DDF

Diocesan Development Fund

DDF Online

Customer User Guide

Version 1.0

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DDF Online User Guide

Overview

This user guide has been designed for all DDF clients who wish to use DDF Online to access their accounts online at any time. A basic level of understanding of reconciliation processes, making payments and usage of an accounting system is considered a pre-requisite for this training.

This user guide provides an overview of the functionality available to allow clients to reconcile their accounts and make payments. This user guide should be followed in conjunction with the DDF's FAQs and your internal processes.

Contact details:

DDF Online Support is available Monday to Friday between the hours of 8:30am and 5:00pm.

Phone: 07 4887 3070 (Option 1)

Email: ddf@rok.catholic.net.au

Website: www.ddfrockhampton.com.au

Expected Learning Outcomes

After completing this user guide you should:

- Have an in-depth understanding of DDF Online;
- Be able to confidently navigate the different areas of DDF Online;
- Know how to process internal and external payments; and
- Be able to easily export account statements or data for reconciliation.

Glossary of Terms

Below is a listing of terminology that may be used throughout this user guide in relation to DDF Online, functionality and transactional processing.

DDF – Diocesan Development Fund

Us – The DDF

Rejection – Term for when an EFT payment or direct debit is returned to the DDF as unpaid.

APCA – Australian Payments Clearing Association. APCA is the self-regulatory body for the Australian Payments industry. It is their responsibility to develop regulations, procedures, policies and standards governing payments processing within Australia. They oversee five clearing systems including the direct debit network. Part of the oversight of the direct debit network focuses on who can process direct debit payments.

EFT – Electronic Funds Transfer of money to an account within Australia.

BPAY – BPAY is an electronic bill payment system in Australia which enables payments to be made through a financial institution online, mobile or telephone facility to organisations which are registered as BPAY billers.

CRN – Customer Reference Number.

DDR – Direct Debit Request/s.

A# Number – DDF system generated reference number for the direct debit request.

Introduction to DDF Online

Overview

DDF Online is an online platform that allows you to access your accounts and perform transactions 24 hours a day, 7 days a week from any location with internet access.

DDF Online gives customers the ability to:

- View current account balances;
- Transfer funds between DDF accounts;
- Transfer funds to accounts held at other financial institutions;
- View, print and download transaction listings;
- View future Periodic Payments or Direct Debits;
- The ability to upload creditor files for batch payments if your accounting package is able to generate ABA files;
- BPAY Payer functionality allowing you to make BPAY payments.

Security Features

We have a number of security features enabled on DDF Online. These include:

- The ability to have DDF Online users set up with different access levels depending on the activity they are required to perform. Authorised users can be set up as:
    - Enquiry only
      View accounts and generate transaction listings but not perform any transactions.
    - Data Entry
      Upload files, prepare payments, view accounts and generate transaction listings.
    - Transacting
      Authorise transactions and/or files as well as all other actions that the enquiry and data only users can complete.
- All users are set up with their own unique login name and password. We strongly recommend that users never record or share their log in details with anyone else, and that they regularly change their DDF Online password.
- All transactions and batches processed through DDF Online require dual authorisation, meaning that 2 Transacting users are required to authorise all transactions and batches before they are processed.
- All accounts have a default external transfer limit (the amount that can be sent to another financial institution) of $30,000, unless otherwise specified in the DDF Online Application. If you would like to change this limit, please contact the DDF Team for advice and assistance.

Processing Cut-off Times

We process your payments each business day, (excluding Rockhampton Local, QLD State and National Public Holidays). In order for your external payments to be processed same-day, please ensure they are fully authorised by the final cut-off time 2:30pm AEST.

An internal transfer between your own accounts or to another DDF customer processes instantly on completion of the second authorisation.

Establishing Access to DDF Online

Things to Consider before Applying for DDF Online

Consider who will be given full access to the accounts on DDF Online and their availability as you will require at least 2 Transacting users to be able to authorise transactions and batches before they can be processed.

The DDF Online site can be accessed on any smart device or computer with connection to the internet, so you do not need to be together in the office to process payments.

Applying for DDF Online

To establish access or make changes to DDF Online users, please contact the DDF Team at ddf@rok.catholic.net.au to obtain the appropriate DDF Online Application/Replacement or Annexure form.

The following form may also be required to be completed:

1. DDF Signatory / DDF Online Customer Identification Form – a new user for DDF Online must also complete the DDF Identification process if they have not previously done so.

All completed forms can be returned to the DDF via email at ddf@rok.catholic.net.au

Using the DDF Online System

Overview

In this section we will cover how to use DDF Online, including signing in for the first time, navigating the different areas, viewing balances, transactions and statements, transferring funds and uploading payment batches.

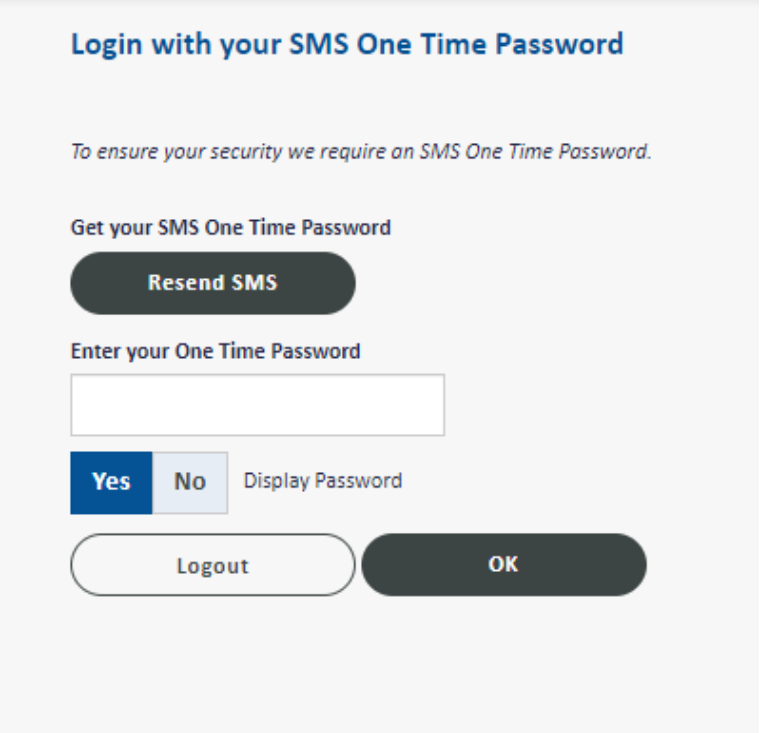
First Time Sign On

We recommend you always access DDF Online via our website, www.ddfrockhampton.com.au DDF Online will work in any internet browser however we do suggest using Microsoft Edge, Google Chrome or FireFox.

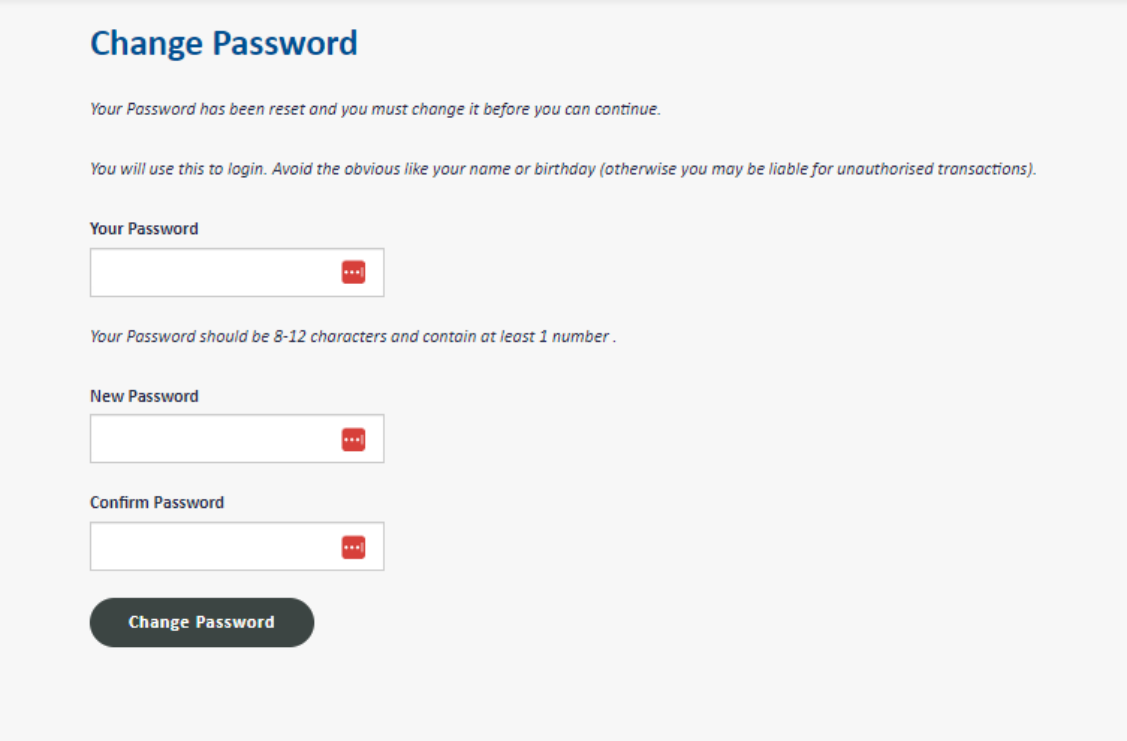
1. Click on the DDF Online Login button up the top right-hand corner of the website
2. Enter your Login Details and select Login

   Login Code: Enter the Login Name supplied by the DDF.
   Password: Enter the password provided by the DDF.

3. This will prompt you to the below screen. You should receive a text with the one-time password. Enter this code and click ok.

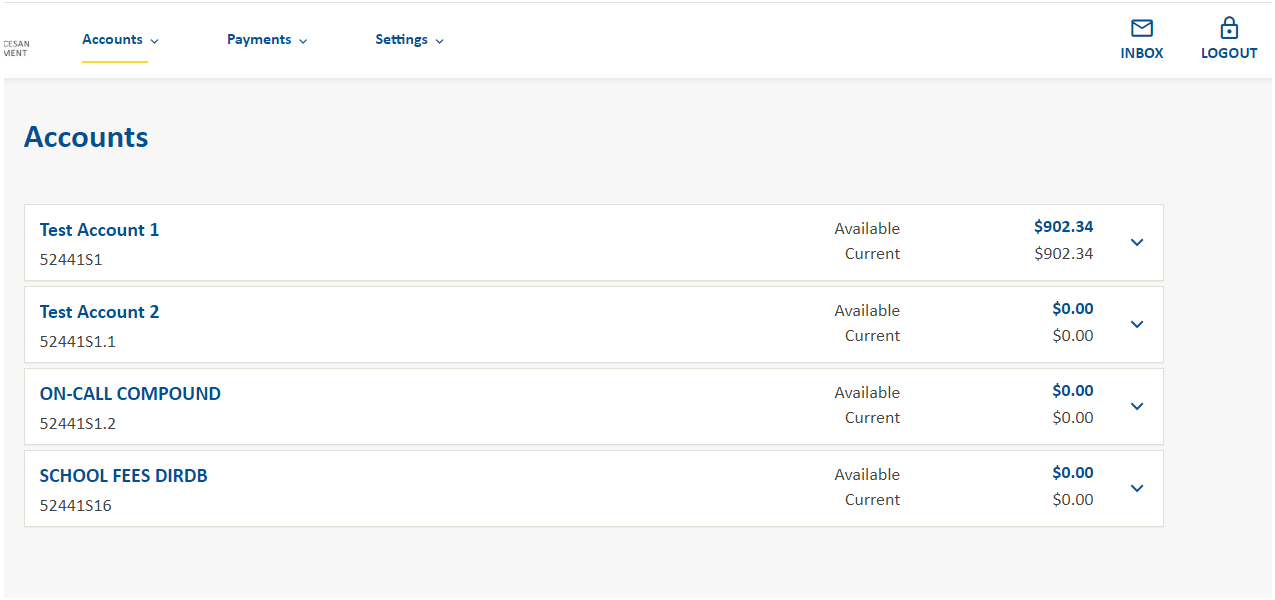


4. You will now see the screen below, prompting you to create a new login password. First, enter your current password in the first box. Then, enter your new password in both the second and third boxes. Your new password must be 8 to 12 characters long and include a combination of letters and numbers. Once you've entered your new password, click "Change Password" to save it, and you will be redirected to the DDF Online homepage.



Your Home Page

Once you sign in, your home page will show you a list of your accounts and the balances for each account.



The menu at the top of the screen allows you to navigate to:

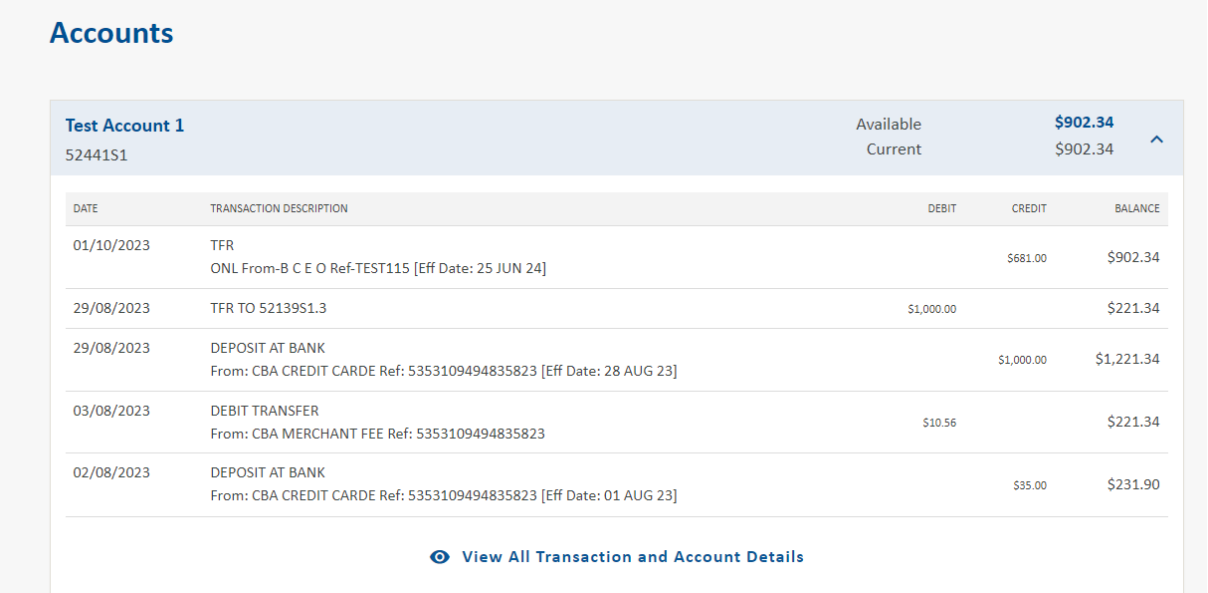
Accounts – this is where to get transaction details, generate statements and locate interest paid details for previous financial years.

Payments – this is where to go to process all transactions as well as manage periodic payments.

Settings – this is where you can change your password and organize how your accounts appear on your home page.

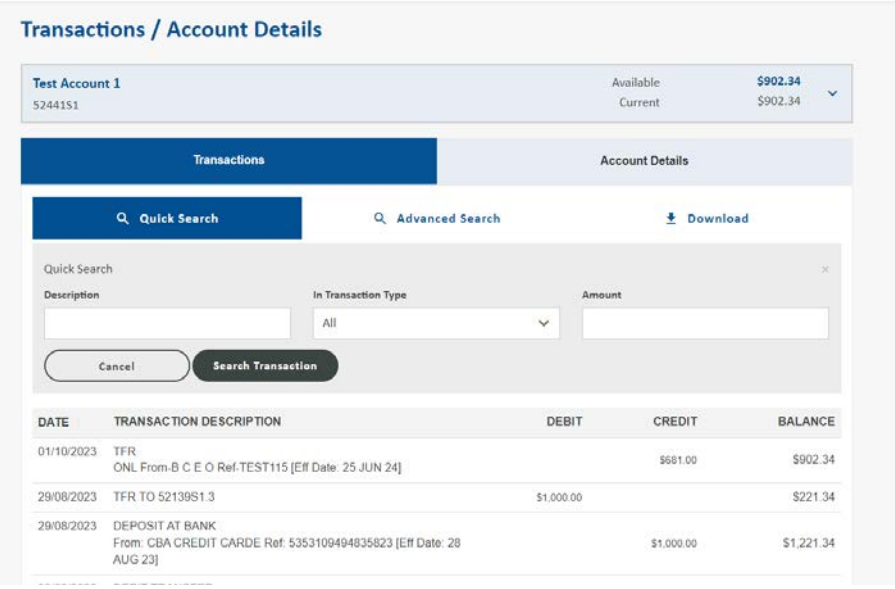
Viewing Accounts

When on your home page, clicking on any account under Accounts will allow you to view the recent transactions. To view more transactions select View All Transaction and Account Details

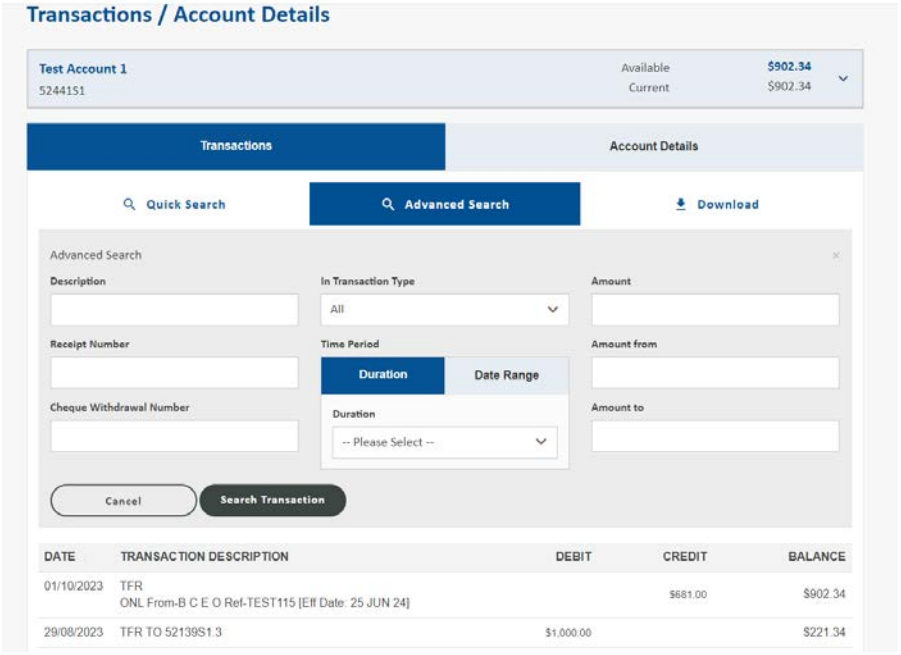


Searching Transactions

When viewing any account, you can click Quick Search or Advanced Search to locate payments or transactions. Quick Search will allow you to search using a description, transaction type or for a specific amount.

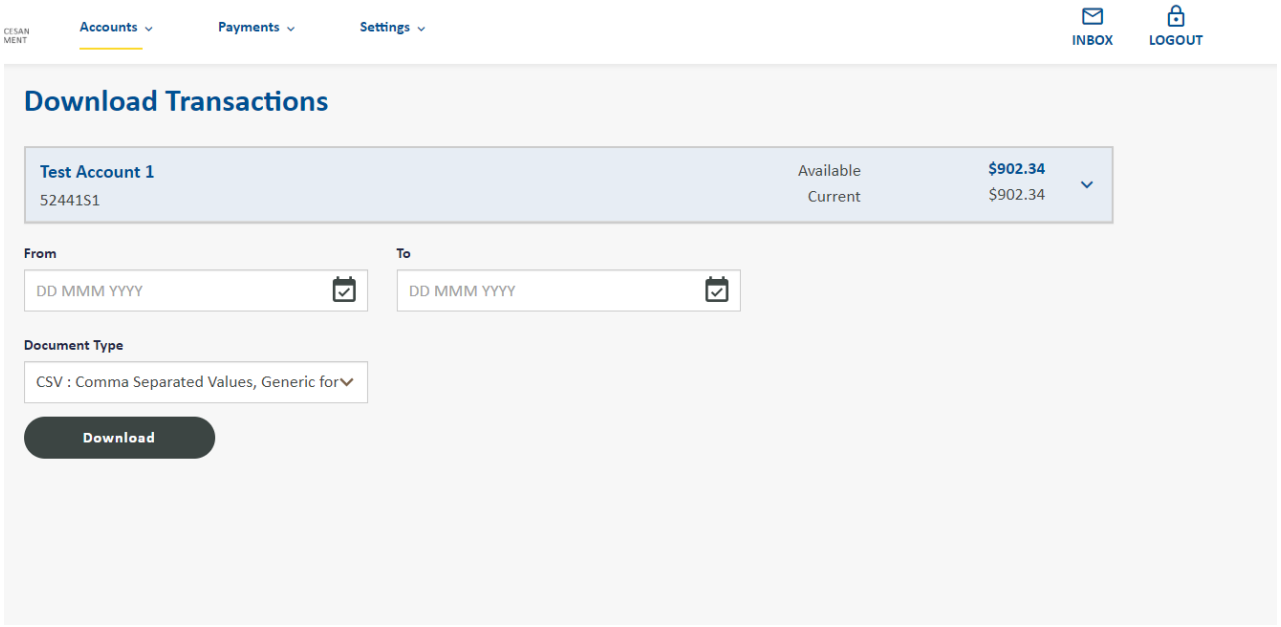


Advanced Search will give you further search options. This is particularly useful for locating deposits or finding an original payment that may have rejected back into your account.



