



## User Guide for



Brickwork Version: 5+

Created: September 2017

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## 1 iATS Payments Contact Information

North America: [www.iatspayments.com](http://www.iatspayments.com)

UK/Europe: [www.uk.iatspayments.com](http://www.uk.iatspayments.com)

### Customer Care:

Email: [iatscs@iatspayments.com](mailto:iatscs@iatspayments.com)

Phone: North America: .1.888.955.5455 | UK/Europe: 0808.234.0466

Hours: 7:30am – 5:00pm Pacific Standard Time, Monday to Friday

8:00am – 4:00pm Pacific Standard Time, Saturday

### Sales and Marketing:

Email: [sales@iatspayments.com](mailto:sales@iatspayments.com)

Phone: North America: 1.866.300.4287 | UK/Europe: 0808.234.0466

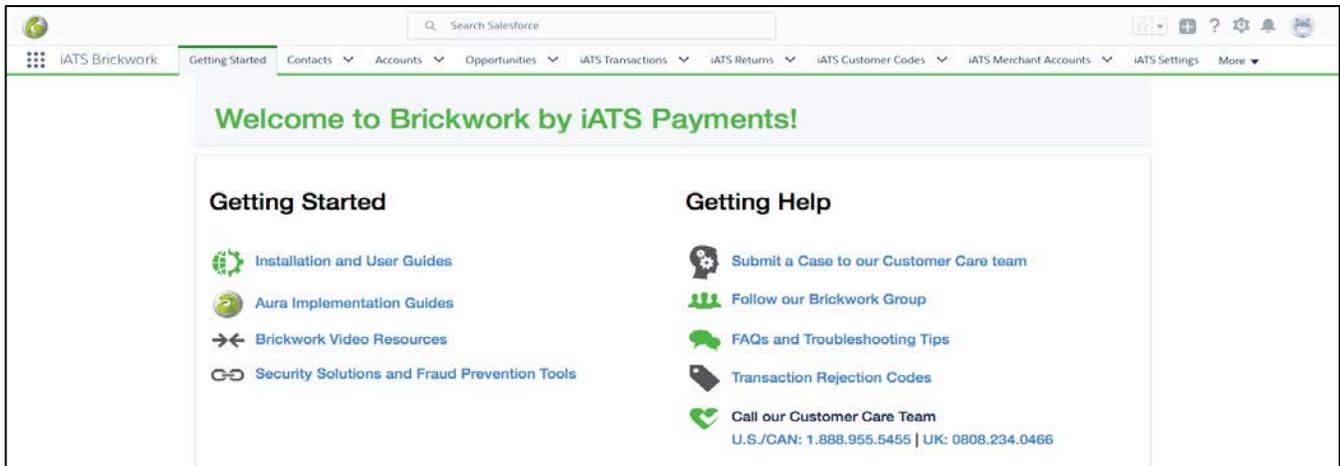
Hours: 6:00am – 4:30pm Pacific Standard Time, Monday to Friday

For the most up to date versions of our documentation, this Brickwork Installation & Configuration Guide, the Brickwork User Guide, and Aura Guides can be downloaded by visiting [our website](#).

## 2 Custom Objects and Features of Brickwork

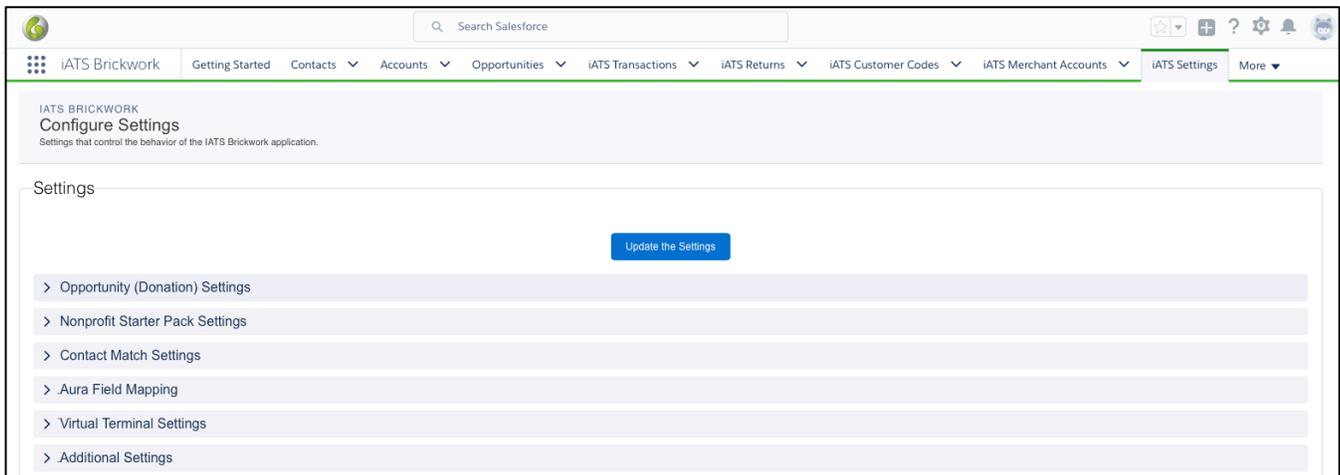
### Getting Started with Brickwork

To help get you going, we've put together a helpful page of resources in the new Getting Started tab. Here you are able to download the latest versions of our installation and user guides, contact our Customer Care team, and review FAQ's, tips, reject reason codes, and more. Check it out!



### iATS Settings

The iATS Settings tab is where all customizations are configured tell your unique Salesforce environment how the Virtual Terminal and Aura online donation transactions should be handled by Brickwork) and how your organization is using the Nonprofit Success Pack (NPSP).



### Language Translation

Brickwork is fully compatible with both English and French user language settings. To enquire about adding a new language to meet your organization's needs, please [contact](#) iATS Customer Care.

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## Recurring Payments *with or without* the Nonprofit Success Pack

Brickwork is fully integrated with the NPSP's Recurring Donation object, as well as the Payments record on Opportunity Donations. Most of our clients use Brickwork with the NPSP Recurring Donation (which is what we recommend), however you can decide between a few different options for tracking your recurring transactions with iATS Payments.

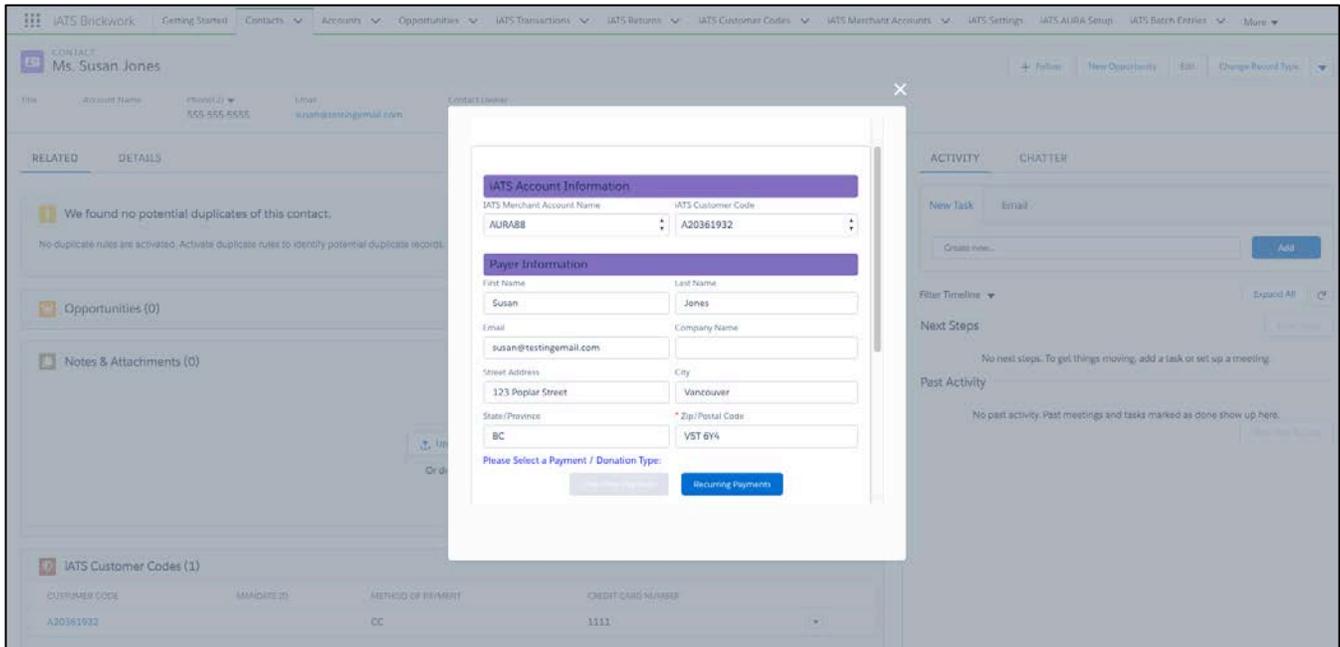
Here's an overview of what each option is and how you can expect to see your transaction information:

- 1. NPSP Recurring Donation Integration (Recommended):** This option connects Brickwork to the NPSP Recurring Donation object, and its related Donation records. Using an iATS Customer Code, all schedule details are synced between Salesforce and iATS Payments allowing for transactions to be automatically processed on the defined date you or the donor has selected. Brickwork will auto-import all transactions that have been processed and relate them to the correct Donation record. In addition, when the transaction was processed successfully Brickwork will change the Stage of the Donation from Pledged to Posted for you so you'll know your reporting and roll-ups are always accurate. If the transaction was declined, we'll change the stage to the closed/lost option you define. To take advantage of this option, you need to download the Brickwork Recurring Donation extension as part of the installation process. We recommend using the NPSP version 3.
- 2. NPSP Payments Integration:** This option connects Brickwork to the NPSP Payment object directly, which allows for multiple Payment records to be created on a single Opportunity record. This is a Brickwork custom option that was developed for those customers who historically didn't want to use the Recurring Donation object. While it's still possible to use this option today, we do recommend using Recurring Donations instead. If chosen, all schedule details are synced between Salesforce and iATS Payments allowing for transactions to be automatically processed on the defined date you or the donor has selected. Brickwork will auto-import all transactions that have been processed and relate them to the correct Payment record on the Opportunity. In addition, Brickwork will mark the payment record as "Paid" when the transaction is successful. To take advantage of this option, you need to download the Brickwork Payments extension as part of the installation process. We recommend using the NPSP version 3.
- 3. Non-NPSP Brickwork Standard Option:** When Brickwork is installed this is the default option for recurring payments. We highly recommend using the NPSP in order to take advantage of it's amazing Nonprofit specific features, however it's not required for Brickwork. If your organization makes the choice to stick with a standard Salesforce environment Brickwork will utilize the Opportunity record and our own custom object iATS Transactions. You won't be able to do fancy future forecasting like you can with the NPSP Donation record, but all transaction information will be imported. With this option, iATS Customer Codes schedule details are synced between Salesforce and iATS Payments allowing for transactions to be automatically processed on the defined date you or the donor has selected. Brickwork will auto-import all transactions that have been processed and relate them to the correct Opportunity record.

To watch our video on the Brickwork Recurring Payment options, [click here!](#)

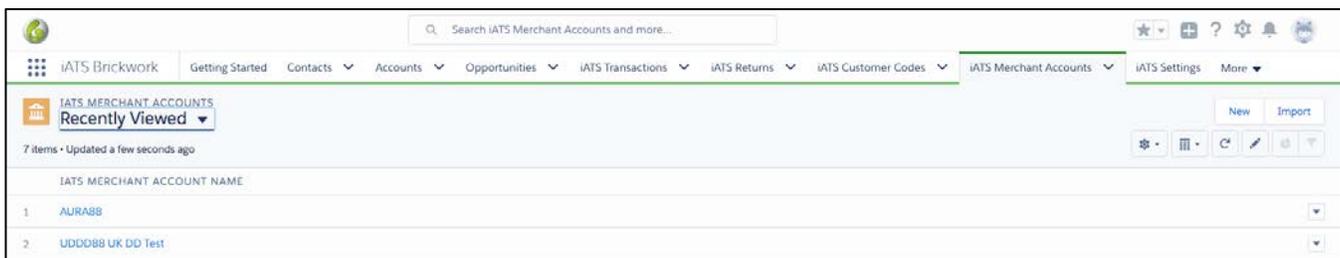
## Brickwork Virtual Terminal

Also known as the iATS Button, the Brickwork Virtual Terminal is used to charge Single Credit Card or ACH transactions, schedule Recurring Credit Card or ACH/Direct Debit transactions, and to update stored payment or recurring schedule details within an iATS Customer Code. You can also swipe credit card numbers using a portable USB card swipe!



## iATS Merchant Accounts

iATS Client Codes and passwords are stored as iATS Merchant Accounts, which replaces the need for traditional Merchant numbers you have received from other processors in the past. To get started setting up your iATS merchant credentials, please contact us at [sales@iatspayments.com](mailto:sales@iatspayments.com).

