

# Customer Payment Reconciliation: new standard file format to automatically reconcile customer receipts & refunds

## Introduction

- The import file must be a text file, with a .txt file extension, with tab delimiters.
- The first column of the import file will contain headers and the BMM will always ignore it. For example, if an import file includes 14 rows (the header row + 13 records), it will only process the 13 records.
- The BMM will process all the records and will try to import as many records as possible.
- If any mandatory column is blank (e.g. payment method, transaction amount, authorisation reference), the BMM will process the record, but it will not import it (the record will be ignored).
- If any data is invalid due to wrong format, the BMM will process the record, but it will not import it (the record will be ignored).
- An import file fully wrongly formatted will result in 0 items processed and 0 items imported.

## New file type columns

The new **STD Cust Pmt Rec - Auth Ref** file type includes the below columns:

| Column | Header                           | Mandatory/Optional   | Notes  |
|--------|----------------------------------|--|--|
| A      | <b>Payment Method</b>            | Mandatory  | <ul style="list-style-type: none"> <li>• Must be set to 2 if the file record represents a transaction with Payment Method = Credit/Debit Card, or 6 if the Payment Method = Other</li> <li>• It will be possible to include both payment methods in one import file. That is, some records in the file can have a payment method of 2 and others 6. The recommended workflow is to create separate files, one for credit card and one for other payments. This way, each file can be reconciled with its own reconciliation reference and can be more easily cross-checked against the accounting figures exported into an accounts package. However, the BMM will apply no restriction and will allow users to import a file including a mix of payment methods.</li> <li>• If a file record's payment method is blank, the record will not be imported.</li> </ul> |
| B      | <b>Credit/Debit Card Type</b>    | Mandatory if payment method is set to 2. Otherwise, blank. | <ul style="list-style-type: none"> <li>• 2-character credit/debit card codes– e.g. VI, AX, CA</li> <li>• The credit/debit card type must match the codes stored in the BMM under <b>Search &gt; Financial Reference Data &gt; Credit Cards &gt; Card Types</b> that are then used in receipts/refunds.</li> </ul>  |
| C      | <b>Other Payment Reason Code</b> | Mandatory if payment method is set to 6. Otherwise, blank. | <ul style="list-style-type: none"> <li>• 1–3-character other payment reason codes – e. g. VOU, CCD, VIC, VID.</li> <li>• Other payment reason code must match the codes stored in the BMM under <b>Search &gt; Reason Codes &gt; Other Receipt / Refund</b> that are then used in receipts/refunds.</li> </ul>   |
| D      | <b>Authorisation</b>             | Mandatory  | <ul style="list-style-type: none"> <li>• Between 1-8 alphanumeric characters, for example:</li> </ul>  |

|   |                               |           |   |
|---|-------------------------------|-----------|---|
|   | <b>Reference</b>              |           | 123456.   |
| E | <b>Transaction Amount</b>     | Mandatory | <ul style="list-style-type: none"> <li>• Amounts must be specified with 2 decimal places and a full stop as the decimal separator – e.g. 250.00, -80.00</li> <li>• Positive amounts will represent receipts.</li> <li>• Negative amounts will represent refunds.</li> <li>• See notes below relating to Currency.</li> </ul>  |
| F | <b>Transaction Issue Date</b> | Optional  | <ul style="list-style-type: none"> <li>• Dates must adhere to the BMM standard date format: DDMMYY. For example: 11SEP24.</li> <li>• Since authorisation codes can be reused over time, including the transaction issue date in the matching logic will allow the BMM to perform an additional check based on this criterion. This will reduce the number of dupes.</li> </ul>  |
| G | <b>Currency</b>               | Optional  | <ul style="list-style-type: none"> <li>• 3-letter codes only – e.g. EUR, USD, DKK</li> <li>• This column should be used by Dolphin customers using the foreign currency sales module, who issue receipts in a currency different to their branch currency – i.e. the customer currency.</li> <li>• If this column is populated, the transaction amount (column E) will be treated as the customer currency transaction amount and compared with the corresponding BMM transaction value. Otherwise, it will be treated as the branch currency transaction amount.</li> <li>• Dolphin customers that do not use the foreign currency sales module can leave this column blank.</li> <li>• It will be possible to include transactions issued in multiple currencies in one import file.</li> </ul> |

## Auto Customer Payment Reconciliation Process Steps

The points below outline the key parts of the ACPR process:

1. Importing the **STD Cust Pmt Rec - Auth Ref** file.
2. Matching and then comparing the file records to BMM receipts/refunds:
  - The BMM will try to match each record in the import file with a BMM receipt/refund (transaction), using the matching logic for this file type.
  - Once a match is found some additional checks will be performed – for example, to ensure that the amount of the matching transaction is the same as the transaction in the imported file.
3. Automatic reconciliation can be carried out on the BMM transactions that satisfy the matching logic AND pass through all the checks. This will be done via the **Reconcile** button.
4. BMM transactions that fail the step 2 checks will be displayed in the **Results** grid via the **Show Exceptions** button.

