



Banking Interface - Zepto

Installation and Processing Guide

Version 1.04

13th April 2023

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DISCLAIMER

finPOWER Connect, includes functionality to cater for an updated Banking Interface from version 3.04.01 onwards (Australian Databases only) and from version 4.00.01 to include New Zealand databases.

As per your Software License Agreement, it is your responsibility to make sure finPOWER Connect is fit for your purposes and you should seek independent professional advice from sources such as Lawyers, Accountants and Government Agencies.

This is a guideline only. It is not intended to be definitive and should not be used in place of legal advice. You are responsible for staying up to date with legislative changes.

This document is correct as at time of writing, but subsequent changes may affect the relevance of the contents.

REVISION HISTORY

Date	Version	By	Details
27/05/2022	1.00	AC	Created
15/11/2022	1.01	AC	Added in Webhook URL format
08/02/2023	1.02	AC	Export Bank transactions information
10/03/2023	1.03	AC	Update Webhooks section
13/04/2023	1.04	AC	Updated to include New Zealand databases and other minor wording changes.

OVERVIEW

This document covers finPOWER Connect changes to cater for Zepto (formerly known as Split) included in the 'Banking Interface'. It does not cover any Zepto dashboard screens.

This is a web-based API system for Banking Transactions and is available for Australian and New Zealand databases only.

Please note: the service is also referred to as 'Split' (or Split Payments) as it was incorporated into finPOWER Connect prior to the name being updated to Zepto.

SUMMARY

Zepto is the first Web API based 'Banking Interface' service to be integrated into finPOWER Connect.

Please note, where 'Other Party' is mentioned within the document, this refers to finPOWER Connect Clients and External Parties such as Dealers and Brokers.

LICENCE REQUIREMENTS

- Advanced Banking.
- Cost Centres – only required if using more than one Cost Centre.
- Web Services and Automation* – if Webhooks are being used to notify events.

*It is assumed that Web Services is configured before attempting to use 'Callback WebHooks'. The following link contains documentation to download to assist you in configuring Web Services:
<https://www.intersoft.co.nz/Developer/Default.aspx?id=Developer.WebServices>

ADDITIONAL ZEPTO INFORMATION

Account Float

An Account Float is a special 'Virtual' Bank Account that needs to be set up and configured by Zepto. This is not a real Bank Account.

The Account Float should contain **pre-cleared Funds**; therefore, it must be **actively** maintained to make sure funds are available to pay Direct Credits.

- Why is a Float Account needed?
If a Direct Credit is paid via your Bank Account, Zepto will need to clear funds from your Bank Account before they can pay the Other Party – this may take 2-3 days.

Using an 'NPP' type Float Account will mean that the payment will be made within a few seconds any day or time, from your **pre-paid Float Account** balance.

- Account Floats can be setup to use either NPP or BECS or a hybrid.
 - The New Payments Platform (NPP) in Australia allows Direct Credits to be instantly settled.
 - BECS Account Float can still take several hours and does not operate on non-Banking days.We assume most Finance Companies will want to use NPP, given its advantages.

Account Verification (AV)

A key Zepto requirement is to correctly identify and prove the Bank Account is valid and accessible by the Client and/or External Parties.

Know Your Customer (KYC)

If a Finance Company is recording Bank Account details, then the additional steps involved for 'AV' (section above), can be skipped. This means that the Finance Company does not need to go back to the borrower and have them complete the AV process.

Zepto allows KYC Trusted Accounts to onboard their Customers and Other Parties directly for Direct Debiting. Zepto must first activate this on the Finance Company's Account.

The requirements are as follows:

- Identification of Client conducted.
- Direct Debit Request/Service Agreement (DDR) is agreed to by 'Other Party'.
- Record and hold details of DDR.

For more information go to the following sites:

- <https://help.zepto.money/en/articles/4212842-ddr-and-ddrsa-requirements>
- <https://help.zepto.money/en/articles/2866698-kyc-trusted-general>

Contacts

A Zepto 'Contact' is created for each 'Other Party' in finPOWER Connect and must be setup before being able to pay or request payment from them.

Each Contact has a unique Contact Id generated by Zepto and is a GUID. When setting this up, if a Contact already exists in Zepto with the same details, the existing Contact Id is returned.

A Zepto 'Contact' is a unique combination of the following:

- Bank Account (including BSB)
- Name
- Email

All details being case sensitive.

Agreements

A Zepto Agreement is required to send Payment Requests i.e., a Direct Debit. If the Payment is within the agreed limits, (dollar and timeframe) the payment is approved for processing.

Please note, finPOWER Connect does not apply any limits.

Webhooks

Zepto supports Webhooks to notify events e.g., to notify when a Transaction's status changes.

For more information go to the following site:

- <https://help.zepto.money/en/articles/3303626-webhooks>

CONFIGURATION

COST CENTRES

Credentials Tab

The following describes how to set up Zepto within finPOWER Connect, Cost Centres.

1. Go to Menu option, Admin, Cost Centres and select GLOBAL. If you are using other Cost Centres, then set these up as appropriate.
2. Click on the **Zepto** page.
3. At the top of the page under the section, '**Does this Cost Centre define Zepto (formerly Split Payments) details**', tick the 'Use Service' checkbox to indicate that the Cost Centre defines the Service information.

4. Click on the **Credentials** tab and fill in the following fields:
 - **Define the service Request URL** – leave blank; **only** enter a URL if specifically requested to.
 - **Define the API Credentials** - enter the 'Personal Access Token' which you will have obtained from Zepto.
5. Click the **Save** button; once out of edit Mode, the **Verify** will be available. Click the 'Verify' button to make sure the information entered is correct.

Test Credentials Tab

Credentials are **only** required on the Test Credentials page if you are doing UAT/Testing.

Note: **DO NOT** enter your Test Credentials in a Production database and **DO NOT** enter Production details into a Test Database as you may end up charging an actual Bank Account.

The screenshot shows a web application window titled "Cost Centres". The main heading is "GLOBAL: Global Cost Centre". Below this, there's a section for "Global Cost Centre" with a dropdown menu set to "GLOBAL". A sidebar on the left lists various services: General, ABN Lookup, Adobe Sign, APLiD, Credit Sense, DocuSign, Equifax AU, GreenID, illion Australia, illion BankStatements, InfoAgent, RealAML, Secured Signing, Zepto (highlighted), Usage, and Audit. Below these are expandable sections for "Reports" and "Utilities".