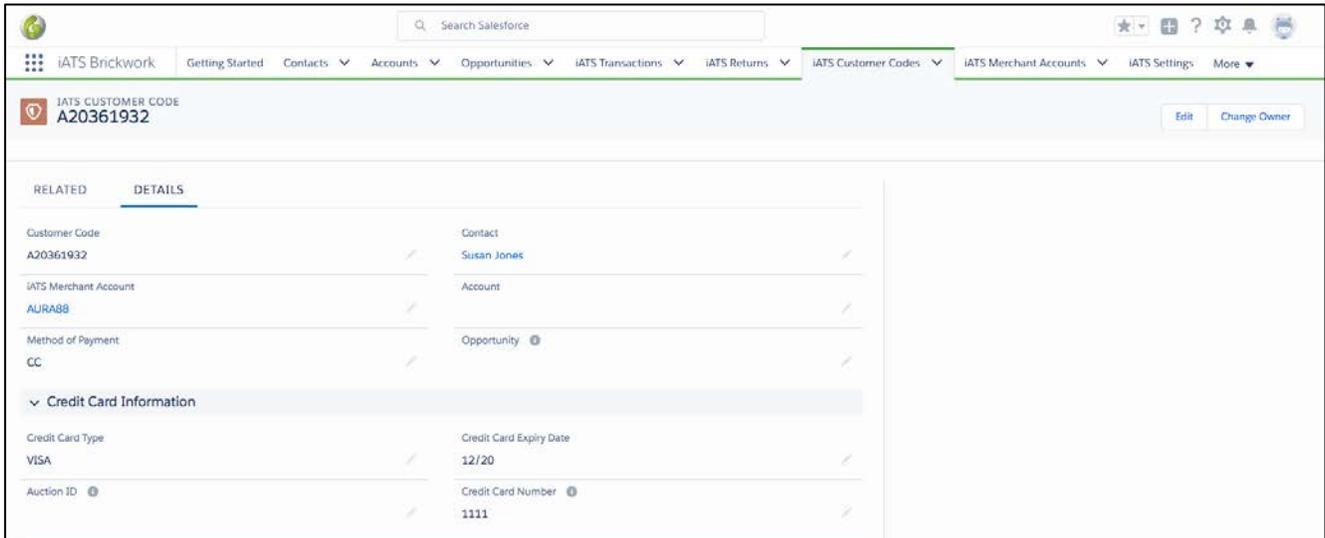


## Multi-Currency Integration

Brickwork is fully compatible with the Multi-Currency features of Salesforce. For more information on how to choose a Multi-Currency option, please visit [Salesforce Help](#).

## iATS Customer Codes

iATS Customer Codes are records that represent the encrypted stored payment information and recurring schedule details for the donor. These full encrypted details are securely stored within the iATS servers. The Brickwork Virtual Terminal can be used to create these tokens, and make any necessary edits in the future.

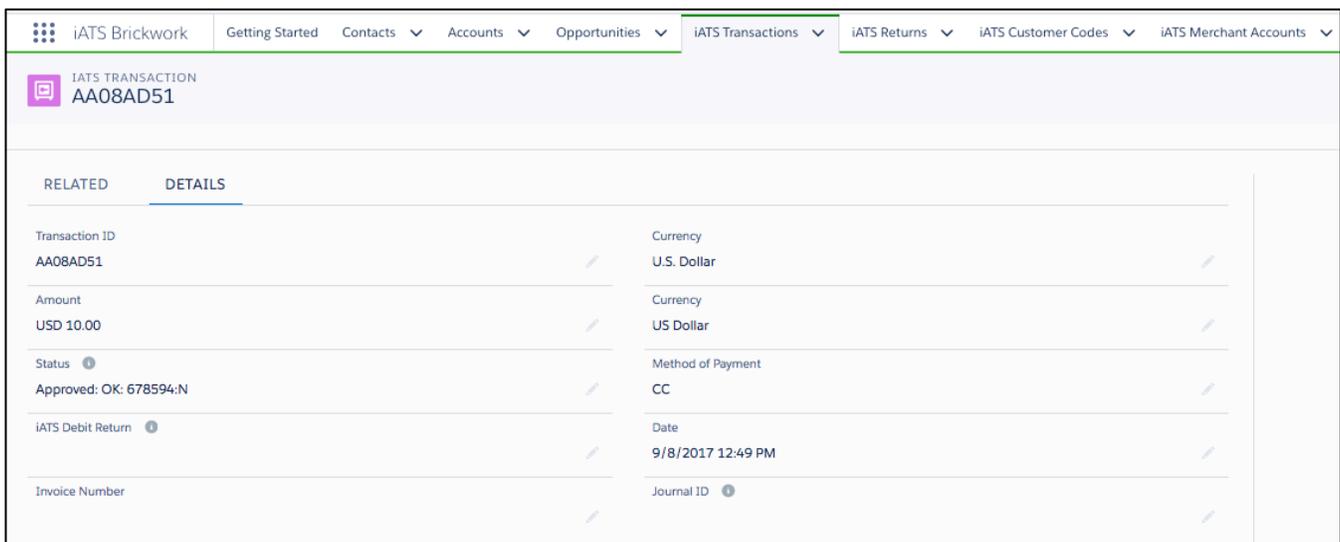


The screenshot shows the Salesforce interface for an iATS Customer Code. The record ID is A20361932. The details are as follows:

Field	Value
Customer Code	A20361932
Contact	Susan Jones
iATS Merchant Account	AURAB8
Account	
Method of Payment	CC
Opportunity	
<b>Credit Card Information</b>	
Credit Card Type	VISA
Credit Card Expiry Date	12/20
Auction ID	
Credit Card Number	1111

## iATS Transactions

iATS Transactions are individual Credit Card or ACH/Direct Debit transactions which have been processed via your iATS merchant account. Each iATS Transaction has a unique Transaction ID and contains details pertinent to the charge such as Approval or Rejection status and the Date & Time.

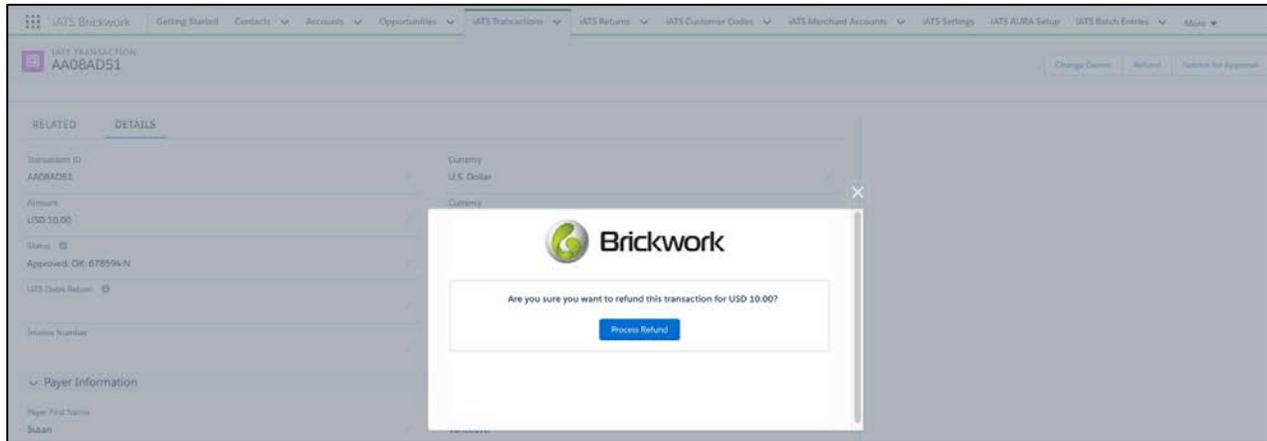


The screenshot shows the Salesforce interface for an iATS Transaction. The record ID is AA08AD51. The details are as follows:

Field	Value
Transaction ID	AA08AD51
Currency	U.S. Dollar
Amount	USD 10.00
Currency	US Dollar
Status	Approved: OK: 678594:N
Method of Payment	CC
iATS Debit Return	
Date	9/8/2017 12:49 PM
Invoice Number	
Journal ID	

## Refund Transactions

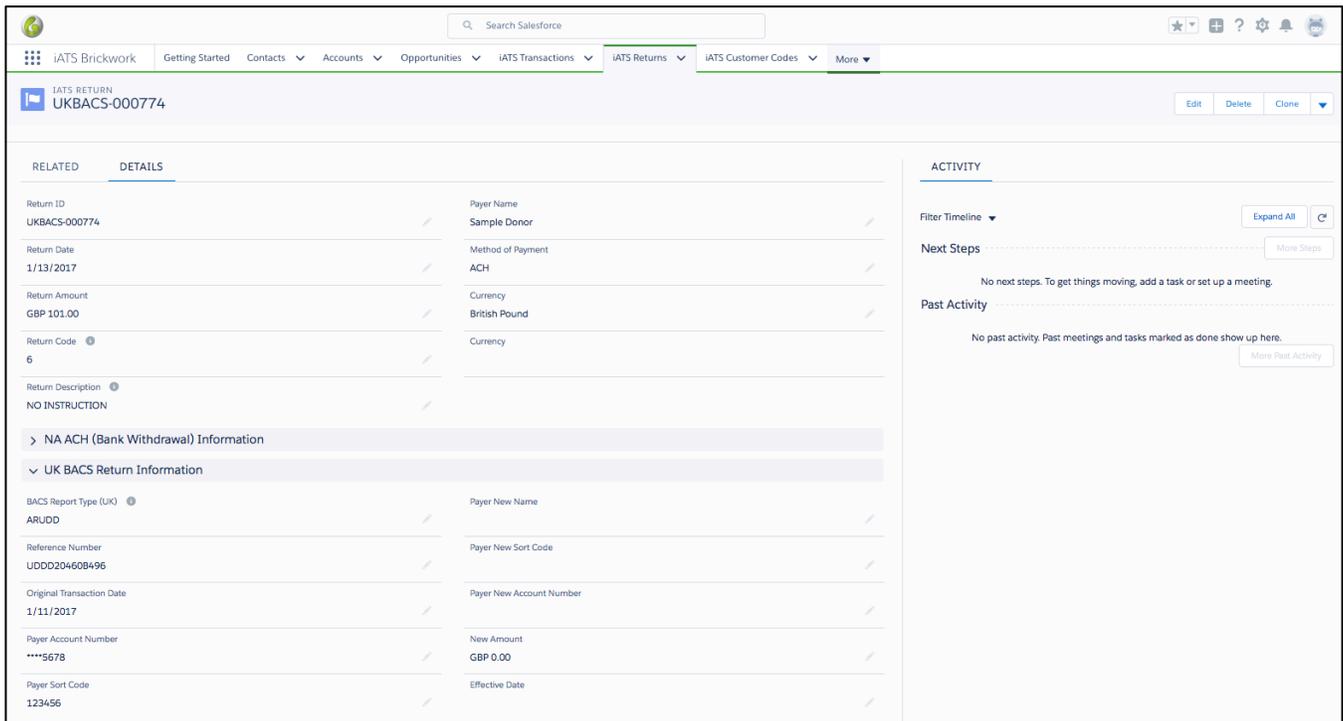
Full credit card Refunds can be processed using the Refund button on the specific iATS Transaction you need to credit.



## iATS Returns for ACH and UK Direct Debit Transactions

iATS Returns are records which are automatically imported from iATS Payments to Salesforce via the Nightly Download Journal Import process, providing visibility into returned ACH and UK Direct Debit iATS Transactions.

A “return” is when a donor’s payment is cancelled by their bank, for reasons such as Insufficient Funds, or Bank Account Closed, etc.



## Nightly Download Journal Import

Download Journal Import feature automatically retrieves transaction information from the iATS systems. This process ensures all iATS Transactions are added to your Salesforce environment, including recurring and single donations. In addition, UK Direct Debit BACS reports are imported using this feature.

This process is scheduled daily as one of the app configuration steps your Admin will undertake, but it can also be run manually if needed via the iATS Settings tab. Email notifications are sent out each day to provide details on the success of the import.

The screenshot shows a form titled "Batch Download Transactions". It includes a sub-header "Batch Download Transactions" and a descriptive paragraph: "Allows you to download transactions from iATS that may not have been previously entered into Salesforce. Note that UK Direct Debit Returns will only be completed for the begin date." Below this, there are two date pickers: "Begin Date" set to 9/8/2017 and "End Date" set to 9/8/2017. At the bottom of the form are two buttons: "Continue" and "Cancel".

For more information on how the Download Journal process works, please refer to the visual diagrams within this guide.

## Batch Import Features

Mass creations of recurring payments, updates to recurring schedules, and single transaction processing is now available in Brickwork!

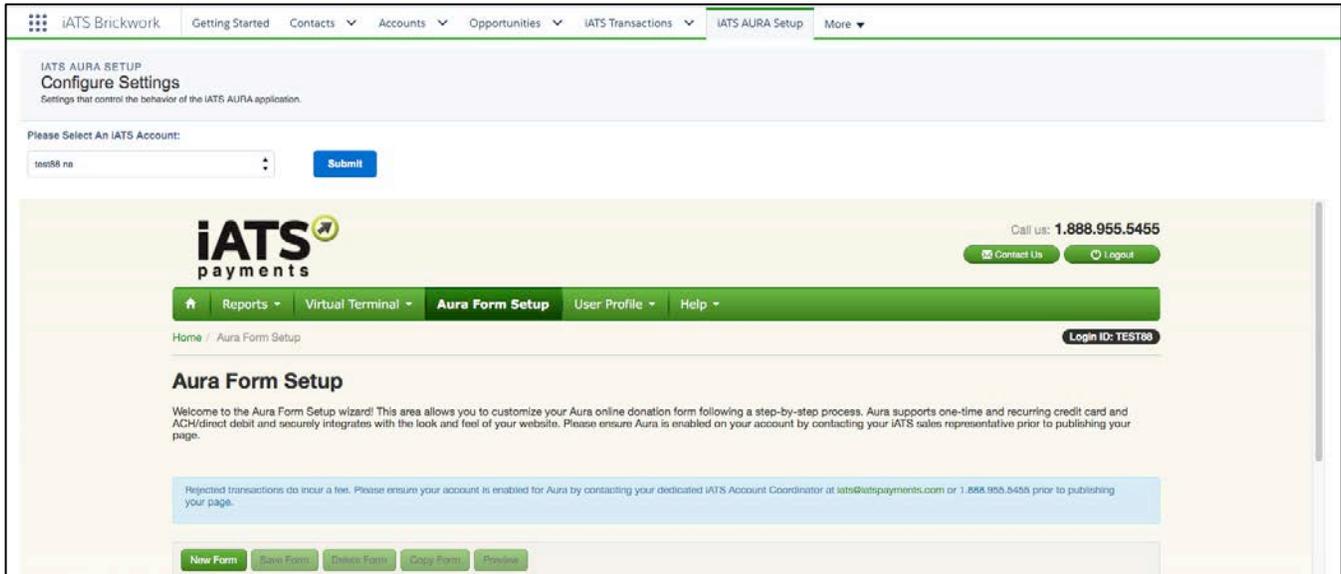
Our Batch Entry and Update features allows you to import a file into Salesforce and communicate directly with iATS Payments. You can create iATS Customer Codes, NPSP records like Recurring Donations, and iATS Transactions for processing payments in real time as well as perform mass updates your existing recurring schedules, for example to change the amount being charged to each donor, or change the scheduled date.

