

DevMan provides complete management of all aspects of the payment cycle from entering commitments to making payments to beneficiaries and suppliers. The system is largely automated, yet with appropriate controls where needed. Automation increases efficiency, saves considerable time, eliminates human error and the tediousness that comes from manual repetitive tasks. We recognise that no one organisation's internal procedures and controls are the same. Devman is easily adapted to suit your office practice with workflow that's quickly applied without costly programming changes.

Key tools

FINANCIAL GROUP

An expression used in Devman applied to collections of the finance processes:

- Requisition
- Payment
- Remittance
- Cashbook

DUE GRIDS

Collections of transactions ready (due) for processing are conveniently presented in the following grids:

- **Requisition** – pledges not fully receipted (un-paid pledges).
- **Payment process** – pending payments linked to a Completed (approved) requisition.
- **Remittance** – Completed payments.
- **Cashbook export** – Completed transactions not linked to a cashbook export.

BATCH PROCESSING

Process transactions in a batch to generate a collection for any financial group:

- Requisitions & Remittances – a group will be created per payee, per bank account.
- Payment process – a group will be created per transaction channel.
- Cashbook export – a group will be created per export.

MILESTONE AND WORKFLOW

These are the important achievements in the series of tasks in processing expenses. An essential use is keeping track of communications and reminders. Some important things to note are:

- Captured groups are editable, ie transactions can be added, changed and deleted.
- Completed / Exported / Fully paid groups are locked, transactions cannot be changed.
- Revision only applies to requisitions and remittances.

REQUISITION

- Captured
- Completed
- Revision
- Fully paid

PAYMENT PROCESSING

- Captured
- Completed
- Exported
- Released

REMITTANCE

- Captured
- Completed
- Revision

CASHBOOK EXPORT

- Captured
- Completed
- Exported

MILESTONE UPDATE

Allows you to select collections and update them to the next milestone achieved and trigger linked workflow.

Process

The basic steps are as follows:

First ensure all commitments are captured and pledges generated with the following important fields selected (See separate quick guide for details):

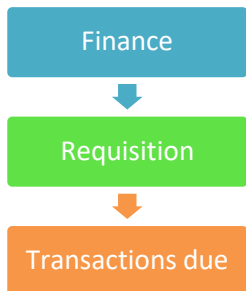
- Payee
- Payee bank account
- GL & Contra codes
- Transaction channel

Then follow these steps:

1. Select transactions to be paid.
2. Generate requisitions.
3. Complete requisitions.
4. Process the payments.
5. Complete the payments.
6. Select paid transactions.
7. Generate remittances.
8. Complete remittances.

Step 1 – Select transactions to be paid

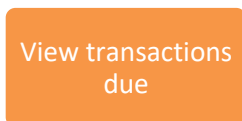
From the main menu select :



This will take you to the pledge filter page.
Select the criteria of the data required then select:



The page will indicate the number of search results. To view select:



This grid will show all pledges that are available to pay. Any pledges that are partially paid will also show on this grid.

The data can be viewed by:

- Details – shows the detail of each transaction.
- By recipient – summarises all transactions per payee/recipient.

Once you have reviewed the transactions you can select recipients or transactions (depending on your view) to generate requisitions:

- Select specific transactions using the checkbox .
- Select all transactions by not selecting any checkbox

Step 2 – Generate requisitions

Once the transactions to pay are ticked, select:

Process due requisitions

This will take you to the bulk update page. Then select:

Begin process

- This will create individual requisitions for each payee per bank account.
- Wait for the process to complete before continuing to work on DevMan.
- The status of the requisitions will automatically be 'Captured'.

View the captured requisitions by selecting 'Requisition' on the batch generated grid line:

Batch generated

Requisition	3
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PLEASE NOTE

If there is an requisition in Captured phase for a specific bank account, any pledge in the batch with the same bank account will automatically be added this requisition.

Step 3 – Complete requisitions

To view the generated requisitions select:

Finance



Requisition



View requisitions

This will take you to the requisition grid. Filter the data by using a saved report option or the grid filters.

Select the requisitions that need to be updated by using the check boxes. Then select:

Action



Update status to completed

This will take you to the bulk update page. On the bulk update page select:

Begin process

This will update the milestones of all selected requisitions from Captured to Completed.

PLEASE NOTE

If you do not have the integrated payment process please continue from the heading 'Non-integrated sites' under step 5 after you have made your payments.

Step 4 – Process the payments

The payment process group allows you to track how these payment requests were paid. Clients have two payment process options:

1. DevMan EFT integrated payment portal: Payment – VCS.
2. Payments processed outside of DevMan: No integration – Standard.

These options are determined by the transaction channel set on the transaction. A payment process group is created for each transaction channel.

From the main menu select:

Finance



Payment process group



Transactions due

This will take you to the payment filter page. Select the criteria of the data required then select:

Search

The page will indicate the number of search results. To view the results select:

View transactions due

This grid will show you all payments that are available to pay.

Once you have reviewed the transactions you can select transactions to generate the payment process group:

- Select specific transactions using the checkbox.
- Select all transactions by not selecting any checkbox .

