



## iATS Returns for NA ACH and UK Direct Debit

*Upgrade Instructions for Existing Brickwork Version 4.5 and Above Users*



Last Updated September 8<sup>th</sup>, 2015

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## Contents

1.1	Overview .....	3
1.2	Special notes for UK Direct Debit clients.....	4
1.3	Page Layout Modifications for existing Brickwork Clients .....	6
1.3.1	Page layout Amendments: .....	6
1.4	iATS Return Workflow for UK BACS Clients .....	9
1.4.1	Workflow .....	9
1.4.2	Visual Workflow .....	11
1.5	iATS Return Workflow for NA ACH/EFT Clients .....	12
1.5.1	Workflow .....	12
1.5.2	Visual Workflow .....	13

## What should I do with this document?

**Step 1:** Read Section 1.1 the overview on our new ACH object called iATS Returns!

**Step 2:** If you use the ACH or Direct Debit method of payment with Brickwork, follow the update instructions in Section 1.3. It'll only take a few minutes!

Or If you don't accept ACH or DD currently, contact our Sales team ([iats@iatspayments.com](mailto:iats@iatspayments.com)) and get started!

**Step 3:** Tell your staff about the new iATS Return records and let iATS Customer Care ([iatscs@iatspayments.com](mailto:iatscs@iatspayments.com)) know if you have any questions!

## 1.1 Overview

Brickwork now includes a new custom object called iATS Returns! These records are automatically imported from iATS Payments into Salesforce via the existing Brickwork Nightly Download Journal process, providing added visibility into returned NA ACH/EFT and UK Direct Debit iATS Transactions.

Where you previously needed to review the iATS Portal or the Smart Debit UK website to get information about returned ACH/DD transactions, now your data is where you need it...within Salesforce!

- **What are Returns?** Returns for bank withdrawal transactions are like credit card chargebacks. They represent a donor or their banks request for money to be returned to the account holder's bank account.

Returns are issued after an ACH/Direct Debit transaction is marked as approved (successful), usually within a few days, and will often contain a reason such as "Insufficient Funds" where it was determined the bank account didn't have enough money for the debit, or "Account Closed" where the bank account you are trying to debit no longer exists or has been closed by the bank.

There are a number of reasons for a return, and the details will be posted within the iATS Return detail page.



iATS Return  
**A817E59A**

[Back to List: iATS Transactions](#)

[iATS Transactions \[0\]](#) | [iATS Customer Codes \[0\]](#) | [Payments \[0\]](#)

[Edit](#) [Delete](#) [Clone](#)

iATS Return Detail		Payer Name	Than Aung
Return ID	A817E59A	Method of Payment	ACHEFT
Return Date	8/4/2015	Currency	Canadian Dollar
Return Amount	USD 3.00	Return Code	Return:57
Return Description	COMPANYID_ERROR		

▼ **NA ACH (Bank Withdrawal) Information**

ACH Account Number	3456
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▼ **UK BACS Return Information**

BACS Report Type (UK)	Payer New Name
Reference Number	Payer New Sort Code
Original Transaction Date	Payer New Account Number
Payer Account Number	New Amount
Payer Sort Code	Effective Date

▼ **Related Records**

iATS Transaction	<a href="#">A81AE748</a>	iATS Account	<a href="#">DEMO88</a>
Journal ID	134893031	iATS Customer Code	

- **How do I start importing iATS Returns into Salesforce?** If you have your ACH/DD iATS Client Code saved as an iATS Account and the Nightly Download Journal APEX job scheduled you don't have to do a thing! Brickwork will automatically import your ACH Transactions during the nightly import (or via the manual import option within iATS Settings) to create new iATS Return records.