Our import tool includes options for relating new records to existing donors and campaigns, as well as utilizing specific record types. A history log and email notifications are also included!

The screenshot shows a form titled "Batch Payment Processing". It includes a sub-header "Batch Payment Processing" and a descriptive paragraph: "Batch processing allows you to mass create iATS Transactions, iATS Customer Codes, Contacts, Opportunities, NPSP Payments, and NPSP Recurring Donation records. It can also be used to mass update iATS Customer Code records and processing single donation batches. Please review the iATS Brickwork User Guide for more information which can be found on the Brickwork Getting Started page." Below this, there is a "Settings" section with a dropdown arrow. Under "Settings", there is a note: "These field selections will be used as the default value when processing a batch where values aren't defined per that specific batch, such as the iATS Merchant Account used to process the transactions." The form contains several dropdown menus: "iATS Merchant Account" (test88 na), "Campaign" (tester Item Donors), "Contact Record Type" (--None--), "Opportunity Record Type" (DD Donations), and "Recurring Donation Record Type" (--None--). At the bottom, there are two buttons: "Process iATS Batch Entries" and "Process iATS Customer Code Updates".

## Online Donation Form Integrations (Aura by iATS Payments or Form Assembly)

Accept donations on your website using our online donation form builder [Aura](#), or with our partner Form Assembly! Aura, and our API version AuraLink, makes accepting online donations easy and programming knowledge is not necessary! Aura and AuraLink have built-in integration with Brickwork using a Salesforce site to ensure that all online transactions are imported into Salesforce automatically.



With Form Assembly's iATS Connector, you can easily process one-time credit card payments, set up recurring credit card payments through subscriptions, process ACH or Direct Deposit payments, and create new records in Salesforce iATS Brickwork. For more information on how to use the Form Assembly iATS Connector with Brickwork, please refer to our instructions in this document and from [Form Assembly](#).

## Campaign and Record Type Integration for Aura

Online Aura form processing can be customized to use specific Record types for Contacts, Opportunity and Recurring Donations, or be related to specific Campaigns within Salesforce. Campaign ID's and Contact and Opportunity Record Type ID integration can be added to your Aura donation form in three different ways to provide maximum flexibility. For complete instructions on how to associate Aura online processing to Campaigns and assign Record Types, please see the "Integrate Aura online processing with Campaign ID's and/or Record Types" section of this guide.

## iATS Universal Postback for Partner Online Donation Forms

The iATS Universal Postback feature allows our Partner's online donation processing to flow seamlessly to your Salesforce environment via Brickwork! This means that now you can connect your third party app like a Form Assembly Donation form to iATS for processing, but also take advantage of Brickwork's connection to the Nonprofit Success Pack for Recurring Donations! \*\* Each Partner has a unique way of connecting to iATS for processing. Please contact iATS Customer Care for further details on using non-iATS Partner forms.

### 3 How To: Charge a One-Time Single Transaction

The iATS Button and the Batch Entry Process tool is used to process Credit Card and ACH one-time transactions directly within Brickwork. iATS Transactions are charged immediately to the donor because Brickwork securely sends donor information directly to iATS Payments, and then receives result responses back into Salesforce in real-time.

#### Step 1: Choose your charge method: manual or batch entry?

Are you planning on charging one or two iATS Transactions, or do you have many to charge at one time? As of version 5 you now have two options to charge your donors! You can use the iATS Button directly on the Contact or Household/Organization page, or you can charge many donors at a time using our iATS Batch Entry process. Both sets of instructions can be found below.

#### Step 2: Understanding key objects and concepts:

- **Donation Opportunity:** A Salesforce/NPSP record that is used to track financial information. We recommend creating a Donation record for every approved one-time iATS Transaction.
- **iATS Button:** A custom button which is added to the Contact or Household/Organization page layout by your admin during configuration. This button is charge one-time Credit Card and ACH/Direct Debit Transactions.
- **iATS Transaction:** A Brickwork record that is created for each approved or rejected charge that is processed for your donor. When authorized, Brickwork will relate this record to the child Donation record and update its Stage value to the Closed/Won stage determined by your Admin, normally Posted. When rejected, its stage will be updated to the Closed/Lost value determined by your Admin.
- **iATS Customer Code:** A Brickwork record that represents the donor's stored payment information in cases where you have chosen to securely stored it within iATS Payments. This is an option within the iATS Button. The Customer Code can be used over and over to process charges to the donor without the need to request their payment details again.
- **iATS Batch Entry Record:** This record is used when you want to charge many transactions at once using our Batch Update process method. All details for the donor, including payment details, are stored on this record and used when the Batch Entry batch is run.

### 3.1 Using the Contact or Household/Organization iATS Button

Charging one-time transactions using the iATS Button is intended for use when you have only one or two transactions to process, are taking phone calls, or greeting donors in person. You can utilize the manual entry or swipe entry options for collecting the Credit Card number. You can also charge a transaction to their bank account using the ACH method!

If you have more than a few charges to process or Contact Records don't exist yet, we recommend using our iATS Batch Entry process for mass charging single transactions. Instructions on that process can be found in the next section.

1. From an existing Contact or Household/Organization record click on the iATS Button.
2. Select the appropriate iATS Merchant Account to use for charging this transaction.

3. On the right, if a Customer Code already exists for the donor, it can be selected via the drop-down menu. If you don't want to utilize this stored payment information (iATS Customer Code), select the None option in the list. In a few steps further you'll have the option to create a new Customer Code to store the new card details if you like.
4. Select the One-Time Payment button (will display light grey when selected).
5. Select Manual or Card Reader for the Credit Card Entry Mode. Either of these options can be defaulted via the iATS Settings if desired.
6. Select Credit Card or ACH/Direct Debit.
7. Check the Save Payment Information box if you'd like to store these payment details within an iATS Customer Code for future use.
8. Enter an Amount, payment details, and an optional Invoice Number.
9. **Recommended:** Check the Create New Donation box to automatically create a new Opportunity Donation for this Transaction. This option should be defaulted to checked via iATS Settings.
10. Click the "Process One Time Payment" button to process the payment.
11. Review the approval or rejection details at the top. If approved, close the window and refresh the record to view iATS Transaction, Opportunity and if applicable, iATS Customer Code information. If rejected, correct any errors and re-try the charge.

## 3.2 Using the iATS Batch Entry Process

Our Batch Entry Process feature allows you to import a file into Salesforce and communicate directly with iATS Payments to charge iATS Transactions! We include options for relating the new records to existing donors and campaigns, as well as utilizing specific record types. A history log, excel templates, and email notifications are also included!

It's as easy as this:

- **Create** a .csv file from our handy template.
  - **Import** the .csv file to create new iATS Batch Entry records for the iATS Transactions you want to charge.
  - **Process** those iATS Batch Entry records via the Batch Entry and Update Processing section within iATS Settings.
1. To create the .csv file, start by exporting the report called *iATS Batch Entry Template - Single Tran* which you will find in the iATS Brickwork Reports folder. Use this template to create a .csv file to use with the data import tool of your choice. If you export the report (even if there are no results shown) you'll find all the fields that you'll need to complete to process a charge.
  2. Create a .csv file. Please refer to the Help Text for each field on an iATS Batch Entry record to understand the values the record expects.

### Important fields of note:

- **Include In Next Batch Entry Process:** Be sure to mark this field with the value as 1. This field controls whether the record will be included in the next batch process you run or not. If you'd rather wait to charge the donor another day, mark the value as 0 and you can update it later. Checked is default value when creating a new IBE record if left blank.

- **iATS Merchant Account ID:** You can define a specific iATS Merchant account to use when charging the transaction. You can leave it blank to allow the default merchant account value from iATS Settings to be used. The ID can be found in the URL bar of the specific iATS Merchant Account Salesforce record.
  - **Contact ID:** You can provide the ID of a contact if they already exist in your Salesforce org. If provided, you can leave the remaining name, address, phone, and email fields empty as they will be auto-populated on the new IBE record when created. If you want Brickwork to create a new Contact record when the batch is run, leave the ID field empty add all donor details. You can also specify the Contact record type at the end of the template.
  - **Schedule Details:** To process single transactions, leave these fields empty. They are only used for new recurring setups.
3. Import the file into Salesforce using the import tool of your choice, such as the Import Wizard or Data Loader. You are inserting (creating) new iATS Batch Entry records. If you like, review the newly created records for accuracy.
  4. To charge the donors, navigate to the iATS Settings tab and scroll down to the “Batch Entry and Update Processing” section. You should see that there are at least as many records waiting to be processed as you created IBE records. Any extra will be records previously created by not yet run. Review those if necessary.
  5. Click the Process iATS Batch Entry Records button. Depending on how many IBE records there are to process, this could take some time. **Do not re-click the process button.** You will also receive an email confirmation once the batch is finished and providing result details. You can also review the iATS Log that will be generated for further details.

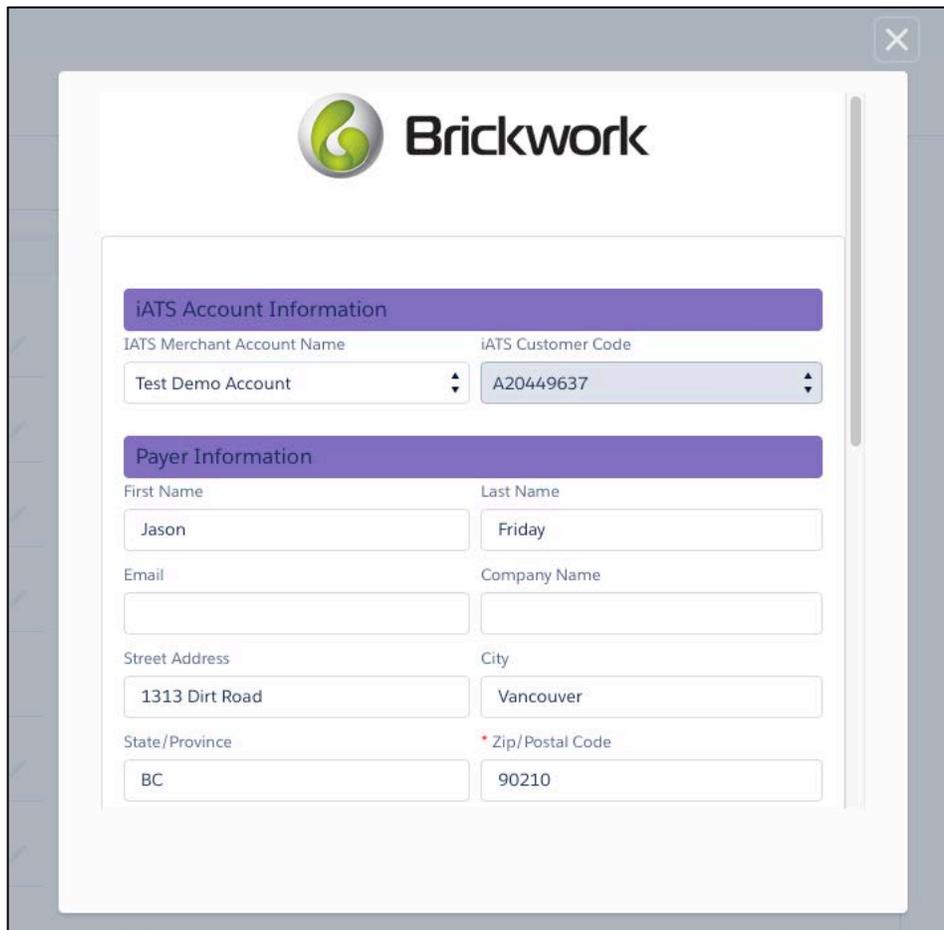
## 4 How To: Schedule New Recurring Transactions

Brickwork provides you with three options for tracking how recurring transactions are created and managed within your Salesforce org. We highly recommend using the NPSP's Recurring Donation option so that you can take advantage of the amazing features that Salesforce.org provides. But, if you've made the choice to not use Recurring Donations, or even the NPSP itself, Brickwork has an option for you.

Options Overview:

1. **NPSP Recurring Donation** Integration (Recommended): This option connects Brickwork to the NPSP Recurring Donation object, and its related Donation records.
2. **NPSP Payments** Integration: This option connects Brickwork to the NPSP Payment object directly, which allows for multiple Payment records to be created on a single Opportunity record.
3. **Non-NPSP Brickwork Standard Option:** When Brickwork is installed this is the default option for recurring payments. This option connects a single Opportunity to multiple iATS Transaction records.

Regardless of the method you've chosen, Brickwork gives you an iATS Button on the appropriate record so you can create and store donor and payment details within iATS Payments systems.



The screenshot shows a web form titled "Brickwork" with two main sections: "iATS Account Information" and "Payer Information".

**iATS Account Information**

IATS Merchant Account Name	IATS Customer Code
Test Demo Account	A20449637

**Payer Information**

First Name	Last Name
Jason	Friday
Email	Company Name
Street Address	City
1313 Dirt Road	Vancouver
State/Province	* Zip/Postal Code
BC	90210

## 4.1 Using NPSP Recurring Donation (Option 1 Recommended)

This option connects Brickwork to the NPSP Recurring Donation object, and its related Donation records.

Using an iATS Customer Code, all schedule details are synced between Salesforce and iATS Payments allowing for transactions to be automatically processed on the defined date you or the donor has selected. In addition, Brickwork will auto-import all transactions that have been processed and relate them to the correct Donation record.

### Step 1: Choose your creation method: manual or batch entry?

Are you planning on creating one or two new recurring donors, or do you have many to schedule at one time? As of version 5 you now have two options to create new recurring donors! You can use the iATS Button directly on the Recurring Donation page, or you can create many at a time using our iATS Batch Entry process. Both sets of instructions can be found below.