When you have made your selection, select:

Action



Process due payment process group

This will take you to the bulk update page. On the bulk update page select:

Begin process

- This will bulk create a payment process group per transaction channel.
- Wait for the process to complete before continuing to work on DevMan.
- The status of the groups will automatically be 'Captured'.

PLEASE NOTE

If there is a payment process group in Captured phase for a specific channel, any payment in the batch with the same channel will automatically be added this group.

View the captured groups by selecting 'Payment process group' on the batch generated grid:

Batch generated

Payment process group

2

Once all transactions have been added, the group can be locked and processed according to the channel.

Payment VCS

Once the payment process group has all required transactions linked, on the financial group page select:

Action



Complete and submit

This will take you to the bulk update page. On the bulk update page add a description and select:

Begin process

- This will update the payment process group milestone to Completed and submit the batch to the payment portal – no changes to transactions can be made after this step.
- Wait for the process to complete before continuing to work on DevMan.
- The result of the batch indicates successful communication with the portal.
- To view the status of each individual transaction view the payment process group and select:

View



Transaction log

This will show you the summary grid of the over all batch submission status. Successful means the Devman communicated with the payment portal successfully.

Select the grid line to view the details of the batch, sample below:

Date	10/03/2016
Action	Batch update – Payments
Number of records	44
Cancelled	2
Successful	42

Select the Successful or Cancelled grid line to view the details of the line items.

EFT integration

Once a batch has been submitted to the payment portal it can take up to 7 days for the portal to confirm or reject the payments – please see below for explanation of line item status messages. If after 7 days no feedback has been received, DevMan assumes the payment was successful and auto updates the transaction status to 'Completed'.

Batch line items status:

- **Processing** - The payment instruction has been processed, but is neither confirmed or rejected at this point.
- **Generated** - The payment instruction has been successfully accepted for processing, but has not been processed yet.
- **Rejected** - Rejected by the payment portal, in this case bank account details may need to be adjusted. Once corrected these rejections can be re-submitted via the bulk update page.
- **Successful** - The payment instruction not been rejected and is now considered successful, the transaction is updated to 'Completed' automatically.
- **Cancelled** - Payment has failed and the transaction has been cancelled automatically. These transactions will need to be re-processed from the pledge, possibly via a different method.
- **Failed** - Payment has failed but the transaction could not be cancelled automatically. A reversal of the payment must be added then it will need to be re-processed from the pledge, possibly via a different method.

The batch can be manually updated to 'Completed' if required (See step 5).

No integration – Standard

Once the payment process group has all required transactions linked, on the financial group page select:

Update status

Update status is on the right side of the page next to the group status.

The milestone update page will pop up on to the page, select the 'Completed' and date then select Save.

- The group is now locked and no changes can be made.
- The status of transactions are still 'pending'.

Step 5 - Complete the payments

To indicate that a payment batch has been fully processed, the payment process group must be updated to 'Released'. This step will also update all linked transactions from 'Pending' to 'Completed' and update the transaction date as specified.

- As EFT integrated transactions are updated to Completed automatically by the payment portal if successful, this step should be done only 7 days after initial submission.
- Standard non integrated transactions must be manually updated.

To do this view the payment process group, select the Release date then select:

Action



Release transaction

A pop up box will ask for confirmation that the linked payments are to be released.. Select 'Yes'. This will do three things:

- The group status will update to 'Released' – indicating payment has been processed.
- The transaction status will update to 'Completed'.
- The date of each transaction will be updated to the release date selected.

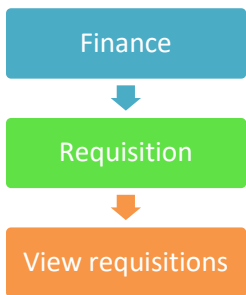
PLEASE NOTE

Should an EFT integrated payment fail AFTER it has been Completed, the payment portal will update the transaction status to Cancelled. The linked pledges can be reprocessed.

Non integrated sites

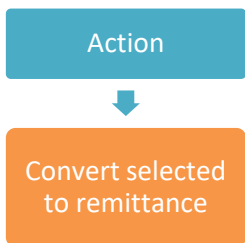
To indicate that a payment has been fully processed, the requisition must be converted to a remittance.

To view the generated requisitions select:



This will take you to the requisition grid. Filter the data by using a saved report option or the grid filters.

Select the requisitions that need to be updated by using the check boxes. Then select:



This will take you to the bulk update page. On the bulk update page select:

Begin process

This will update the transaction status from Pending to Completed.
The requisition milestone will update from Completed to Fully processed.
A remittance will be created for each requisition updated – the status will be Captured.

To view the generated remittances select 'Remittance' on the batch generated grid:

Batch generated

Remittance	5
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PLEASE NOTE

Continue from step 8

Step 6 – Select paid transactions

From the main menu select :

Finance



Remittance



Transactions due

This will take you to the payment filter page. Select the criteria of the data required then select:

Search

The page will indicate the number of search results. To view the results select:

View transactions due

This grid will show you all completed payments.

Once you have reviewed the transactions you can select transactions to generate requisitions:

- Select specific transactions using the checkbox.
- Select all transactions by not selecting any checkbox .