- For NA returns, we use a new field called “Journal ID” which we are now posting to all iATS Transactions and iATS Returns. The return looks for the Journal ID on the iATS Transaction to find a match.
  - For UK Direct Debit returns, we look for the Reference Number located on the iATS Transaction and iATS Customer Code records. We also back up the match by comparing the amount and date of the original transaction where applicable.
- **What do I do with iATS Returns?** You can action a returned ACH transaction in the same way you are now, usually this means contacting the donor or marking their records to indicate you didn’t actually receive their donation. Brickwork will automatically update the status of a related iATS Transaction from “Approved” to “Return” to help distinguish returns, but won’t update any other related records such as Opportunity, Payments, or Recurring Donations at this time. UK users can view the new “Help for This Page” link at the top right of any Return record to view the following: <http://home.iatspayments.com/ACHRejectCodes>.
  - **Can I report on iATS Returns?** You bet! We’ve designed three new reports which you can find within the iATS Brickwork Reports section:
    - All Returns - Details all returned ACH/Direct Debit iATS Transactions
    - Returns with Customer Codes - Details ACH/Direct Debit iATS Returns when they are linked to a recurring iATS Customer Code
    - Returns with Transactions - Details ACH/Direct Debit iATS Returns when they are linked to an iATS Transaction

## 1.2 Special notes for UK Direct Debit clients

Brickwork now imports all four BACS report types from Smart Debit:

### **ADDACS** (Automated Direct Debit Amendment and Cancellation Service)

- Issued if the donor contacts their bank to cancel the donation or if their account, name or address details have changed. Notification time varies as it is dependent upon a cancellation request. *May or may not be linked to an iATS Transaction, depending on the reason.*

### **AUDDIS** (Automated Direct Debit Instruction Service)

- Issued if there is a problem setting up the debit instructions at the donors bank. Notification time varies as it is dependent upon a cancellation request. *Always linked to an iATS Customer Code but never an iATS Transaction.*

### **ARUDD** (Automated Return of Unpaid Direct Debit)

- Generally Issued due to insufficient funds or if a donation has been cancelled. Notification is issued 2-4 days after the Charge or Collection date. *Always linked to an iATS Transaction.*

**DDICA** (Direct Debit Indemnity Claim)

- Issued by the Payer or Bank which reverses the original transaction. *Always linked to an iATS Transaction.*

Each UK DD iATS Return detail page includes a special section called “UK BACS Return Information” dedicated to posting details if/when they are included on the BACS reports (1), the type of BACS Report that was issued to create the new record (2), and a [link for more information](#) on BACS Returns including important Action Items for UK users (3).

iATS Return  
**UKBACS-000272**
(3) [Help for this Page](#)

[Back to List: iATS Returns](#)

[iATS Transactions \[0\]](#) | 
 [iATS Customer Codes \[0\]](#) | 
 [Payments \[0\]](#)

**iATS Return Detail**

[Edit](#) [Delete](#) [Clone](#)

Return ID	UKBACS-000272	Payer Name	Hans Moleman
Return Date	5/26/2015	Method of Payment	ACH
Return Amount	GBP 0.00 (USD 0.00)	Currency	UK Pound
Return Code	1		
Return Description	Instruction cancelled by payer		

▶ **NA ACH (Bank Withdrawal) Information**

▼ **UK BACS Return Information**

BACS Report Type (UK)	AUDDIS (2)	Payer New Name	
Reference Number	UDDDA2165F	Payer New Sort Code	
Original Transaction Date		Payer New Account Number	
Payer Account Number	****5678	New Amount	GBP 0.00 (USD 0.00)
Payer Sort Code	*****	Effective Date	5/15/2015

▼ **Related Records**

iATS Transaction	iATS Account	<a href="#">UDDD88 UK DD Test</a>
Journal ID	iATS Customer Code	<a href="#">ABCD123</a>

**For more information on UK BACS iATS Returns, please see Section 1.4 at the end of this document.**

## 1.3 Page Layout Modifications for existing Brickwork Clients

If you are an existing Brickwork client, to ensure your users can see the new iATS Return details you will need to make some page layout modifications to the iATS Customer Codes and iATS Transaction Objects.