### Step 2: Understanding key objects and concepts:

- **Recurring Donation:** Often called the “parent” record, this is an NPSP record that houses the details of the donors recurring schedule and other pertinent NPSP details. This record will be created before using the iATS Button to store the payment and schedule details within iATS.
- **Donation:** Often called the “child” record, this is an Opportunity record that has been modified by the NPSP to function with the Recurring Donation record.
- **Open-Ended versus Fixed Length Recurring Donations:** An NPSP choice when creating a new Recurring Donation. Each type has a specific way of creating child Donations and can be used with Brickwork. For more information on creating a Recurring Donation for either type, refer to the [NPSP: Recurring Donations - Overview and Setup](#) documentation.
- **iATS Button:** A custom button which is added to the Recurring Donation page layout by your admin during configuration. This button is utilized to set-up Recurring Credit Card and ACH/Direct Debit Transactions that will be charged to the donor on a defined schedule.
- **iATS Customer Code:** A Brickwork record that represents the donor’s payment and recurring schedule information which have been securely stored in iATS. The Customer Code is linked directly to the Recurring Donation record which allows Brickwork to relate future transactions to the child Donation records correctly.
- **Nightly Download Journal Import:** Processed iATS Transaction details are retrieved from iATS via this APEX Class which should have been scheduled by your Admin during the configuration process for Brickwork. This automated import happens on a daily basis and creates new iATS Transaction records the day after the transaction has been processed by iATS.
- **iATS Transaction:** A Brickwork record that is created for each approved or rejected charge that is processed for your donor. When authorized, Brickwork will relate this record to the child Donation record and update its Stage value to the Closed/Won stage determined by your Admin, normally Posted. When rejected, its stage will be updated to the Closed/Lost value determined by your Admin.
- **iATS Batch Entry Record:** This record is used when you want to setup many recurring schedules at once using our Batch Update process method. All details for the donor, including payment details, are stored on this record and used when the Batch Entry batch is run.

### 4.1.1 Using the Recurring Donation iATS Button:

Creating new recurring schedules using the iATS Button is intended for use when you have only one or two schedules to setup such as when you are taking phone calls, or greeting donors in person. You can utilize the manual entry or swipe entry options for collecting the Credit Card number. You can also setup a schedule using their bank account using the ACH or Direct Debit method!

If you have more than a few schedules to setup or NPSP Recurring Donation and Contact Records don't exist yet, we recommend using our iATS Batch Entry process for mass setups and record creation. Instructions on that process can be found in the next section.

1. Create a new Recurring Donation. Immediately after creating the Recurring Donation record, click on the iATS Button.
2. Select the appropriate iATS Merchant Account to use for setting up this schedule (and charging the transactions going forward).
3. Review the pre-filled donor and schedule details and make any necessary adjustments, for example the end date. This field is required by iATS, however you can set it for any future date to accommodate Open-Ended style donations.
4. Select Credit Card or ACH/Direct Debit, and enter the payment details.
5. Click "Create Recurring Payment" to create a new iATS Customer Code record within iATS. If you are setting up a Direct Debit UK donor, you'll notice a validation button before seeing the create option.
6. Close the window and refresh the Recurring Donation record to review the new iATS Customer Code record. Brickwork will also recreate the Donation records to ensure they match the values you included in the iATS Button fields.
7. Click Edit on the new iATS Customer Code record and relate it to the contact/organization that is also related to the Recurring Donation. This is an optional step but is recommended.

### 4.1.2 Using the iATS Batch Entry Process

Our Batch Entry Process feature allows you to import a file into Salesforce and communicate directly with iATS Payments to create new NPSP records and an iATS Customer Code! We include options for relating the new records to existing donors and campaigns, as well as utilizing specific record types. A history log, excel templates, and email notifications are also included!

It's as easy as this:

- **Create** a .csv file from our handy template.
  - **Import** the .csv file to create new iATS Batch Entry records for the NPSP Recurring Donations and iATS Customer Codes you want to schedule.
  - **Process** those iATS Batch Entry records via the Batch Entry and Update Processing section within iATS Settings.
1. To create the .csv file, start by exporting the report called *iATS Batch Entry Template – Recurring* which you will find in the iATS Brickwork Reports folder. Use this template to create a .csv file to use with the data import tool of your choice. If you export the report (even if there are no results shown) you'll find all the fields that you'll need to complete to setup a new recurring schedule.

2. Create a .csv file. Please refer to the Help Text for each field on an iATS Batch Entry record to understand the values the record expects.

Important fields of note:

- **Include In Next Batch Entry Process:** Be sure to mark this field with the value as 1. This field controls whether the record will be included in the next batch process you run or not. If you'd rather wait to charge the donor another day, mark the value as 0 and you can update it later. Checked is default value when creating a new IBE record if left blank.
  - **iATS Merchant Account ID:** You can define a specific iATS Merchant account to use when charging the transaction. You can leave it blank to allow the default merchant account value from iATS Settings to be used. The ID can be found in the URL bar of the specific iATS Merchant Account Salesforce record.
  - **Contact ID:** You can provide the ID of a contact if they already exist in your Salesforce org. If provided, you can leave the remaining name, address, phone, and email fields empty as they will be auto-populated on the new IBE record when created. If you want Brickwork to create a new Contact record when the batch is run, leave the ID field empty add all donor details. You can also specify the Contact record type at the end of the template.
  - **Schedule Details:** These fields must be completed for the recurring schedule to be setup within iATS. If these fields are left blank, a single transaction will be immediately charged when the batch is run.
3. Import the file into Salesforce using the import tool of your choice, such as the Import Wizard or Data Loader. You are inserting (creating) new iATS Batch Entry records. If you like, review the newly created records for accuracy.
  4. To setup the new schedules within Salesforce/NPSP, and iATS Payments, navigate to the iATS Settings tab and scroll down to the "Batch Entry and Update Processing" section. You should see that there are at least as many records waiting to be processed as you created IBE records. Any extra will be records previously created by not yet run. Review those if necessary.
  5. Click the Process iATS Batch Entry Records button. Depending on how many IBE records there are to process, this could take some time. **Do not re-click the process button.** You will also receive an email confirmation once the batch is finished and providing result details. You can also review the iATS Log that will be generated for further details.

## 4.2 Using NPSP Payments (Option 2)

This option connects Brickwork to the NPSP Payment object directly, which allows for multiple Payment records to be created on a single Opportunity record. This is a Brickwork custom option that was developed for those customers who historically didn't want to use the Recurring Donation object.

Using an iATS Customer Code, all schedule details are synced between Salesforce and iATS Payments allowing for transactions to be automatically processed on the defined date you or the donor has selected. In addition, Brickwork will auto-import all transactions that have been processed and relate them to the correct Payment record and mark the payment record as "Paid" when the transaction is successful.

### Step 1: Choose your creation method: manual or batch entry?

Are you planning on creating one or two new recurring donors, or do you have many to schedule at one time? As of version 5 you now have two options to create new recurring donors! You can use the iATS Button directly on the Donation Opportunity page, or you can create many at a time using our iATS Batch Entry process. Both sets of instructions can be found below.

### Step 2: Understanding key objects and concepts:

- **Donation Opportunity:** This is a Salesforce/NPSP record that is used to represent the recurring schedule and connect to the iATS Customer Code. This record will be created before using the iATS Button to store the payment and schedule details within iATS.  
When creating the Opportunity record, we recommend to use the "Do Not Automatically Create Payment" checkmark on the main Opportunity to avoid having an extra Payment record created.
- **Payment:** A Salesforce/NPSP record that is used to record if the funds have been charged to the donor. Brickwork will mark the record as "paid" if the related iATS Transaction is approved.
- **iATS Button:** A custom button which is added to the Opportunity page layout by your admin during configuration. This button is utilized to set-up Recurring Credit Card and ACH/Direct Debit Transactions that will be charged to the donor on a defined schedule.
- **iATS Customer Code:** A Brickwork record that represents the donor's payment and recurring schedule information which have been securely stored in iATS. The Customer Code is linked directly to the Opportunity record which allows Brickwork to relate future transactions to the Payment records correctly.
- **Nightly Download Journal Import:** Processed iATS Transaction details are retrieved from iATS via this APEX Class which should have been scheduled by your Admin during the configuration process for Brickwork. This automated import happens on a daily basis and creates new iATS Transaction records the day after the transaction has been processed by iATS.
- **iATS Transaction:** A Brickwork record that is created for each approved or rejected charge that is processed for your donor. When authorized, Brickwork will relate this record to the Payment record and check its Paid value.

### 4.2.1 Using the Donation Opportunity iATS Button:

Creating new recurring schedules using the iATS Button is intended for use when you have only one or two schedules to setup such as when you are taking phone calls, or greeting donors in person. You can utilize the manual entry or swipe entry options for collecting the Credit Card number. You can also setup a schedule using their bank account using the ACH or Direct Debit method!

If you have more than a few schedules to setup or Donation Opportunities and Contact Records don't exist yet, we recommend using our iATS Batch Entry process for mass setups and record creation. Instructions on that process can be found in the next section.

1. Create a new Donation Opportunity. Immediately after creating the Donation Opportunity record, click on the iATS Button.
2. Select the appropriate iATS Merchant Account to use for setting up this schedule (and charging the transactions going forward).
3. Review the pre-filled donor and schedule details and make any necessary adjustments, for example the end date. This field is required by iATS, however you can set it for any future date to accommodate donations that don't have a defined end date.
4. Select Credit Card or ACH/Direct Debit, and enter the payment details.
5. Click "Create Recurring Payment" to create a new iATS Customer Code record within iATS. If you are setting up a Direct Debit UK donor, you'll notice a validation button before seeing the create option.
6. Close the window and refresh the Donation Opportunity record to review the new iATS Customer Code record. Brickwork will also recreate the Payment records to ensure they match the values you included in the iATS Button fields.
7. Click Edit on the new iATS Customer Code record and relate it to the contact/organization that is also related to the Donation Opportunity. This is an optional step but is recommended.

### 4.2.2 Using the iATS Batch Entry Process

Our Batch Entry Process feature allows you to import a file into Salesforce and communicate directly with iATS Payments to create new NPSP records and an iATS Customer Code! We include options for relating the new records to existing donors and campaigns, as well as utilizing specific record types. A history log, excel templates, and email notifications are also included!

It's as easy as this:

- **Create** a .csv file from our handy template.
  - **Import** the .csv file to create new iATS Batch Entry records for the Donation Opportunity and iATS Customer Codes you want to schedule.
  - **Process** those iATS Batch Entry records via the Batch Entry and Update Processing section within iATS Settings.
1. To create the .csv file, start by exporting the report called *iATS Batch Entry Template – Recurring* which you will find in the iATS Brickwork Reports folder. Use this template to create a .csv file to use with the data import tool of your

choice. If you export the report (even if there are no results shown) you'll find all the fields that you'll need to complete to setup a new recurring schedule.

2. Create a .csv file. Please refer to the Help Text for each field on an iATS Batch Entry record to understand the values the record expects.

Important fields of note:

- **Include In Next Batch Entry Process:** Be sure to mark this field with the value as 1. This field controls whether the record will be included in the next batch process you run or not. If you'd rather wait to charge the donor another day, mark the value as 0 and you can update it later. Checked is default value when creating a new IBE record if left blank.
  - **iATS Merchant Account ID:** You can define a specific iATS Merchant account to use when charging the transaction. You can leave it blank to allow the default merchant account value from iATS Settings to be used. The ID can be found in the URL bar of the specific iATS Merchant Account Salesforce record.
  - **Contact ID:** You can provide the ID of a contact if they already exist in your Salesforce org. If provided, you can leave the remaining name, address, phone, and email fields empty as they will be auto-populated on the new IBE record when created. If you want Brickwork to create a new Contact record when the batch is run, leave the ID field empty add all donor details. You can also specify the Contact record type at the end of the template.
  - **Schedule Details:** These fields must be completed for the recurring schedule to be setup within iATS. If these fields are left blank, a single transaction will be immediately charged when the batch is run.
3. Import the file into Salesforce using the import tool of your choice, such as the Import Wizard or Data Loader. You are inserting (creating) new iATS Batch Entry records. If you like, review the newly created records for accuracy.
  4. To setup the new schedules within Salesforce/NPSP, and iATS Payments, navigate to the iATS Settings tab and scroll down to the "Batch Entry and Update Processing" section. You should see that there are at least as many records waiting to be processed as you created IBE records. Any extra will be records previously created by not yet run. Review those if necessary.
  5. Click the Process iATS Batch Entry Records button. Depending on how many IBE records there are to process, this could take some time. **Do not re-click the process button.** You will also receive an email confirmation once the batch is finished and providing result details. You can also review the iATS Log that will be generated for further details.

### 4.3 Using Brickwork Without the NPSP (Option 3)

When Brickwork is installed this is the default option for recurring payments. We highly recommend using the NPSP in order to take advantage of it's amazing Nonprofit specific features, however it's not required for Brickwork. If your organization makes the choice to stick with a standard Salesforce environment Brickwork will utilize the Opportunity record and our own custom object iATS Transactions. You won't be able to do fancy future forecasting like you can with the NPSP Donation record, but all transaction information will be imported.

With this option, iATS Customer Codes schedule details are synced between Salesforce and iATS Payments allowing for transactions to be automatically processed on the defined date you or the donor has selected. Brickwork will auto-import all transactions that have been processed and relate them to the correct Opportunity record.

#### Step 1: Choose your creation method: manual or batch entry?

Are you planning on creating one or two new recurring donors, or do you have many to schedule at one time? As of version 5 you now have two options to create new recurring donors! You can use the iATS Button directly on the Opportunity page, or you can create many at a time using our iATS Batch Entry process. Both sets of instructions can be found below.

#### Step 2: Understanding key objects and concepts:

- **Opportunity:** This is a Salesforce record that is used to represent the recurring schedule and connect to the iATS Customer Code. This record will be created before using the iATS Button to store the payment and schedule details within iATS.
- **iATS Button:** A custom button which is added to the Opportunity page layout by your admin during configuration. This button is utilized to set-up Recurring Credit Card and ACH/Direct Debit Transactions that will be charged to the donor on a defined schedule.
- **iATS Customer Code:** A Brickwork record that represents the donor's payment and recurring schedule information which have been securely stored in iATS. The Customer Code is linked directly to the Opportunity record which allows Brickwork to relate future transactions to the Opportunity correctly.
- **Nightly Download Journal Import:** Processed iATS Transaction details are retrieved from iATS via this APEX Class which should have been scheduled by your Admin during the configuration process for Brickwork. This automated import happens on a daily basis and creates new iATS Transaction records the day after the transaction has been processed by iATS.
- **iATS Transaction:** A Brickwork record that is created for each approved or rejected charge that is processed for your donor.