The main content area is titled "Does this Cost Centre define Zepto (formerly Split Payments) details?". It includes a checkbox "Use Service?" which is checked. Below this is a "Sign Up" button and a link: "If you are not already registered at Zepto click the button to Sign Up.".

There are two sections for defining service details:

- Define the service Request URL.** with a text input field containing "https://api.sandbox.split.cash".
- Define the API Credentials.** with a "Personal Access Token" input field containing a series of asterisks. Below this is a "Verify" button.

At the bottom of the window, there are three tabs: "Credentials", "Test Credentials" (which is active), and "Options".

As per the production Credentials page, enter details as required but for Test Mode.

- **Verify Credentials** - As per the production Credentials page, but for Test Mode.

Options Tab

The Options tab is where you 'Enable Bank Interface'.

The screenshot shows a web application window titled 'Cost Centres'. The main heading is 'GLOBAL: Global Cost Centre'. Below this, there's a section for 'Global Cost Centre' with a dropdown menu set to 'GLOBAL' and a green plus icon. A sidebar on the left lists various services: General, ABN Lookup, Adobe Sign, APLYID, ClickSend, Credit Sense, DocuSign, Equifax AU, GreenId, illion Australia, illion BankStatements, RealAML, Secured Signing, SMS Fusion, Twilio, Zepto (highlighted), Usage, and Audit. Below these are 'Reports' and 'Utilities' sections. The main content area has three tabs: 'Credentials', 'Test Credentials', and 'Options' (selected). The 'Options' tab contains the following fields:

- Does this Cost Centre define Zepto (formerly Split Payments) details?**
 - ☒ Use Service?
 - If you are not already registered at Zepto click the button to Sign Up. (Sign Up button)
- Bank Interface Options.**
 - ☒ Enable Bank Interface?
- Optional Script to process Bank Interface Events.**
 - Script: [Dropdown menu]

Click on the Options tab and fill in the following fields:

1. **Bank Interface Options** – tick the 'Enable Bank Interface' checkbox. Once you have done this an additional page will appear in the menu option, Admin, Bank Accounts, called **Zepto**.
2. **Optional Script to process Bank Interface Events** – If a Script has been written for any Bank Interface Events, select it from the dropdown list.

More information about Cost Centres can be found within the finPOWER Connect Help pages.

BANK ACCOUNTS

Go to menu option Admin, Bank Accounts.

1. Float Bank Account and Main Bank Account.

If a Zepto 'Float Account' is to be used, then we suggest that you set up a separate Bank Account to your Main Bank Account:

- Float Bank Account – set up a separate Bank Account with a DC Pay Method and link to the Zepto Float Account (further instructions in the document below).
- Main Bank Account (existing) – use with DD Pay Method

As already mentioned, a Float Account **must be** actively maintained within the Zepto Dashboard to make sure funds are available to make payments.

2. General Page – Cost Centre.

If there is more than one Cost Centre being used within the database, then the Bank Account, General Page is where the Cost Centre **must** be defined.

- If this field is left blank, the system will default to the **GLOBAL** Cost Centre, regardless of the Entity selected.
- If the Cost Centre is defined and the Zepto details are not defined on that Cost Centre, the system will fall back to use the **GLOBAL** Cost Centre.

B: Bank Account
Westpac Banking Corporation. Main Entity.

Code and Description.
Code: B ☒ Active?
Description: Bank Account

Bank Account details.
Short Name: WBC Westpac Banking Corporation
Bank Name: Westpac Banking Corporation
Branch:
BSB: 734-642
Account No: 1234567

Entity and Cost Centre the Bank Account is linked to.
Entity: M Main Entity
Cost Centre: CC 1 Cost Centre 1

Notes.

3. Payment Methods page.

Within the two Bank Accounts create the Payment Methods as follows:

- Zepto DD, Direction = Incoming
Add this to the 'Standard Bank Account'.
- Zepto DC, Direction = Outgoing
Add this to the 'Float Bank Account'.

Bank Accounts (Edit)
Z.DC: Zepto Float Bank Account
Zepto. Main Entity.

Payment Methods.

Active	Code	Description	Payment Type	Flow Direction	Export
<input checked="" type="checkbox"/>	DC ZEPTO	DC Zepto	Split	Outgoing	

Summary

Code: **DC ZEPTO**
Description: **DC Zepto**
Payment Type: **Split, Zepto (Split)**
Direction: **Outgoing**

Other Details

Options

- ☐ Exclude from New Account wizard?
- ☐ Exclude from Account Payment Details wizard?
- ☐ Exclude from Account Withdrawal wizard?
- ☒ Can this Payment Method be used to pay Disbursements?
- ☐ Combine Interest Payments for the same 'Main' Client?

Fee Details
No Fees will be charged.

Default Reference
Reference: [AccId]

Zepto Options

- ☒ Process at a specific Time of Day (AEST)?
Time: **8:30pm**

4. Process at a specific Time of Day (AEST)

Within the Payment Method setup, a new option has been added on the 'Other' page of the wizard. If ticked, then a time of day can be specified for the transactions to Mature (within the Zepto system).

Bank Account Payment Method
Other
Specify options for this Payment Method.

Options.

- ☐ Exclude from New Account wizard?
- ☐ Exclude from Account Payment Details wizard?
- ☐ Exclude from Account Payment wizard?
- ☒ Can this Payment Method be used to pay Disbursements?

Charge a Fee for using this Payment Method where relevant?

☐ Charge a Fee?

Element: Value: Percent:

Default Reference.

Reference:

Specify Zepto options.

- ☒ Process at a specific Time of Day (AEST)?
Time:


Cancel < Back Next > Finish

For example, it is recommended that Direct Debits mature at 8:30pm AEST to take best advantage of Banking exchange times. Therefore, if a Direct Debit Payment Method is setup to mature at 8:30pm, then if a Payment is created during the day, the actual transaction will mature at 8:30pm.