We recommend that you first confirm that you are using Brickwork version 4.5 or higher. You can do this via the Setup menu in Salesforce, within "Installed Packages". If you are, then you should proceed with the Page layout Amendments steps below (Section 1.3.1).

If not, then we encourage you to upgrade via the [Salesforce App Exchange](#).

**Note:** If you cannot see the new iATS Returns tab or the new fields listed below you may need to edit the Object and Field Level security settings for all profiles that need access. To do this,

1. Click onto Setup, Manage Users, Profiles.
2. If using the Enhanced setup menu, choose the profile you'd like to give access, and locate the Object settings:
  - a. Within Object Settings, locate the "iATS Returns" object and click on it.
  - b. Here you can change the Tab Setting to Default On, and amend the Field Permissions so they are Read/Edit capable.
  - c. You can then move forward with the page layout instructions in the following section.
3. If using the classic setup menu, choose the profile you'd like to give access, and scroll down to the "Field Level Security" section.
  - a. Locate the iATS Returns object, and click View beside iATS Returns.
  - b. Ensure necessary fields are marked as Visible.
  - c. Click the Back to Profile button, and scroll down to find the Tab Settings section.
  - d. Locate the iATS Returns Tab and note if it's listed as Default On, or Hidden. If Default On, move forward with the instructions in the next section. If Hidden, scroll to the top of the page and click Edit. Locate the tab again and change to Default On. Then move forward with the instructions in the next section.

### 1.3.1 Page layout Amendments:

1. Add the iATS Return tab to the iATS Brickwork app menu by first selecting the "iATS Brickwork" option.



2. Click on the "All Tabs" plus sign, then click on "Customize" my tabs in the top right corner. *Note that only the Administrator may be able to do these steps.*

**All Tabs** Help for this Page ?

Use the links below to quickly navigate to a tab. Alternatively, you can [add a tab](#) to your display to better suit the way you work.

View: All Tabs Add Tabs to Your Default Display [Customize My Tabs](#)

3. Locate the iATS Returns tab from the Available Tabs section on the Left, and move it to the Selected Tabs section on the Right. Click Save.

### Customize My Tabs

Choose the tabs that will display in each of your apps.

Custom App: iATS Brickwork

**Available Tabs**

- About Nonprofit Starter Packag
- Affiliations Settings
- AJAX Tools
- App Launcher
- Auction Items
- Auction Receipts
- Auctions
- Auctions Help
- Campaigns
- Cases

Add

Remove

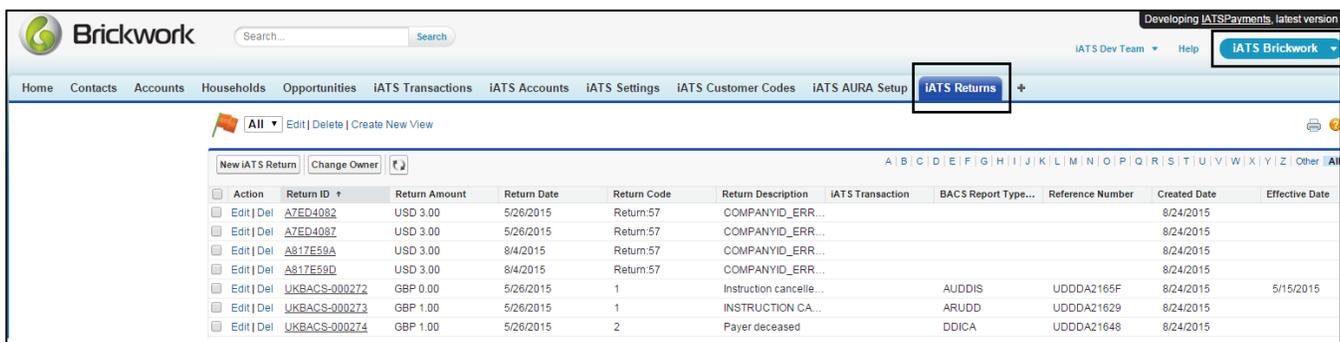
**Selected Tabs**

- Home (default)
- Contacts
- Accounts
- Households
- Opportunities
- iATS Transactions
- iATS Accounts
- iATS Settings
- iATS Customer Codes
- iATS AURA Setup
- iATS Returns