### 4.3.1 Using the Opportunity iATS Button:

Creating new recurring schedules using the iATS Button is intended for use when you have only one or two schedules to setup such as when you are taking phone calls, or greeting donors in person. You can utilize the manual entry or swipe entry options for collecting the Credit Card number. You can also setup a schedule using their bank account using the ACH or Direct Debit method!

If you have more than a few schedules to setup or Opportunities and Contact Records don't exist yet, we recommend using our iATS Batch Entry process for mass setups and record creation. Instructions on that process can be found in the next section.

1. Create a new Opportunity. Immediately after creating the Opportunity record, click on the iATS Button.
2. Select the appropriate iATS Merchant Account to use for setting up this schedule (and charging the transactions going forward).
3. Review the pre-filled donor and schedule details and make any necessary adjustments, for example the end date. This field is required by iATS, however you can set it for any future date to accommodate donations that don't have a defined end date.
4. Select Credit Card or ACH/Direct Debit, and enter the payment details.
5. Click "Create Recurring Payment" to create a new iATS Customer Code record within iATS. If you are setting up a Direct Debit UK donor, you'll notice a validation button before seeing the create option.
6. Close the window and refresh the Opportunity record to review the new iATS Customer Code record.
7. Click Edit on the new iATS Customer Code record and relate it to the contact/organization that is also related to the Opportunity. This is an optional step but is recommended.

### 4.3.2 Using the iATS Batch Entry Process

Our Batch Entry Process feature allows you to import a file into Salesforce and communicate directly with iATS Payments to create new Salesforce records and an iATS Customer Code! We include options for relating the new records to existing donors and campaigns, as well as utilizing specific record types. A history log, excel templates, and email notifications are also included!

It's as easy as this:

- **Create** a .csv file from our handy template.
  - **Import** the .csv file to create new iATS Batch Entry records for the Donation Opportunity and iATS Customer Codes you want to schedule.
  - **Process** those iATS Batch Entry records via the Batch Entry and Update Processing section within iATS Settings.
1. To create the .csv file, start by exporting the report called *iATS Batch Entry Template – Recurring* which you will find in the iATS Brickwork Reports folder. Use this template to create a .csv file to use with the data import tool of your choice. If you export the report (even if there are no results shown) you'll find all the fields that you'll need to complete to setup a new recurring schedule.

2. Create a .csv file. Please refer to the Help Text for each field on an iATS Batch Entry record to understand the values the record expects.

Important fields of note:

- **Include In Next Batch Entry Process:** Be sure to mark this field with the value as 1. This field controls whether the record will be included in the next batch process you run or not. If you'd rather wait to charge the donor another day, mark the value as 0 and you can update it later. Checked is default value when creating a new IBE record if left blank.
  - **iATS Merchant Account ID:** You can define a specific iATS Merchant account to use when charging the transaction. You can leave it blank to allow the default merchant account value from iATS Settings to be used. The ID can be found in the URL bar of the specific iATS Merchant Account Salesforce record.
  - **Contact ID:** You can provide the ID of a contact if they already exist in your Salesforce org. If provided, you can leave the remaining name, address, phone, and email fields empty as they will be auto-populated on the new IBE record when created. If you want Brickwork to create a new Contact record when the batch is run, leave the ID field empty add all donor details. You can also specify the Contact record type at the end of the template.
  - **Schedule Details:** These fields must be completed for the recurring schedule to be setup within iATS. If these fields are left blank, a single transaction will be immediately charged when the batch is run.
3. Import the file into Salesforce using the import tool of your choice, such as the Import Wizard or Data Loader. You are inserting (creating) new iATS Batch Entry records. If you like, review the newly created records for accuracy.
  4. To setup the new schedules within Salesforce, and iATS Payments, navigate to the iATS Settings tab and scroll down to the "Batch Entry and Update Processing" section. You should see that there are at least as many records waiting to be processed as you created IBE records. Any extra will be records previously created by not yet run. Review those if necessary.
  5. Click the Process iATS Batch Entry Records button. Depending on how many IBE records there are to process, this could take some time. **Do not re-click the process button.** You will also receive an email confirmation once the batch is finished and providing result details. You can also review the iATS Log that will be generated for further details.

## 5 How To: Update Recurring Schedule Details

The iATS Button or the iATS Batch Entry Update process can be used to update most fields on the iATS Customer Code, and most importantly ensure those changes are saved within iATS Payments systems. When using one of the methods below any NPSP records will also be updated to reflect the changes.

Using one of these options you can amend the schedule details, payment details, and perform actions such as cancel a recurring donation schedule.

### Step 1: Choose your update method: manual or batch entry?

Are you planning on updating the details for one or two recurring donors, or do you have many edits to perform at one time? As of version 5 you now have two options to for updating recurring details! You can use the iATS Button directly on the Recurring Donation or Donation/Opportunity page, or you can update many at a time using our iATS Batch Update process. Both sets of instructions can be found below.

### Step 2: Understanding key objects and concepts:

- **Updating Salesforce records vs. iATS Payments systems:** It's important to understand that any changes that you need to make in Salesforce need to be reflected in iATS Payments as well. Because iATS processes all future scheduled transactions, changes need to be saved in both places. For example, if you change the schedule date from the 15<sup>th</sup> to the 1<sup>st</sup> of the month in Salesforce, iATS needs that information or the transaction will continue to be charged on the 15<sup>th</sup>. All changes should be done via the manual or batch entry methods described below.
- **iATS Customer Code:** A Brickwork record that represents the donor's payment and recurring schedule information which have been securely stored in iATS. The Customer Code is linked directly to the Recurring Donation or Donation/Opportunity record during the initial setup of the donors recurring schedule. When using our Batch Update process, all changes are made on this record, then sent to iATS when the Update batch is run.
- **Recurring Donation or Donation/Opportunity:** When you look at the iATS Customer Code record you want to make changes to, you'll see that it's related to *either* a NPSP Recurring Donation or an Opportunity/Donation record. The iATS Button on that record will be used to make edits to the schedule or payment details when manually making changes.
- **iATS Button:** A custom button which is added to the Recurring Donation or Donation/Opportunity page layout by your admin during configuration. This button is utilized to update Recurring Credit Card and ACH/Direct Debit recurring schedule details.
- **UK Direct Debit Changes:** Our UK DD processing clients who use Smart Debit should note that currently there is a lead time of 6 days for all processed transactions. Because of this lead collection time, all changes should be made 6 days prior to the charge date. Any changes made within 6 days of the transaction won't affect that charge but will be reflected for all transactions going forward.
- **Credit Card and ACH/Direct Debit Numbers:** For added security, these fields can ONLY be updated using the iATS Button manually at this time. Our Batch Update process cannot be used to make mass changes. UK Direct Debit processing clients may update the Bank Account details using the iATS Button, but these details are not sent to Smart Debit and will not affect future payments. Please have the Donor contact their bank to properly update their Bank Account details or update directly within the Smart Debit portal.

## 5.1 Using the iATS Button

1. From the Recurring Donation or Donation/Opportunity (whichever is related to the iATS Customer Code record) click the iATS Button.
2. Click the “Recurring Payments” button if not already defaulted.
3. Make any necessary changes to the details:
  - To change the date that the transaction is charged on, edit the Schedule Date. This field is not used for Annual or Quarterly schedules therefore the Begin Date needs to be changed instead.
  - To place a donation on “pause”, modify the End Date to a future date. iATS will not attempt to charge the donor if the end date has passed.
  - To cancel a recurring schedule, change the Recurring Status from Active to Inactive. Be sure to also change the Recurring Donation record to Closed if using the NPSP.
  - To edit the Credit Card expiry date only, click the “Edit” beneath the date. This will open the expiry date field only allowing you to retain the existing credit card number.
  - To edit both the Credit Card number and the expiry date, click the “Edit all Saved Payment Information” option. This removes the current details for both the CC number and expiry date fields.
4. Once all amendments have been made, click “Update Recurring Payments” in order to save the details to the iATS Customer Code, and save the new information on the iATS servers.

## 5.2 Using the iATS Batch Update Process

Our Batch Update Process feature allows you to import a file into Salesforce and communicate directly with iATS Payments to make updates to an iATS Customer Code and NPSP records! A history log, excel templates, and email notifications are also included!

It's as easy as this:

- **Create** a .csv file from our handy template.
  - **Import** the .csv file to make changes to the iATS Customer Code record.
  - **Process** those iATS Customer Code changes via the Batch Entry and Update Processing section within iATS Settings.
1. To create the .csv file, start by exporting the report called *iATS Batch Template – Update iATS CCode* which you will find in the iATS Brickwork Reports folder. Use this template to create a .csv file to use with the data import tool of your choice. If you export the report (even if there are no results shown) you'll find all the fields that you'll need to complete to setup a new recurring schedule.
  2. Create a .csv file. Please refer to the Help Text for each field on an iATS Customer Code record to understand the values the record expects. Make any needed changes:
    - To change the date that the transaction is charged on, edit the Schedule Date. This field is not used for Annual or Quarterly schedules therefore the Begin Date needs to be changed instead.
    - To place a donation on “pause”, modify the End Date to a future date. iATS will not attempt to charge the donor if the end date has passed.

- To cancel a recurring schedule, change the Recurring Status from Active to Inactive. Be sure to also change the Recurring Donation record to Closed if using the NPSP.

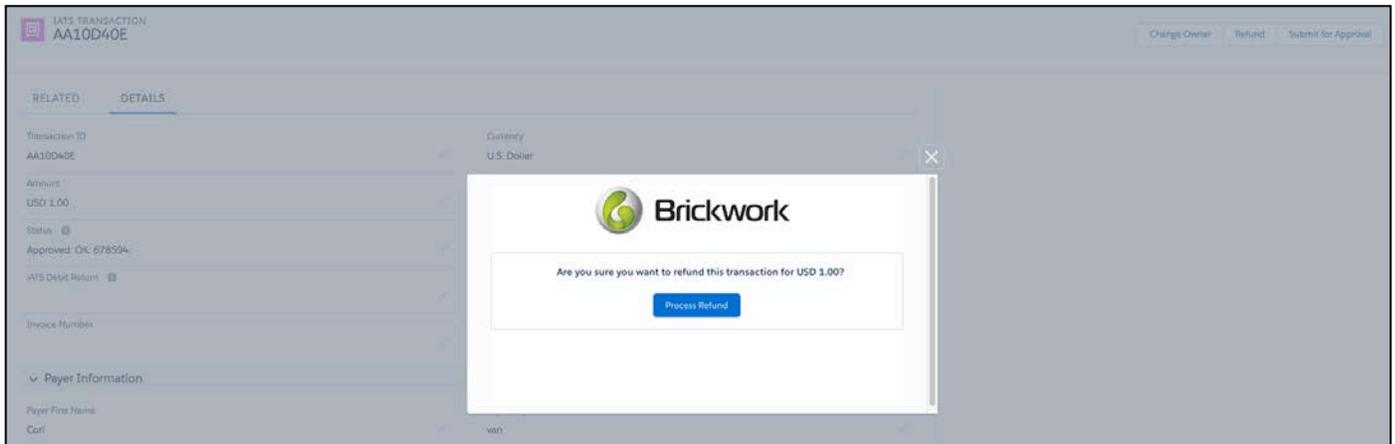
Important fields of note:

- **Include In Next Batch Update Process:** Be sure to mark this field with the value as 1. This field controls whether the record will be included in the next batch update process you run or not. If you'd rather wait to update the record another day, mark the value as 0 and you can update it later.
  - **Method of Payment:** You are unable to change an existing iATS Customer Code from one MOP to another, for example from Credit Card to ACH or Direct Debit. If you need to make this change, we recommend cancelling the existing schedule and creating a new iATS Customer Code.
  - **Credit Card Number and ACH/Direct Debit Account Number:** For added security, our Batch Update process cannot be used to make mass changes. All changes to payment details must be made using the iATS Button instructions above.
  - **iATS Merchant Account:** Do not attempt to update this field. This field represents the merchant account that was used to create and store the payment and schedule details. This cannot be changed after the fact, by any method.
3. Import the file into Salesforce using the import tool of your choice, such as the Import Wizard or Data Loader. You are updating the iATS Customer Code object. If you like, review the newly created records for accuracy.
  4. To finalize the updates and send the changes to iATS Payments, navigate to the iATS Settings tab and scroll down to the "Batch Entry and Update Processing" section. You should see that there are at least as many records waiting to be updated as you updated iATS Customer Code records. Any extra will be records previously updated with the "Include in next batch update batch" by not yet run. Review those if necessary.
  5. Click the Process iATS Customer Code Updates button. Depending on how many records there are to updates, this process could take some time. **Do not re-click the process button.** You will also receive an email confirmation once the batch is finished and providing result details. You can also review the iATS Log that will be generated for further details.

## 6 How To: Refund an iATS Transaction

Full Credit Card Refunds can be processed via the iATS Transaction record, however at this time partial Credit Card refunds or ACH/EFT Refunds can only be processed via the iATS Portal [www.iatspayments.com](http://www.iatspayments.com), or [www.uk.iatspayments.com](http://www.uk.iatspayments.com) for our international clients. These refunds will not be reflected automatically within Salesforce.