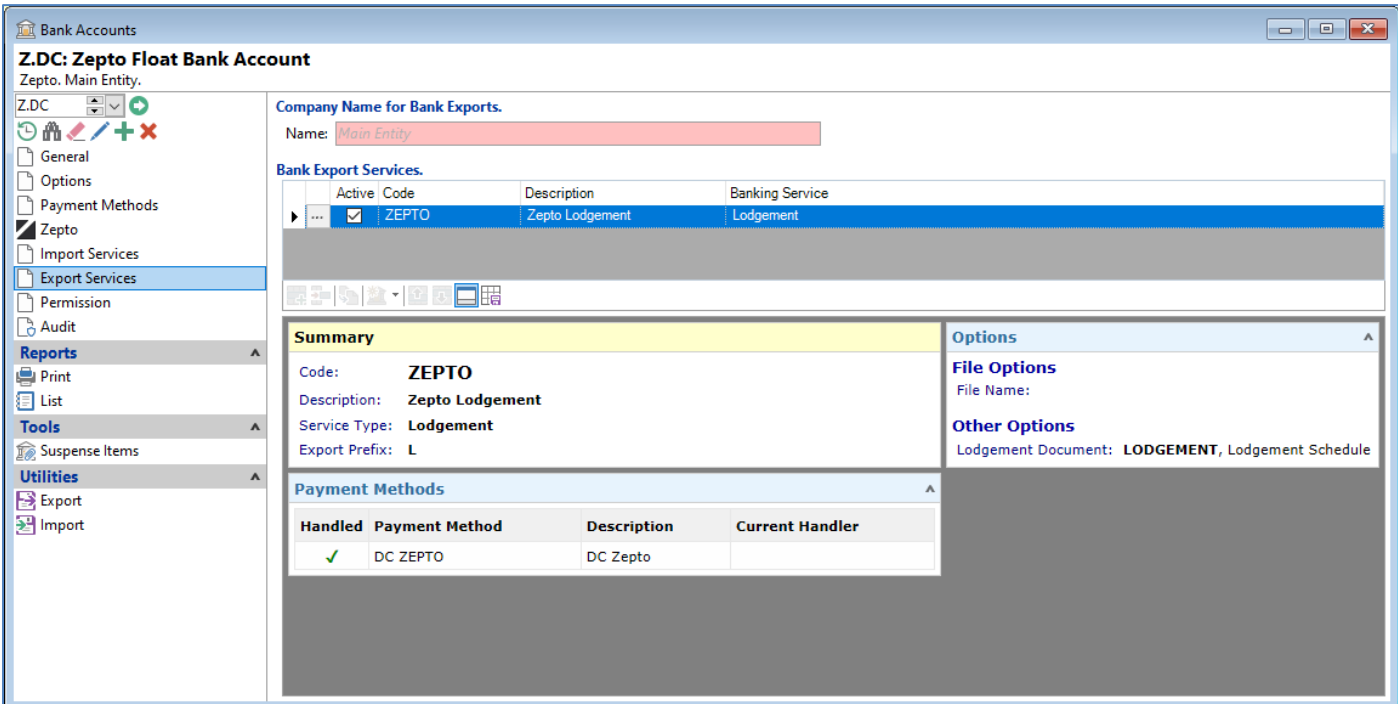
Note, if the time of day has already been passed the Transaction will mature immediately. For example, if the Payment Method Time of day is set as 2pm, and the transaction is created at 3pm, it will mature immediately.

5. Export Services page

There is no requirement to link Zepto Payment Methods to an 'Export Service'. However, a Lodgement type Export Service can be used to group Transactions for the GL export; this might be used if Zepto transactions are grouped together in your Bank Statement into one line.

If used, it is suggested that a new 'Lodgement type' export service is added so it is separate to the 'Lodgement' used for 'Cash'. To do this, go to 'Export Services' and click the 'Add' icon  and work through the wizard:

- **Enter a description and details for this Service** page:
Add in a Code, Description, and select that it will be a Lodgement.
- **Specify Lodgement details** page:
Select the Lodgement document, so that you will have a record of the transactions that were grouped together.
- **Select the Payment Methods that are handled by this Service** page:
Tick the checkbox for Zepto.
- Click Finish.



Bank Accounts
Z.DC: Zepto Float Bank Account
Zepto. Main Entity.

Company Name for Bank Exports.
Name:

Bank Export Services.

Active	Code	Description	Banking Service
<input checked="" type="checkbox"/>	ZEPTO	Zepto Lodgement	Lodgement

Summary

Code: **ZEPTO**
Description: **Zepto Lodgement**
Service Type: **Lodgement**
Export Prefix: **L**

Options

File Options
File Name:

Other Options
Lodgement Document: **LODgement**, Lodgement Schedule


Payment Methods

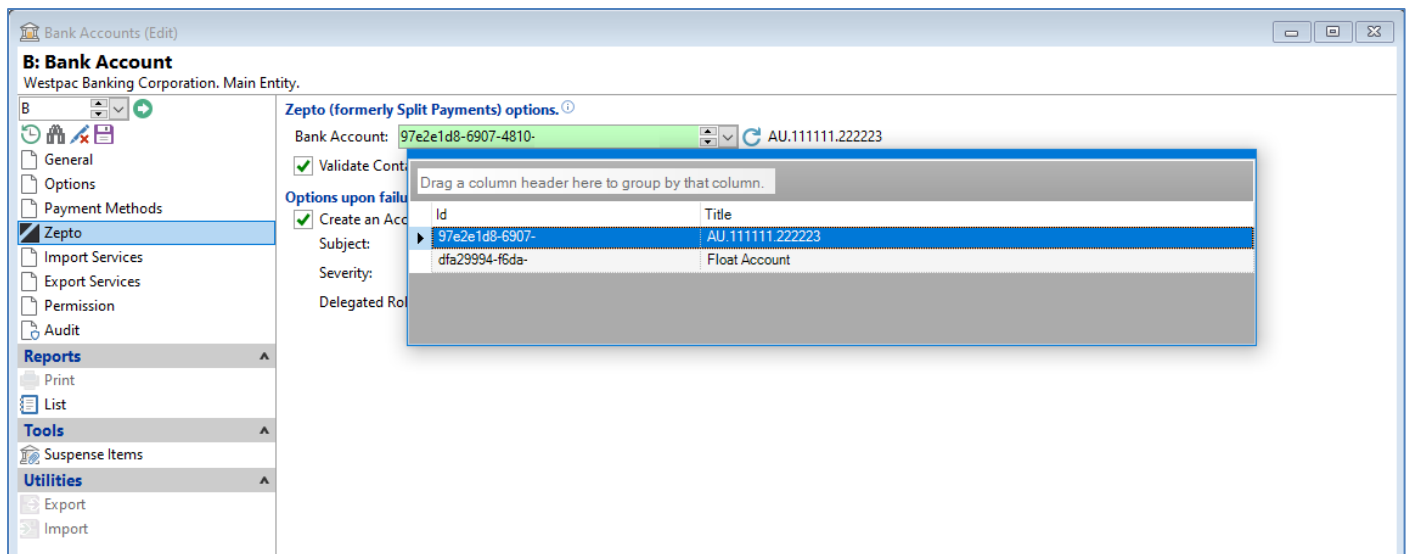
Handled	Payment Method	Description	Current Handler
<input checked="" type="checkbox"/>	DC ZEPTO	DC Zepto	

6. Zepto page

This page is visible if the 'Enable Bank Interface' checkbox on the Cost Centre is ticked.