Up

Down

4. You should now see the iATS Returns tab within the iATS Brickwork app menu.



Action	Return ID	Return Amount	Return Date	Return Code	Return Description	iATS Transaction	BACS Report Type...	Reference Number	Created Date	Effective Date
<input type="checkbox"/> Edit   Del	A7ED4082	USD 3.00	5/26/2015	Return:57	COMPANYID_ERR...				8/24/2015	
<input type="checkbox"/> Edit   Del	A7ED4087	USD 3.00	5/26/2015	Return:57	COMPANYID_ERR...				8/24/2015	
<input type="checkbox"/> Edit   Del	A817E59A	USD 3.00	8/4/2015	Return:57	COMPANYID_ERR...				8/24/2015	
<input type="checkbox"/> Edit   Del	A817E59D	USD 3.00	8/4/2015	Return:57	COMPANYID_ERR...				8/24/2015	
<input type="checkbox"/> Edit   Del	UKBACS-000272	GBP 0.00	5/26/2015	1	Instruction cancell...		AUDDIS	UDDDA2165F	8/24/2015	5/15/2015
<input type="checkbox"/> Edit   Del	UKBACS-000273	GBP 1.00	5/26/2015	1	INSTRUCTION CA...		ARUDD	UDDDA21629	8/24/2015	
<input type="checkbox"/> Edit   Del	UKBACS-000274	GBP 1.00	5/26/2015	2	Payer deceased		DDICA	UDDDA21648	8/24/2015	

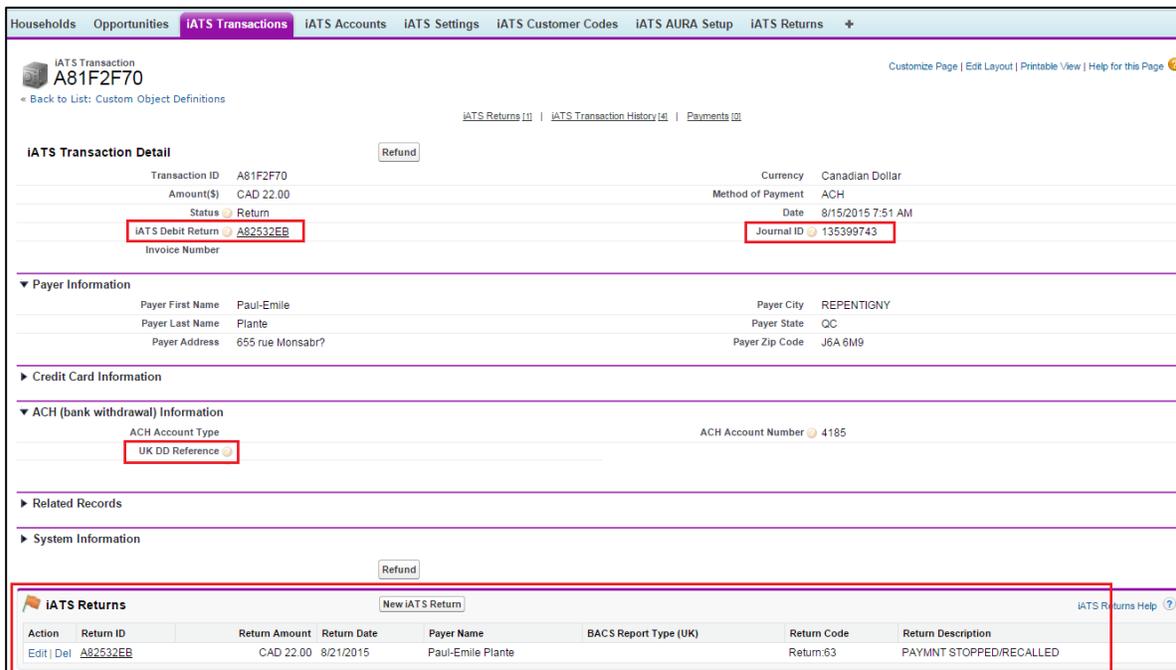
5. Next you need to add the new fields and related lists to the iATS Transaction and iATS Customer Code object page layouts.