Step 7 – Generate remittances

Once you have selected the transactions you want to pay, select:

Action



Process due remittances

This will take you to the bulk update page. On the bulk update page select:

Begin process

- This will bulk create individual remittances for each payee per bank account.
- Wait for the process to complete before continuing to work on DevMan.
- The status of the remittances will automatically be 'Captured'.

PLEASE NOTE

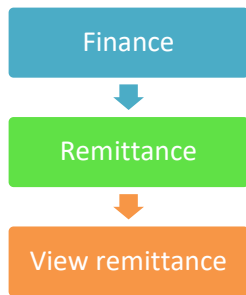
If there is an remittance in Captured phase for a specific bank account, any payment in the batch with the same bank account will automatically be added this remittance.

View the captured remittances by selecting 'Remittance' on the batch generated grid:

Batch generated	Remittance	3
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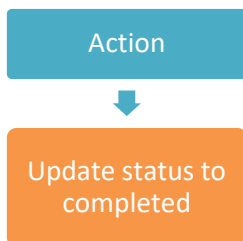
Step 8 – Complete remittances

To view the generated remittances select:



This will take you to the remittance grid. Filter the data by using a saved report option or the grid filters.

Select the remittances that need to be updated by using the check boxes. Then select:



This will take you to the bulk update page. On the bulk update page select:

Begin process

This will update the milestones of all selected remittances from Captured to Completed.

Add transactions to a financial group

Transactions can be added to existing financial groups. The rules for each group are:

- **Requisition** – Transactions can only be added if the requisition is in Captured or Revision phase.
- **Payment process** – Transactions can only be added before the group is Completed.
- **Remittance** – Transactions can be added if the remittance is in Captured or Revision phase.

Follow the same steps as generating a financial group, transactions will be added to the groups as per the batch processing rules.

Remove transactions from a financial group

Transactions can be removed from the financial groups. The rules for each group are:

- **Requisition** – If a transaction has not been through the Payment Processing group, it can be deleted off the requisition if in Captured or Revision phase. Transactions linked to a Requisition are pending payment records, so the pledge will not be removed when this is deleted.
- **Payment process** – Transactions can only removed from a group **before** it is Completed.
- **Remittance** – Transactions can only be reversed and not deleted.

REQUISITION

- View the Requisition group.
- Update the status to 'Revision' (if not in Captured phase).
- Select the transaction to be removed from the grid.
- On the transaction detail page select 'Delete' – this will only delete the pending payment, not the pledge.
- Once all transactions have been removed the requisition status can be updated to 'Cancelled' (if needed).
- If the requisition is in 'Fully processed' phase, or the payment status is 'Completed' – the transaction will have to be reversed.

PAYMENT PROCESSING

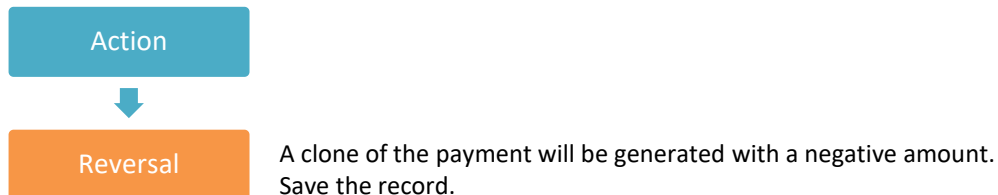
- View the Payment process group.
- The status must be 'Captured'.
- Select Action >> Remove payments.
- Use the checkboxes to select which payments to remove.
- Select 'Remove items'.

Payment reversal

Once a payment has been fully processed through DevMan any adjustments can only be done by adding a reversal of the transaction. A reversal record is needed to cancel out the previous payment. The pledge can then be adjusted and re-processed through the system. Possible reasons for reversals:

- Banking transaction failure.
- Return of funds.
- Incorrect information captured.

To add a reversal search for and view the payment record, then select:



The reversal record will be available for processing on the Remittance and the Cashbook transactions due grids. The original pledge will now be available for re-processing, or cancelled / deleted if not required.

Notes

Supplementary

This section covers additional methods to generate and add pledges to requisitions.

Directly from the pledge

- Payments can be added to requisitions directly from the pledge page
- Requisitions can be generated directly from the pledge page

Directly from the requisition

- Pledges can be added to a requisition directly from the requisition

Directly from the pledge

View the pledge to be paid, then select:

Action



Pay and link to requisition

This will do one of two things:

- Generate a new requisition with the payment linked.
 - Add the payment to an open requisition with the same payee and bank account.
- Continue with payment process.

Directly from the requisition

View the requisition to which a payment needs to be added. The requisition must be in Captured or Revision status. Then select:

Action



Process due pledges

This grid will show you all pledges that are available to pay for the same payee. Any pledges that are partially paid will also show on this grid.

Once you have reviewed the transactions you can select to add to the requisition:

- Select specific transactions using the checkbox
- Select all transactions by not selecting any checkbox

Then select:

Action



Process due requisitions

This will take you to the bulk update page. On the bulk update page select:

Begin process

This will add the pledges to the existing requisition if the bank accounts are the same.