• Zepto (formerly Split Payments) options

- **Bank Account** - click the  'Refresh' button and then the dropdown list. The dropdown list will show the Bank Accounts that are available to use; choose the correct one according to the 'Bank Account' e.g., Z.DC that you are currently adding the settings for.
 - Select the **Float Account** from the dropdown list, for the Float Bank Account and therefore Direct Credits.
 - Select the **Bank Account**, in our example "AU 111111...", for the Standard Bank Account and therefore Direct Debits.



- **Validate Contact details before sending Transactions to Zepto** – tick this checkbox to make sure that the Bank details, i.e., BSB, Account Number, Account Name and Email stored on the Bank Transaction matches the 'Contact' within Zepto. If a mismatch is detected the Bank Transaction will not be sent to Zepto.

- **Options upon failure** – enter the fields, if you would like to create a Log when a Bank Transaction fails – this includes any dishonoured transactions.

Bank Accounts
B: Bank Account
Westpac Banking Corporation. Main Entity.

Zepto (formerly Split Payments) options.

Bank Account: [Dropdown]

☒ Validate Contact details before sending Transactions to Zepto?

Options upon failure.

☒ Create an Account Log when a Bank Transaction fails?

Subject: **Bank Transaction has failed - Look into urgently**

Severity: **HIGH** High Severity

Delegated Role: **WEB** Web User

These logs can be found by going to the Task Manager, **Tasks** Folder, of a User that is in the Role that was selected as the **Delegated Role** and will also show on the 'Logs page' of the Account.

Task Manager
ADMIN: Administrator
View and manage Workflows and Tasks.

All Tasks.

	Type	Severity	Owner	Delegated	Code	Name	Date	Subject	O/D Days	Action Date
11	Account Log		ADMIN		L10007	Devon Shoppe Ltd	23/02/2021	Overdue Monitoring	377	02/03/2021 03:00
12	Account Log		ADMIN		L10010	Weldon, Dick	31/07/2021	Broken Promise	227	31/07/2021 00:00
13	Account Closed Pendi...		ADMIN		10008	Weldon, Dick			212	14/08/2021 02:00
14	Account Log		ADMIN		L10012	Sample, Amelia Ingrid	22/02/2022	Close Quotation (Early Settlement)	20	22/02/2022 03:00
15	Account Log		ADMIN		L10012	Sample, Amelia Ingrid	22/02/2022	Close Quotation (Early Settlement)	20	22/02/2022 03:00
16	Account Log	HIGH	ADMIN		M10000	Morris, Peter David	22/02/2022	Bank Transaction has failed - Look into urgently	20	22/02/2022 14:30
17	Account Log	HIGH	ADMIN		L10012	Sample, Amelia Ingrid	14/03/2022	Bank Transaction has failed (Disbursement)	0	14/03/2022 12:34

Bank Transaction has failed - Look into urgently (22/02/2022 2:30pm)

Subject: **Bank Transaction has failed - Look into urgently**

Date: **22/02/2022 11:30am** Brisbane
22/02/2022 2:30pm Auckland

Action: **To Action by Role 'WEB' on 22/02/2022 11:30am** Brisbane
22/02/2022 2:30pm Auckland

Admin Voided

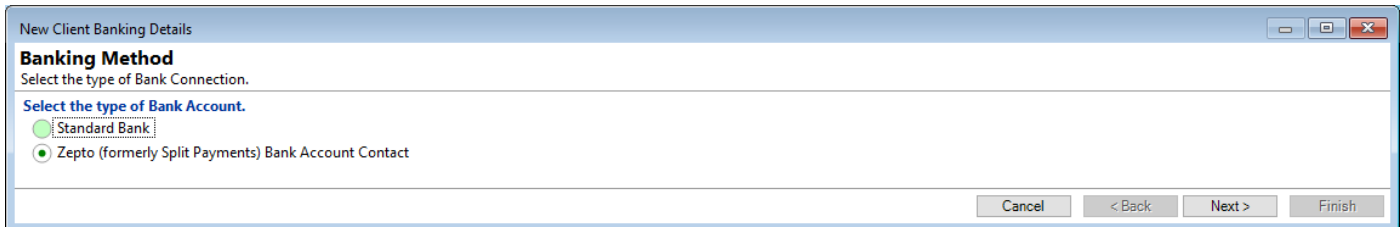
Original Bank Transaction:
Date: 22/02/2022
Id: 3,077
Value: \$2.50

CLIENT

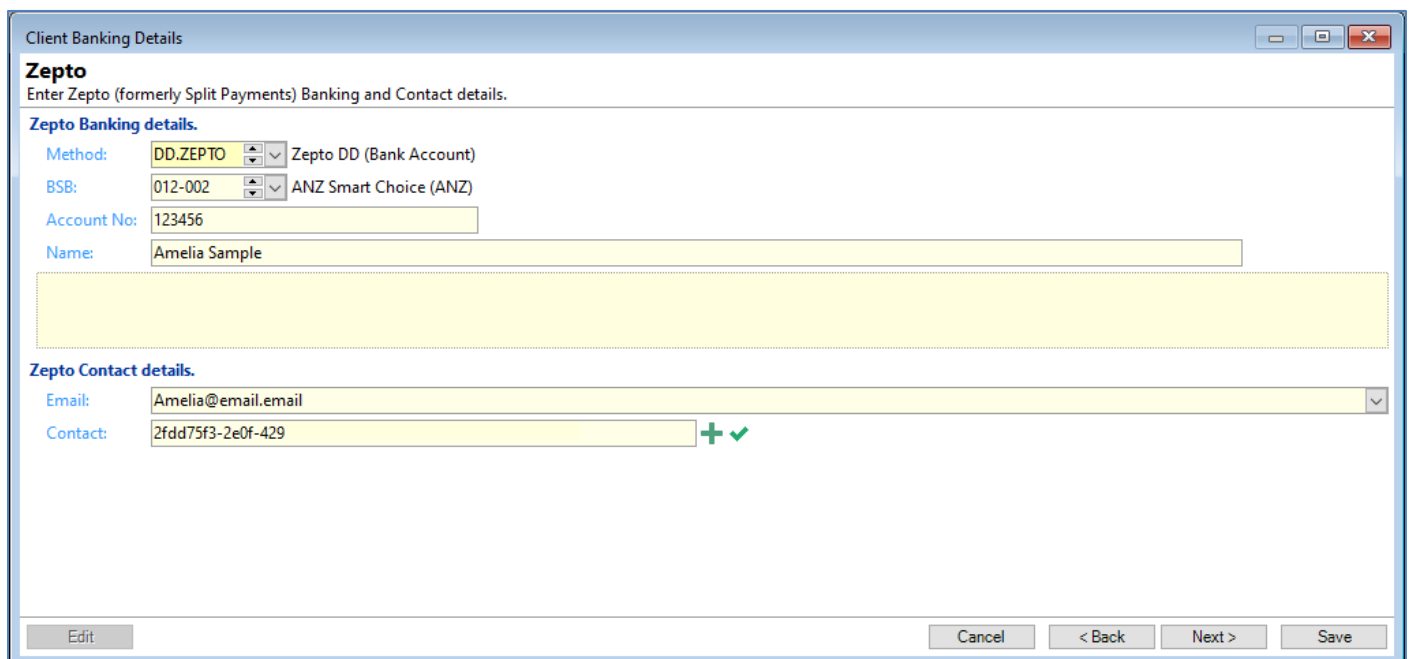
The Client can be setup with a 'Zepto' payment type. However, the 'New Client' wizard does not support Zepto bank accounts; you will need to set this up after the Client has been saved.