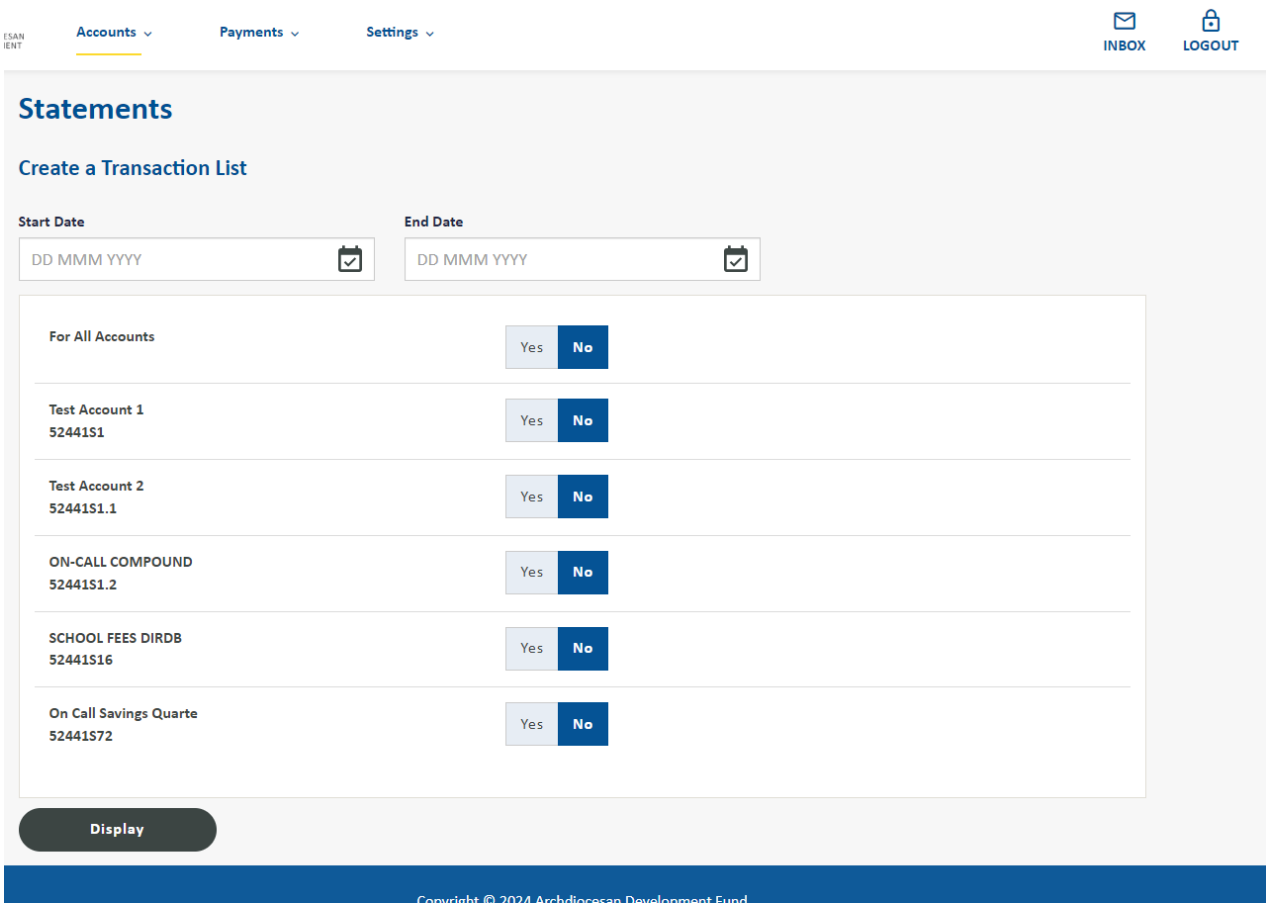
Downloading Transactions

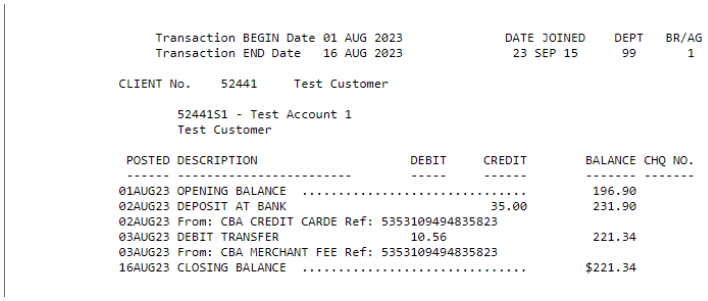
When viewing any account, you can download transactions in a variety of file types for the purpose of uploading into your accounting package. Select the Download link to be taken to the screen below where you can pick the Document Type and input the date range required. Click the Download button to generate your file. Note that you can only download up until the previous working day. To view transactions for the current day so far you can go to the account's Transaction History.



Generating a Statement

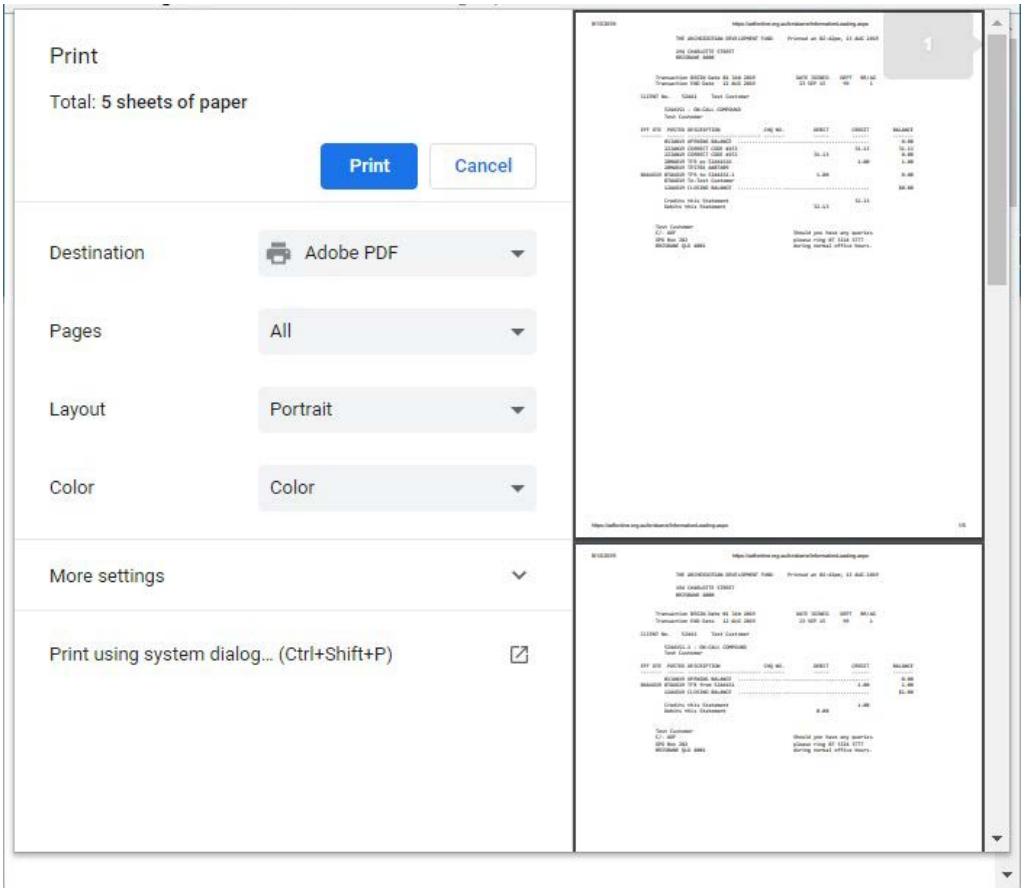
As you are now a registered DDF Online user, you can generate and download statements online at any time. Go to the Accounts menu up the top of the screen and select Statement to be taken to the Statement screen below. On this screen you can click inside the Start Date and End Date boxes to bring up a calendar. You can pick any number of accounts or tick the check box For All Accounts. Click the Display button to generate your statement for download.





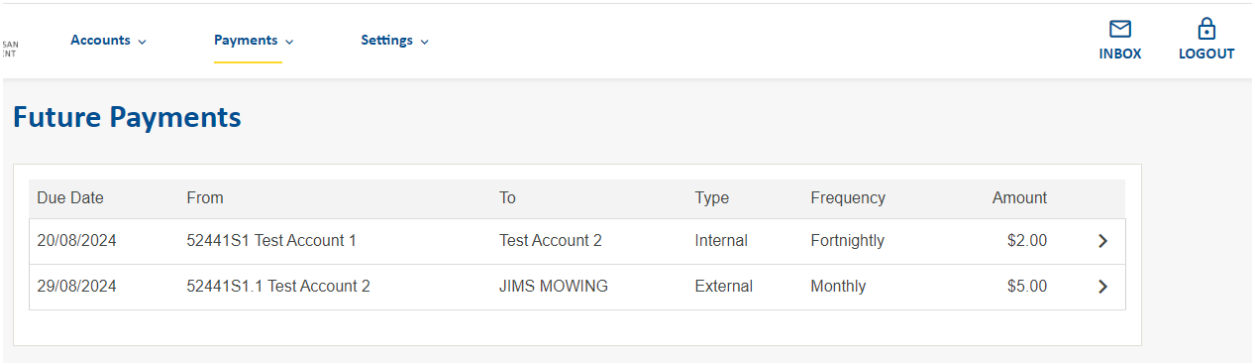
```
     Transaction BEGIN Date 01 AUG 2023             DATE JOINED    DEPT   BR/AG
     Transaction END Date   16 AUG 2023              23 SEP 15      99      1

CLIENT No.    52441     Test Customer

       52441S1 - Test Account 1
       Test Customer

 POSTED DESCRIPTION                    DEBIT     CREDIT        BALANCE CHQ NO.
 ------ ------------------------       -----     ------        ------- -------
01AUG23 OPENING BALANCE  ..............................          196.90
02AUG23 DEPOSIT AT BANK                            35.00        231.90
02AUG23 From: CBA CREDIT CARDE Ref: 5353109494835823
03AUG23 DEBIT TRANSFER                 10.56                    221.34
03AUG23 From: CBA MERCHANT FEE Ref: 5353109494835823
16AUG23 CLOSING BALANCE  ..............................        $221.34
```

To save this file electronically, right click your mouse, select the Print button or select Ctrl + P and then change the printer to PDF.



Viewing Future Payments

When on your home page, you can view the upcoming payments in date order for the next 30 days. This is useful to double-check any about to be processed. Click on the Payments heading and then Future Payments to take you into the full Periodical Payments listing. You can find any scheduled payment by manually scrolling down the page or you can use CTRL+F to search.

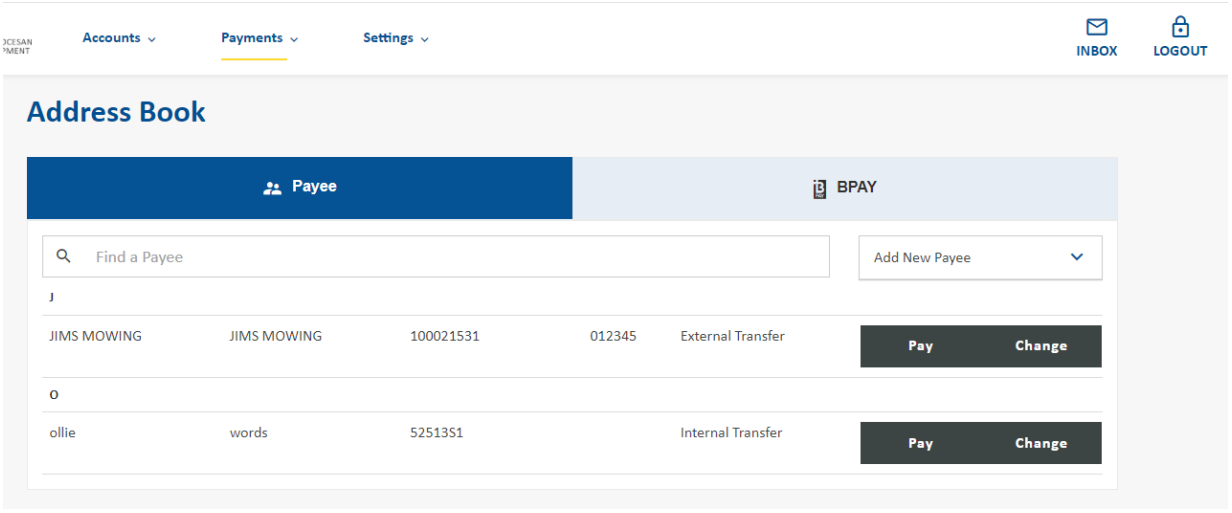


Updating Your Payee Address Books

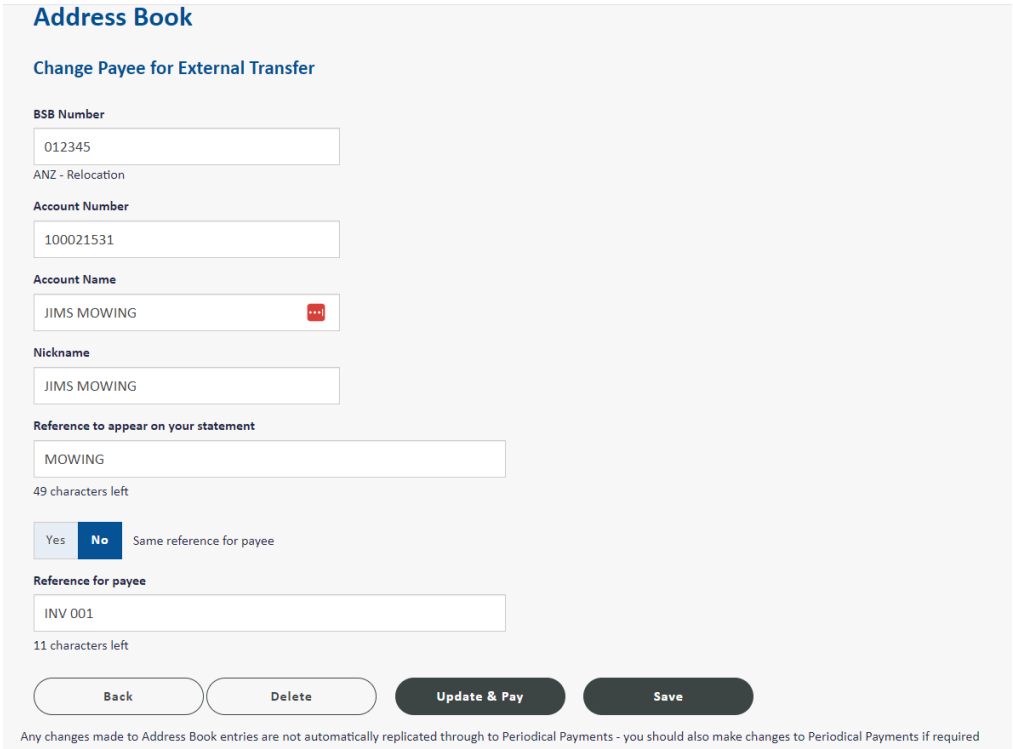
We recommend keeping your saved payee account details up to date by 'cleaning up' your address books listing. You can do this at any time.

Go to the Payments menu on the top of the screen and select Address Book. Your Address book is in 2 sections:
Payee – The Payee address book will show you all the account records you have saved for payments to other accounts. This will be referenced as External Payees.
BPay – The BPAY address book will show all the BPAY Billers you have saved.

1. On this screen select Change to be taken to further options.



2. After selecting Change you can now either update the Payee details or click Delete to remove them from your address book. You also have the option to Update & Pay if you would like to proceed to payment.



3. Please note that any changes made to Address Book entries are not replicated through to Periodic Payments, you must make those changes in the Future Payments section if required.

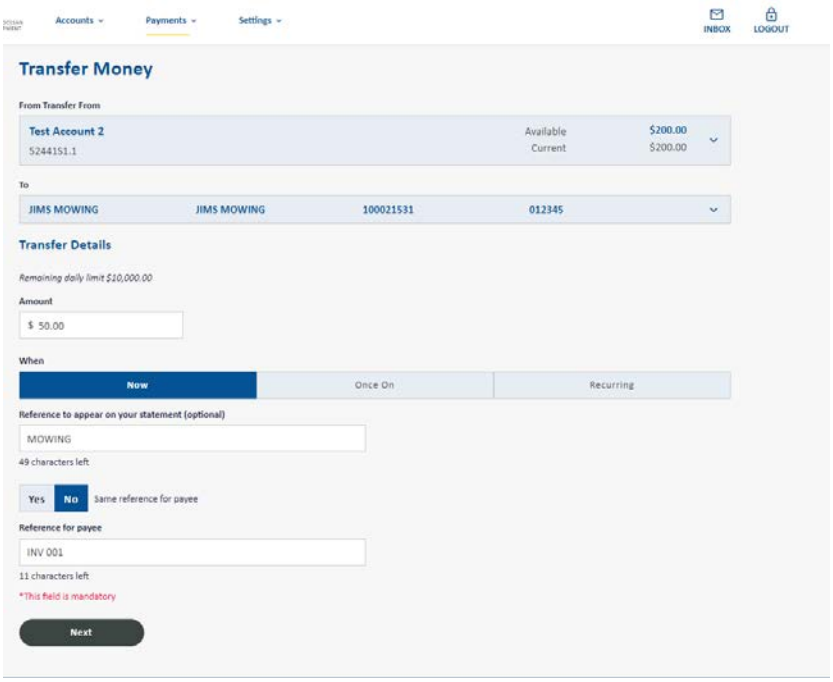
Single EFT Payment

We generally recommend processing your EFT payments as a batch unless you have either one payment to process or a payment you wish to set up to process on a particular due date or as recurring. To read about processing as a batch go to the Multiple EFT Payments section in this guide, or to complete a single payment follow the steps below.

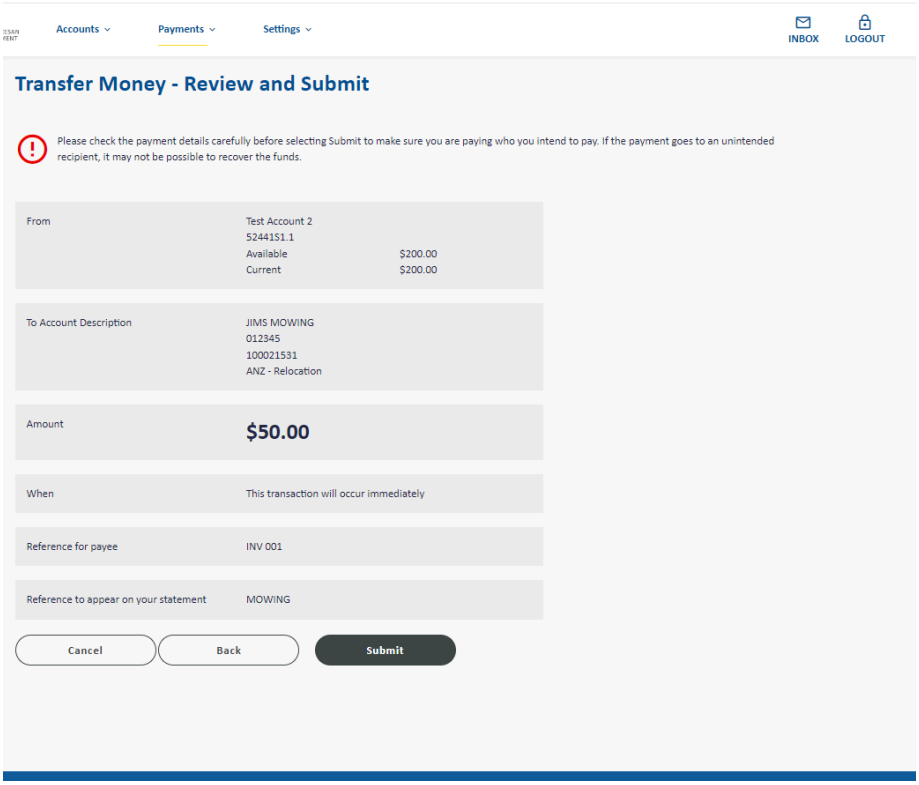
You can complete this process if you are a Data User or a Transacting User, the only difference is if you are a Data User you will need to have 2 authorisers log in to authorise the transaction. If you are a Transacting User (full account signatory) you creating the payment counts as the first authorisation and you will only require one other Transacting User to log in and authorise the transaction.

Go to the Payments menu on the top of the screen and select Transfer Money to be taken to the screen below.

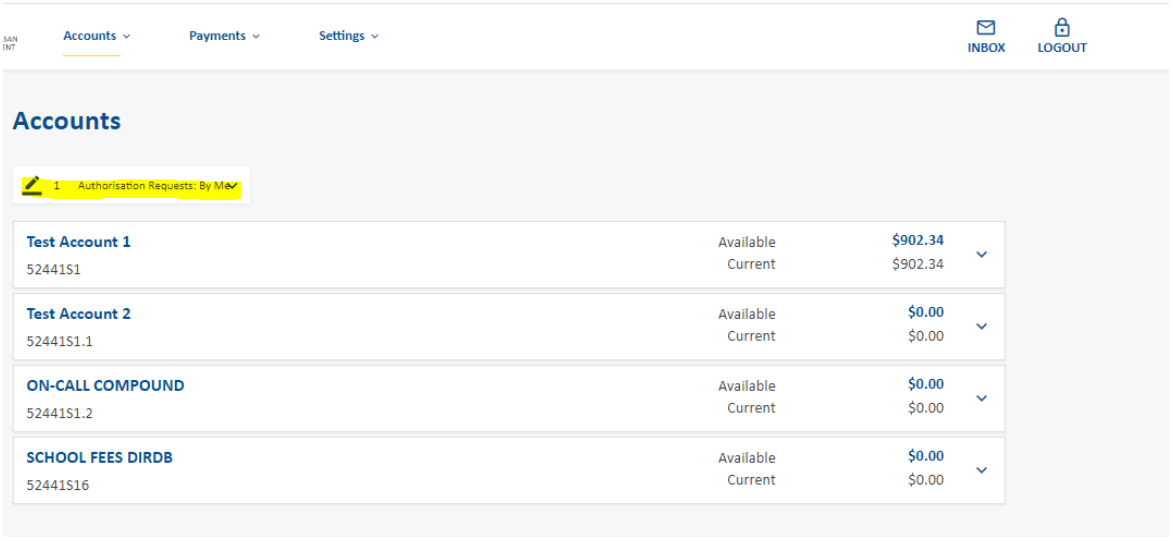
1. Select the account you wish to debit. You then go through and complete the rest of the payment information, ensuring that the Reference for Payee is completed. Once all the below information is completed, you will need to select the option for Next.
    I. Click in the Transfer From box to select your account (any account with available funds and an external daily limit nominated)
    II. Under 'To' Account Details you can either click in the box to choose a payee from your address book or select Pay New Account to input their external account details
    III. Enter the Amount you wish to pay
    IV. Under 'When' you can either elect to Transfer Now, pay later under Once on or even set it up as Recurring (this will be created as a periodical payment)
    V. Enter an appropriate Reference to appear on your statement
    VI. Enter an appropriate reference for the person you are paying under Reference for payee e.g. Invoice # *Please note that this field is mandatory*.