1. Locate the iATS Transaction record that needs to be refunded.
2. Click the “Refund” button.



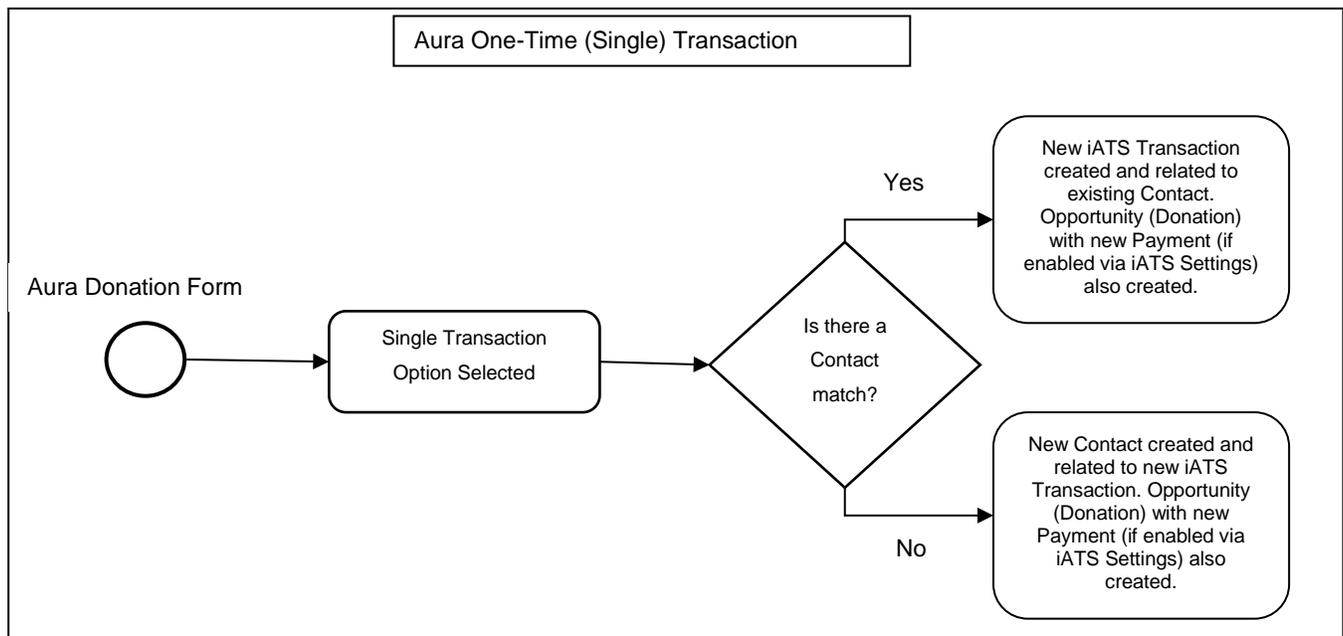
3. Confirm the amount that will be refunded and click “Process refund”.
4. Review the results, and close the dialogue box. If rejected, you can review the list of reject reasons on the Getting Started Brickwork page. If approved, the status of the iATS Transaction has been changed from “Approved” to “Refunded”.

## 7 Workflows for Aura Online Donation Processing

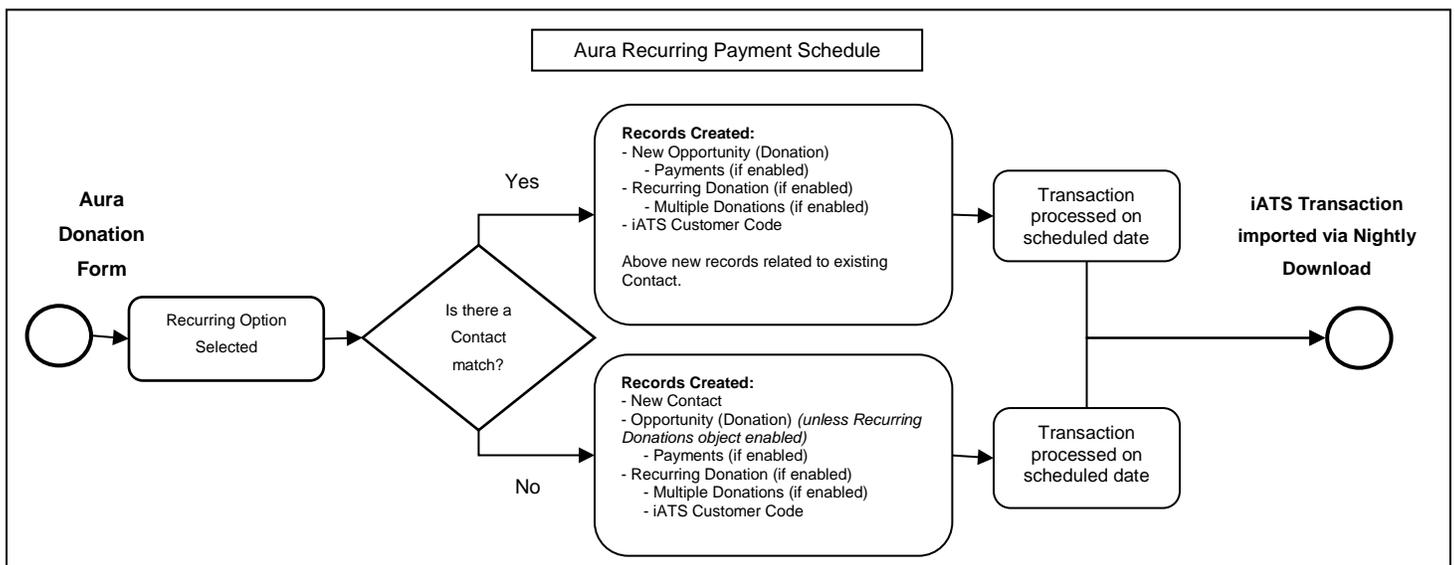
Aura refers to the iATS online donation web form which integrates seamlessly into an existing website and Brickwork using a Salesforce Site. These payment forms allow a donor to submit both Single and Recurring transactions directly to secure iATS systems and Salesforce.

- For more information regarding setting up an Aura webpage, please refer to the [Aura Installation Guide](#), or the AuraLink documentation which is available by contacting iATS Customer Care.

Aura One-time Transaction Process flow:



Aura Recurring Payment Schedule Process flow:



## 7.1 Aura to Salesforce Post Error – Email Notifications

During the post from iATS to Salesforce, rare connection issues (for example if Salesforce is down for maintenance) could cause the Aura post to fail resulting in the Aura transaction data to not appear in Salesforce. In these cases, you will receive an email containing the cause of the error, the details the donor entered on the Aura form, and a hyperlink which can be used to manually “re-post” the data from iATS to Salesforce.

Subject line: **Error received during import from iATS Aura online form**

Body of Email:

There was an error importing new donation details from your Aura online donation page to Salesforce.

Please review the error message detail posted below and address accordingly. Once the reason for the error message has been corrected, the donation details can be imported via the manual import tool on the iATS Settings tab in Salesforce if needed.

If you have any questions about the error or require further assistance, please contact iATS Customer Care at [iatscs@iatspayments.com](mailto:iatscs@iatspayments.com) or 1-888-955-5455, option 1.

Organization Name: *\*\*Name of client\*\**

Organization ID: *\*\*Salesforce Org ID of client\*\**

Error Type: Aura online donation import error

Error Message: *\*\*Error message varies per scenario\*\**

Error Line Number: *\*\*Error number varies per scenario\*\**

—

*\*\*All details the donor entered into Aura donation form\*\**

—

Brickwork Version: *\*\*varies per client\*\**

Full URL: *\*\*URL hyperlink will be displayed\*\**

## 8 How To: Manage Brickwork Download Journal Imports

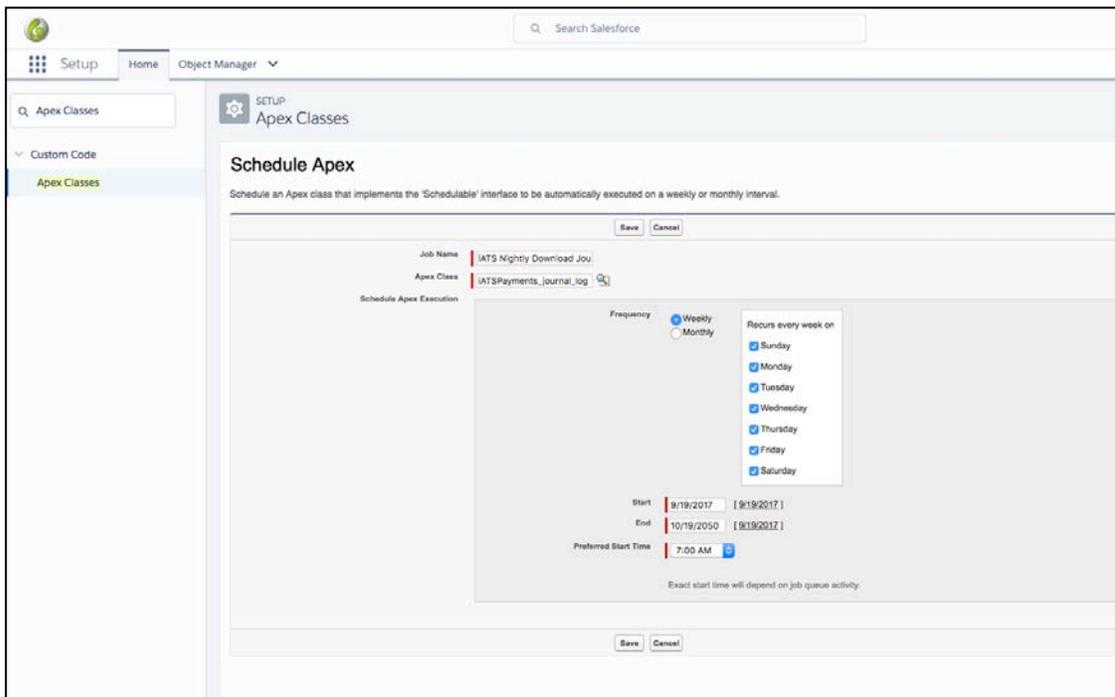
The nightly download journal APEX Class should have been scheduled by your Admin as part of the Brickwork Installation and Configuration process. If you need to review it, you can follow the below instructions. If you need to change the schedule or the user who is running the job each day, you need to delete the existing schedule and create a new one. It can also be ran manually if needed, such as when the automated download failed for some reason.

### 8.1 Review the existing Nightly Download Journal Schedule

1. Within Setup, use quick find to locate Scheduled Jobs.
2. Locate the job “iATS Nightly Download Journal”. *Note: You may have named the job differently.*
3. Click on “Manage” to view the job details, or click “Del” to delete the job.

### 8.2 Re-Schedule the Nightly Download Journal Schedule

1. Within Setup, use quick find to locate Apex Classes.
2. Click the Schedule Apex button.
3. Enter “iATS Nightly Download Journal” for the job name.
4. Within Apex Class, select the “iATSPayments\_journal\_log”.
5. Select Weekly as the frequency, and select each day of the week.
6. Leave today as the start date, but change the end date to be a date far into the future.
7. Select a preferred start time between 7am and 7pm (Your own time zone). Internal iATS updates and maintenance may occur between 11:00pm and 4:00am nightly. Setting the “Preferred Start Time” during this window is not recommended.
8. Click Save.



The screenshot shows the Salesforce Setup interface for scheduling an Apex class. The page title is "Schedule Apex" under the "Apex Classes" section. The job name is "iATS Nightly Download Jou" and the Apex class is "iATSPayments\_journal\_log". The frequency is set to "Weekly" with a dropdown menu showing days of the week: Sunday, Monday, Tuesday, Wednesday, Thursday, Friday, and Saturday. The start date is "9/19/2017" and the end date is "10/19/2050". The preferred start time is "7:00 AM". There are "Save" and "Cancel" buttons at the top and bottom of the configuration area.

### 8.3 Import the Download Journal Import Manually

This option should be used if the Nightly Download Journal that is scheduled each day failed for some reason, or wasn't scheduled properly. The Download Journal can be run for a maximum of 31 days at a time, for transactions processed in the past two years. UK DD Returns are only manually imported if tool is run one day at a time (begin date field).

1. Click on the "iATS Settings" tab.
2. Locate the "Batch Download Transactions" section at the bottom.
3. Choose a Begin Date and End Date.
4. Click Continue. A message will appear at the top of the page advising that a notification email will be sent once the Download is complete.

Batch Download Transactions

Allows you to download transactions from iATS that may not have been previously entered into Salesforce. Note that UK Direct Debit Returns will only be completed for the begin date.

\* Begin Date

\* End Date

### 8.4 Download Journal Notification Emails

These emails are sent after the scheduled Nightly Download Journal is run each day, or run manually. Please review the iATS Settings page to see which email address is receiving these notifications. We recommend adding a generic email distribution list so that more than one person can receive the notifications.

#### Key Concepts:

- If the Transaction import is successful but the Return import fails, you should get one success email (# of Returns imported would equal 0), and one Returns Error template explaining why the Returns import failed. You can then re-run the download journal and import the Returns. At that point you would receive the success import template indicating 0 transactions and the # of returns imported.
- If the Transaction import fails, the Return import isn't attempted. You should get the Transaction Error message (no mention of returns) so you can fix the errors. Then when you run the manual import you will get the success template showing them the number of transactions and returns that were imported. Should the Returns import actually fail, you should get the returns error message (no mention of transactions) allowing you to fix the reason for the returns fail. When you run the manual import you should get the success template indicating the number of returns imported.

### 1. Successful Manual or Auto Download Journal:

Subject line: Brickwork iATS Payments Download Journal Import - Successful

Body of Email:

Dear **\*\*Name of client\*\***,

The iATS Transaction and iATS Return batch download to Salesforce is now complete for iATS Account(s): **\*\*client sub-code(s) \*\***.

Please note the following details:

The Download Journal import process was successful for date period 01/03/2013 - 26/03/2013.

Number of new iATS Transaction Records created (Approval and Rejected): 80

Number of new iATS Customer Code Records created: 78

Number of new Contact Records created: 18

Number of new Opportunity (Donation) Records created: 78

Number of new iATS Return Records created: 0

Please note that if the above details indicate '0' records were inserted, it means there was no new iATS Transaction or Return data to import into Salesforce. If you receive an iATS Returns error after this message, please address the details and try the import again.

To ensure all ACH iATS Transactions are imported after weekends and Holidays, the scheduled Nightly Download Journal will import the prior four days of North American ACH processing.

If you have any questions, please contact iATS Customer Care for additional assistance at [iatscs@iatspayments.com](mailto:iatscs@iatspayments.com) or 1-888-955-5455, option 1.