- a. **iATS Transactions Object:** Within the Setup Menu, click (Create -> Objects -> iATS Transaction -> Page Layouts).

Add to iATS Transaction:

- Journal ID field - Optional
- UK DD Reference (if you are a UK client)
- iATS Debit Return field
- iATS Return related list

iATS Transaction Example:



**iATS Transaction Detail** Refund

Transaction ID	A81F2F70	Currency	Canadian Dollar
Amount(\$)	CAD 22.00	Method of Payment	ACH
Status	Return	Date	8/15/2015 7:51 AM
<b>IATS Debit Return</b>	<b>A82532EB</b>	<b>Journal ID</b>	<b>135399743</b>
Invoice Number			

**▼ Payer Information**

Payer First Name	Paul-Emile	Payer City	REPENTIGNY
Payer Last Name	Plante	Payer State	QC
Payer Address	655 rue Monsabr?	Payer Zip Code	J6A 6M9

**▶ Credit Card Information**

**▼ ACH (bank withdrawal) Information**

ACH Account Type	ACH Account Number	4185
<b>UK DD Reference</b>		

**▶ Related Records**

**▶ System Information**

**iATS Returns** New iATS Return iATS Returns Help

Action	Return ID	Return Amount	Return Date	Payer Name	BACS Report Type (UK)	Return Code	Return Description
<a href="#">Edit</a>   <a href="#">Del</a>	A82532EB	CAD 22.00	8/21/2015	Paul-Emile Plante		Return:63	PAYMNT STOPPED/RECALLED

- iATS Customer Code:** Within the Setup Menu, click (Create -> Objects -> iATS Customer Code -> Page Layouts).

Add to iATS Customer Code:

- iATS UK AUDDIS Return field (if you are a UK client)
- iATS Return related list

iATS Customer Code Example:

iATS Customer Code  
**A100125**

< Back to List: Custom Object Definitions

Customize Page | Edit Layout | Printable View | Help for this Page

[iATS Transactions \[1\]](#) | [iATS Returns \[0\]](#)

**iATS Customer Code Detail** [Edit](#)

Customer Code	A100125	Contact	TestFN TestLN
iATS Account	UDDD88 UK DD Test	Account	
Method of Payment	ACH	Opportunity	TestFN TestLN - iATS ACH Donation 8/15/2015
<b>iATS UK AUDDIS Return</b>			

▶ Credit Card Information

▼ ACH (bank withdrawal) Information

ACH Account Type	Direct Debit Reference Number	UDDDA155A2
ACH Account Number	Direct Debit Registration Status	
	Direct Debit Registration Error	

▶ Recurring Payment Information

▶ Recurring Payment Cumulative Information

▶ System Information [Edit](#)

**iATS Transactions** [New iATS Transaction](#) [iATS Transactions Help](#)

Action	Transaction ID	Amount(\$)	Date	Method of Payment	Status
<a href="#">Edit</a>   <a href="#">Del</a>	A1D6AC6	GBP 1.00	8/15/2015 6:03 AM	ACH	Approved: OK:Bank:Accept

**iATS Returns** [New iATS Return](#) [iATS Returns Help](#)

No records to display

- If desired, you can also add the iATS Return related list to the iATS Accounts object via editing its page layout in the same way.