Go to the Client, Tax & Banking Page, click the  icon at the bottom of the page.


This will open a new wizard; select the 'Zepto Bank Account Contact' option and click **Next**.



The **Zepto** page of the wizard is where the Banking details are entered and the Contact with Zepto created and/or activated.



- **Zepto Banking details.**
 - Select the 'Zepto' payment method that was set up via 'Admin, Bank Accounts' pages.
 - Fill in the BSB, Account Number and Name.
 - **Zepto Contact details.**
 - Fill in the email address for the Client/Other Party.
 - **DO NOT** fill in the 'Contact', instead click the  'Add' button to create the Zepto Contact. This will send a message to Zepto:
 - If a Contact with the same Bank Account, Name and Email already exists, the existing Contact is returned.
 - If the Client does not exist, it will create a new Contact.
- Either way a 'Zepto GUID' will be returned and automatically fill in the 'Contact' field.

Clicking the  'Verify' button will show additional detail about the Account including, Name, Email and Bank Account number.

Click the **Next** button to move to the next page of the wizard.

Enter 'Other' options as required on this page of the wizard.

- Specify a Friendly Name to identify this Bank Account.
- Specify the period for which these details are valid.
- Specify other options.
- Enter Notes

Click **Finish** to complete the wizard.

Other Client Information

At the bottom of the Client, Tax & Banking page, there is an 'Update Accounts' button .

This button is used to update and copy any Bank Account information to other Client Accounts, however, is not available where a Bank Account is not already in place on an Account.

ACCOUNT

You will likely need to update Account 'Payment Details' with the Zepto information. To do this, go to the Account, Payments page and click the 'Edit' button in the 'Payment Details' section.

The screenshot shows the 'Account Payment Details' window with the 'Select Account' tab active. The window title is 'Account Payment Details'. The tab header is 'Select Account' with a subtitle 'Select account to enter new Incoming payment details for.' Below this, there's a section 'Select the Account to update.' with an 'Account:' field containing 'L10000' and a user icon labeled 'Sample, Amelia Ingrid'. The next section is 'Payment details change Authorisation.' with a 'Date:' field set to '14/03/2022', a 'By Whom:' dropdown menu showing 'Ms Amelia Sample', and a 'Reason:' text area containing 'Update to use Zepto details.' with a red squiggly line under 'Zepto'. At the bottom left, there's an 'Other Options.' section with a checkbox 'Create Log?'. At the bottom right, there are four buttons: 'Cancel', '< Back', 'Next >', and 'Finish'.

Fill in the appropriate details and click **Next** to move to the next page.

The Payment Details page of the wizard shows the Banking details and the option to 'Add new Zepto Contact'.


The screenshot shows the 'Account Payment Details' window with the 'Payment Details' tab active. The window title is 'Account Payment Details'. The tab header is 'Payment Details' with a subtitle 'Enter new Incoming payment details.' Below this, there's a section 'Enter the Payment method and Banking details.' with a 'Method:' dropdown set to 'ZEPTODD' (Zepto DD), a 'BSB:' dropdown set to '012-002' (ANZ Smart Choice (ANZ)), and an 'Account No:' text field containing '123456789'. There are also fields for 'Name:' (Amelia Sample), 'Email:' (amelia@email.email), and 'Contact Id:' (blank). A green plus icon and a green checkmark are next to the 'Contact Id' field. A red error message '1. Zepto Contact Id is blank' is displayed below the 'Contact Id' field. At the bottom right, there are four buttons: 'Cancel', '< Back', 'Next >', and 'Finish'.

- **Zepto Banking details.**
 - Select the 'Zepto' payment method that was set up via the 'Admin, Bank Accounts' pages.
 - Fill in the BSB, Account Number and Name.

- **Zepto Contact details.**

- Fill in the email address for the Client/Other Party.
- **DO NOT** fill in the 'Contact', instead click the **Add +** button.
This will send a message to Zepto:
 - If a Contact with the same Bank Account, Name and Email already exists, the existing Contact is returned.
 - If the Client does not exist, it will create a new Contact.

Either way a 'Zepto GUID' will be returned and automatically fill in the 'Contact' field.

Clicking the  **Verify** button will show additional detail about the Account including, Name, Email, Bank Account number and whether a Direct Debit agreement is in place.

Click **Finish** to complete the wizard.

WEBHOOKS

There is the option to use Webhooks to update the status of Transactions. This is set up within the Zepto Dashboard, rather than in finPOWER Connect. These are not mandatory but make for a cleaner process within finPOWER Connect.

The Webhook URL will look like the following:

`https://[WebServiceURL]/api/Callback/Webhook?serviceid=split`
Substitute **[WebServiceURL]** to your web server base URL.

If not used, the Zepto API needs to be polled to check the status of a Transaction. This is done via the 'Pending Service Request' wizard or individually for each transaction.

Webhooks have many events that can be intercepted; however we suggest that they are all selected. To do this, go to the Zepto dashboard, click on the Account name (top left-hand corner), where you will see a menu that includes 'Webhooks', click on this and add in the relevant information, for example:

- Add or Edit a Webhook/set callback URL.
- Filter Events – we suggest that you click on 'Select all' checkbox.

