

# INTRODUCTION TO ARDBROOK

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# Who we are

- Established in 1986
- Early business focused on the development of Payroll solutions for the Irish market
- Employee payments through Paypath brought us into EFT payments for Credit payments
- We were asked by one of the Banks to develop files for Debit payments
- Systems to manage EFT payments, Debit Payments, represent 35% of annual revenues
- Approximately 20% of Irish Debit Originators use our products to generate their EFT files

# DEFT Application Features

## Standard Features

- Can populate initial Database from Standard 18 or CSV files
- Conversion of NSC & BBAN to BIC & IBAN (and vice versa)
- Can support Debit and Credit payment files
- Generate / Validate the UMR
- Attach copy of Original Mandate
- Manage Mandate Life Cycle
- Manually apply “R” transactions
- Amounts Due can be imported from Standard 18 or CSV files
- Can group records by Category & / or Payment Frequency
- Attach Notes to records
- Maintains a full history of Payments

## Optional Features

- Maintain Mandate documents and communications
- Import and apply “R” Transactions electronically
- Export to Legacy System via Excel / CSV file
- Optional Export in other EFT Formats
- Support for additional Databases and Originator Numbers

# DEFT Security Features

- DEFT runs on your PC or local network
  - You retain full control of the application and your data
  - You do not send information relating to your clients Bank Details or your own Cash movements to any third party or “up to the cloud”
  - Arbrook does not have access to your data – nor does anyone else
- The DEFT Database can be encrypted
  - Must be selected when the Database is being set up
  - 256k bit encryption on main database
- Users’ access rights and capabilities can be controlled
  - Ability to perform certain functions can be limited to designated personnel e.g. addition of new records or generation of the EFT file
  - DEFT can maintain an Audit Trail of all transactions
- DEFT has in-built Back-up and Restore routines which you can run at any time
  - You should also have your own Back-up routines and procedures

# Questions to be considered

- How do I want to use DEFT to control and manage details
  - Manage everything in my Legacy System
    - Use DEFT only to generate the SEPA XML files
  - Manage most things in DEFT
    - Legacy system only provides details of Amounts to be collected
  - Manage some details in my legacy system and others in DEFT
    - Bank details (NSC/BBAN or BIC/IBAN) and Amounts maintained in Legacy System
    - Mandate Details (UMR and Signature Date) and Transaction Sequence Type maintained in DEFT
    - Contact Details and Communications could be maintained in either
  - Manage everything in DEFT
    - Amount details and everything else are maintained in DEFT

# What is managed in DEFT &/or in my legacy system

| Description  | Provided by DEFT  | Provided by Legacy System (or Manually Input)   |
|--|---|---|
| <p>DEFT manages and maintains all details required for SEPA.</p> <p>DEFT produces the SEPA XML File and handles the processing of any “R” files</p>                        | <ol style="list-style-type: none"> <li>1. Amount to be Processed</li> <li>2. BIC &amp; IBAN</li> <li>3. Mandate ID / Signature Date</li> <li>4. Sequence Type (Transaction Code)</li> <li>5. Generate SEPA XML Files</li> <li>6. Process “R” files</li> </ol> |   |
| <p>DEFT manages and maintains all details required for SEPA except payment amounts.</p> <p>DEFT produces the SEPA XML File and handles the processing of any “R” files</p> | <ol style="list-style-type: none"> <li>1. BIC &amp; IBAN</li> <li>2. Mandate ID / Signature Date</li> <li>3. Sequence Type (Transaction Code)</li> <li>4. Generate SEPA XML Files</li> <li>5. Process “R” files</li> </ol>                                    | <ol style="list-style-type: none"> <li>1. Amount to be Processed</li> </ol> <p>Can be imported from a CSV or Standard 18 EMTS format file</p>   |
| <p>DEFT manages and maintains only the Mandate details required for SEPA.</p> <p>DEFT produces the SEPA XML File and handles the processing of any “R” files</p>           | <ol style="list-style-type: none"> <li>1. Mandate ID / Signature Date</li> <li>2. Sequence Type (Transaction Code)</li> <li>3. Generate SEPA XML Files</li> <li>4. Process “R” files</li> </ol>   | <ol style="list-style-type: none"> <li>1. Amount to be Processed</li> <li>2. BIC &amp; IBAN</li> </ol>  |
| <p>Legacy system maintains all payment details.</p> <p>DEFT produces the SEPA XML File and handles the processing of any “R” files</p>                                     | <ol style="list-style-type: none"> <li>1. Sequence Type (Optional)</li> <li>2. Generate SEPA XML Files</li> <li>3. Process “R” files</li> </ol> <p>“R” file details can be exported to your Legacy system via a CSV or Excel file</p>                         | <ol style="list-style-type: none"> <li>1. Amount to be Processed</li> <li>2. BIC &amp; IBAN</li> <li>3. Mandate ID &amp; Signature Date</li> <li>4. Sequence Type (Optional)</li> </ol> |