Thank you,  
iATS Payments

### 2. Failed Manual or Auto Download Journal for iATS Transactions ONLY:

Subject line: Brickwork iATS Payments Download Journal Import – Error Received for Transactions

Body of Email:

Dear **\*\*Name of client\*\***,

The iATS Transactions batch download to Salesforce for date period 10/22/2014 - 10/22/2014 was unable to complete for iATS Account(s): **\*\*client sub-code(s) \*\***, as the following error message has been received:

**\*\*Error message varies per scenario\*\***

Please address the error details, and manually reattempt the batch download via the iATS Settings tab in Salesforce.

If your Organization processes ACH or Direct Debit transactions with Brickwork, iATS Returns are imported only after a successful import of iATS Transactions has been completed. Once the iATS Transactions are imported successfully, iATS Returns will be attempted and if unsuccessful an error message will be sent.

If you have any questions about the error or require further assistance, please contact iATS Customer Care at [iatscs@iatspayments.com](mailto:iatscs@iatspayments.com) or 1-888-955-5455, option 1.

Thank you,

iATS Payments

### 3. Failed Manual or Auto Download Journal for iATS Returns ONLY:

Subject line: Brickwork iATS Payments Download Journal Import – Error Received for Returns

Body of Email:

Dear **\*\*Name of client\*\***,

The iATS Returns batch download to Salesforce for date period 10/22/2014 - 10/22/2014 was unable to complete for iATS Account(s): **\*\*client sub-code(s) \*\***, as the following error message has been received:

**\*\*Error message varies per scenario\*\***

Please address the error details, and manually reattempt the batch download via the iATS Settings tab in Salesforce.

If you have any questions about the error or require further assistance, please contact iATS Customer Care at [iatscs@iatspayments.com](mailto:iatscs@iatspayments.com) or 1-888-955-5455, option 1.

Thank you,

iATS Payments

## 8.5 Download Journal Import for iATS Transactions – Process flows

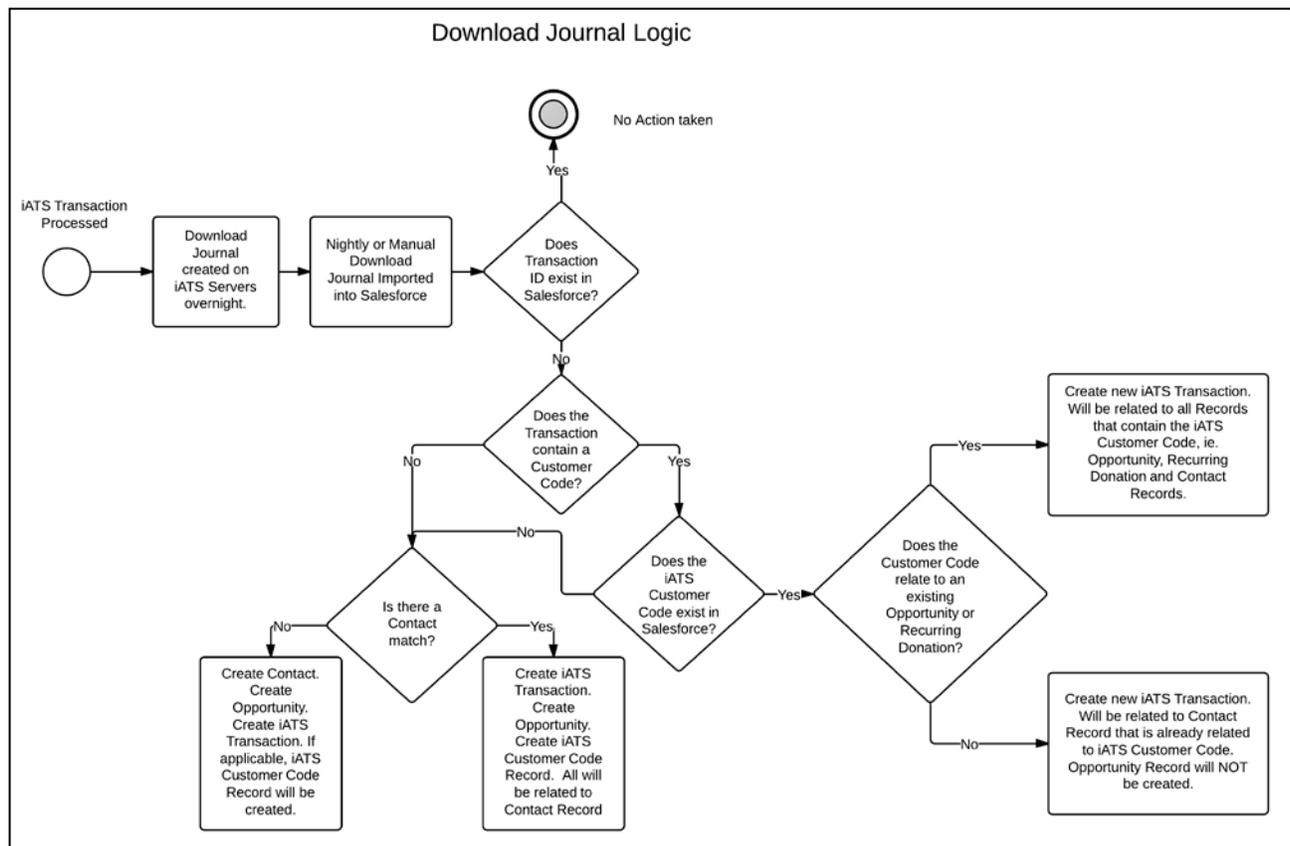
The Download Journal enables Brickwork to retrieve an iATS Journal report containing all transaction data processed the prior day for Credit Card, and for the prior four consecutive days for North American ACH processing. NA ACH/EFT Return data and UK Direct Debit BACS reports are also imported to create iATS Return records.

This tool ensures that all recurring transactions are recorded in Brickwork the day after they have been processed, and any missing Single iATS Transactions are imported into Salesforce.

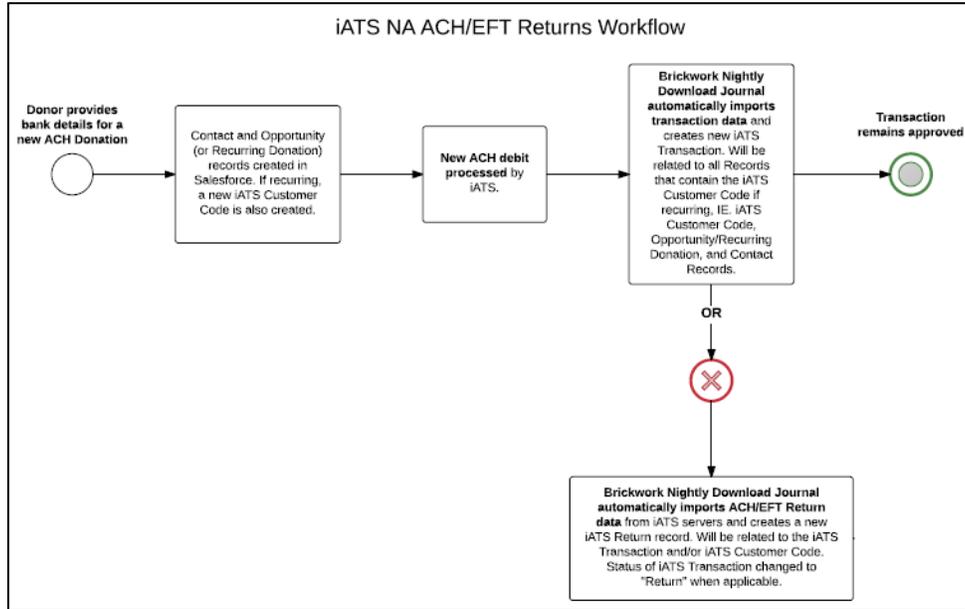
### Important Concepts:

- Only System Administrators are permitted to schedule the Download Journal. If the Salesforce User who creates the Apex Class is set to Inactive or deleted from Salesforce, the nightly Download Journal will no longer run, and will need to be rebuilt by the new Admin.
- The download journal imports in batches of 10,000 iATS Transactions at a time, up to 100,000 maximum. If an error message is received during the import process the current batch and all future batches are aborted, however prior successful batches are not.
- Credit Card transactions are imported daily at each scheduled import time, and include yesterday's transactions. ACH North American transactions are imported daily at each scheduled import time, and include all transactions from the prior four days.

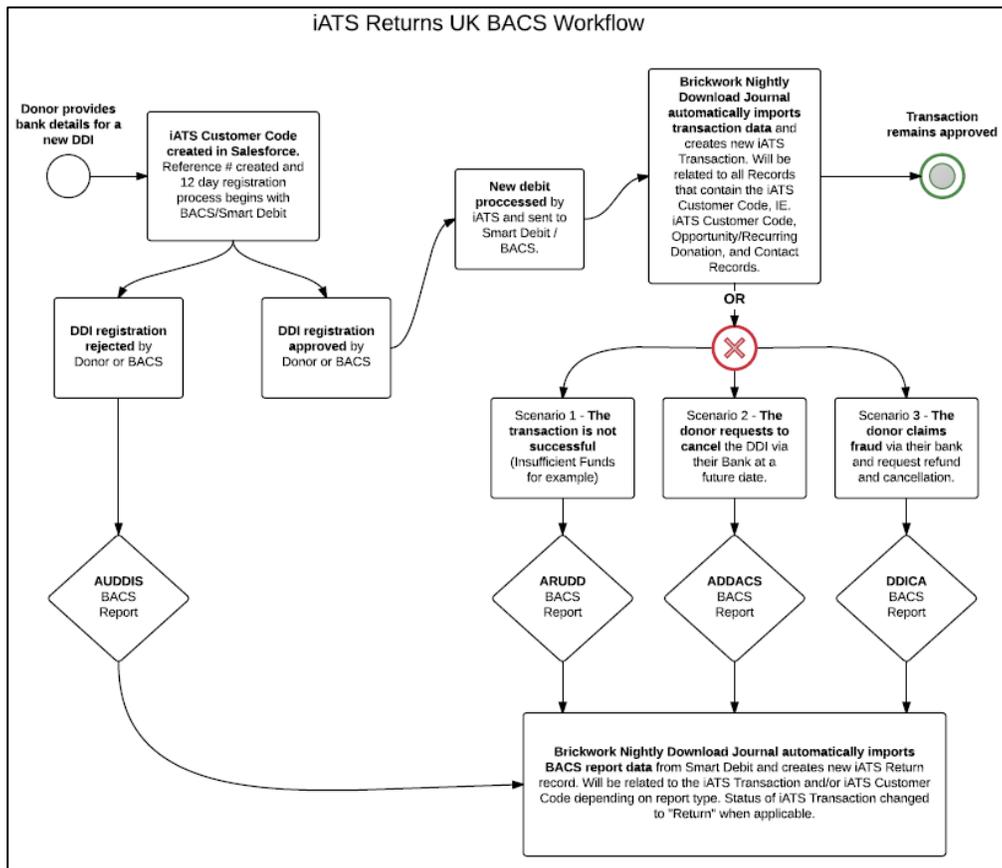
### Transaction Import Workflow:



**NA ACH/EFT Returns Workflow:**



**UK Direct Debit BACS Returns Workflow:**



## 9 Managing iATS Returns and BACS Reports

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

IATS RETURN  
UKBACS-000774

RELATED
DETAILS

Return ID UKBACS-000774	Payer Name Sample Donor
Return Date 1/13/2017	Method of Payment ACH
Return Amount GBP 101.00	Currency British Pound
Return Code ⓘ 6	Currency
Return Description ⓘ NO INSTRUCTION	
<div style="background-color: #f0f8ff; padding: 2px 5px; margin-bottom: 5px;"> <span style="font-size: 0.8em;">▼ NA ACH (Bank Withdrawal) Information</span> </div>	
ACH Account Number	
<div style="background-color: #f0f8ff; padding: 2px 5px; margin-bottom: 5px;"> <span style="font-size: 0.8em;">▼ UK BACS Return Information</span> </div>	
BACS Report Type (UK) ⓘ ARUDD	Payer New Name
Reference Number UDDD20460B496	Payer New Sort Code
Original Transaction Date 1/11/2017	Payer New Account Number
Payer Account Number	New Amount

### Key Objects and Concepts:

- 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.
- How do I start importing iATS Returns into Salesforce?** If you have your ACH iATS Client Code saved as an iATS Merchant 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.
- **Does Brickwork import BACS Reports?** Yes! Brickwork 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, the type of BACS Report that was issued to create the new record, and a [link for more information](#) on BACS Returns including important Action Items for UK users.