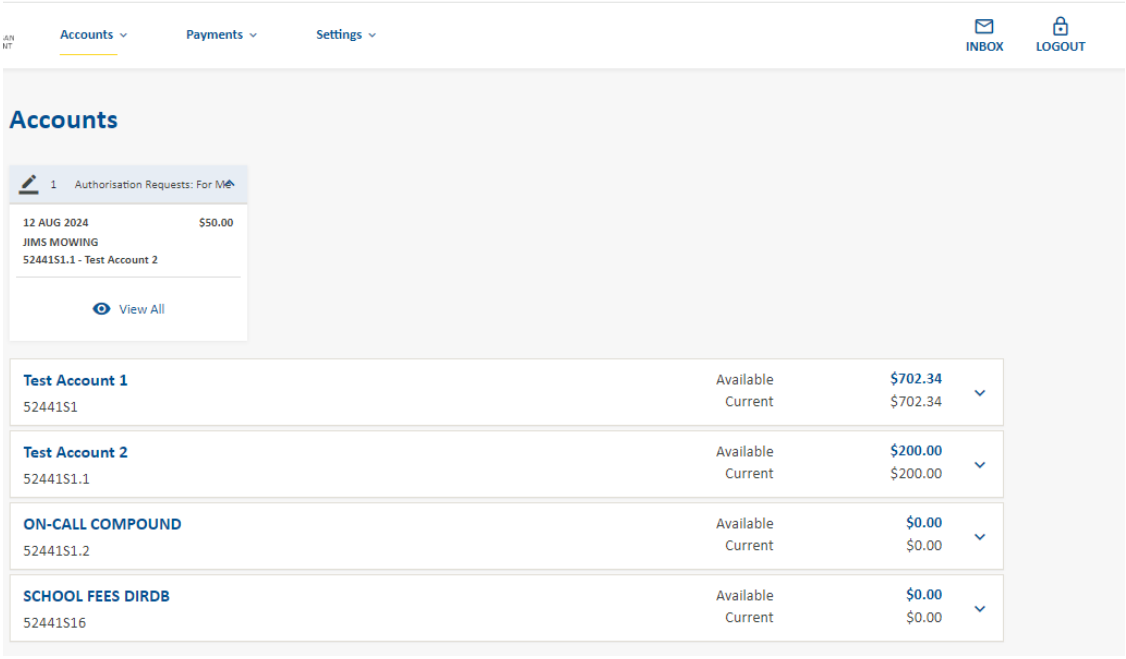
2. You will now be shown the summary screen of the payment for you to validate that all the information is correct.



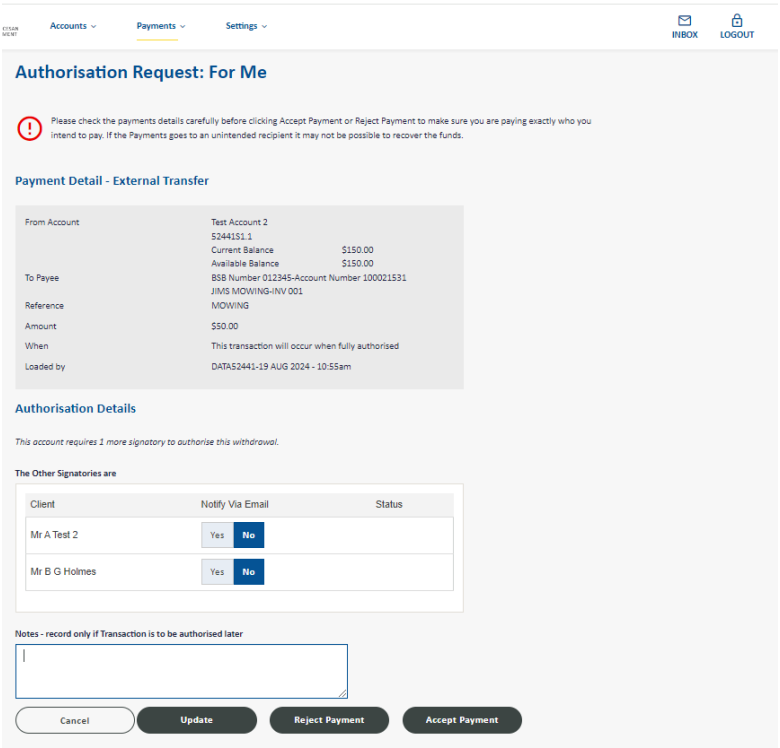
3. If the information is correct, you can select Submit which will store the payment as an authorisation request for a user with the appropriate access level to complete the 2nd approval.
4. You can view any of your authorisation requests by clicking on Authorisation Requests: By Me on the home screen (click View All) or by selecting Payments menu on the top of the screen and selecting Authorisation Requests.



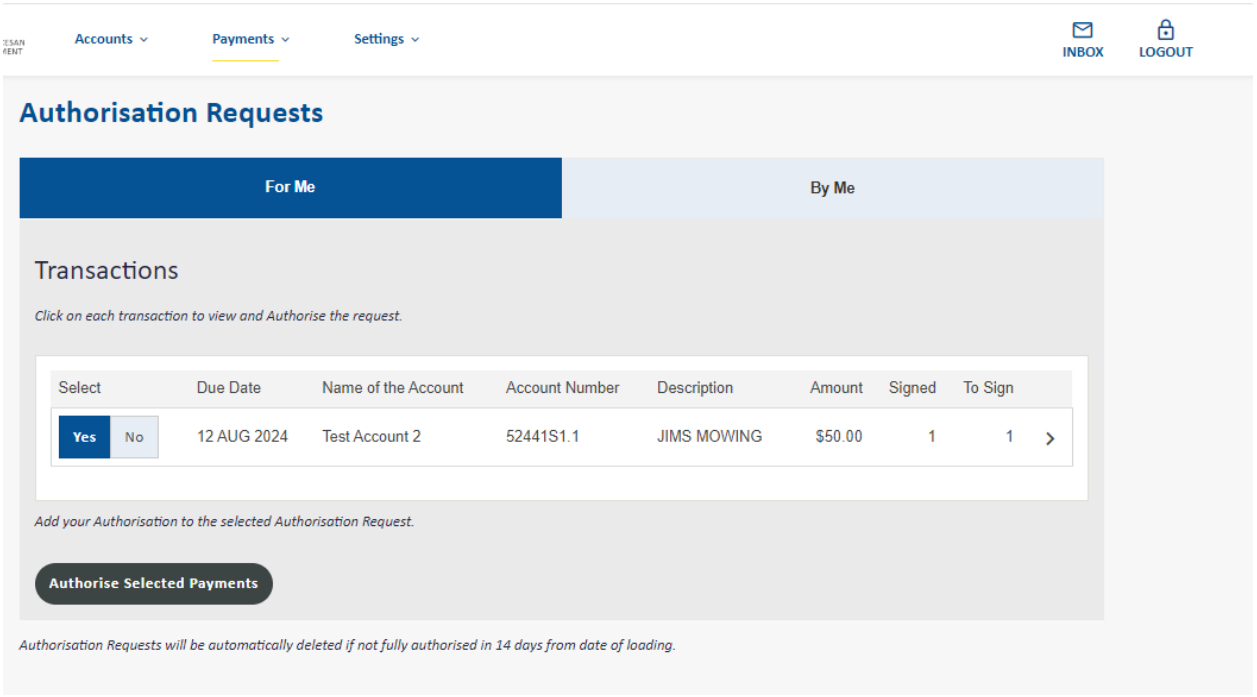
5. Authorisers can now login to DDF Online to view and approve the payment/s. On the home screen click on Authorisation Requests: For Me and then select View All.



6. This will bring you to a list of all transactions requiring authorisation. We recommend reviewing each transaction individually to verify the payment amount and details. To approve a payment, click 'Accept Payment.' Once authorised, the payment will be removed from the 'Authorisation Requests' section and immediately debited from your account. Keep in mind that payments must be authorized by 2:30pm for same-day processing, and the recipient will typically receive the funds within 1 business day.



7. You can also approve the payment from the main screen in Authorisation Requests by selecting Yes and Authorise Selected Payments.



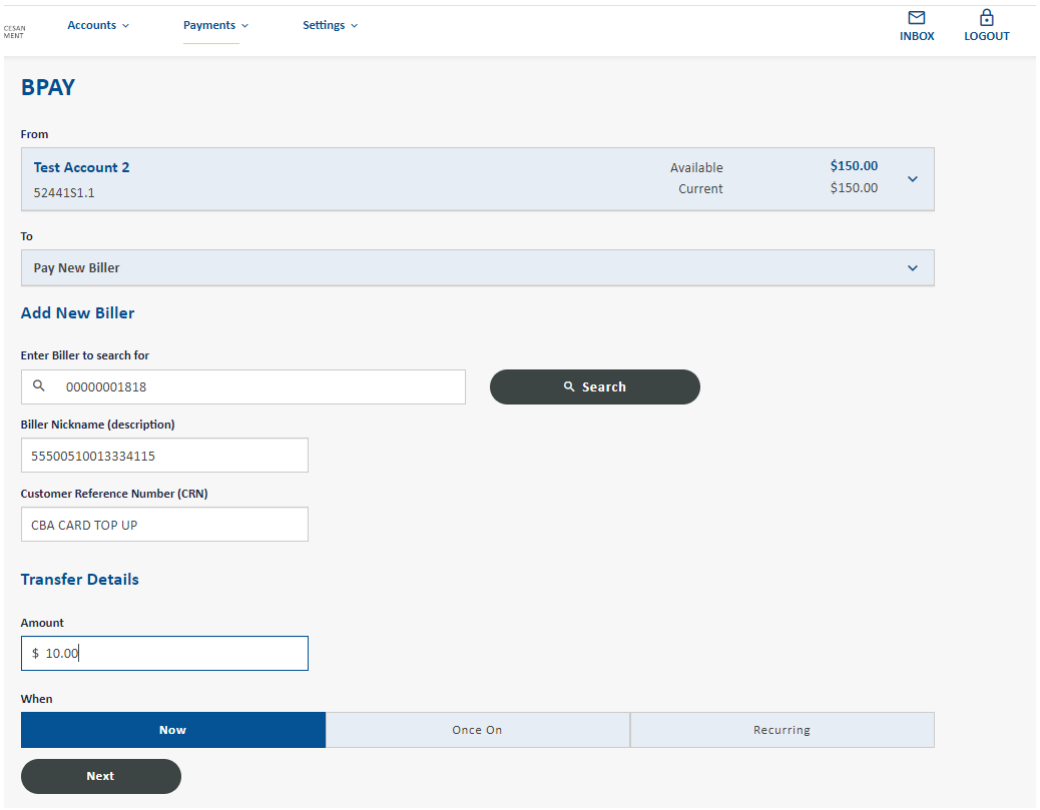
Single BPAY Payment

We generally recommend processing your BPAY payments as single transactions, however if you have an accounting package that can generate BPAY batches, you can use the batch upload functionality detailed in the Multiple BPAY Payments section in this guide. To utilise the BPAY Batch function, please contact the DDF for assistance.

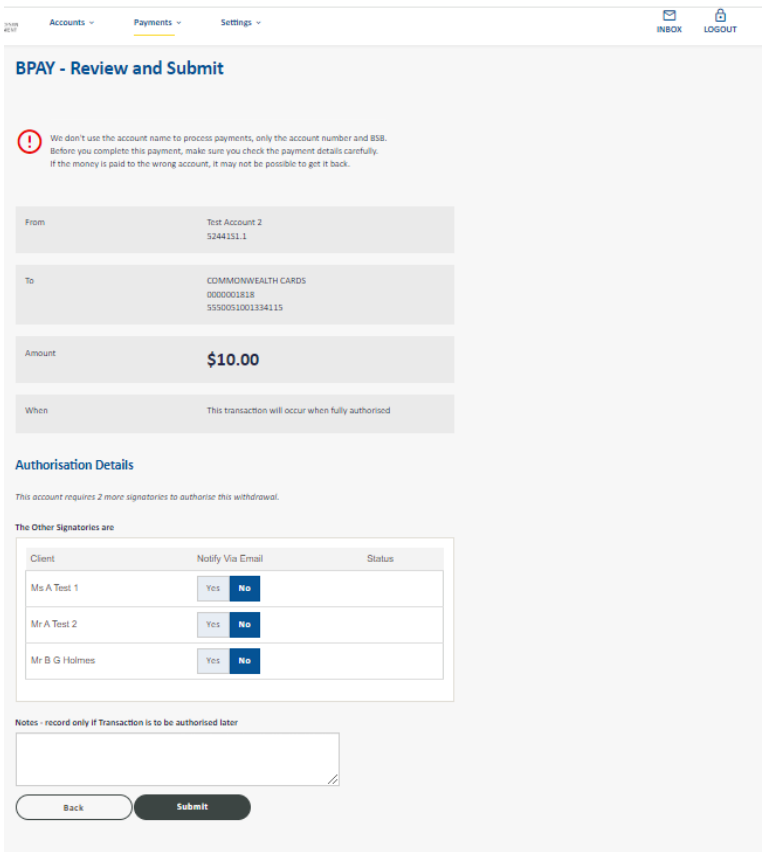
To complete a single payment, follow the steps below.

Go to the Payments menu up the top of the screen and select BPAY to be taken to the screen below.

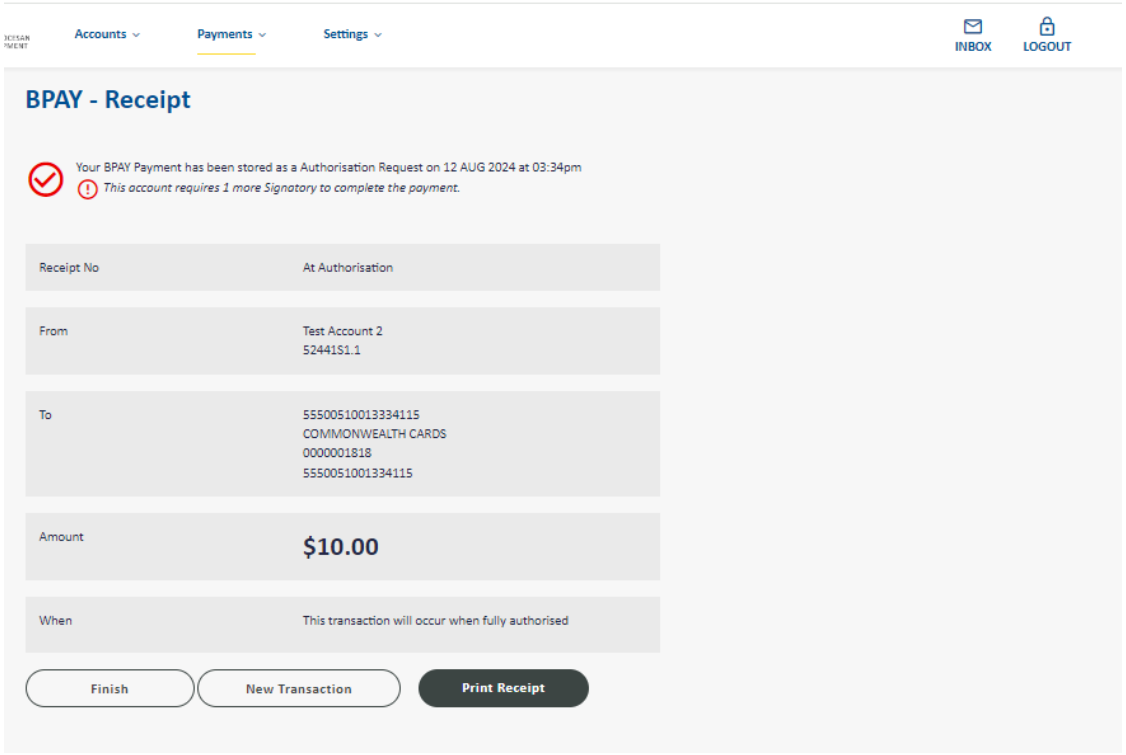
1. First, you need to select the account you wish to debit. You can then go through and complete the rest of the payment information. Once all the below information is completed, you will need to select the option for Next.
    I. Click in the Pay From box to select your account (any account with available funds)
    II. Click on the To drop down and either select an existing Biller or select New Biller
    III. Enter the Customer Reference Number (CRN) from the invoice in the Reference field
    IV. Enter a nickname to save these details in your BPAY Address Book (optional and only applicable if new biller)
    V. Enter the amount of the payment
    VI. Under When you can either elect to Transfer Now, pay later under Once On or even set it up as Recurring (this will be created as a periodical payment – which is not suitable for accounts with a variable CRN)



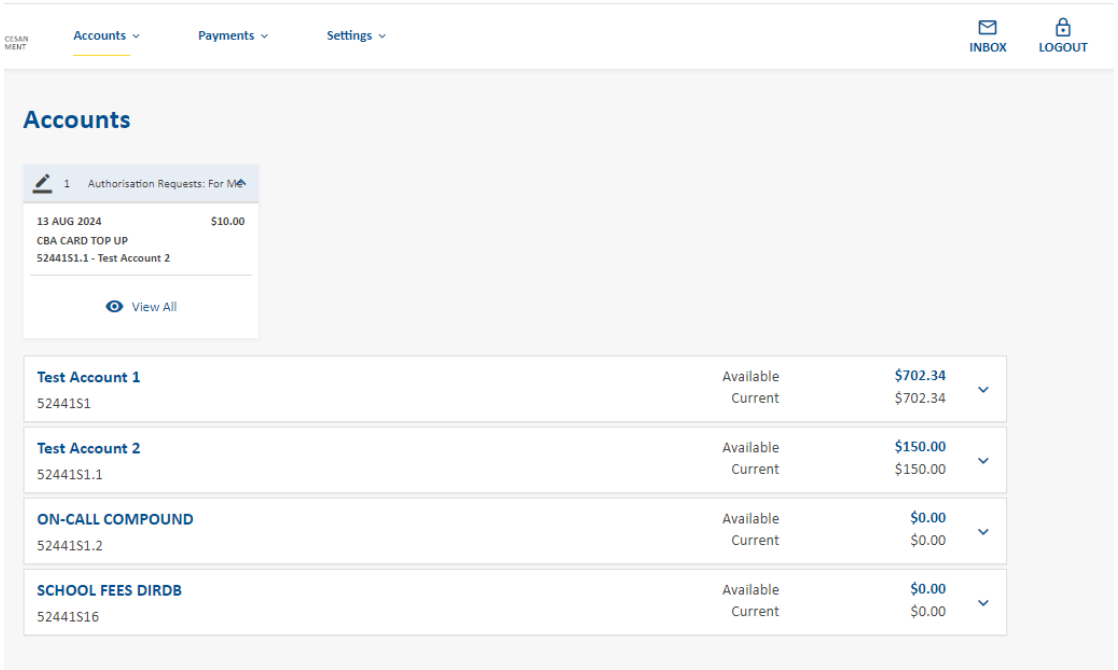
2. You will now be shown the summary screen of the payment for you to validate that all information completed is correct. Once happy to proceed, select SUBMIT. This will now store the payment as an Authorisation Request for a user with the appropriate access level to complete the authorisation process.



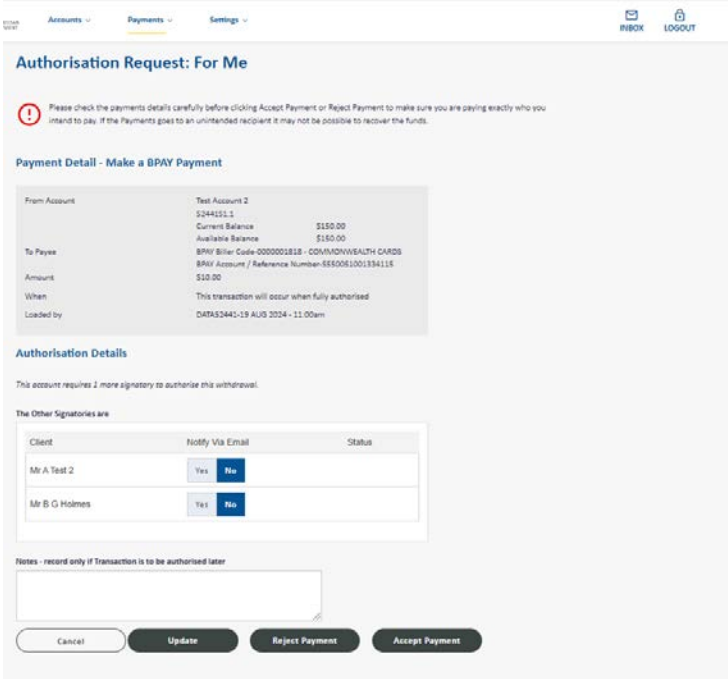
3. After selecting SUBMIT, the payment has now been set up and you will see the confirmation screen. Once you click Finish it will take you back to your home page and you can check that this is sitting under Authorisation Requests for your authorisers.



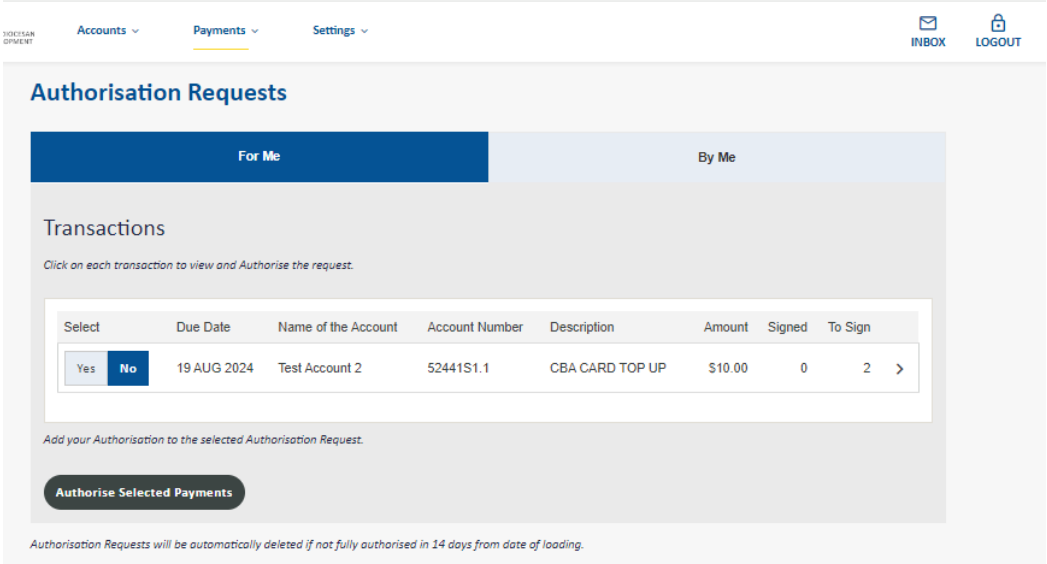
4. Authorisers can now login to DDF Online to view and approve the payment. On the home screen select the drop-down menu on Authorisation Requests: For Me and select View All. Alternatively, you can click directly into the pending authorisation.



5. After selecting "View All," you will see all pending authorisations. We recommend reviewing each payment individually to verify the amount and details. Once confirmed, click "Accept Payment" to approve it. Upon full authorisation, the BPAY payment will be removed from the "Authorisation Requests" section and immediately debited from your account. Remember, payments must be authorised by 2:30pm for same-day processing, and the recipient will typically receive the funds within 1 business day.



