



AUDDIS User Guide

Introduction

AUDDIS – **AU**tomated **D**irect **D**ebit **I**nstruction **S**ervice

This document is designed to illustrate how the Elite Application can be used to submit customers via the AUDDIS process which is used to manage DDIs and is essentially a different process to Direct Debit, although they are both linked.

AUDDIS Codes

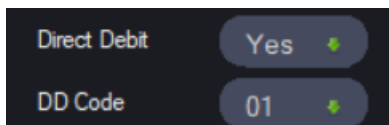
On the **Renewals** tab in the customer record, you have a field called **AUDDIS Ref**.



In this drop down you can select one of the following options.

ON (zero N)	For a new DDI, or to re-instate a payer or Service User cancelled DDI.
OC (zero C)	To cancel an existing Direct Debit Instruction at the paying bank.
OS (zero S)	To convert an existing non-AUDDIS Direct Debit Instruction to AUDDIS. Only used at time of migration

If you are going to add a customer to direct debit payments for the first time, please select **Yes** in the Direct Debit drop down and **01** in the DD Code.



Remember to add full bank details to the customer record to complete the set up. If you are worried about mistakes, speak to your ESP account manager about our **bank detail validation service**.

Running the AUDDIS Report

In order to process direct debit instructions with your bank, you will need to run and submit the AUDDIS Report in ESP. This will produce a text file with the relevant data to complete this. You will need to run this report periodically in line with the direct debit report.

To run this report. Go to **Financials > Site Name > Reports > Direct Debit Reports**. Select and run the **Auddis Report** option.

This will select any record that has something set in the AUDDIS Ref field and produce a report for you to print in PDF. It will also create the transmission file to submit to the bank via your direct debit software. This file will be stored in the **Auddis** folder within the **Attachments** app.

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It will also set the **AUDDIS Ref** field to blank on these selected customer records, so they are not selected again on future runs.

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