DBS Giro Return File Import

Overview

This tool imports a DBS Giro return file and updates the status of payments in Emersion previously submitted to DBS. This file is generated by DBS.

Subscribers to the DBS Giro payment gateway for the purposes of collecting direct debit payments will have access to this importer

See the Manual Payment Batch feature pages for the creation of the submission file.

Licencing

This feature is available to subscribers of the following:

- [ ] Emersion Core
- [x] Optional Modules (Automated Payments module with the DBS Giro payment gateway)
- [ ] Upon Request (please contact your Account Manager)

Import Result Notification

This feature utilises the **Bulk upload processing notification event** (event type 963) to send a notification to the user containing the results of the import attempt.

- If the import is successful, the email notification will advise you when the import process is complete.
- If the import is not successful, the email notification will send details of the records that failed validation and why.

An event template must be created and the event must be *enabled* before the import tool can be used.

Preparing The Data for Import

To prepare your data for import, you will need to retrieve the DBS Giro return file from DBS IDEAL^{TM} or DBS IDEAL^{TM} Connect.

Importing The Data

To access the import tool:

Finance > Bulk Import > DBS Giro Direct Debit Return

1. Click the **Browse** button and select the txt file containing the data you want to import.
2. If you want the bulk upload processing notification email to be sent to a different email address than the address defined in the event template, tick the **Override?** checkbox and enter an alternative email address. This will only apply for this upload. To change the email address for all future imports, you will need to change the recipient defined in the event template.
3. Press **Submit**
4. The system will validate the data and if no errors are found, the system will import the data. When the notification email is received, the process has been completed.

Validating the Import

Bulk Import Validation

The system will parse the data for invalid formatting only. It cannot check for data accuracy. We *do not* recommend you edit the contents of this file in an attempt to troubleshoot. If you believe there may be a problem please contact the Emersion support team for further assistance.

If you find an problem, you cannot roll back the import. You have two options should this occur:

1. Manually correct the data.
2. Request Emersion fix the errors for you.

Any request to correct imported data must be submitted via a ticket. Emersion will provide an estimate of the work and a quote. The quote must be approved and paid in advance before any restorative work commences.

Data Definition

We do not anticipate this file being generated by end user. You should retrieve the return file from DBS. The attached document under the GIRO Results File Specification describes the file format we require for this import.

Viewing Imported Data

After importing data it is important to validate it was imported correctly. Choosing a random records and performing a visual check in Cumulus should reveal any mistakes relatively quickly that would be harder to see in an import sheet.

You can view the status of Payments in Cumulus via:

- **Finance > Accounts Receivable > Payments**
- **Customer > Payments**

You may also view the status of payments via a report:

Reports > List > Finance

Report Name: Payments (id: 6)

Related Pages

- Event: Manual Payment Received
- Manual Payment Batch Overview
- Create a Payment Batch
- Manual Payment Batch
- Update Direct Debit Batch Payment Statuses
- Export Direct Debit Payments
- DBS Giro Return File Import
- Payments
- Close the Direct Debit Batch File
- Acceptance Testing: Manual Payment Batch
- Emersion Payment Import
- Bulk Import Payment ABA File
- Event: Payment Plan Completed
- Event: Payment Plan Cancelled
- Event: Payment Plan Created