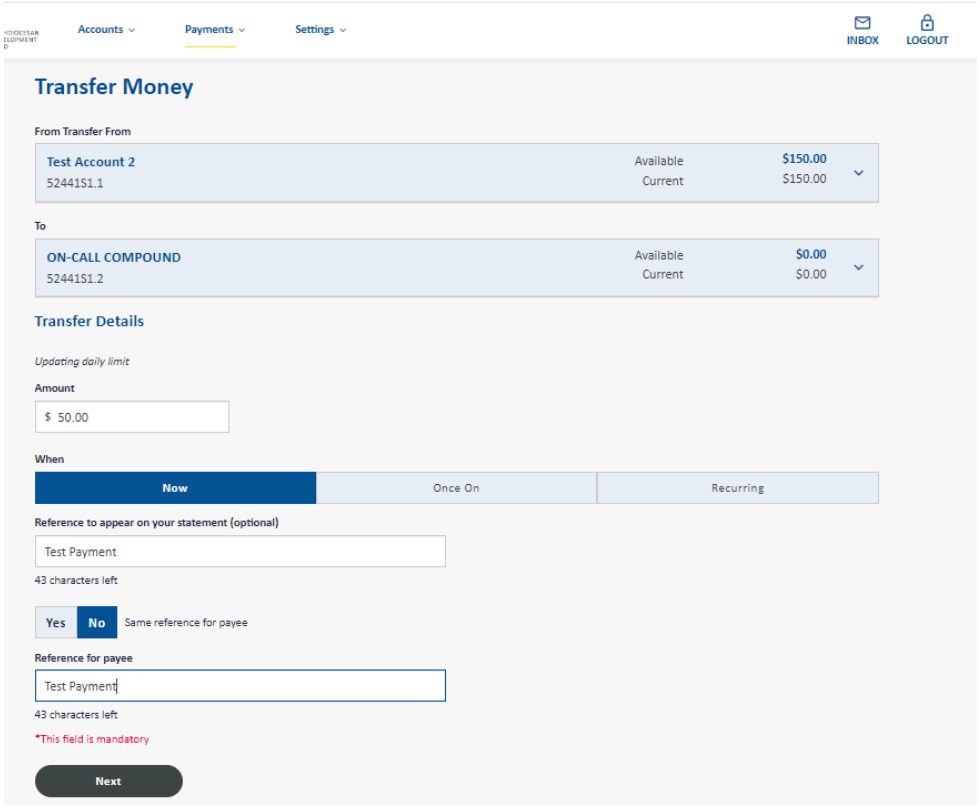
6. You can also approve the payment from the main screen in Authorisation Requests by selecting Yes and Authorise Selected Payments.



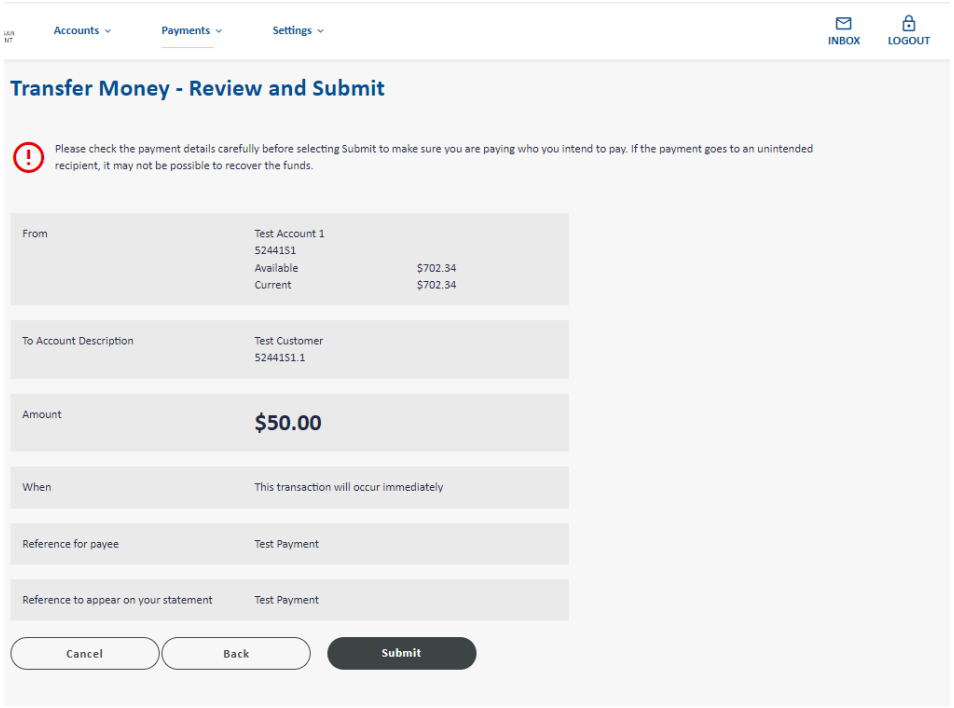
Single Internal Transfer – Between Your Own Accounts

Go to the Payments menu on the top of the screen and select Transfer Money to be taken to the screen below.

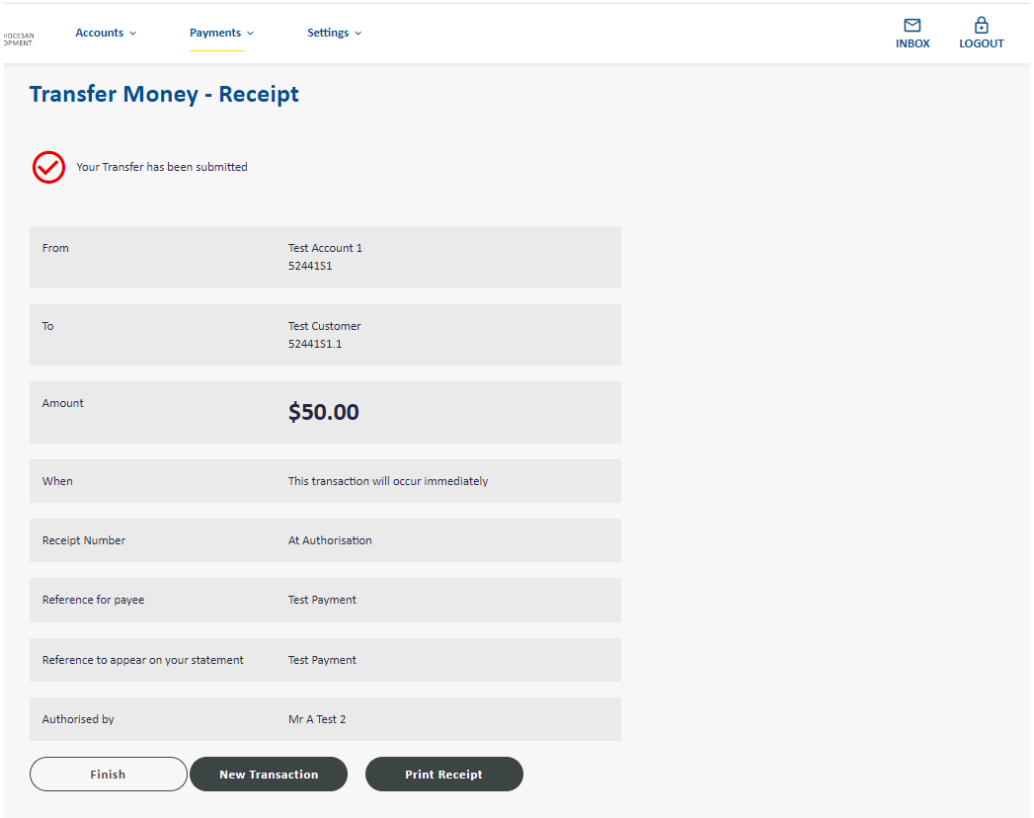
1. First, you need to select the account you wish to debit. You can then go through and complete the rest of the payment information. Once all the below information is completed, you will need to select the option for Next.
    I. Click in the Transfer From box to select your account (any account with available funds)
    II. Under To Account Details click in the Select Account box to choose an internal account
    III. Enter the amount of the payment
    IV. Under When you can either elect to Transfer Now, pay later under Once On or even set it up as Recurring (this will be created as a periodical payment)
    V. Enter an appropriate Reference to appear on your statement for this account
    VI. Enter an appropriate reference for the account you are paying under Reference to Payee



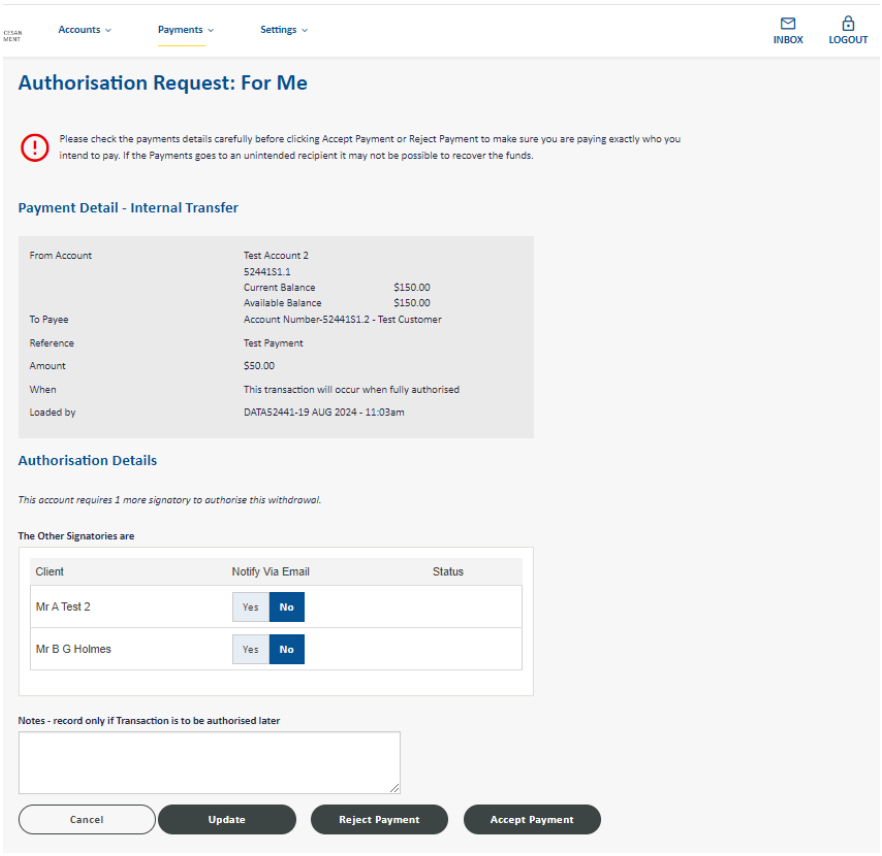
2. Click next and review payment. Click Submit to send the payment through.



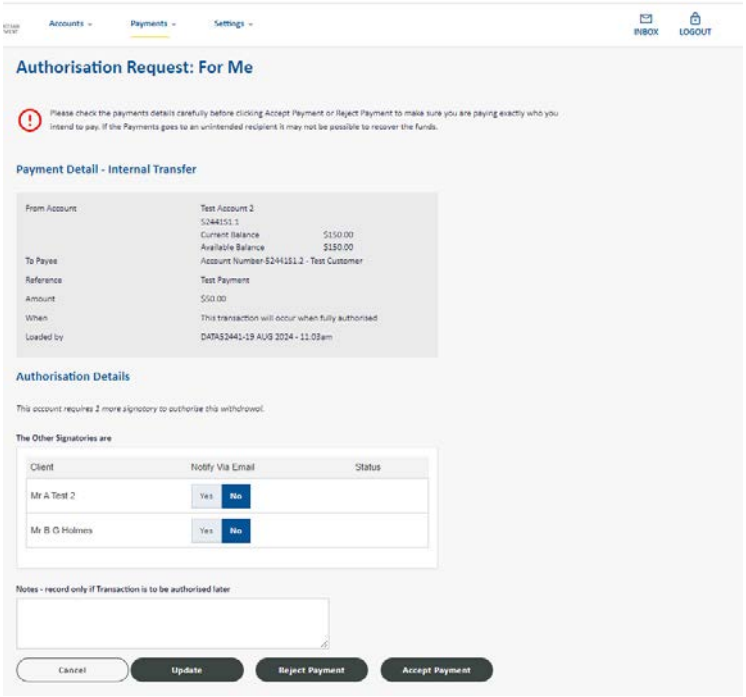
3. You can click Finish, New Transaction or Print Receipt.



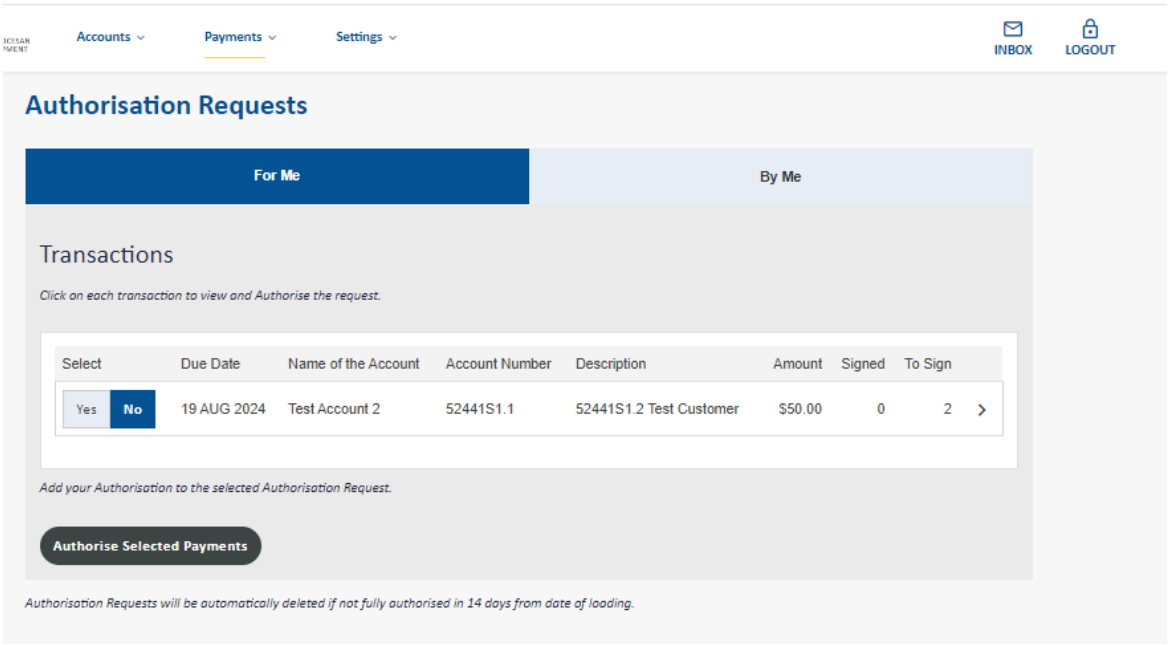
4. Authorisers can now login to DDF Online to view and approve the payment. On the home screen click on the drop down under Authorisation Requests: For Me and select View All.



5. This will take you to view pending authorisations. You can also click into the payment and select Accept Payment after checking the details. Once fully authorised, the Single Internal Transfer will disappear from under Authorisation Requests and immediately apply the transfer between internal accounts.



6. You can also approve the payment from the main screen in Authorisation Requests by selecting Yes and Authorise Selected Payments

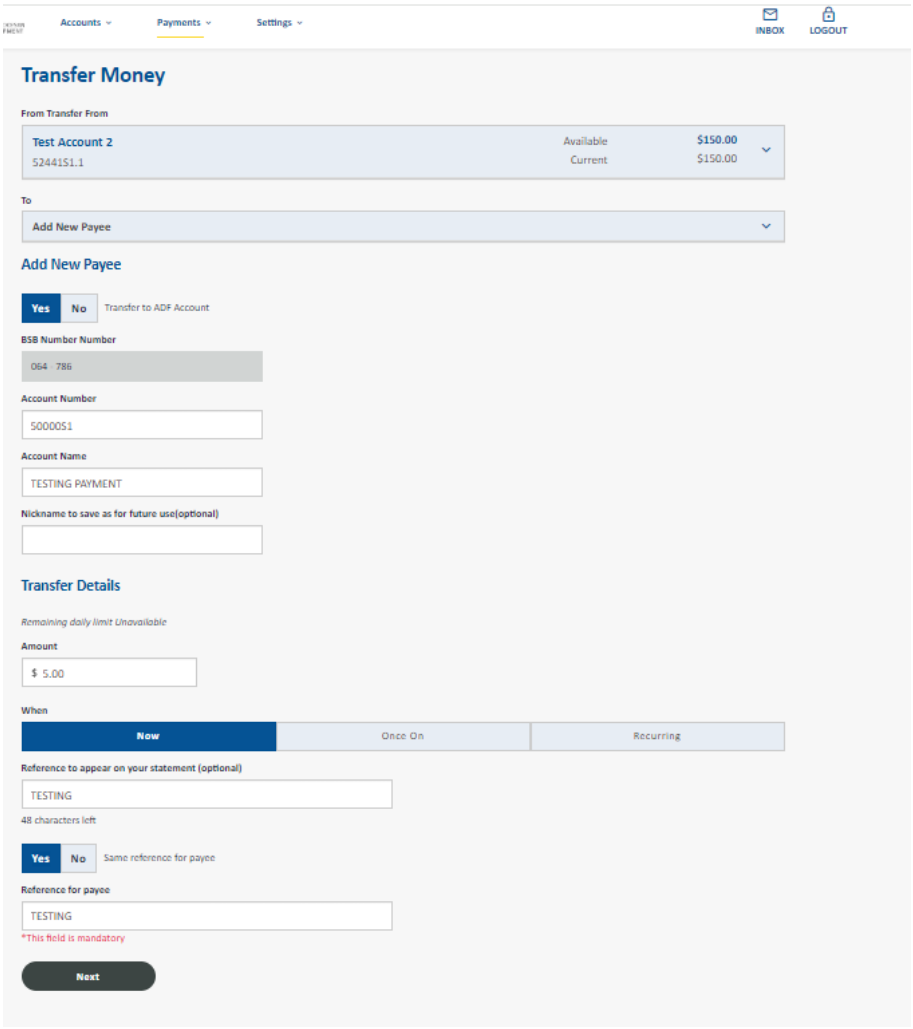


Single Internal Transfer – To Another DDF Customer

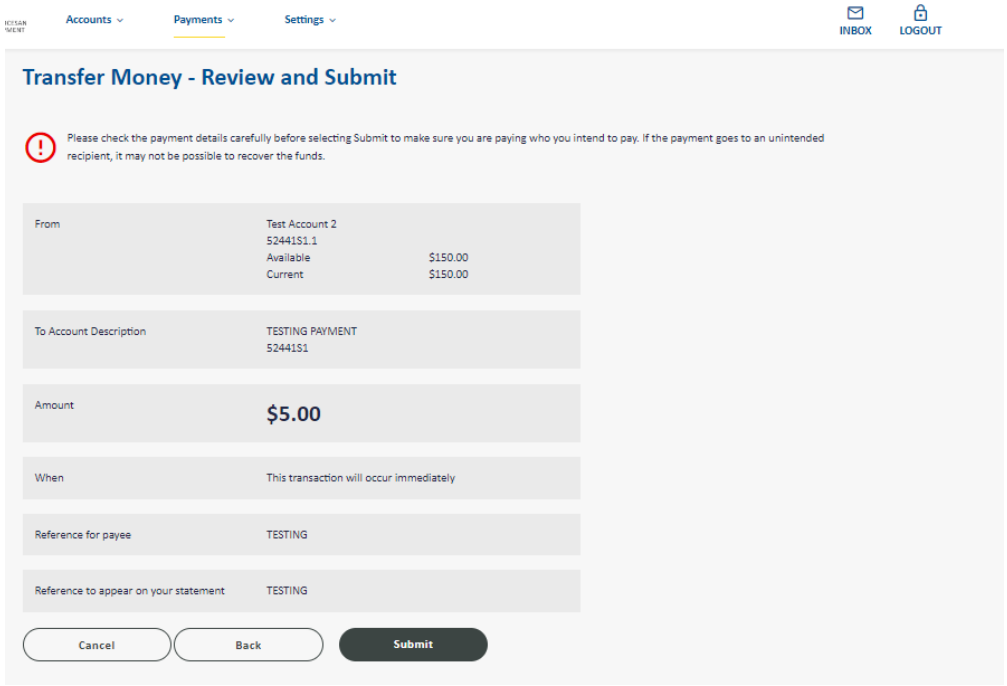
Like transferring between your own accounts, there is also a way to make a payment to any other account held with the DDF. This requires their DDF account number i.e. 1234S1 and once completed, processes instantly to their account.

Go to the Payments menu on the top of the screen and select Transfer Money to be taken to the screen below.