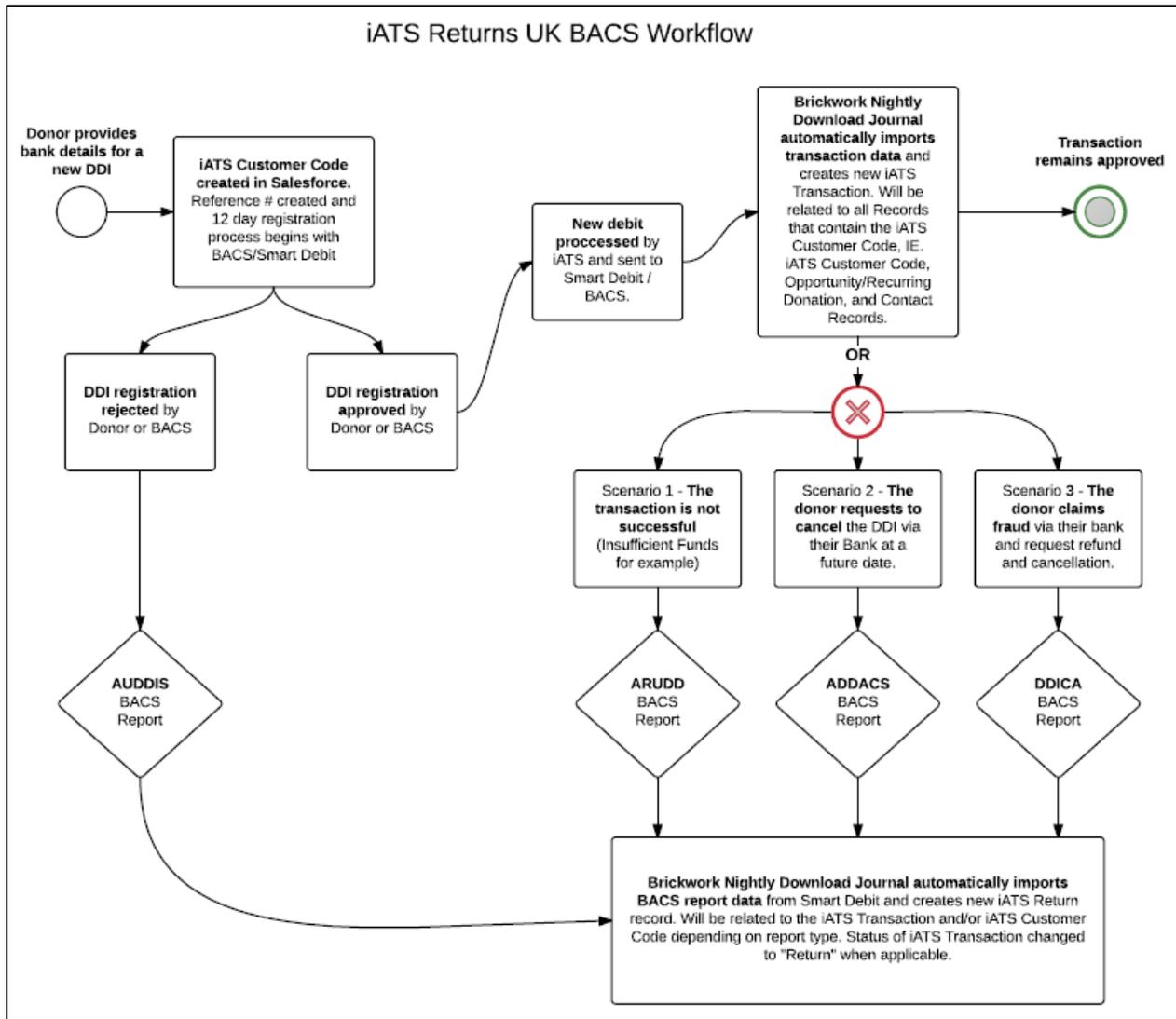
## 9.1 iATS Return Workflow for UK BACS Clients

### 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 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.
2. The new Reference number is sent to Smart Debit/BACS to start the 12-day registration process.
3. If the new Reference number isn’t registered properly:
  - a. BACS/Smart Debit will generate a new BACS report called an **AUDDIS**.
  - b. 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.



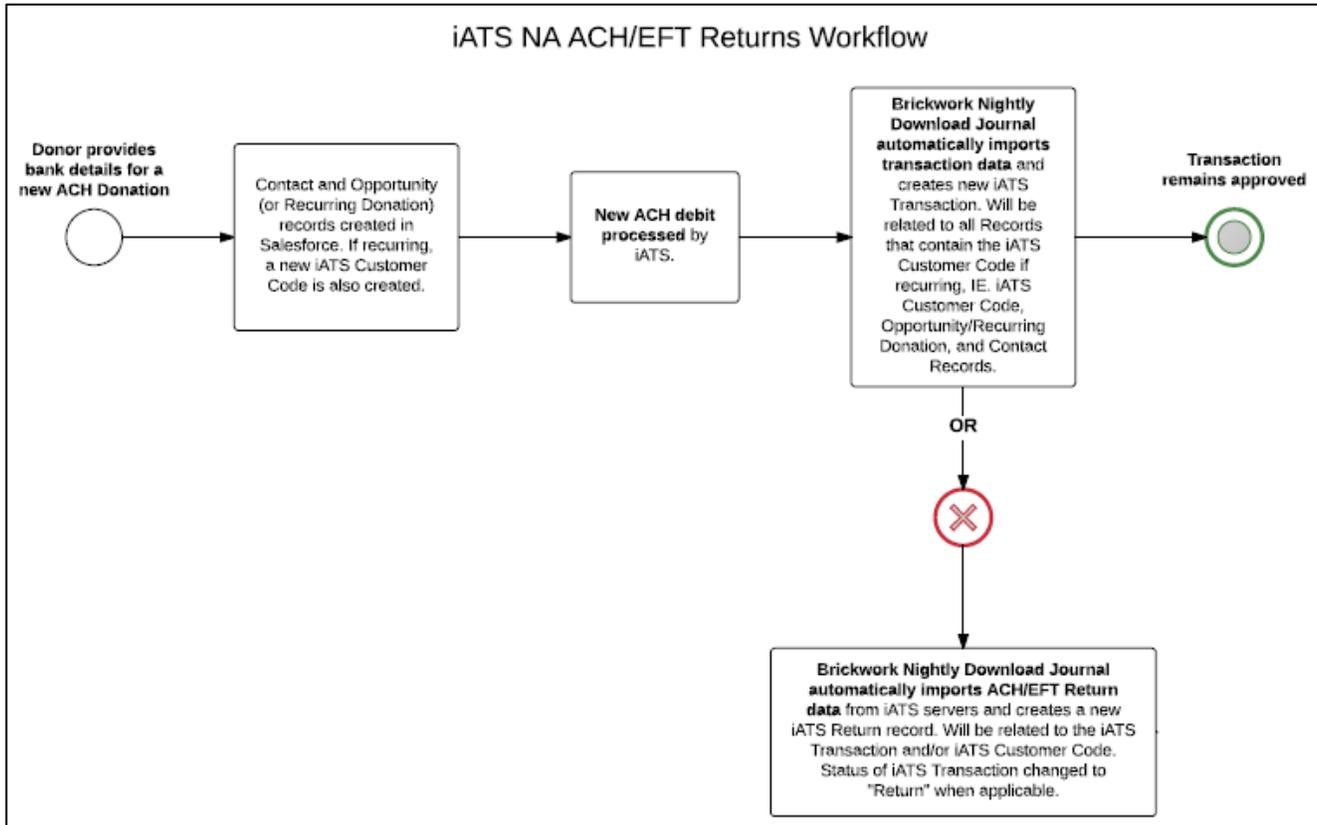
## 9.2 iATS Return Workflow for NA ACH/EFT Clients

### 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".



## 10 Administrative Tasks

The following sections describe common Admin tasks of Brickwork and Salesforce.

### 10.1 Confirm your Current Brickwork Version Number

1. In Set-up use quick find and search for Installed packages.
2. Locate "iATS Payments" from the Package list. The Brickwork version number will appear under the Version Number column.

### 10.2 Grant iATS Staff Temporary Access to Salesforce

For troubleshooting purposes, you may be asked to grant iATS staff access to your Salesforce environment.

#### **Salesforce Standard Menu:**

1. If using the standard menu, click Setup > Personal Setup > My Personal Information > Grant Login Access.
2. Locate 'First American Payment Systems Support'.
3. Select the length of time iATS will be able to access environment in the "Access Duration" drop down menu (usually 7 business days).

#### **Salesforce Enhanced Menu:**

1. Click your name > My Profile > Personal > Grant Login Access.
2. Locate 'First American Payment Systems Support'.
3. Set the access expiration date (usually 7 business days).
4. Click Save.

#### **Lightning:**

1. Click your avatar at the top right > My Profile > Personal > Grant Login Access.
2. Locate 'First American Payment Systems Support'.
3. Set the access expiration date (usually 7 business days).
4. Click Save.

## 10.3 Manually Re-schedule the Payments Apex Class

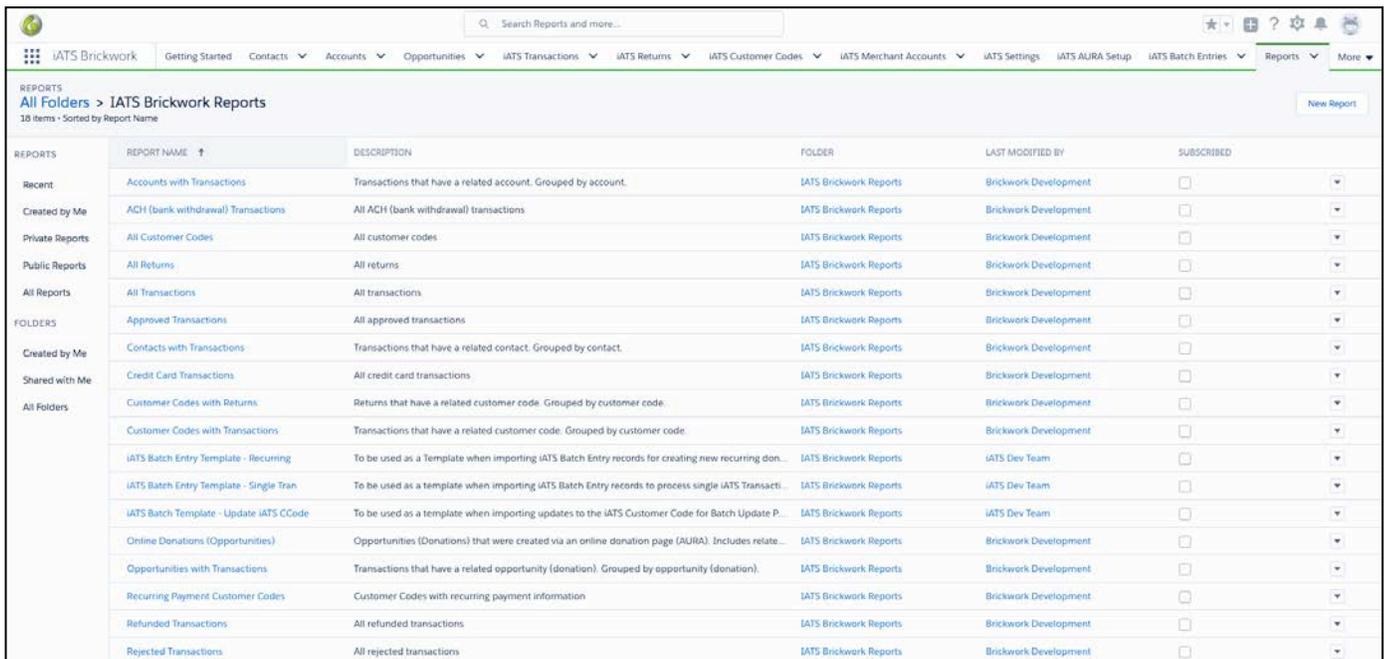
The Payments **Apex class is automatically created and scheduled** when the Brickwork Payments add on extension is downloaded via the Salesforce App Exchange. If the user who initially installed the extension leaves the organization, or the Apex is deleted by accident, it can be re-created manually.

1. Within Setup, use quick find to locate Apex Classes.
2. Click the Schedule Apex button.
3. Enter “iATS Nightly Download Journal” for the job name.
4. Within Apex Class, select the “iATSPayments\_journal\_log”.
5. Select Weekly as the frequency, and select each day of the week.
6. Leave today as the start date, but change the end date to be a date far into the future.
7. Select a preferred start time between 7am and 7pm (Your own time zone). Internal iATS updates and maintenance may occur between 11:00pm and 4:00am nightly. Setting the “Preferred Start Time” during this window is not recommended.
8. Click Save.

## 11 Brickwork Reporting

Brickwork comes with a number of handy reports and templates you can utilize. You can find these in the iATS Brickwork folder of the Reports Tab in Salesforce.

These reports can be used to start your own reports and can be edited as needed.



REPORTS	REPORT NAME	DESCRIPTION	FOLDER	LAST MODIFIED BY	SUBSCRIBED
Recent	Accounts with Transactions	Transactions that have a related account. Grouped by account.	iATS Brickwork Reports	Brickwork Development	<input type="checkbox"/>
Created by Me	ACH (bank withdrawal) Transactions	All ACH (bank withdrawal) transactions	iATS Brickwork Reports	Brickwork Development	<input type="checkbox"/>
Private Reports	All Customer Codes	All customer codes	iATS Brickwork Reports	Brickwork Development	<input type="checkbox"/>
Public Reports	All Returns	All returns	iATS Brickwork Reports	Brickwork Development	<input type="checkbox"/>
All Reports	All Transactions	All transactions	iATS Brickwork Reports	Brickwork Development	<input type="checkbox"/>
FOLDERS	Approved Transactions	All approved transactions	iATS Brickwork Reports	Brickwork Development	<input type="checkbox"/>
Created by Me	Contacts with Transactions	Transactions that have a related contact. Grouped by contact.	iATS Brickwork Reports	Brickwork Development	<input type="checkbox"/>
Shared with Me	Credit Card Transactions	All credit card transactions	iATS Brickwork Reports	Brickwork Development	<input type="checkbox"/>
All Folders	Customer Codes with Returns	Returns that have a related customer code. Grouped by customer code.	iATS Brickwork Reports	Brickwork Development	<input type="checkbox"/>
	Customer Codes with Transactions	Transactions that have a related customer code. Grouped by customer code.	iATS Brickwork Reports	Brickwork Development	<input type="checkbox"/>
	iATS Batch Entry Template - Recurring	To be used as a Template when importing iATS Batch Entry records for creating new recurring don...	iATS Brickwork Reports	iATS Dev Team	<input type="checkbox"/>
	iATS Batch Entry Template - Single Tran	To be used as a template when importing iATS Batch Entry records to process single iATS Transacti...	iATS Brickwork Reports	iATS Dev Team	<input type="checkbox"/>
	iATS Batch Template - Update iATS CCode	To be used as a template when importing updates to the iATS Customer Code for Batch Update P...	iATS Brickwork Reports	iATS Dev Team	<input type="checkbox"/>
	Online Donations (Opportunities)	Opportunities (Donations) that were created via an online donation page (AURA). Includes relate...	iATS Brickwork Reports	Brickwork Development	<input type="checkbox"/>
	Opportunities with Transactions	Transactions that have a related opportunity (donation). Grouped by opportunity (donation).	iATS Brickwork Reports	Brickwork Development	<input type="checkbox"/>
	Recurring Payment Customer Codes	Customer Codes with recurring payment information	iATS Brickwork Reports	Brickwork Development	<input type="checkbox"/>
	Refunded Transactions	All refunded transactions	iATS Brickwork Reports	Brickwork Development	<input type="checkbox"/>
	Rejected Transactions	All rejected transactions	iATS Brickwork Reports	Brickwork Development	<input type="checkbox"/>