# More Questions

- What do I want to use as the Mandate ID (UMR)
  - And how will I generate it if it's different from the client account number
- How do I want to add / amend client / supplier records in DEFT
  - Manually entered or through an Import routine
- How do I want to group or categorise record details
  - DEFT supports the use of multiple Categories and Payment Frequencies
- How do I want to deploy the software and control access to its functionality
  - Standalone PC or a shared drive on the network
  - Single / multiple users with full access or 1 super user and other users with limited access capabilities

# Switching to SEPA – Using DEFT

- There are two distinct phases involved
  1. Setup and Configuration of your DEFT Database
    - a) One time activity
    - b) Providing your Originator ID and Bank Details
    - c) Defining File Layouts for any Imports to be used
    - d) Populating the DEFT Database with your Client / Supplier details
      - Can be completed via an Import File or Manually (or both)
      - DEFT will convert NSC and Account Numbers to BICs and IBANs
      - DEFT can generate the Mandate ID (UMR) for your Debtor records
      - DEFT can apply a Mandate Signature Date for Migrated Mandates
  2. On going Processing
    - a) Adding or amending Client / Supplier records
    - b) Selecting records and amending Amounts for processing
    - c) Generating and Submitting your SEPA XML files
    - d) Updating payment history and re-setting collection amounts



# Typical Cycle

- Maintain your master data
  - Add new records
  - Amend details for existing records e.g. change of bank details
- Select records for Processing
  - A “Processed” record is basically one where the amount to be collected has been verified and confirmed and the record is ready to be added to the EFT file for submission to the Bank.
  - There are a number of ways to select records

# Processing Options – Selecting Records

There are three ways to select records for Processing

## 1. Importing Amounts

- Only those records with imported amounts will be set to processed

## 2. Default Amounts

- By Category
- By Payment Frequency
- By Amount
- Once Selected
  - Change records as necessary to apply a different amount this period
  - Confirm the records as Processed