When a Webhook is received the Event is inspected, and only relevant Events are handled.

Additional information for Zepto Webhooks can be found here:

<https://help.zepto.money/en/articles/3303626-webhooks>

RECEIVING PAYMENTS

A payment made via the Zepto method should be no different to any others, for example you can receive an Ad-Hoc payment and Process the Direct Debits as normal i.e., via menu option Transaction, Process Direct Debit Payments. The advantage being that you can track the payment in real-time.

For example: click on the '**View Bank Transaction**' button found in the HTML Summary of the Transaction within the Account.

Summary

Id: 5484

Type: Payment Received

Source: Account Payment

Trans Type: PAY, Payment

Element: PAY, Payment

Reference:

Created: ADMIN on 15/03/2022 at 9:50:26am.

⚠ Queued, awaiting Funds to be cleared.

[View Bank Transaction](#)

Then click on the '**Update Status**' button to refresh the screen and update the Status of the payment.

Export Details

Service: Split

Sent: ADMIN on 15/03/2022 at 9:58:29am.


Reference: PR.fmk9

Status: Queued

[Update Status](#) [Cancel](#)

Service Log	Date	User	Type	Status
6457	15/03/2022 09:58:29	ADMIN, Administrator	RequestPayment	Approved

You can view the process that occurs before the Payment is cleared.

Please note: the **Cancel** button can only be used up until and while the Payment is 'Maturing'; any other status will result in a 'Request Failed'. Additionally, if you Cancel a payment, this will not create any reversals (in the system) and therefore needs to be done separately i.e., using the  'Reverse Transaction' button found in the Button Strip.

Export Details

Service: **Split**
 Sent: **ADMIN** on 15/03/2022 at 9:50:28am.
 Reference: **PR.fmk7**
 Status: **Success**
 Settlement Date: **15/03/2022**
 Settlement Reference: **CT.rvcl**

Service Log	Date	User	Type	Status
6452	15/03/2022 09:50:28	ADMIN, Administrator	RequestPayment	Approved
6453	15/03/2022 09:51:45	ADMIN, Administrator	ListTransactions	Maturing
6454	15/03/2022 09:52:57	ADMIN, Administrator	ListTransactions	Matured
6455	15/03/2022 09:53:50	ADMIN, Administrator	ListTransactions	Processing
6456	15/03/2022 09:54:53	ADMIN, Administrator	ListTransactions	Cleared

Lodgement Details

Not yet lodged.

The status updates will only show in full if you click the 'Update Status' button regularly. Else you will see only the 'Approved' and 'Cleared' status lines.

The other option that can be used to update the status on an Account Transaction is the menu option Process, Pending Service Requests. This will update all transactions in bulk.

Tick the '**Include**' checkbox for all the Accounts that need updating and then click '**Execute**'.

Pending Service Requests (Test Mode)

Pending Service Requests

Select the pending Service Requests to update.

	Include	Expired	Service	Source	Code	Name	Date	Reference	Last Updated	Status	Next Check
1	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Split	BankTransaction	M10000	Morris, Peter David	14/03/2022 12:30	PR.fmk7y	14/03/2022 12:30		14/03/2022 12:40:52
2	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Split	BankTransaction	X10000	AB Appliances Ltd	14/03/2022 14:55	PB.8u2l	14/03/2022 14:55		14/03/2022 15:05:38
3	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Split	BankTransaction	L10018	Dave's Lawnmowing	14/03/2022 15:10	PB.8u2t	14/03/2022 15:10		14/03/2022 15:20:53

Morris, Peter David

Zepto (formerly Split Payments)

Date: 14/03/2022 9:30am Brisbane
 14/03/2022 12:30pm Auckland
 Bank Account: B, Bank Account
 Bank Transaction: 3090, Payment Received

Delete Abort Cancel < Back Next > Execute

This will refresh the transactions and check whether they have been cleared.

Important note: To Direct Debit via Zepto, you must have a valid Agreement with your Client. Since this relies on a valid Zepto Agreement, created via either an AV or KYC, you cannot add a new Contact when processing an ad-hoc payment. In other words, the Client must have followed the normal process and agreed to DDR Service Agreements etc. See the 'Additional Zepto Information' section near the top of this document.

PAYMENT FAILURES AND DISHONOURS

As already mentioned, any failed transactions which includes Dishonours, will be notified as a log within the Task Manager on a User that is assigned to the Role that was selected as the 'Delegated Role' – this is described under the section 'Bank Accounts'. This log will also show on the affected Account.

Task Manager
ADMIN: Administrator
View and manage Workflows and Tasks.

All Tasks

Type	Severity	Owner	Delegated	Code	Name	Date	Subject	O/D Days	Action Date
Account Log		ADMIN		L10007	Devon Shoppe Ltd	23/02/2021	Overdue Monitoring	377	02/03/2021 03:00
Account Log		ADMIN		L10010	Weldon, Dick	31/07/2021	Broken Promise	227	31/07/2021 00:00
Account Closed Pendi...		ADMIN		10008	Weldon, Dick			212	14/08/2021 02:00
Account Log		ADMIN		L10012	Sample, Amelia Ingrid	22/02/2022	Close Quotation (Early Settlement)	20	22/02/2022 03:00
Account Log		ADMIN		L10012	Sample, Amelia Ingrid	22/02/2022	Close Quotation (Early Settlement)	20	22/02/2022 03:00
Account Log	HIGH	ADMIN		M10000	Morris, Peter David	22/02/2022	Bank Transaction has failed - Look into urgently	20	22/02/2022 14:30
Account Log	HIGH	ADMIN		L10012	Sample, Amelia Ingrid	14/03/2022	Bank Transaction has failed (Disbursement)	0	14/03/2022 12:34

Bank Transaction has failed - Look into urgently (22/02/2022 2:30pm)

Subject: Bank Transaction has failed - Look into urgently

Date: 22/02/2022 11:30am Brisbane
22/02/2022 2:30pm Auckland

Action: To Action by Role 'WEB' on 22/02/2022 11:30am Brisbane
22/02/2022 2:30pm Auckland

Admin Voided

Original Bank Transaction:
Date: 22/02/2022
Id: 3,077
Value: \$2.50

To view the log, click on the '...' drilldown and view the notes. The log will also show on the Account in the 'Logs' page.

Accounts
L10023: Montgomery, Mercury 2-Pass
Consumer Credit Loan - Term.