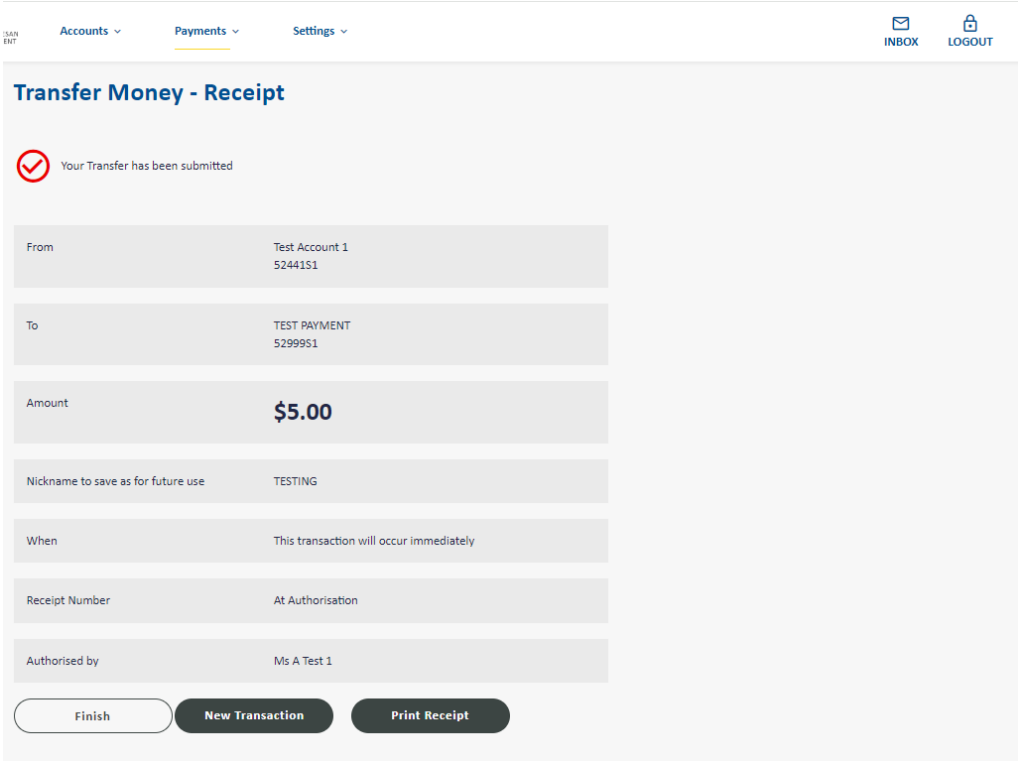
1. First, you need to select the account you wish to debit. You can then go through and complete the rest of the payment information. Once all the below information is completed, you will need to select the option for Next.
    I. Click in the Transfer From box to select your account (any account with available funds)
    II. Under the To box select New Payee
    III. Select Yes on Transfer to DDF Account, this will automatically populate the BSB.
    IV. Enter the DDF account number (i.e. 1234S1) and account name
    V. Add a Nickname to save for future use (optional)
    VI. Enter the amount to transfer
    VII. Under When you can either elect to Transfer Now, pay later under Once On or even set it up as Recurring (this will be created as a periodical payment)
    VIII. Enter an appropriate Reference to appear on your statement for this account
    IX. Enter an appropriate reference for the account you are paying under Reference to Payee



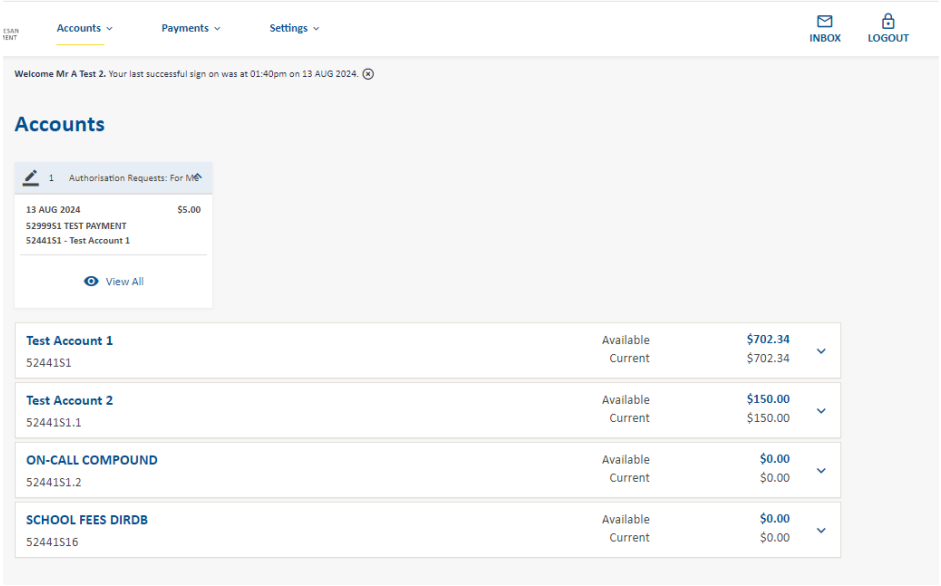
2. You will now be shown the summary screen of the payment for you to validate that all the information is correct. If it is, click Submit. This will now store the payment as an Authorisation Request for a user with the appropriate access level to be able to approve.



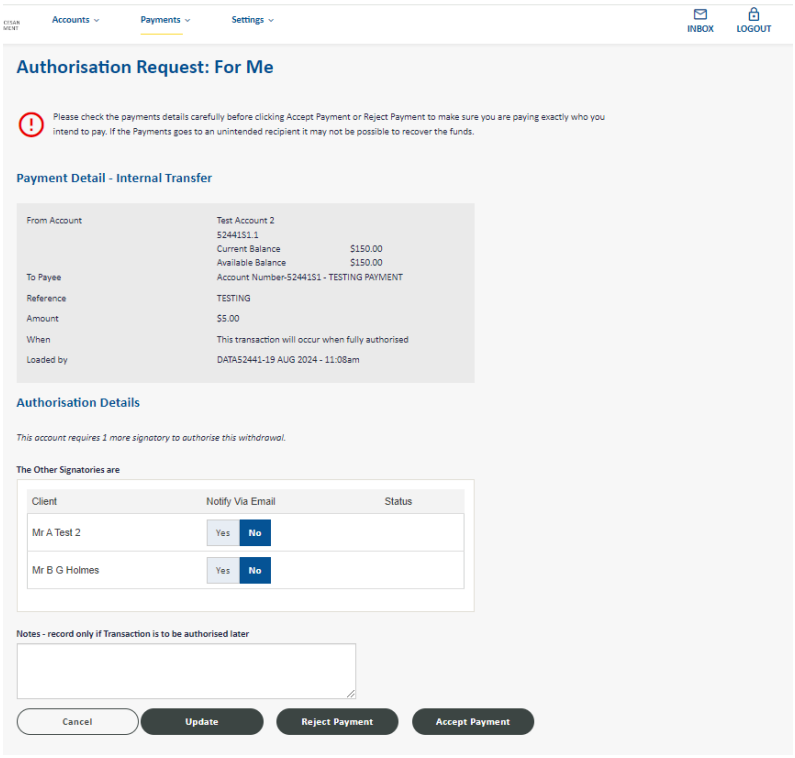
3. You can click Finish, New Transaction or Print Receipt.



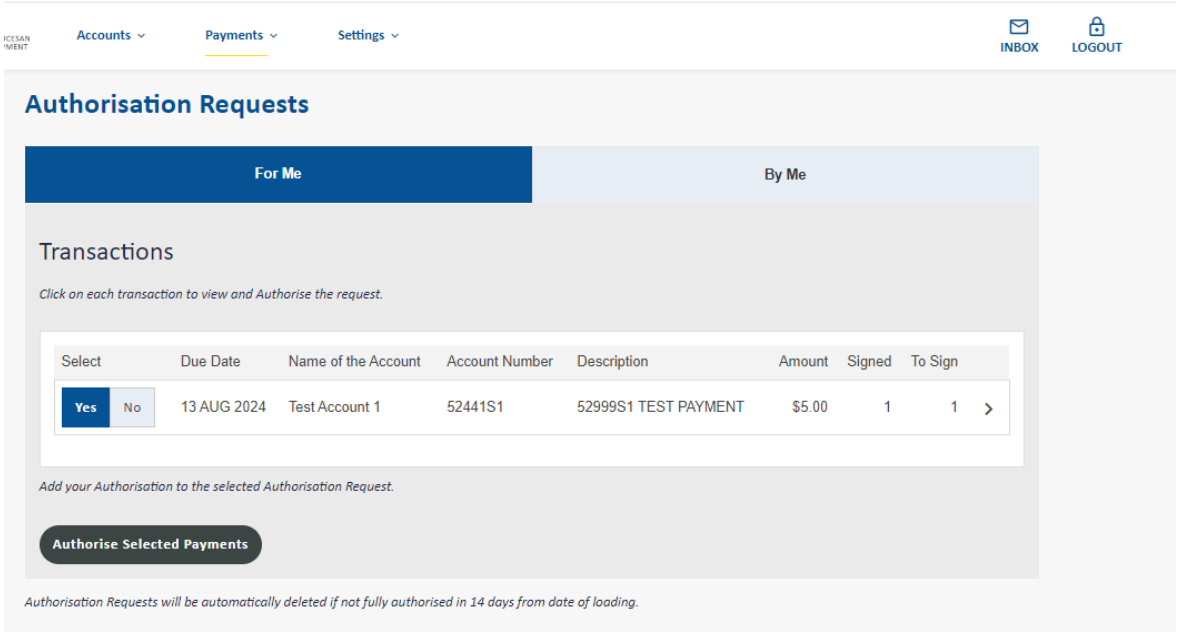
4. Authorisers can now login to DDF Online to view and approve the payment. On the home screen click on the drop down under Authorisation Requests: For Me and select View All.



5. This will take you to view pending authorisations. You can also click into the payment and select Accept Payment after checking the details. Once fully authorised, the Single Internal Transfer to another DDF account will disappear from under Authorisation Requests and immediately debit from your account, and credit the recipient's DDF Account.



6. You can also approve the payment from the main screen in Authorisation Requests by selecting Yes and Authorise Selected Payments

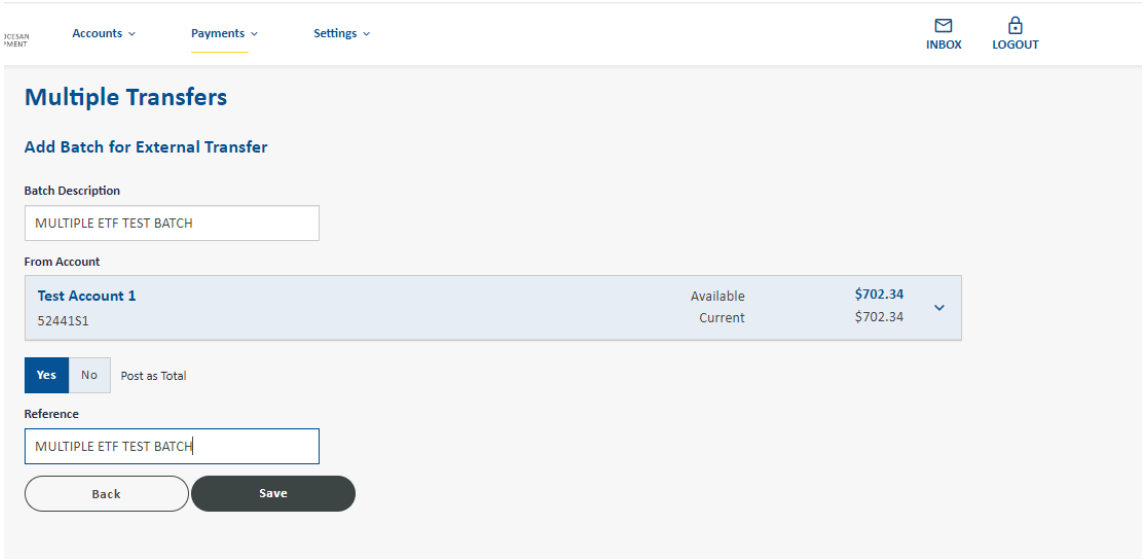


Multiple EFT Payments

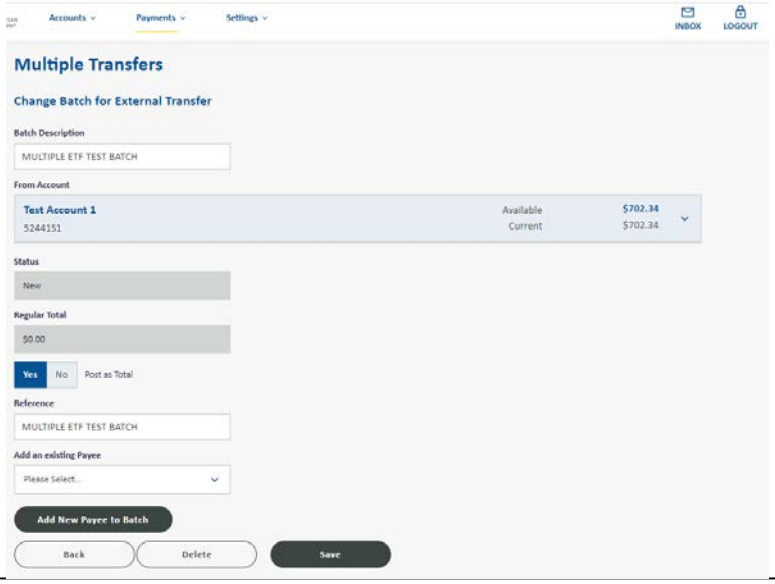
The Multiple Transfers section allows you to build a batch of payments. The benefits of this method are that you can efficiently process one or more payments together, this also means your authorisers are able to check and approve from one screen. Most importantly, you have more control; you can change the batch of payments at any time up until it is processed.

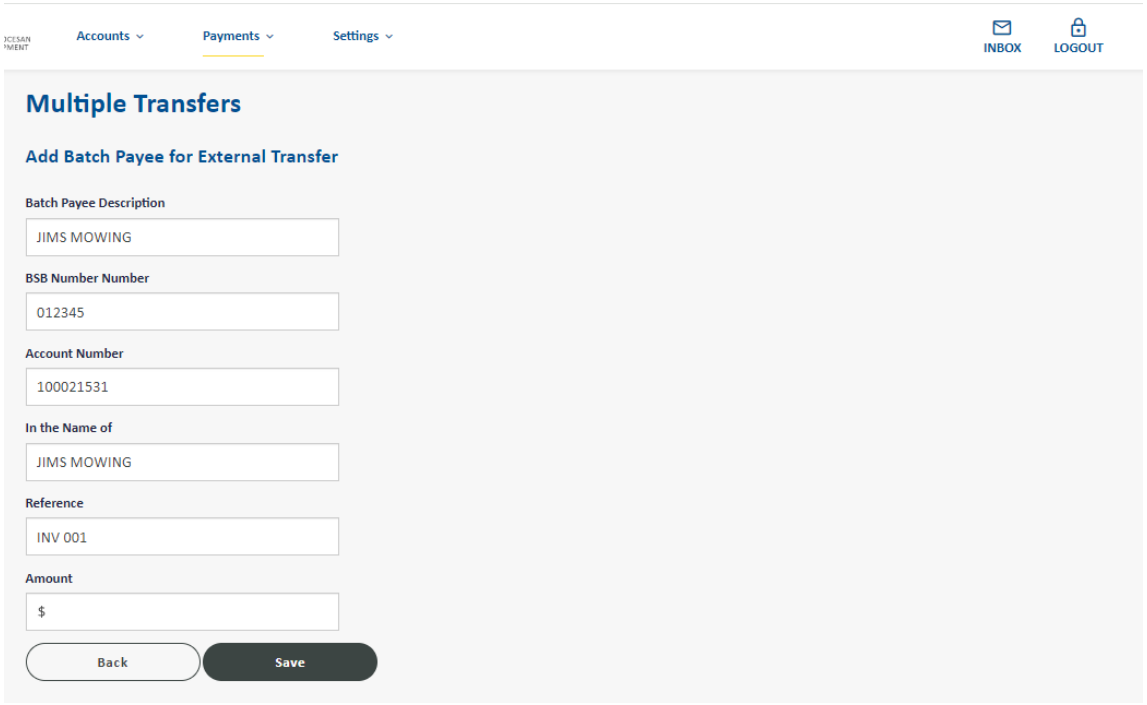
Go to the Payments menu up the top of the screen and select Multiple Transfers to be taken to the screen below.

1. First, you need to select your type of transfer. Under Add or Upload a Batch select External Transfer. You can then complete the Batch details. Once all the Batch information is completed, you will need to click Save to go to the next step to commence adding payees.
    I. Enter an appropriate description for your batch of payments e.g. EFTs and the date
    II. Click in the From Account box to select your account (any account with sufficient funds available and an external daily limit nominated).
    III. Tick the Post as Total box to have the payment posted as a total on your statement or leave un-ticked if you prefer to itemise the individual payments on your statement
    IV. Enter the reference for your batch (usually same as the description) – this is what you will see on your statement if you post as a total only

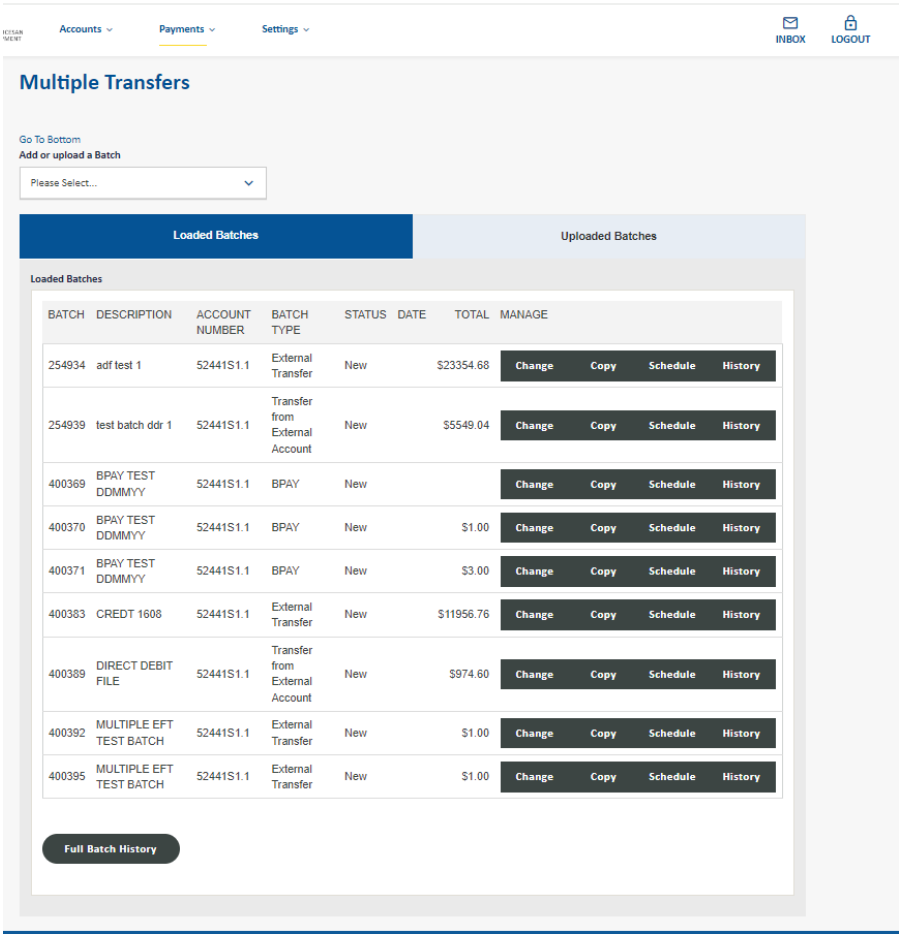


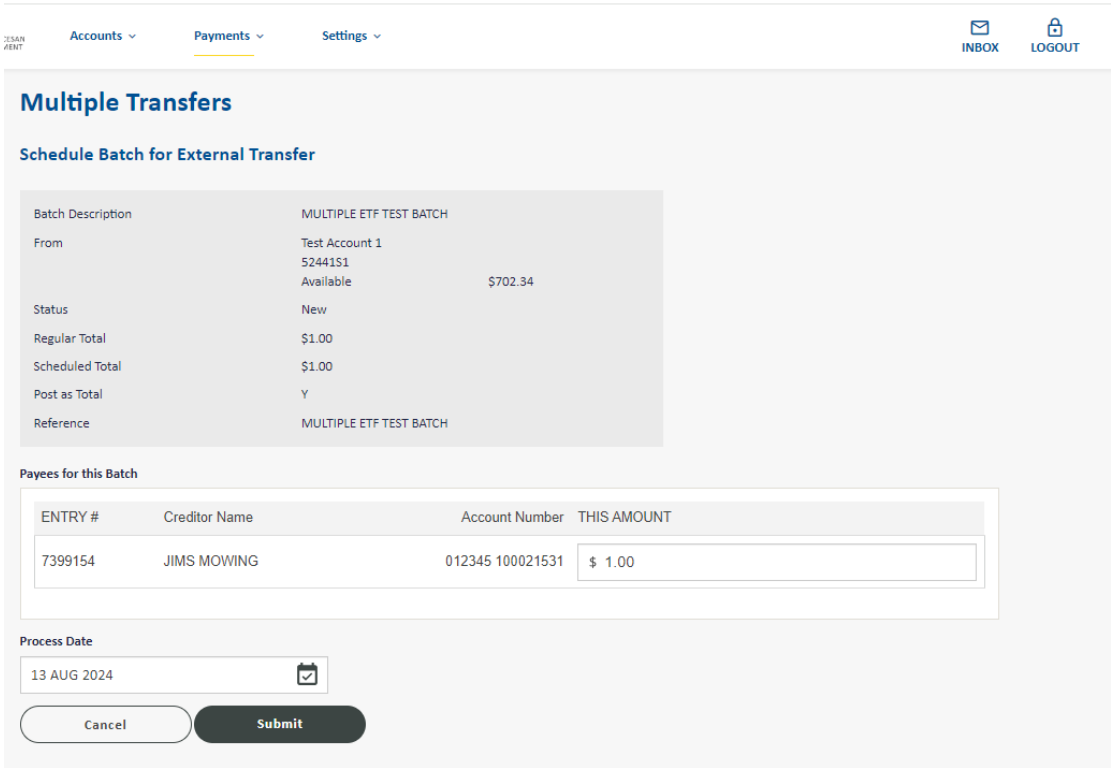
2. You will now see the screen below where you are able to add/change/delete your payees. Once all your payee information is completed, you will need to select Save to go to the next step to process your batch.
    I. Under Add a New or existing Payee you can either click in the box to choose a payee from your address book or select Add Payee to Batch to input their external account details.
    II. Review or enter your payee account details.
    III. Enter the amount of the payment.
    IV. Select Save to return to the batch.
    V. Repeat the above steps until all payees are added.



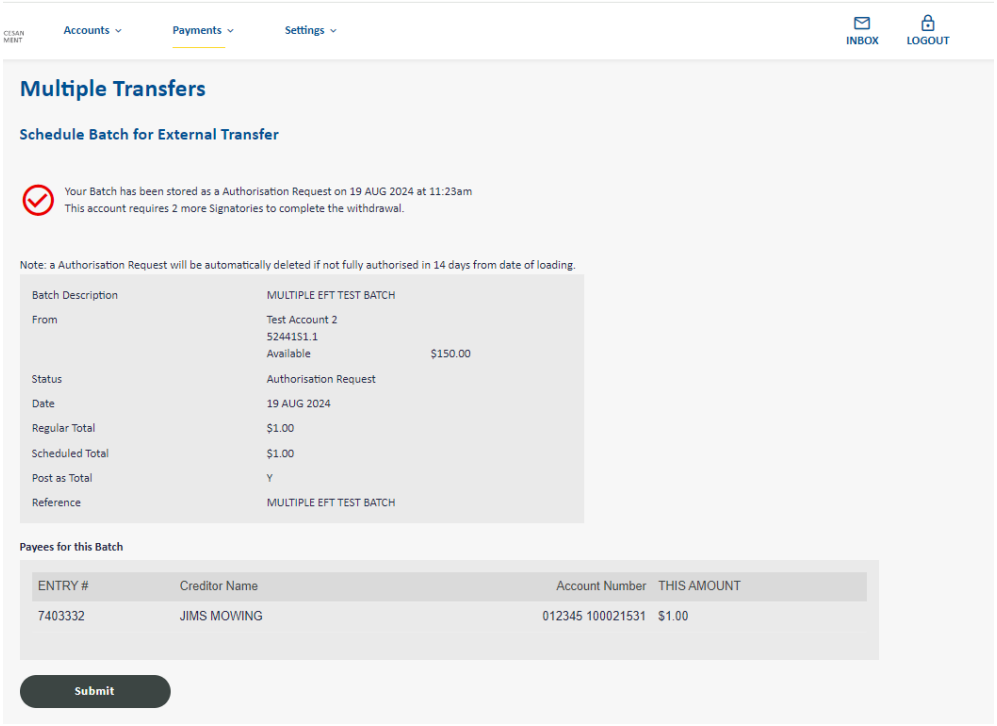


3. You are now taken back to your Multiple Transfers section that shows an overall view of all your current or previous batches and most importantly their Status and History. From this screen you can change/delete/copy any of your batches as well as schedule the batch for payment. Click on Schedule to be taken to review the summary of payment details and date for the batch to process. Select Submit to proceed.

