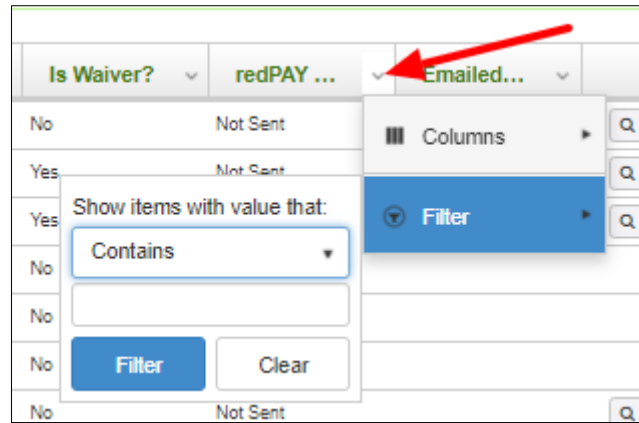
Processing – the means that the invoice has ben sent to redPAY, but the transaction has not yet completed processing. For payments made by credit card, the outcome of the transaction is known o the same day the transaction is sent to redPAY. For payments made via a bank account, it can take 4 business days or the transaction to process before the outcome is known.

Processed – this means that the funds were successfully debited from the parents nominated account and a payment has been created in your system.

Declined – this means that the transaction dishonoured, and no payment has been created in your system. If you have nominated to have the dishonour fee passed onto the parent, a redPAY dishonour fee invoice will also be created against the parent’s account.

You can filter the invoice table according to redPAY status. To do this, click on the column heading to sort according to type.

Alternatively, you can also click on the drop down arrow beside the ‘redPAY Status’ heading, select filter, and then type in the status and click filter:



Declined redPAY transactions



When an invoice is in the status of 'Declined', this means that we attempted to debit the funds from the parent's nominated account, however the transaction has dishonoured.

When an invoice is in the status of 'Declined', it will not be triggered for processing again until the invoice has been reset.

To reset a dishonoured invoice, click on the Reset redPAY status icon in the far-right hand column of the invoice grid.



This icon will only be present for declined transactions.

Invoice...	Due	Total	Balance	Status	redPAY...	
31/07/2018	01/08/2018	\$110.74	\$110.74	Issued	Declined	
17/07/2018	19/07/2018	\$110.69	\$110.69	Issued	Processing	
04/07/2018	06/07/2018	\$84.01	\$84.01	Issued	Declined	

You will then be prompted to enter a new invoice due date.

Remember that the invoice will be sent to redPAY the next business day after the invoice due date.



Once you have specified the new invoice due date, click on the **reset** button.

The invoice status will then be updated to 'Not Sent' and will be sent to redPAY the next business day following the invoice due date if there are still funds outstanding against the invoice.

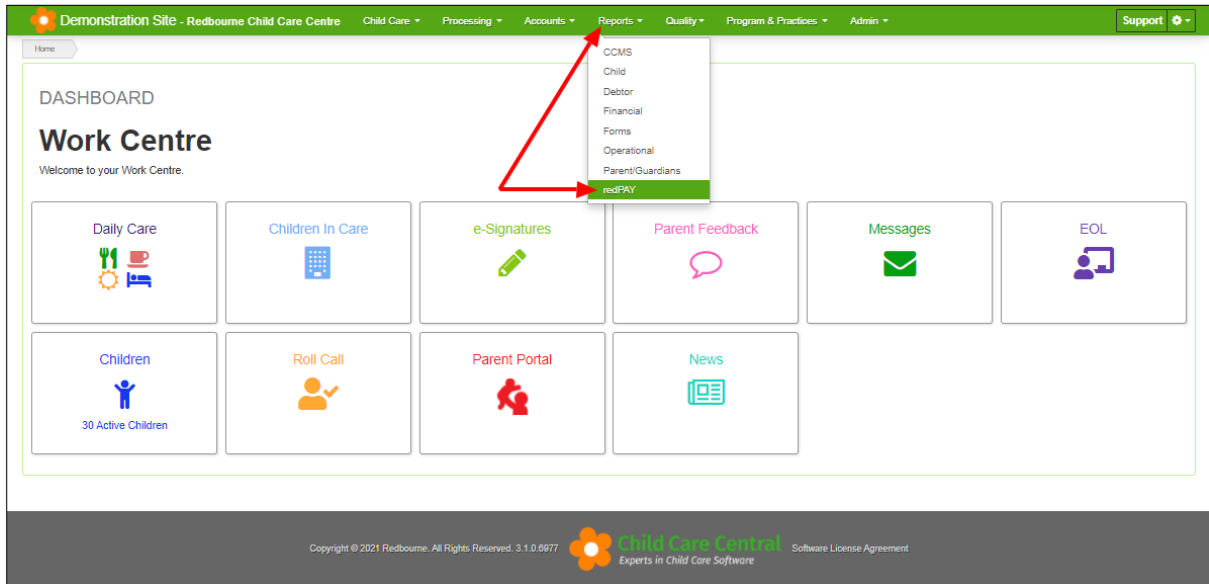
All declined transaction statuses are recorded against the invoice that has declined. Hence you can view each time the invoice has declined and when the invoice due date has been reset.

The declined transaction history can be viewed from the view/ edit invoice screen:

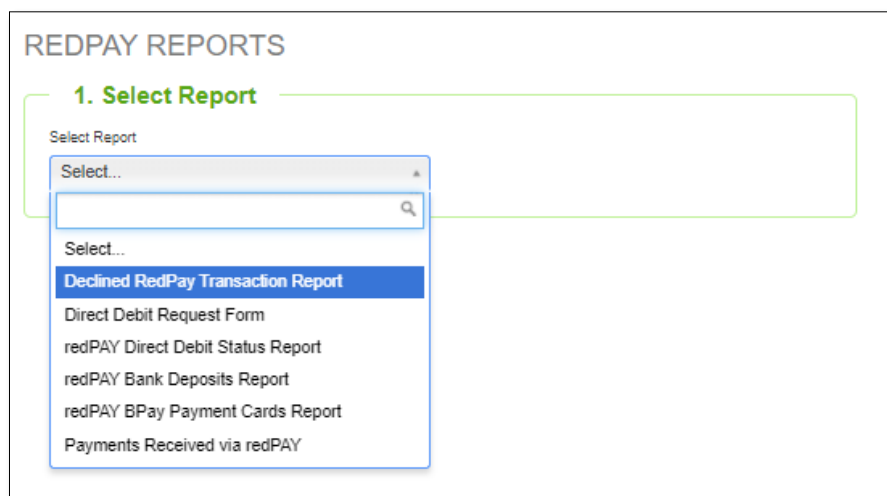
redPAY Declined Transactions		
Transaction Outcome Date	Transaction Outcome	Re-set Invoice Due Date
02/08/2018	Declined	
19/07/2018	Declined	19/07/2018
19/07/2018	Declined	23/07/2018
19/07/2018	Declined	19/07/2018
11/07/2018	Declined	18/07/2018

Declined redPAY Transaction Report

To access the declined transaction report select the **Reports** menu and click onto redPAY



You can select the **Declined RedPAY Transaction Report** in the drop down list:



Click **Download**.

This report will download as a CSV document.