## 1.4 iATS Return Workflow for UK BACS Clients

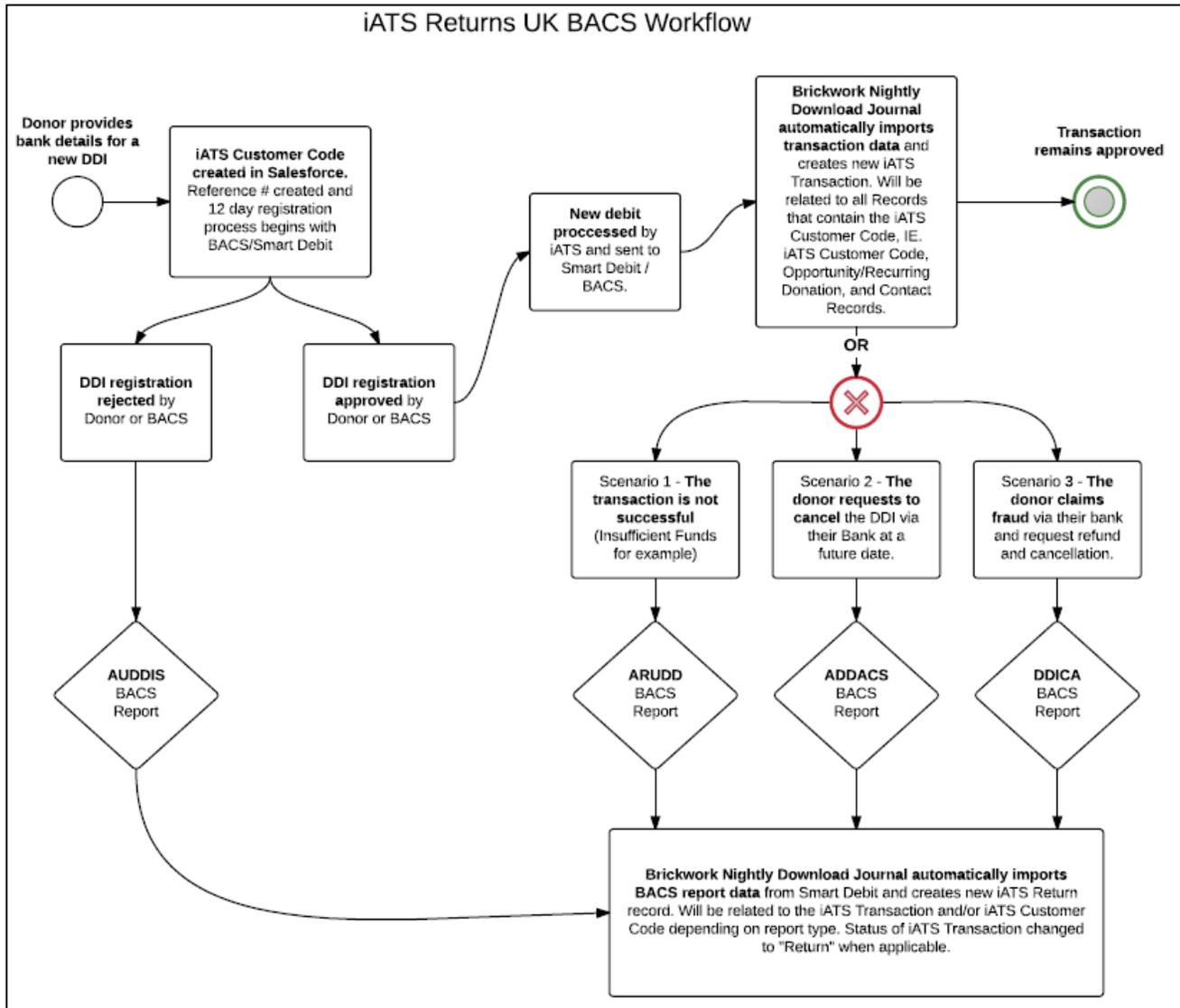
### 1.4.1 Workflow

The end to end process to trigger the creation of a Return in Salesforce via Brickwork is as follows:

- Your donor provides you the necessary data to start a new DDI. This can be done via your staff using the Brickwork Virtual Terminal on the Recurring Donation or Opportunity record, or via your online Aura website if enabled with iATS.
- The new Reference number is sent to Smart Debit/BACS to start the 12 day registration process.
- If the new Reference number isn't registered properly:
  - BACS/Smart Debit will generate a new BACS report called an **AUDDIS**.
  - Brickwork performs a daily scan for new reports and will pick up the AUDDIS report the following day.