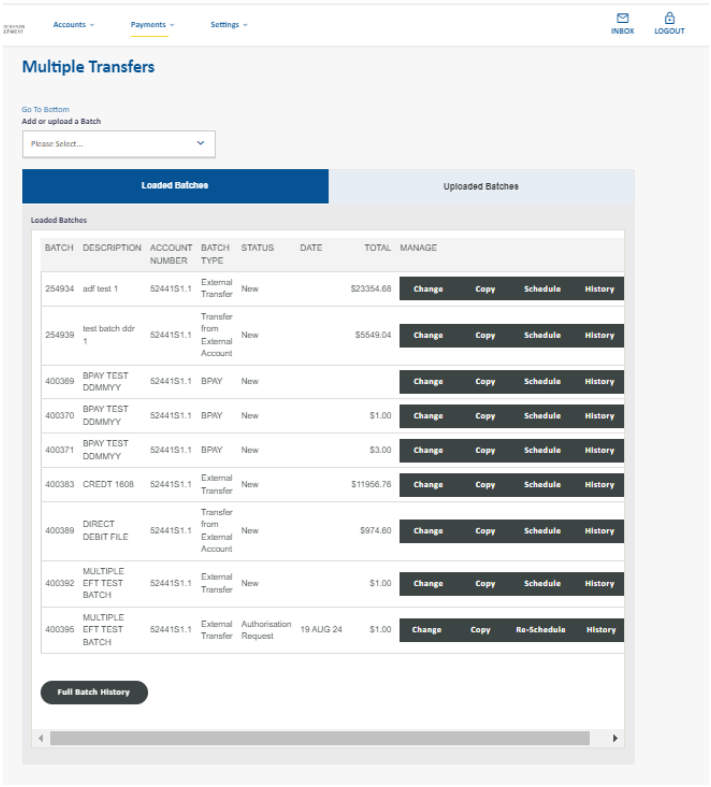




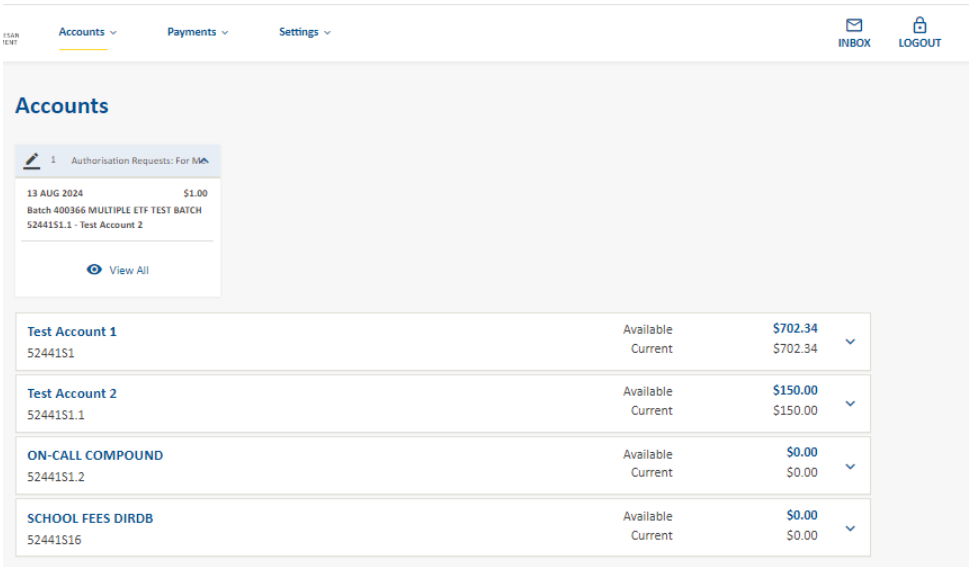
4. The screen will change slightly for you to validate that all the information is correct. Once ready to proceed, select Submit. This will now store the payment as an Authorisation Request for a user with the appropriate access level to complete the authorisation process.



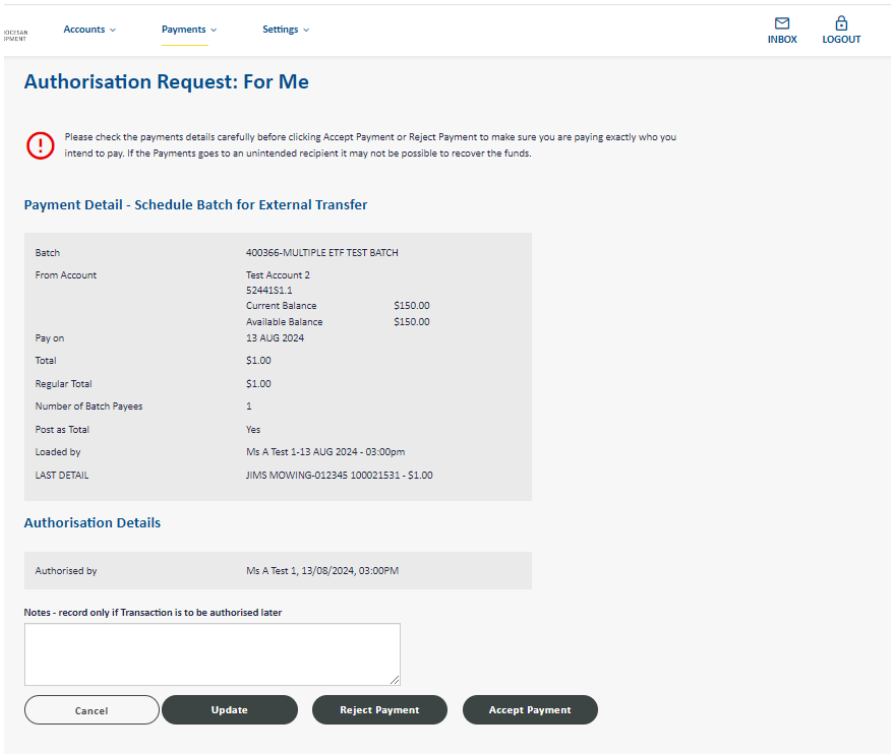
5. After selecting Submit the batch has now been set up for authorisation. On your Multiple Transfers page, you can check the status is Authorisation Request which shows it is ready for your authorisers.



6. Authorisers can now login to DDF Online to view and approve the payments. On the home screen under click on the drop down on Authorisation Requests: For Me and click on View All.



7. This will take you to the list of pending authorisations. We recommend reviewing each transaction individually to confirm the payment amounts and details. Once confirmed, click "Accept Payment." Upon full authorisation, the Multiple EFT Transfer will be removed from the "Authorisation Requests" section and appear as "Scheduled" in the Multiple Transfers list. Payments must be authorised by 2:30pm for same-day processing, with recipients typically receiving the funds within 1 business day. Once the batch has been processed by DDF, the status will update to "Posted."

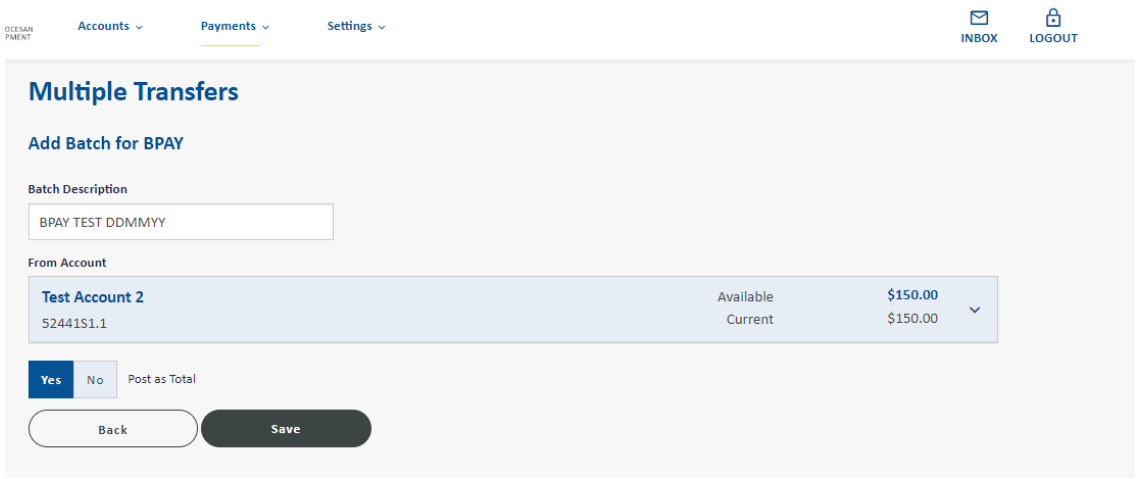


Multiple BPAY Payments

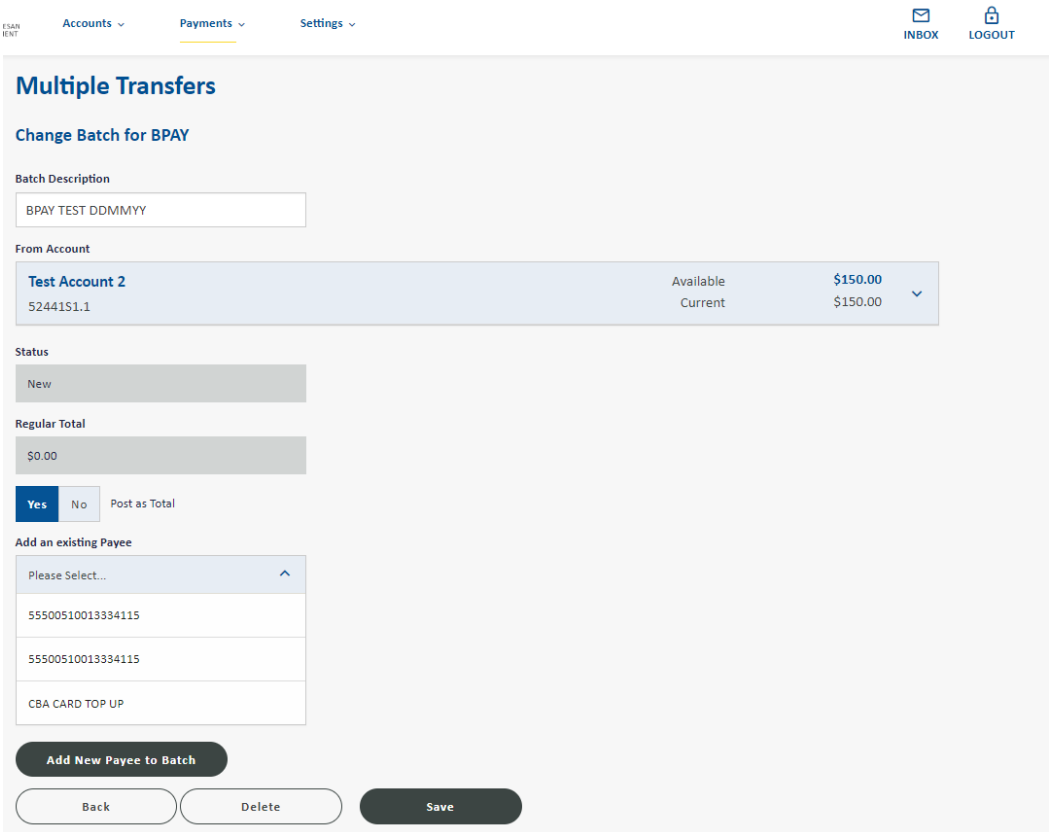
The Multiple Transfers section allows you to build a batch of payments. The benefits of this method are that you can efficiently process one or more payments together, this also means your authorisers are able to check and approve from one screen. Most importantly, you have more control; you can change the batch of payments at any time up until it is processed.

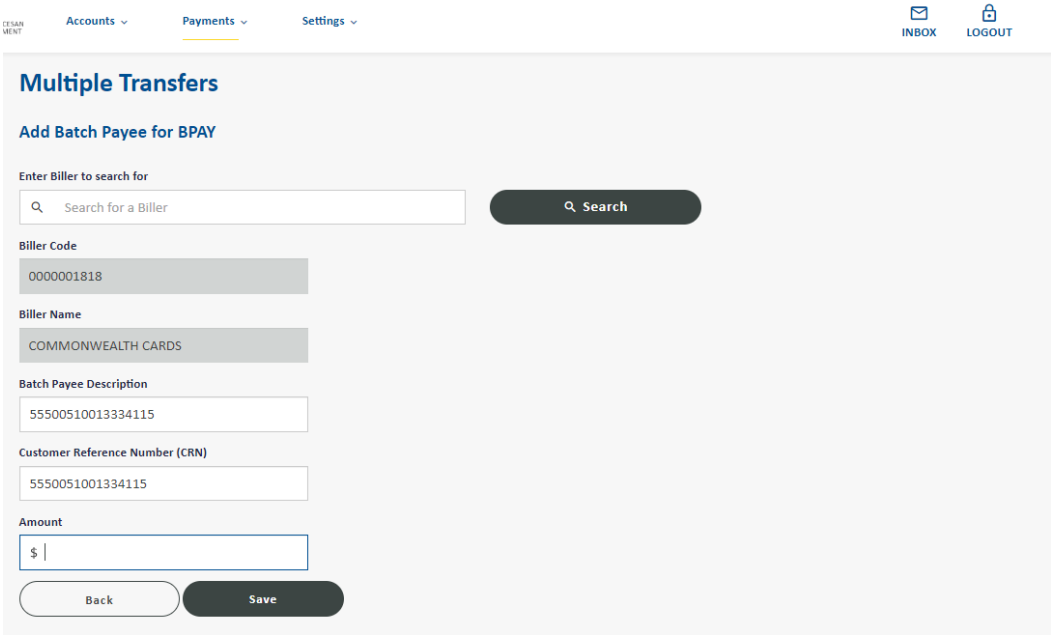
Go to the Payments menu up the top of the screen and select Multiple Transfers to be taken to the screen below.

1. First, you need to select your type of Multiple Transfer - under the Add or Upload a Batch select BPAY.
   I. Enter an appropriate description for your batch of payments e.g. BPAYs and the date
   II. Click in the From Account box to select your account (any account with sufficient funds available).
   III. Tick the Post as Total box to have the payment posted as a total on your statement or leave un-ticked if you prefer to itemise the individual payments on your statement
   IV. Enter the reference for your batch (usually same as the description) – this is what you will see on your statement if you post as a total only

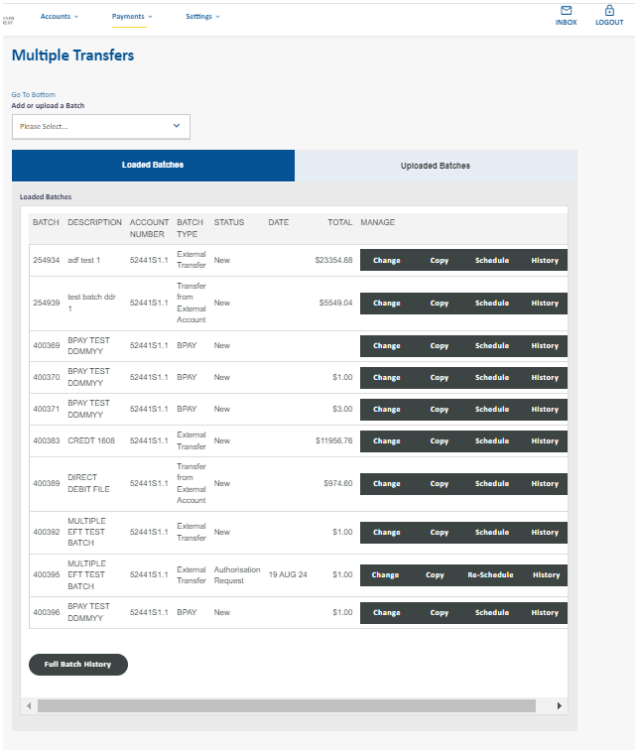


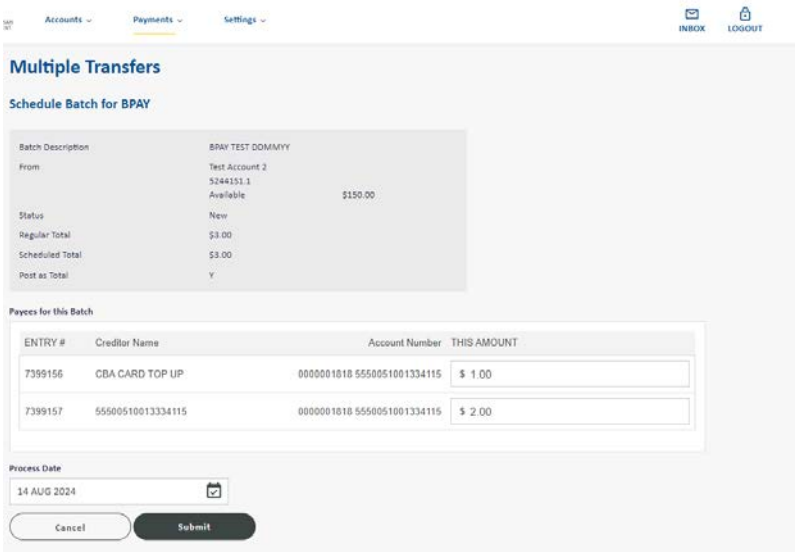
2. You will now see the screen below where you are able to add/change/delete your payees. Once all your payee information is completed, you will need to select Save to go to the next step to process your batch.
    I. You can Add a New or existing Payee by either clicking on the drop-down menu under Add an existing Payee or selecting Add New Payee to Batch
    II. Review or enter your payee account details. The Search for a Biller box is helpful when adding a new payee's biller code and name.
    III. Enter the amount of the payment
    IV. Select Save to return to the batch
    V. Repeat the above steps until all payees are added



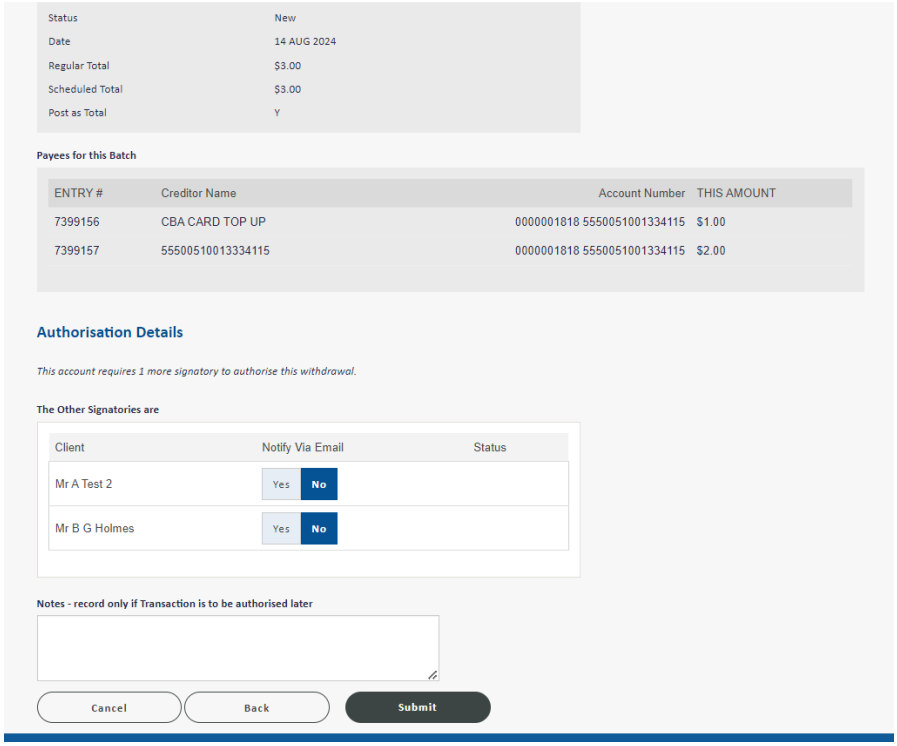


3. You are now taken back to your Multiple Transfers section that shows an overall view of all current or previous batches and most importantly their Status and History. From this screen you can change/delete/copy any of your batches as well as schedule the batch for payment. Click on Schedule to be taken to review the summary of payment details and date for the batch to process. Select Submit to proceed.

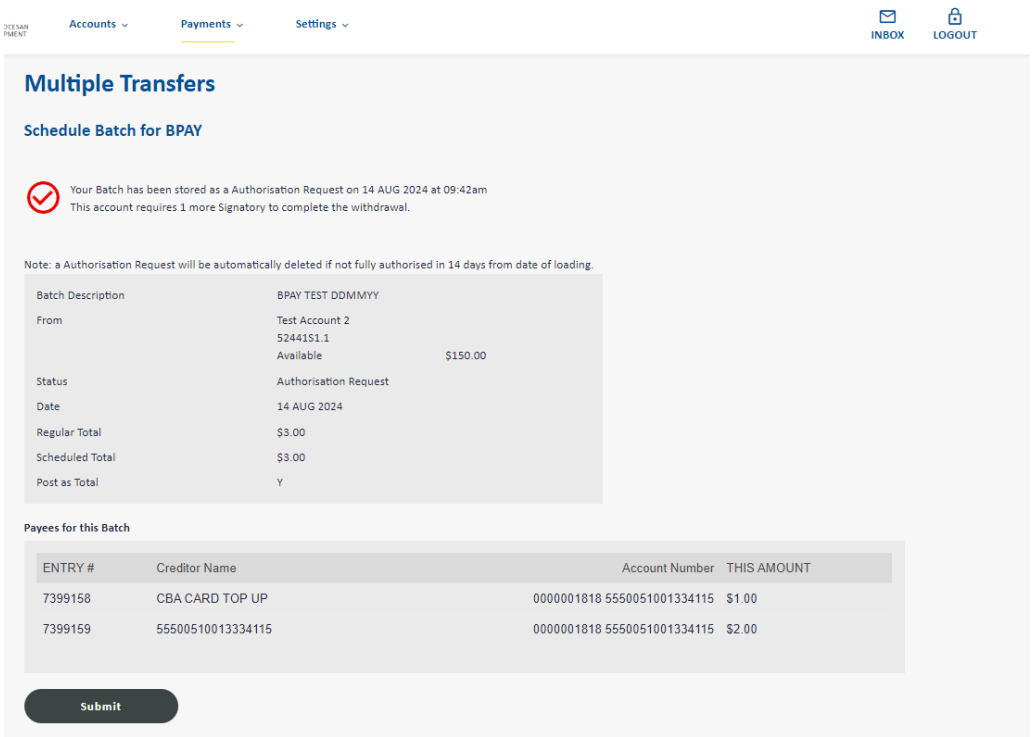




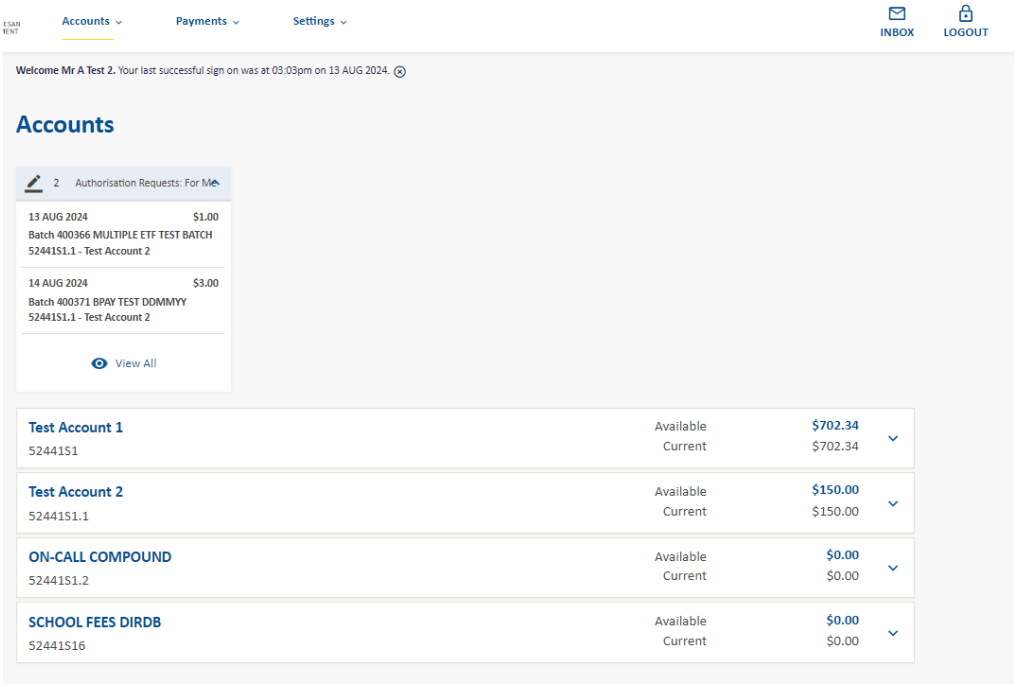
4. The screen will change slightly for you to validate that all the information is correct. Once happy to proceed, select Submit. This will now store the payment as an Authorisation Request for a user with the appropriate access level to complete the authorisation process.