Logs

Type	Date	Subject	Action	Document	Publish Status
User	29/03/2022	Welcome Letter			
User	01/04/2022	Bank Transaction has failed (Disbursement)	01/04/2022		
Document	01/04/2022	Payment Reversed		APD	Printed

Payment Reversed (01/04/2022 3:44pm)

Subject: Payment Reversed

Date: 01/04/2022 12:44pm Brisbane
01/04/2022 3:44pm Auckland

Document: APD, Account Payment Dishonour

Publish Status: Published on 01/04/2022 12:48pm Brisbane
01/04/2022 3:48pm Auckland

File: Account_PaymentDishonour_202204011248.pdf

Print Status: Printed

Reversed Bank Transaction 3133 of \$0.04 dated 01/04/2022 by 'Zepto DD'
Reversed on 01/04/2022, reason for reverse 'Incorrect Account Number (Debit failed: No account/incorrect account Number)'
Fee of \$15.00 charged

You may need to act accordingly, for example my message states that 'Admin voided', which means the User reversed the transaction, without first cancelling the Bank transaction.

Any Payments that have dishonoured will be automatically reversed in the Account.

Within Global Settings, Accounts, General page, there is a section called 'Specify default actions to perform in the Payment Reversal Wizard'.

Global Settings

Accounts
General Account settings.

General

Accounts

General

New Accounts

User Defined

Scripts

Account Types

Auditing

Clients

Cost Centres

Credit Bureaus

Departments

Developer

Documents

Elements

Entities

Messaging

OCR (Beta)

Queues

Resources

Statistic Types

Tasks & Workflows

Users

Define Next Transaction Batch Id.

Next Batch Id: [YMD].[Seq]

Define which Monitor Categories to use and how they should be described.

Category A: Overdue ☒ Use?

Category B: Non Financial ☒ Use?

Category C: Other ☒ Use?

Specify Account code check digit method.

Method: BPAY MOD10V03

Prefix:

Length:

Suspend options.

'Other' label: Test Other Label

Specify Account Process Options.

☒ Allow Account Processes to be future dated?

Maximum days in advance for Payment Due and Standard Transactions: [180] [365]

☒ Allow Optimisation?

☒ Update Overdue days at the end of Account Processes?

☒ Automatically process Payments Due on date of Payment Arrangement?

Specify default actions to perform in the Payment Reversal wizard.

☒ Send a Document?

Document: APD Account Payment Dishonour

☒ Publish now?

☒ Start a Workflow?

Workflow: WORKFLOW7 Workflow 7

Specify Archive options.

Archive To: 01/07/2024

OK Cancel Apply

Normally the actions set, will be performed when reversing a 'Payment transaction' within the Account, using the 'Payment Reversal Wizard'. However, with any Zepto payments that have been automatically reversed, these options will be set in motion without 'User' intervention.

You can see from the following screenshot the transaction has been reversed and a fee charged. Additionally, the 'Account Payment Dishonour' letter is waiting to be Published Documents wizard.

The screenshot displays the 'Accounts' window for 'L10029: Sample, Amelia Ingrid'. The window title bar includes standard OS controls. The main content area is titled 'Account Transactions' and shows a table of transactions. The table has columns: Reverse, Date, Reference, Element, Debit, Credit, Balance, B.Overdue, and Notes. The transactions are as follows:

Reverse	Date	Reference	Element	Debit	Credit	Balance	B.Overdue	Notes
<input type="checkbox"/>	18/12/2018	Opening	ADV	6,500.00		6,500.00	0.00	
<input type="checkbox"/>	18/12/2018	Opening	INS	250.00		6,750.00	0.00	
<input type="checkbox"/>	18/12/2018	Opening	EST	125.00		6,875.00	0.00	
<input type="checkbox"/>	18/12/2018	Opening	CDP		1,500.00	5,375.00	0.00	
<input type="checkbox"/>	18/12/2018	Opening	SDUT	6.00		5,381.00	0.00	
<input checked="" type="checkbox"/>	01/04/2022		PAY		0.04	5,380.96	(0.04)	
<input type="checkbox"/>	04/04/2022		FDIS	15.00		5,395.96	14.96	
<input checked="" type="checkbox"/>	04/04/2022		PAY		0.04	5,396.00	15.00	Incorrect Account Number (Debit failed: No account/incorrect account Number)

Below the table, there is a 'Summary' section and an 'Allocations (System)' section. The 'Summary' section shows:

- Id:** 5663
- Type:** Advance
- Source:** Opening
- Element:** ADV, Loan Advance
- Reference:** Opening
- Created:** ADMIN on 01/04/2022 at 3:53:55pm.

The 'Allocations (System)' section shows a table with columns: Transaction, Balance. The data is as follows:

Transaction	Balance
Principal (Interest Bearing)	6,500.00
Total	6,500.00

The left sidebar contains a navigation menu with the following items: Key Details, General, Details, Clients, Security, Financial, Status, Workflows 1, Payments, Standard Transactions, Transactions (selected), Disbursements, Securitisation, Accounting Ledgers, Logs 1+1, Files, User Defined, Web, Audit, Actions, Communication, Reports, and Utilities.

The reason the payment has failed has also been included in the Notes column.

Please note: there are exceptions to the above and it is recommended to also review the 'Exporting Transactions' section for other 'Failed' transactions.

WITHDRAWAL AND DISBURSING PAYMENTS

This is no different to the normal method of sending or Disbursing a Payment, whether this is direct to the Client or via an External Party.

As per the 'Receiving Payments' section, the advantage is that you can view the progress of the Payment in real time.

Accounts
L10029: Sample, Amelia Ingrid
 Consumer Credit Loan Queensland. Mazda 626 2013 123ABC Silver; Mazda 626 2013 123ABC Silver; Testing workflow innit.