## 3. Manual Entry

- Select the individual records and enter the amount to be collected

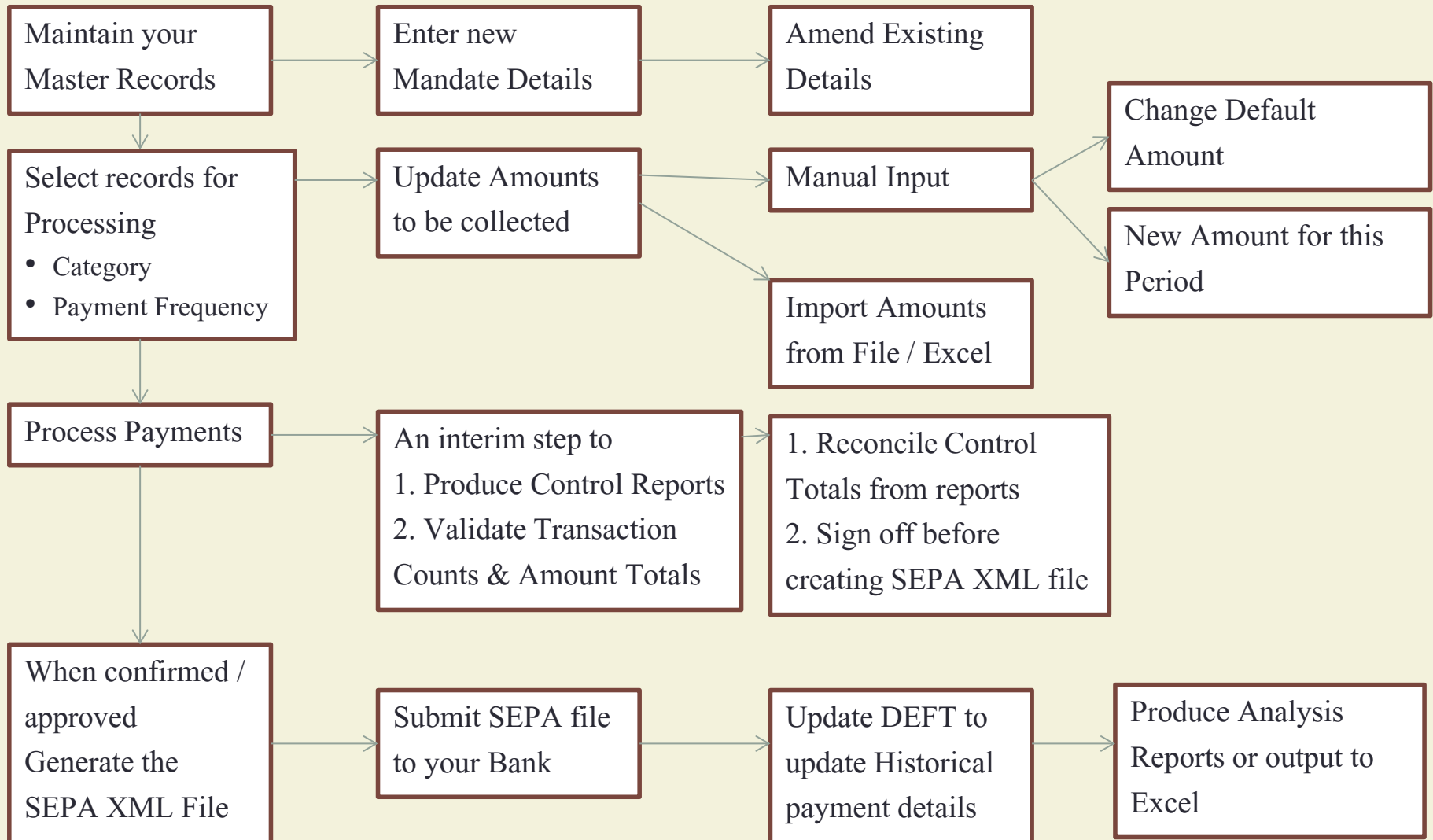
# Processing Options – Updating Amounts

- Updating Amounts
  - Import from your Accounts / Legacy system
    - Used where amounts vary from period to period based on sales activity
  - Use Default Amounts
    - Typically used for repeating amounts e.g. monthly subscriptions
    - Can be overridden for any particular period and will then revert back to the default amount
  - Manually Enter
    - Typically used when there are small numbers of transactions or when there is a need to amend the figures from the accounts system
  - Amounts can be used in combination with Ascending and / or Descending balances
    - Once the Balance amount has been collected no further postings will be made

# Typical Cycle

- Maintain your master data
  - Add new records
  - Amend details for existing records e.g. change of bank details
- Select records for Processing
  - A “Processed” record is basically one where the amount to be collected has been verified and confirmed and the record is ready to be added to the EFT file for submission to the Bank.
  - There are a number of ways to select records
  - Review control reports and continue to add or amend collection amounts until figures are reconciled
- Confirm the records and the amounts to be Processed
- Generate and submit the SEPA XML file to your Bank
- Run the Update routine in DEFT to reset the Amounts and update the payment history

# Typical Processing cycle



# Set up and Configuration

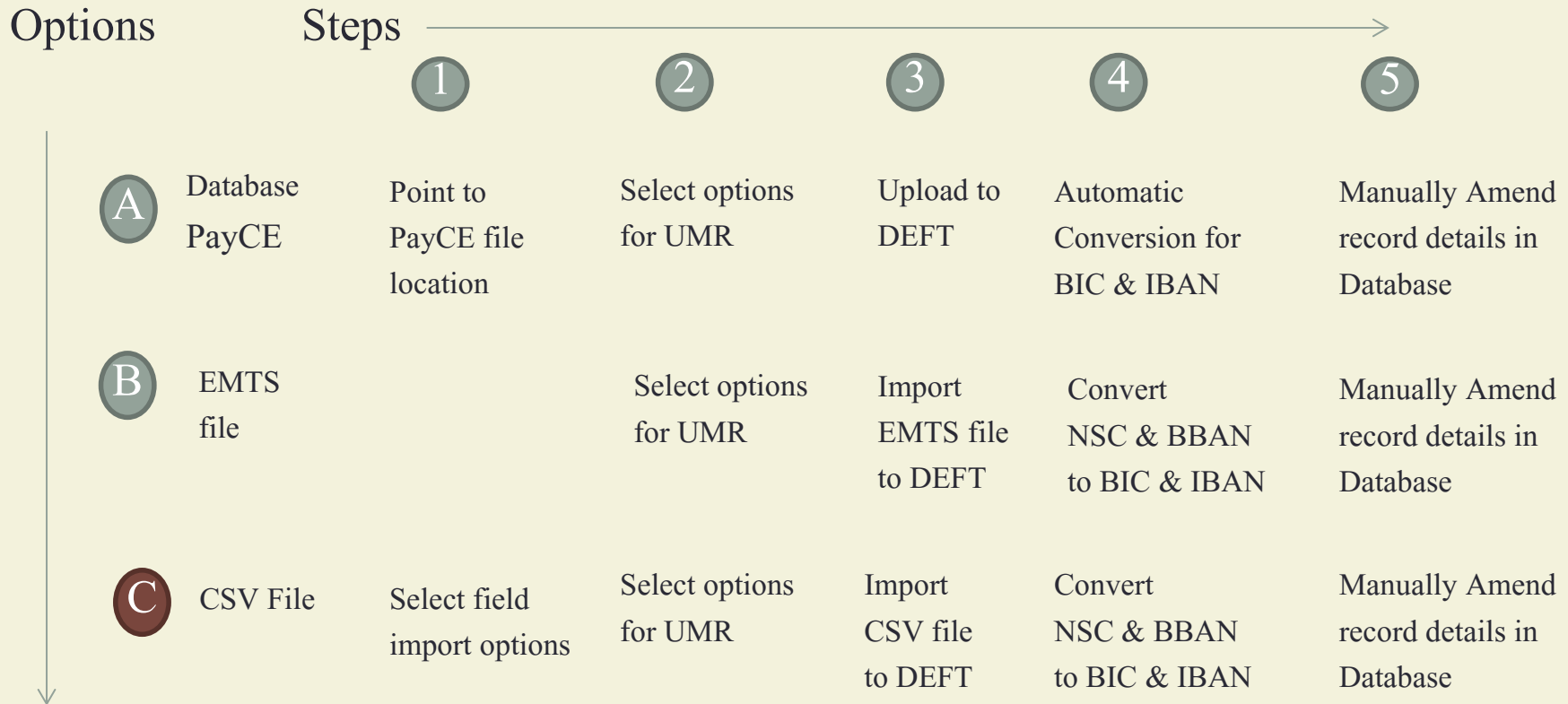
- DEFT needs to know
  - Your own Bank Details and Originator Number
  - The layout and location of any Import Files to be used
  - The name and location for any SEPA files generated using DEFT
  - Some additional items
  - These are setup in the various Parameter screens
- You can also setup default values to be applied when populating your database for the first time
  - What is to be used as the Mandate ID and other Mandate details
  - Payment Frequency and Default Amounts