- c. Based on the data in the AUDDIS report, a new iATS Return record will be created to house the data. It will be related to the iATS Customer Code record that contains the Reference Number for the donor.
4. If the new Reference number is registered properly iATS will attempt a transaction against the bank data on the pre-scheduled date.
5. Brickwork performs a daily scan for all new iATS Transactions and will import them into Salesforce via Brickwork the following day with the Status of "Approved".
6. Based on the data in the transaction, a new iATS Transaction record is created to house the data. It will be related to the iATS Customer Code that contains the reference number, and the Donation or Payment record.
7. Should that iATS Transaction ultimately be rejected by BACS or the donors bank (say they don't have enough money in the bank account), BACS/Smart Debit will create a new BACS reports called an **ARUDD**.
  - a. Brickwork performs a daily scan for new reports and will pick up the ARUDD report the following day.
  - b. Based on the data in the ARUDD report, a new iATS Return record will be created to house the data. It will be related to the iATS Transaction record that contains the Reference Number, and has the correct charge date/Amount listed in the ARUDD report.
  - c. The Status field of the related iATS Transaction will be changed to "Return".
8. If the iATS Transaction was approved by BACS and the donor's bank, they could decide to change the values of the DDI at some later point. For example, should the donor choose to cancel their gift permanently, they could call their bank to stop the debits.
  - a. BACS/Smart Debit will generate a new BACS report called an **ADDACS**. This report will contain a reason code/description to cancel the DDI.
  - b. Brickwork performs a daily scan for new reports and will pick up the ADDACS report the following day.
  - c. Based on the data in the ADDACS report, a new iATS Return record will be created to house the data. It will be related to the iATS Customer Code and/or the iATS Transaction, whichever is referenced in the report.
  - d. If related to an iATS Transaction, the Status field will be changed to "Return" as the donor would have received their money back.
  - e. Your staff would then manually cancel the iATS Customer Code by opening the iATS Button on the Recurring Donation or Opportunity record, and changing to Active Status to "OFF". This sends a message to Smart Debit and BACS to cancel the Reference Number permanently.
9. This would be the same process for the **DDICA** type of BACS report which is only used when the donor claims they have been debited fraudulently.

### 1.4.2 Visual Workflow



For more information on BACS returns, please [click here](#).

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## 1.5 iATS Return Workflow for NA ACH/EFT Clients

### 1.5.1 Workflow

The end to end process to trigger the creation of a Return in Salesforce via Brickwork is as follows:

1. Your donor provides you the necessary data to start a new recurring ACH debit, or a one-time donation. This can be done via your staff using the Brickwork Virtual Terminal on the Recurring Donation or Opportunity record, or via your online Aura website if enabled with iATS.
2. The new Reference number is sent to Smart Debit/BACS to start the 12 day registration process.
3. Brickwork performs a daily scan for all new iATS Transactions and will import them into Salesforce via Brickwork the following day with the Status of "Approved". Each transaction will contain a unique ID called a "Journal ID".
4. Based on the data in the transaction, a new iATS Transaction record is created to house the data. It will be related to the iATS Customer Coder, and the Donation or Payment record.
5. Should that iATS Transaction ultimately be rejected by the donor or their bank (say they don't have enough money in the bank account), iATS will create a new return transaction on our server.
  - a. Brickwork performs a daily scan for new returns and will pick it up from the ACH Returns report the following day.
  - b. Based on the data in the return, a new iATS Return record will be created to house the data. It will be related to the iATS Transaction record contains the matching "Journal ID".
  - c. The Status field of the related iATS Transaction will be changed to "Return".

### 1.5.2 Visual Workflow