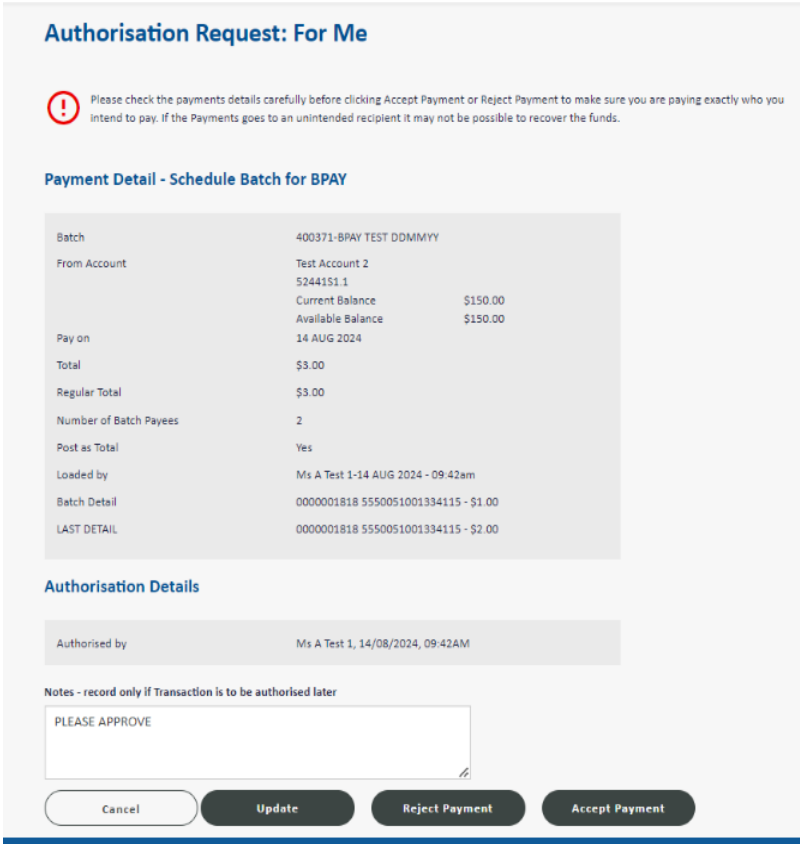
5. After selecting Submit the batch has now been set up for authorisation and you will see the confirmation screen. Once you click Submit it will take you back to your Multiple Transfers page and you can check the status is Authorisation Request which shows it is ready for your authorisers.



6. Authorisers can now login to DDF Online to view and approve the payments. On the home screen under click on the drop down on Authorisation Requests: For Me and click on View All.



7. This will bring you to the list of pending authorisations. We recommend reviewing each transaction individually to verify the payment amounts and details. Once confirmed, click "Accept Payment." After full authorisation, the Multiple BPAY Transfer will be removed from the "Authorisation Requests" section and marked as "Scheduled" in the Multiple Transfers list. Payments must be authorised by 2:30pm for same-day processing, with recipients typically receiving the funds within 1 business day. Once the batch is processed by DDF, the status will update to "Posted."

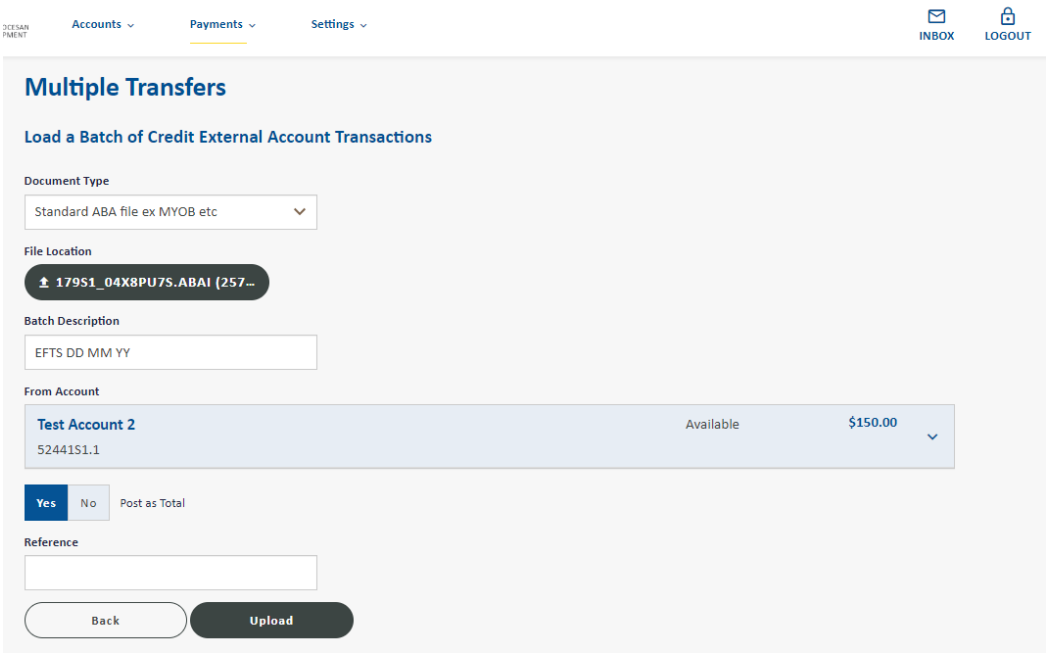


Uploading Files for Payment

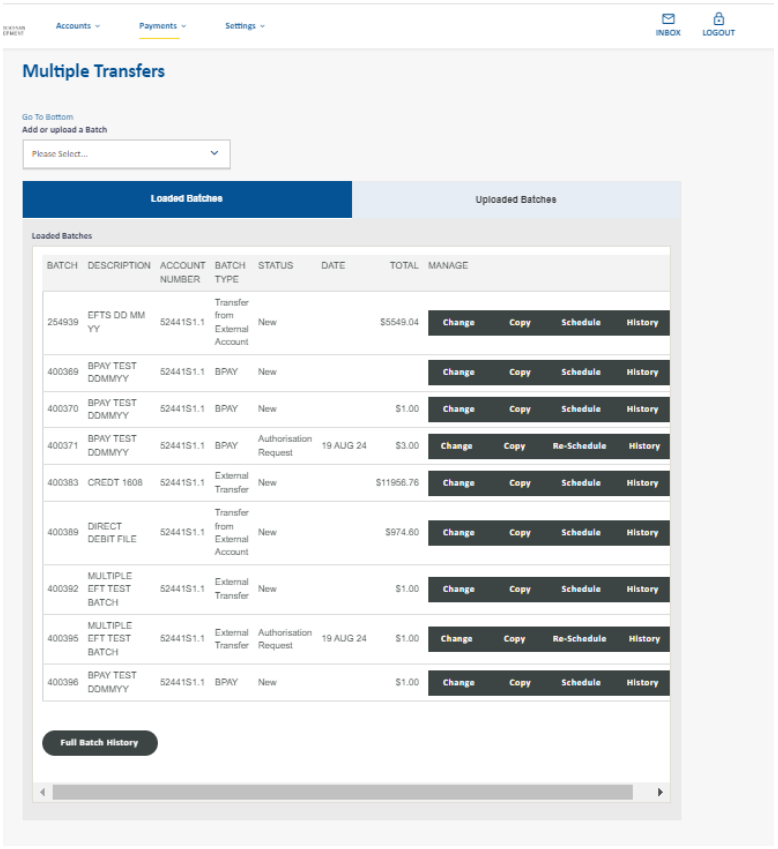
The Multiple Transfers section also allows you to generate a batch of account payment details in ABA file format directly from your accounting package to upload and process in DDF Online. The benefits of this method are that you can efficiently process one or more payments together, this also means your authorisers are able to check and approve from one screen. Most importantly, there is a significant time saving as payment details from your accounting software are imported directly into DDF Online reducing the manual input of data and therefore the opportunity for error.

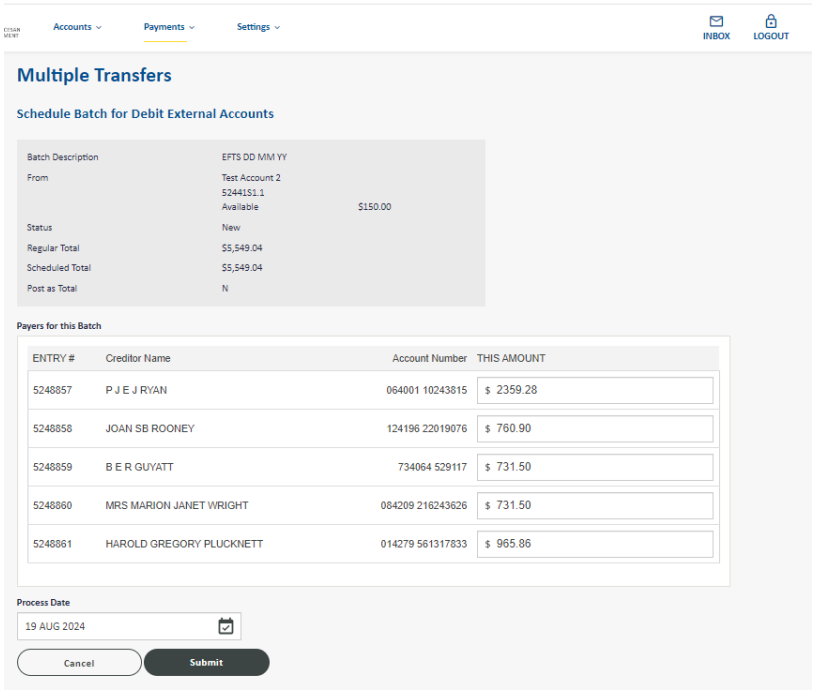
Go to the Payments menu at the top of the screen and select Multiple Transfers to be taken to the screen below.

1. First, you need to select your type of Multiple Transfer – Upload. You can then complete the Batch details. Once all the Batch information is completed, you will simply need to click Upload to go to the final step to process your batch.
    I. Leave the Document Type as Standard ABA file.
    II. Click on the Choose File button to browse for the file you saved from your accounting package.
    III. Enter an appropriate description for your batch of payments e.g. EFTs and the date.
    IV. Click in the Account Number box to select your account (any account with sufficient funds available and an external daily limit nominated).
    V. Un-tick the Post as Total box to itemise the individual payments on your statement or leave ticked if you prefer for only the total to be processed.
    VI. Enter the reference for your batch (usually same as the description) – this is what you will see on your statement if you post as a total only.

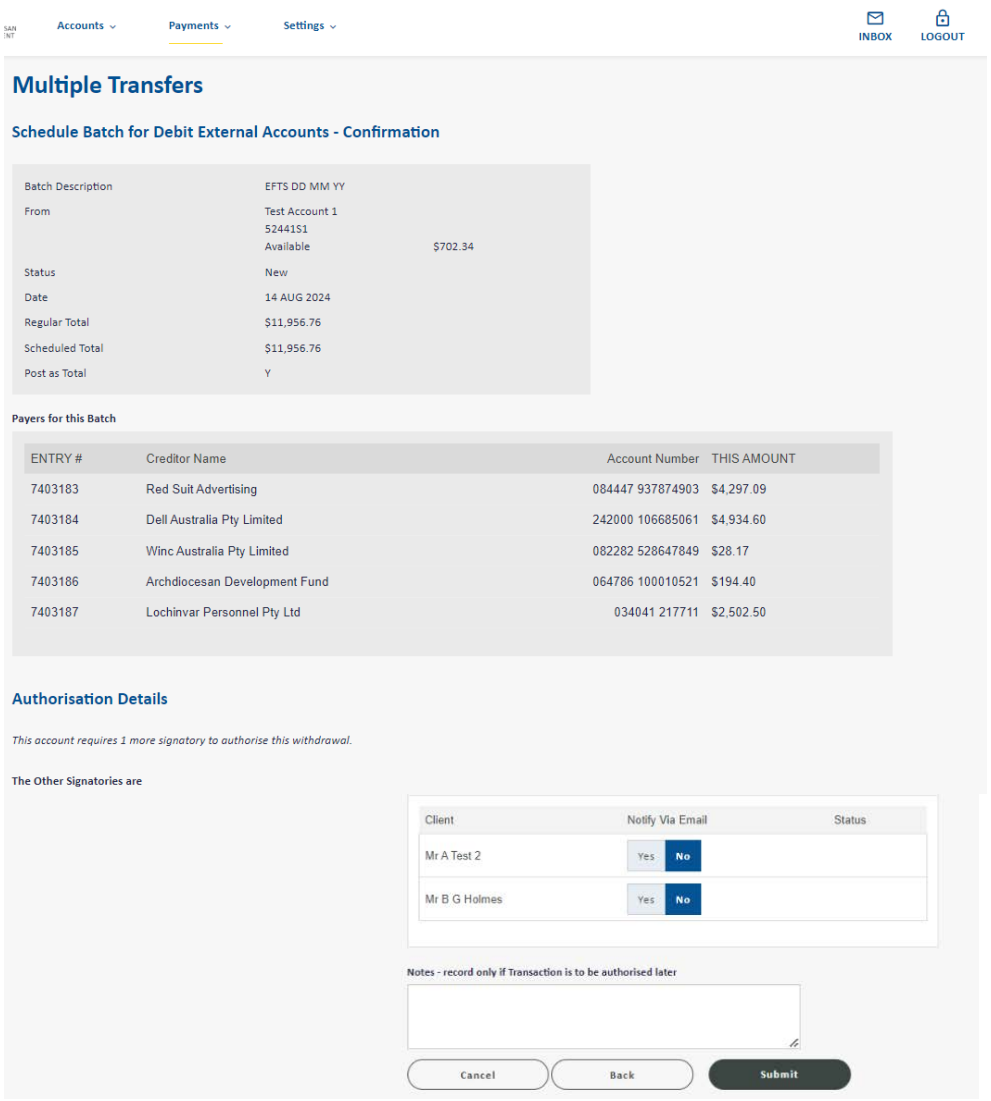


2. You are now taken back to your Multiple Transfers section that shows an overall view of all current or previous batches and most importantly their Status and History. From this screen you can change/delete/copy any of your batches as well as schedule the batch for payment. Click on Schedule to be taken to review the summary of payment details and date for the batch to process. Select Submit to proceed.

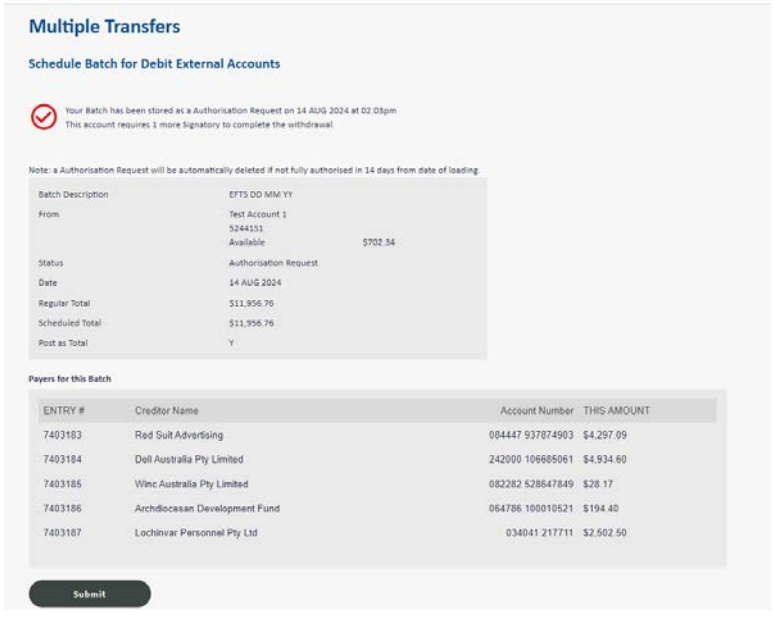




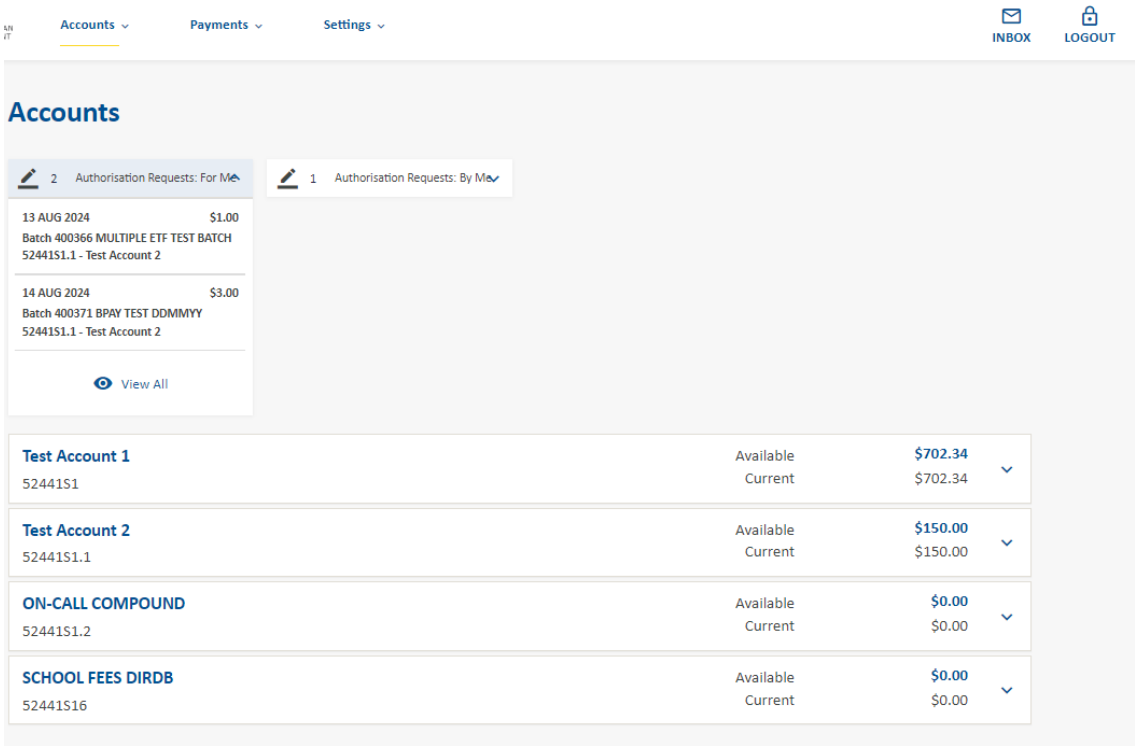
3. The screen will change slightly for you to validate that all the information is correct. Once confirmed and happy to proceed, select Submit. This will now store the payment as an Authorisation Request for a user with the appropriate access level to be able to approve.



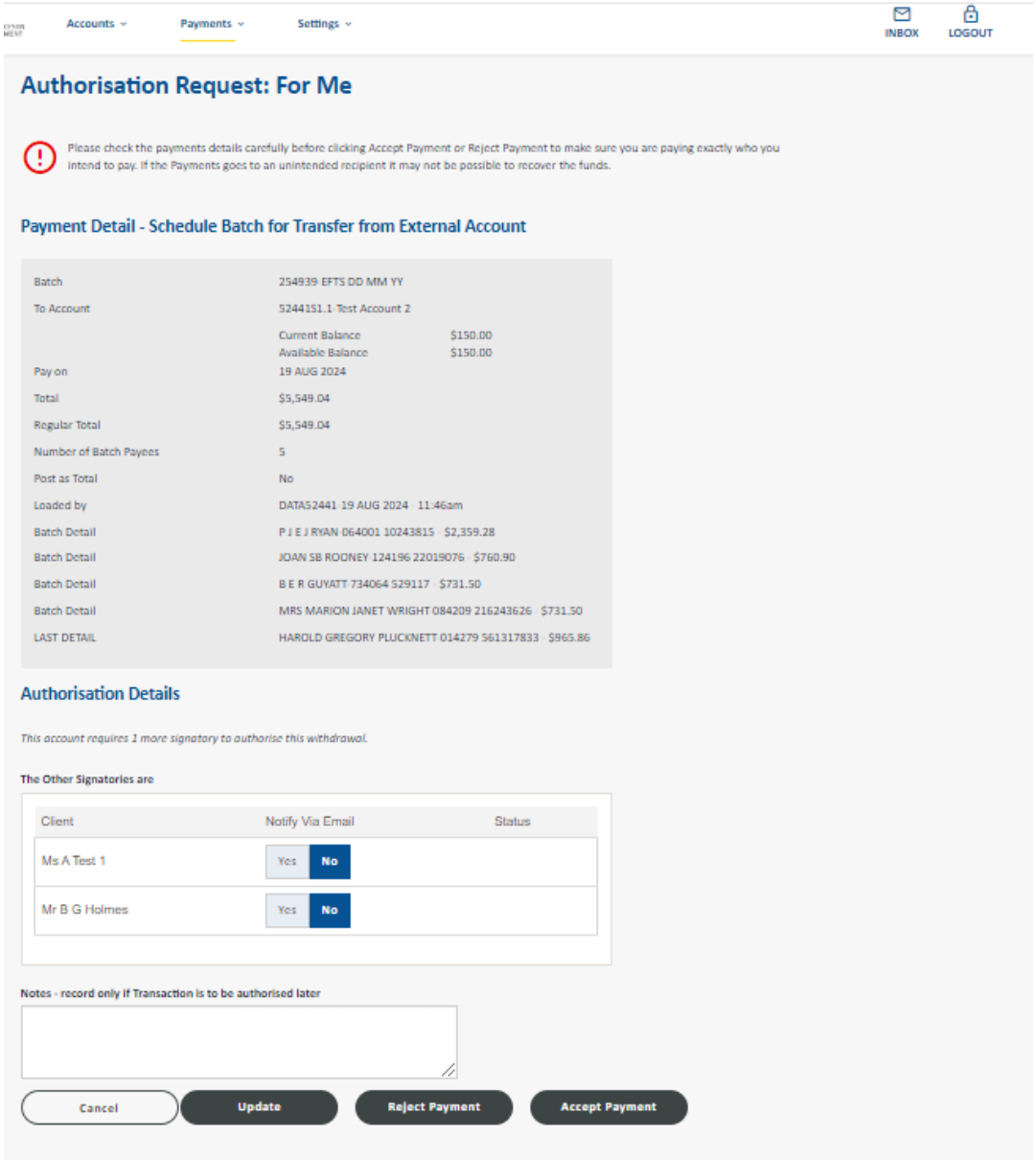
4. After selecting Submit the batch has now been set up for authorisation and you will see the confirmation screen. Once you click Submit it will take you back to your Multiple Transfers page and you can check the status is Authorisation Request which shows it is ready for your authorisers.