Disbursements

Element	Description	Status	Type	Payee Type	Payee	Date	Date Due	Value
1	XPOA Account Disbursement	Complete	Payout	Account	Ms Amelia Sample	18/12/2018		100.00
2	XCI Insurance Disbursement	Hold	Cost	Insurer	Insurance Cover Ltd	18/12/2018	20/01/2019	150.00
3	XPOEP External Party Payout	Hold	Payout	Dealer	Top Town Motors	04/04/2022	04/04/2022	4,900.00

Payout Reconciliation

To be disbursed:	\$5,000.00
Already paid:	100.00
Held/ Pending:	4,900.00
Variance:	\$0.00

Totals

	Paid	To Pay	Total
Disbursement Totals			
Payouts	100.00	4,900.00	5,000.00
Costs	0.00	150.00	150.00
Recoveries	0.00	0.00	0.00
Total	\$100.00	\$5,050.00	\$5,150.00
Commission Totals			
Commissions	0.00	0.00	0.00
Recoveries	0.00	0.00	0.00
Total	\$0.00	\$0.00	\$0.00

Summary

Type: **Payout**
 Status: **Complete**
 Element: **XPOA, Account Disbursement**
 Date: **18/12/2018**
 Value: **\$100.00**

Original Calculation

Reference: **Full**
 Base Value: **\$5,000.00**
 Value: **\$5,000.00**

Payee

Type: **Account**
 Payee Name: **Ms Amelia Sample**
 Pay Method: **ZEPTODC, Zepto DC**
 BSB: **012-004**
 Account No: **14141414**
 Name: **Amelia Sample**
 Email: **amelia@email.email**
 Contact: **5bb53f97-b76**

Payment

Date: **18/12/2018**
 Service: **Split**
 Status: **Queued**

To review the progress, either click on the 'View' button within the Account, Disbursements page or go to the menu option Process, Pending Service Requests, and update in bulk.

Export Details

Service: **Split**
 Sent: **ADMIN on 04/04/2022 at 11:27:25am.**
 Reference: **PB.8yjs**
 Status: **Success**
 Settlement Date: **04/04/2022**
 Settlement Reference: **DT.mjy5**

Service Log	Date	User	Type	Status
6568	04/04/2022 11:27:25	ADMIN, Administrator	MakePayment	Matured
6570	04/04/2022 11:33:24	ADMIN, Administrator	ListTransactions	Cleared

As you can see from the screenshot above, the cleared funds, is shown in real time.

EXPORTING BANK TRANSACTIONS

You will notice on the 'Export Bank Transactions' wizard, there is an additional option 'Send Bank Transactions via a Bank Interface (Web API) Service'. These will usually include the sorts of the Transactions that normally need to be authorised. However, they will also include transactions that have failed to be sent automatically (please see additional section below).

However, you may find that there are no files to Export, as these normally transact with Zepto immediately without the need to export.

Additionally, the transactions shown will also depend on the Permission Keys set for each User.

FAILED TRANSACTIONS THAT HAVE NOT REVERSED

There are several types of transactions sent to Zepto that will not automatically be reversed within the Account transactions; this is because they fail before they leave finPOWER Connect.

Some of the transactions that might fail include:

- The 'Contact Id' on the Account is not correct or does not match Zepto information.
- The Client has blocked Zepto – 'Authoriser contact bank account is blocked and not eligible'.

It is therefore recommended that this wizard be run on a regular basis, in order review any transactions that need further investigation and possible reversal. The summary section will contain additional information within the 'Export Details' section.

Additionally, you will see the following buttons:

- **Send** button, where you can resend the transaction. If there is an issue an error will appear; this will prompt the user to investigate further.
- **Reverse** button, on other transactions where there is a reason the transaction has failed and hasn't automatically reversed, a **Reverse** button is included. This allows you to manually reverse the transaction.

ZEPTO LODGEMENTS - EXPORTING TO THE GENERAL LEDGER

If you have linked the Payment Method of Zepto with the Export service of 'Zepto Lodgement', then bank transactions must be 'Lodged' first, to appear in the General Ledger export. To do this go to menu option Transaction, Bank Lodgements.

On the first page of the wizard, select the Bank Account and the 'Service', in this case 'Zepto Lodgement' and click 'Next'.

The Lodgements page will show all transactions including the following Statuses:

- Success
- Failed
- Cancelled and
- Aborted.

If a transaction has been 'Cancelled' or 'Aborted' and no manual reversing transaction has been made, then these will show in the Lodgement, however the 'include' checkbox will be unticked. To rectify this, reverse the Transaction in the Account; once this has been completed the Transaction will disappear from the Lodgement. It is therefore important to fix any transactions that are showing in the Lodgement before clicking the Finish button.

Tick the 'Include' checkbox for all the transactions you would like to 'Lodge'. This will send a Bulk transaction value to the GL, so you may need to keep a copy of the Lodgement schedule to reconcile later.

SCRIPTING

If required, scripting can intercept various events to handle additional processing. The Script is defined on the Cost Centre.

Script Properties are as follows:

- Type = Object Events
- Object = Bank Interface

Script Events

- Status Change – The Bank Transaction's status has changed including:
 - Queued – After the Bank Transaction is first sent to Zepto, also after an update but the Bank Transaction is still Queued.
 - Complete – When the Bank Transaction has been successfully completed.
 - Failed – When the Bank Transaction fails. This will reverse the Bank Transactions; however, you can handle this yourself in the script and set "eventHandled=True"
 - Cancelled – When the Bank Transaction within Zepto is cancelled from within finPOWER Connect.
 - Aborted – This is a manual process within finPOWER Connect to abort a Service log.

PERMISSION KEYS

A number of Permission Keys have been added for the new Banking Interface area. These include:

- **Banking.BankInterface.AutoSend.ClosePayment**
Will automatically send Bank Transactions when an Account is 'Closed-Pending'.
Default = Allow
- **Banking.BankInterface.AutoSend.CloseWithdrawal**
Will automatically send Bank Transactions when an Account is 'Closed-Pending'.
Default = Deny
- **Banking.BankInterface.AutoSend.DirectDebits**
Will automatically send Bank Transactions immediately after processing Direct Debits.
Default = Deny
- **Banking.BankInterface.AutoSend.Disbursement**
Will automatically send Bank Transaction when an Account Disbursement is approved.
Default = Deny
- **Banking.BankInterface.AutoSend.DisbursementAccountPayments**
Will automatically send Bank Transaction when Disbursement Account Payments are processed.
Default = Deny
- **Banking.BankInterface.AutoSend.Payment**
Will automatically send Bank Transaction at the end of the Account Payment wizard.
Default = Allow
- **Banking.BankInterface.AutoSend.Withdrawal**
Will automatically send Bank Transaction at the end of the Account Withdrawal wizard.
Default = Deny
- **Banking.BankInterface.AutoSend.Refund**
Will automatically send Bank Transaction at the end of the Account Refund wizard.
Default = Deny
- **Banking.BankInterface.Requests.Abort**
Controls whether the User can abort Bank Interface requests.
Default = Deny
- **Banking.BankInterface.Requests.Cancel**
Controls whether the User can cancel Bank Interface requests.
Default = Allow
- **Banking.BankInterface.Requests.Update**
Default = Allow
Controls whether the User can update Bank Interface requests.