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v3 Bureau : A guide to new features

Introduction

Welcome to our enhanced bureau functionality, designed to streamline your BACS processing tasks, making them more user-friendly and efficient. In this booklet, you will find everything you need to know to get started and make the most of these improvements.

Initiating your bureau service

In order to use paygate's bureau service, you will need a licence for bureau. Our Professional Services team will be able to set this up for you.

Overview of new features

Flexible bureau job management

Advanced capabilities for specifying files, using wildcards for bulk processing, and efficient job customisation options.

Improved submission processing

Instant pre-validation notifications, detailed submission overviews with issue resolution tools, and comprehensive submission management options.

Enhanced reporting features

Tailored reports providing deeper insights into bureau operations.

The benefits

Increased operational efficiency
Simplify your processes with tools designed for speed and ease of use.

Enhanced workflow flexibility
Adaptive features cater to a broad range of job management and submission processing tasks.

Improved decision-making
Access to detailed, actionable insights helps optimise your operations.

Bureau job management made easy

We've simplified bureau job creation and management. Here's what's new:

How to create a new bureau job

Adding a job:

- From your menu, click on Bureau > Create New Bureau Job. When adding a job detail, you can browse your folders directly to specify which file to process.
- To edit the job details, simply click on the job and select Edit.

Using wildcards (for processing all files within a folder):

- Add an asterisk (*) in the file selection field. This signifies the system should process all files in the specified folder, marking the job with a tick for clarity.

Job customisation features (directly from your job list):

- Rename a job for better identification.
- Clone a job to use as a template for future jobs, saving you time.
- Create submissions directly from this screen, streamlining your workflow.

Submissions in progress

Pre-validation checks

- As soon as files are submitted, the system pre-validates them and flags any issues, reducing the chance of submission errors.

Detailed submission insights

- A summary at the top of the page provides key data such as number of credits, debits, DDIs and their total value.
- Issue resolution: Found an issue? Fix it, then click validate again, saving time and ensuring accuracy.

Advanced actions

- More actions button reveals options like viewing imported files, adding manual blocks, and downloading pre-authorisation reports, among others.
- Edit data within each payment block, with all changes requiring re-validation for accuracy.

What is a block?

Each block is represented as a payment file, which you are able to edit. You can search through the data in each block and correct it if necessary by clicking on the information you wish to edit. From the ellipsis you can:

- Insert a new record to add to the submission.
- Validate a block after you have made changes to your payment files.
- View block details
- View zero payments
- Remove Zero payments

Bureau reporting: Deep dives into data

Understand your transactions in detail with our enhanced reporting features.

Specific reporting

- Filter reports to see data for specific bureau customers. Choose between XML or HTML formats for your convenience and download reports.

Key points to note

🚫 No Faster Payments: Please be aware, our update is designed for BACS processing only. Faster Payments are not currently supported.

🚫 Bulk upload restrictions: Bulk upload of new bureau customers is not available at this time.

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For any queries, our customer service team are here to help.

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