# Populating your Database

The Database can be populated in a number of ways

1. Existing PayCE customers can have their database copied across for use in DEFT
  - Will convert all necessary fields, including Bank Account details
2. Details can be imported from a variety of file formats
  - a) Standard 18 EMTS file (the file you currently submit to the Bank)
  - b) A CSV or Fixed Length File (including a UK BACS file)
    - A minimum of four data items are required
      - more can be provided and used including user defined fields
    - Items can be in any sequence or position – we will map to your layout
  - c) Certain default values can be applied for the Mandate ID (UMR)
3. Record details can be entered and maintained manually

# Conversion Options



  
Install DEFT

**A**

Existing Database PayCE Customers

**B**

Minimal Import and File Import PayCE Customers

**C**

Maximum Import Flexibility



# Additional Features – Mandate Management

- Standard DEFT
  - As standard you can scan your client's signed Mandate form and attach that file to clients payment record in DEFT
  - It can be pulled up and emailed to the client in the event of a query
- Optional Features
- You can create various Templates for standard letters e.g.
  - Welcome letters to advise clients of their UMR
  - Advice Notes to inform clients of amounts to be collected under their Mandate
  - Letters to notify Donors / Subscribers of the Fixed Amounts to be collected from their account over the coming year
- You can populate the Templates with range of data items from DEFT and generate tailored letters for each of your selected clients
- The generated letters can be emailed from within DEFT
- Every letter generated within DEFT is automatically attached to the respective client / supplier record thereby providing a full history of such communications to your client

# Additional Features – Electronic Files

- Standard Feature
  - “R” files containing details of any Unpaid transactions from previous submissions can be downloaded and read into DEFT
  - You can produce a consolidated report showing all details which can act as a task list for follow up and resolution.
  - You can manually reverse any Unpaid transactions in DEFT
- Optional Features
- The “R” files can be set to automatically reverse the details for any Unpaid transactions reported by your Bank
- You can get consolidated reports for further follow up
- Deft can produce an electronic file containing details of all Unpaid transactions
  - This can be in Excel or CSV format
  - It can be used to import back into your legacy system to update its Balances
  - The electronic file from DEFT will contain an End to End ID isolating the specific transactions that have not been processed by the Bank
    - This is useful where you need to reverse specific transactions in your legacy system
    - The End to End ID (Transaction ID) should have been provided by your legacy system originally

# Summary

- Ardbrook has over 25 years experience in EFT software
- As well as supporting the standard Irish and UK formats we have also generated specialist format Debit and Credit files for many International Banks
  - HSBC, Citi, Bank of America
- Our existing EFT products are used by many types and sizes of organisations
  - Some use the software to manage all aspects of their cash collections
  - Others use our software as the final step in generating their EFT file
- The DEFT product has been designed to provide full flexibility to clients migrating to SEPA
  - Converting your data for use with SEPA
  - What details will be maintained and managed in their legacy system
  - What details are to be managed in DEFT
  - How the legacy system and DEFT can be maintained in sync
- DEFT is available and in use now with clients across all Irish Banking groups
- Ardbrook and DEFT will ensure your transition to SEPA is hassle free and that there is no disruption in your ability to process electronic payments