5. Authorisers can now login to DDF Online to view and approve the payments. On the home screen click the drop-down menu under Authorisation Requests: For Me and View All.



6. This will take you to the list of pending authorizations. We recommend reviewing each transaction individually to verify the payment amounts and details. Once confirmed, click "Accept Payment." After full authorization, the Multiple EFT Transfer will be removed from the "Authorization Requests" section and appear as "Scheduled" in the Multiple Transfers list. Payments must be authorized by 2:30pm for same-day processing, with recipients typically receiving the funds within 1 business day. Once the batch is processed by DDF, the status will change to "Posted."

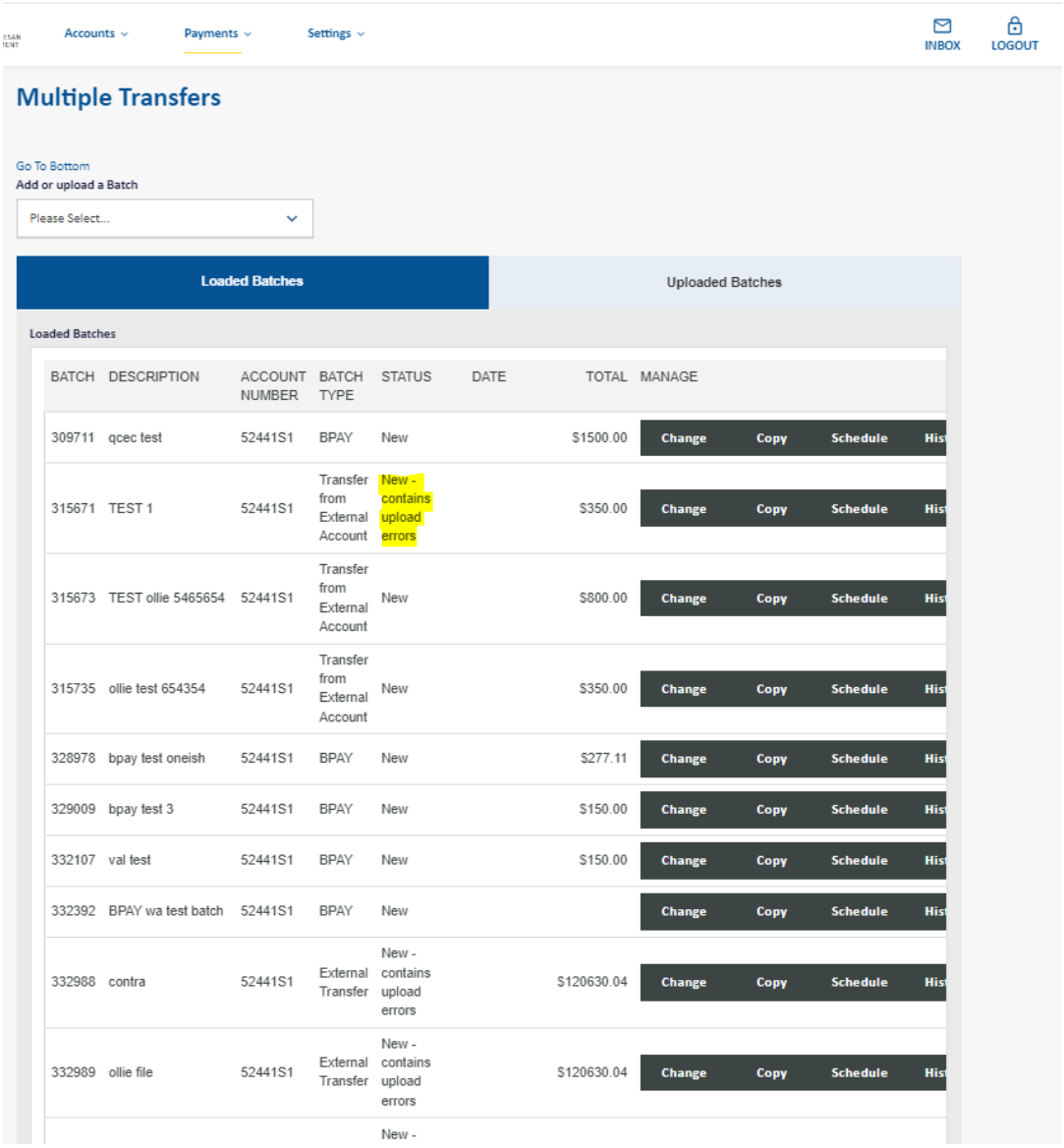

Accounts
Payments
Settings
INBOX
LOGOUT
Authorisation Request: For Me
Please check the payments details carefully before clicking Accept Payment or Reject Payment to make sure you are paying exactly who you intend to pay. If the Payments goes to an unintended recipient it may not be possible to recover the funds.
Payment Detail - Schedule Batch for Transfer from External Account
Batch
254939 EFTS DD MM YY
To Account
5244151.1 Test Account 2
Current Balance $150.00
Available Balance $150.00
Pay on
19 AUG 2024
Total
$5,549.04
Regular Total
$5,549.04
Number of Batch Payees
5
Post as Total
No
Loaded by
DATA52441 19 AUG 2024 11:46am
Batch Detail
P J E J RYAN 064001 10243815 $2,359.28
Batch Detail
JOAN SB ROONEY 124196 22019076 $760.90
Batch Detail
B E R GUYATT 734064 529117 $731.50
Batch Detail
MRS MARION JANET WRIGHT 084209 216243626 $731.50
LAST DETAIL
HAROLD GREGORY PLUCKNETT 014279 561317833 $965.86
Authorisation Details
This account requires 1 more signatory to authorise this withdrawal.
The Other Signatories are
Client
Notify Via Email
Status
Ms A Test 1
Yes
No
Mr B G Holmes
Yes
No
Notes - record only if Transaction is to be authorised later
Cancel
Update
Reject Payment
Accept Payment

Errors in a Batch Upload

If there is an issue within a file you have uploaded, a table listing the error will appear at the bottom of the Multiple Transfers Screen. You can fix a minor issue without needing to re-upload the file.

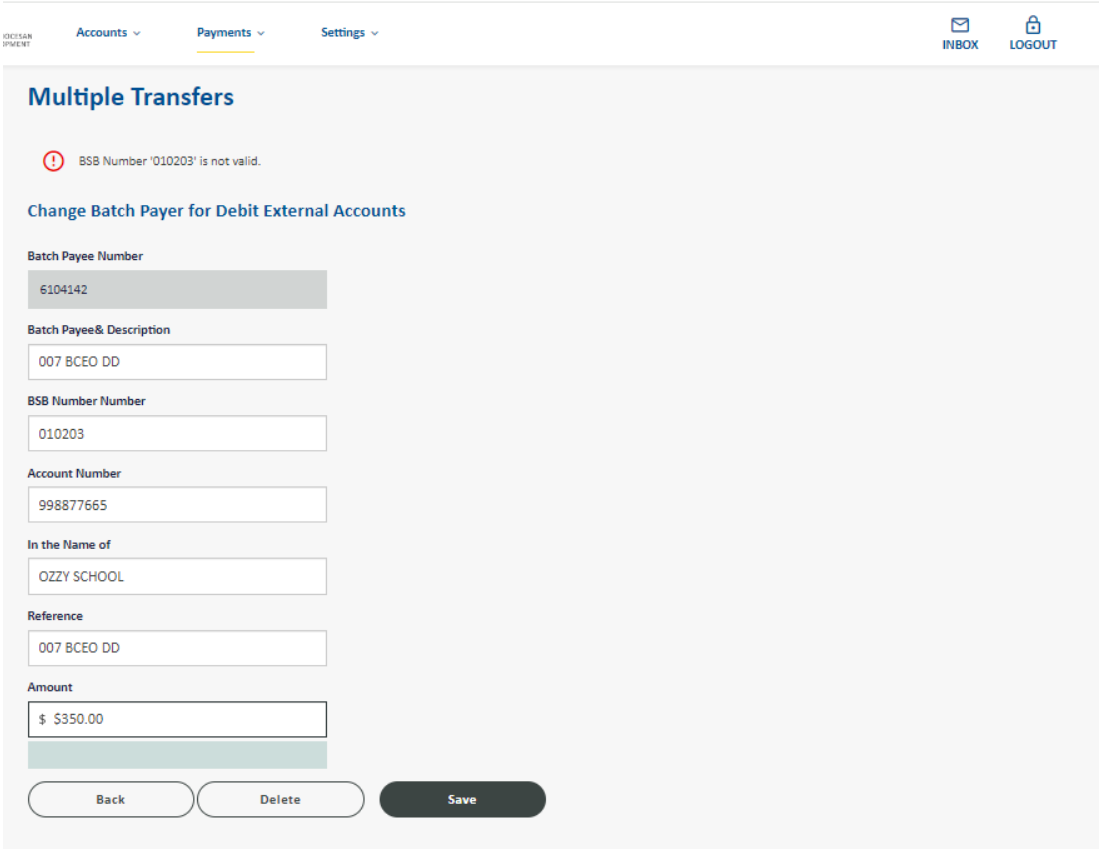
If you see an error message 'New - Contains Upload Errors' in the Multiple Transfers screen as shown below:

1. Click on the Change action to be able to locate the payee details with the error.



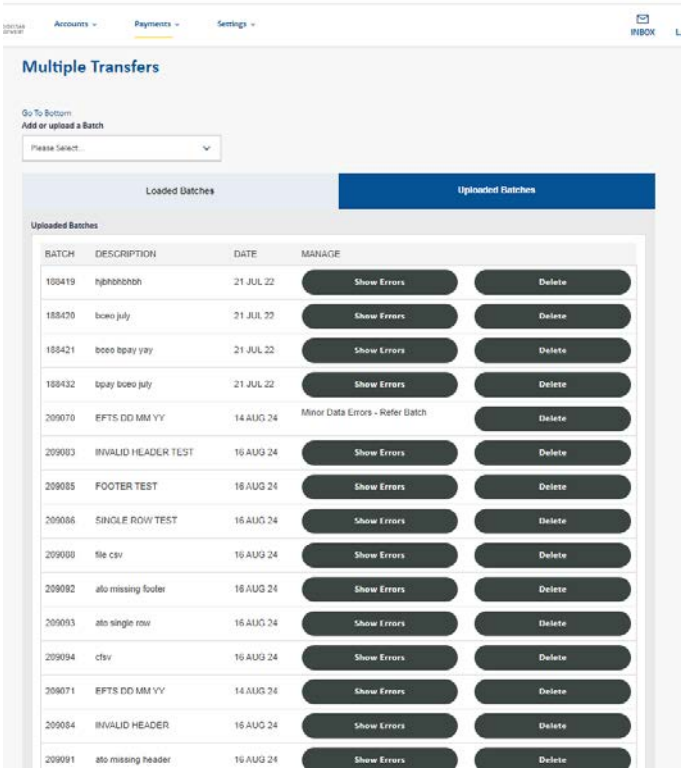
2. You can now select the Change action on this screen to see the full details of the error and fix.

3. Input the correct account details and click Save and Save again to return to your Multiple Transfers screen to be able to Schedule the batch for payment.
   Note BSB/account numbers cannot have spaces or alpha characters e.g. letter 'S'.
   A common error with a BSB number is either an incorrect BSB may have been provided by the payee or when being input in the accounting package it may have had a space or '-' added resulting in the file truncating the BSB to 6 characters e.g. 064 000 would be generated in the file as 064 00.

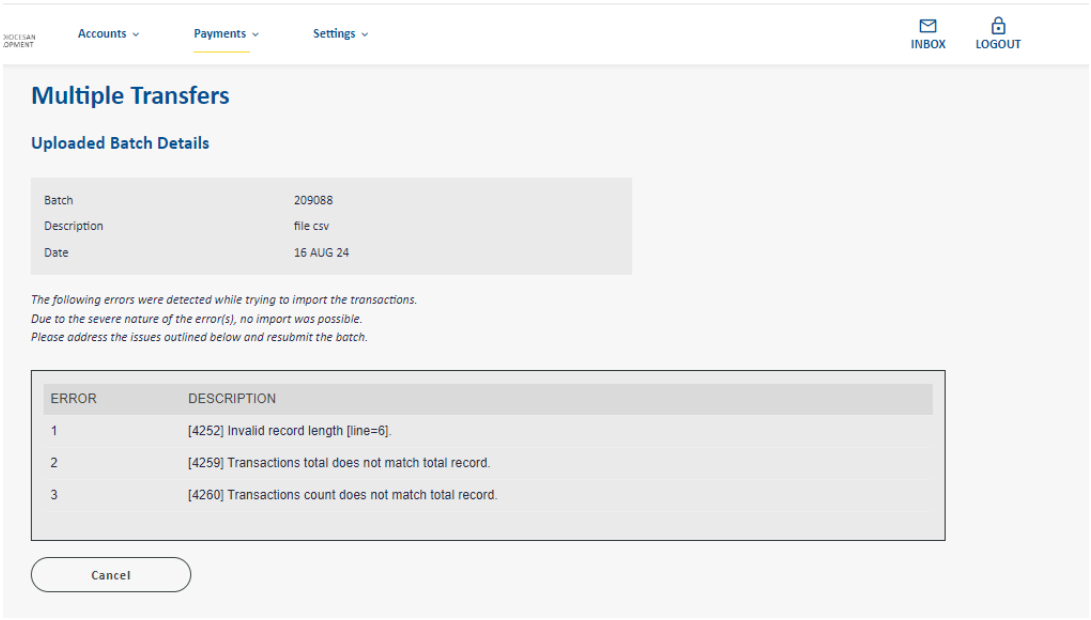


If a file has a major issue, it may not be able to upload successfully into your Batch listing and instead you only see it in the tab Uploaded Batches.

1. Click on Uploaded Batches and Show Errors on this screen to see the full details of the error.



2. If you see the message below, go to where you have saved the file on your computer and open it using notepad to see what is wrong with it e.g. empty file. Try generating the file again from your accounting package, once the known errors are corrected.

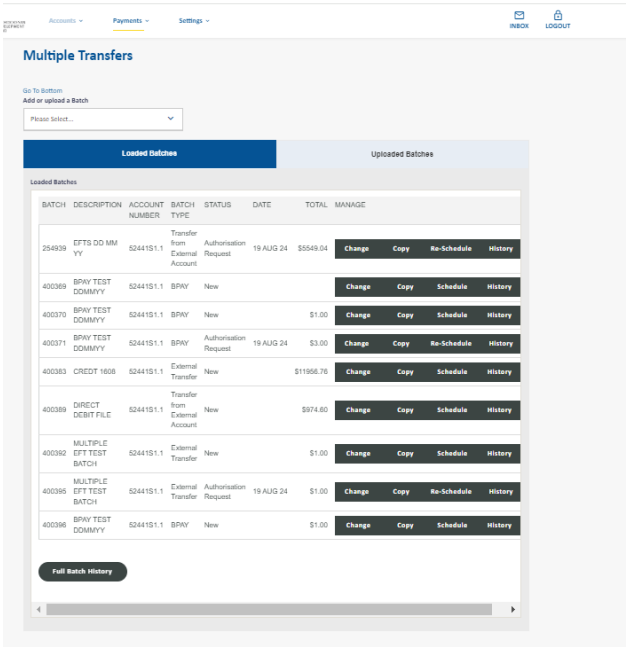


Making Changes to a Batch

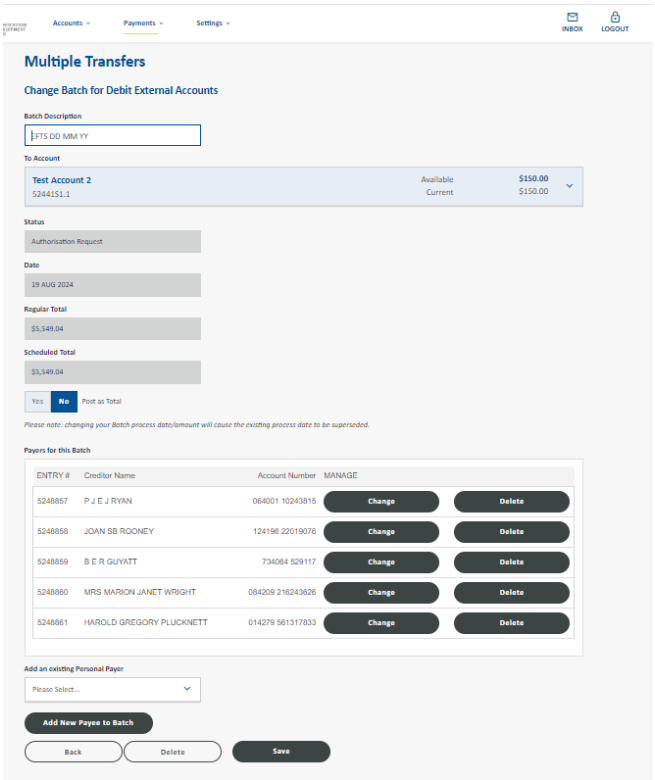
Once a batch has been scheduled for payment you are able to make changes up until the payments are processed from your account.

Go to the Payments menu up the top of the screen and select Multiple Transfers to be taken to the screen below.

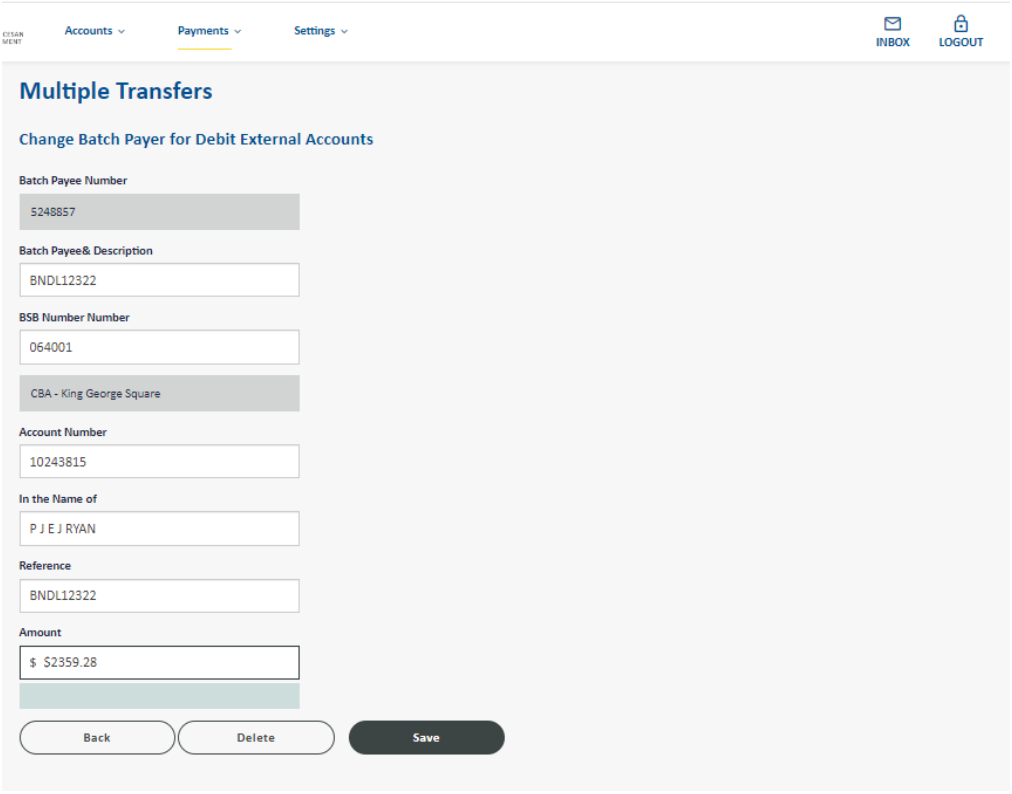
1. Click on Change in the Manage area.



2. Locate the batch payee line that you wish to change and click on Change/Delete on the right-hand side.



3. Change details as applicable and click Save and then Save again to return to your Multiple Transfers screen. The changes have now been made and the batch is ready for scheduling.



Hints and Tips

See the FAQs section on our website for some useful hints and tips:

https://www.ddfrockhampton.com.au/faqs/

DISCLOSURE STATEMENT

The Diocesan Development Fund (the **Fund**) is required by law to make the following disclosure. The Fund is not prudentially supervised by the Australian Prudential Regulation Authority nor has it been examined or approved by the Australian Securities and Investments Commission. An investor in the Fund will not receive the benefit of the financial claims scheme or the depositor protection provisions in the *Banking Act 1959* (Cth). Investments in the Fund are intended to be a means for investors to support the charitable, religious and educational works of the Catholic Diocese of Rockhampton and for whom the consideration of profit are not of primary relevance in the investment decision. The investments that the Fund offers are not subject to the usual protections for investors under the *Corporations Act* (Cth) or regulation by Australian Securities and Investments Commission. Investors may be unable to get some or all of their money back when the investor expects or at all and any investment of the Fund are not comparable to investments with banks, finance companies or fund managers. The Fund's identification statement may be viewed at https://www.ddfrockhampton.com.au/identification-statements/ or by contacting the Fund. The Fund does not hold an Australian Financial Services Licence.