The checks detailed in Step 2 will be performed regardless of which button is selected, as the BMM must determine which BMM transaction can be automatically reconciled, and which are exceptions that need to be manually updated first before the ACPR process is re-attempted.

Steps 3 and 4 can be carried out independently of each other, at any time, in any order. A user can choose to show the exceptions first & then reconcile the entire file in one hit. Or they can reconcile what they can first & then troubleshoot the exceptions later.

## Matching Logic

By selecting either the **Show Exceptions** button or the **Reconciliation** button from the **Auto Reconciliation** tab, the BMM will go through the matching process first.

The matching logic for the new **STD Cust Pmt Rec - Auth Ref** file type will be based on four criteria:

1. The authorisation reference:

- File record: column D
- BMM transaction: **Authorisation** field of receipts and refunds:

The screenshot shows a transaction form with three tabs: 'Transaction Detail', 'Financial Linking', and 'Financial Assigning'. The 'Transaction Detail' tab is active. Fields include: 'Payment for Folder#' (74186), 'Customer' (Folder Client), 'Name' (Dolly Dolphin), 'Banking Branch' (HQ), 'Date' (04OCT24), 'Payment Method' (Credit/Debit Card), 'Payer' (Dolly Dolphin), and 'Is Debit Card' (checkbox). The 'Authorisation' field at the bottom is highlighted with a red rectangle.

2. The payment method:

- File record: column A
- BMM transaction: **Payment Method** dropdown of receipts and refunds:

This screenshot is identical to the previous one, but the 'Payment Method' dropdown menu is highlighted with a red rectangle.

3. The transaction type:

- The BMM will determine if it is matching the file record to a BMM receipt or a refund by checking the transaction amount in column E of the import file.
- If the amount is positive, the BMM will look for a matching receipt.
- If the amount is negative, the BMM will look for a matching refund.

4. Transaction issue date:

If the BMM cannot successfully identify a transaction that matches the authorisation reference, payment method, transaction type and issue date of the imported record, the imported record will be classed as an exception, and it will be identified in the **Results** tab with a match fail reason code of **M – No matching record found**.

If the BMM can successfully identify a transaction that matches the authorisation reference, payment method, transaction type and issue of the imported transaction, it will proceed to perform additional comparison checks to ensure that the transaction can be auto reconciled.

The next section lists all the comparison checks that the BMM will perform to ensure that it is safe to reconcile a transaction.

## Comparison Steps

The below table describes the comparison checks that the BMM will perform, and the match fail reason code that it will be displayed should a step fail. Users will need to fix this issue to be able to auto reconcile the transaction.

| Order | Check | Yes | No |
|-------|-------|-----|----|
|-------|-------|-----|----|

|   |  |  |   |
|---|--|--|---|
| 1 | Does the transaction currency in the BMM match the transaction currency in the import file (column G)?   | Move to check 2.   | <ul style="list-style-type: none"> <li>This step will be skipped if there is no currency code in the import file.</li> <li>The transaction cannot be automatically processed if the <b>Reconcile</b> button is selected.</li> <li>If the <b>Show Exceptions</b> button is selected, the transaction will be displayed as an exception in the <b>Results</b> tab with a match fail reason code <b>C – Currency mismatch</b>.</li> </ul>              |
| 2 | Is the transaction in the BMM unreconciled?  | Move to check 3.   | <ul style="list-style-type: none"> <li>The transaction cannot be automatically processed if the <b>Reconcile</b> button is selected.</li> <li>If the <b>Show Exceptions</b> button is selected, the transaction will be displayed as an exception in the <b>Results</b> tab with a match fail reason code <b>R – Reconciled with different payment reconciliation reference</b>.</li> </ul>   |
| 3 | Is there only one transaction in the BMM matching the authorisation reference, payment method, transaction type and transaction issue date?                        | Move to check 4.   | <ul style="list-style-type: none"> <li>The transaction cannot be automatically processed if the <b>Reconcile</b> button is selected.</li> <li>If the <b>Show Exceptions</b> button is selected, the transaction will be displayed as an exception in the <b>Results</b> tab with a match fail reason code <b>D – Duplicate transaction in Dolphin</b>.</li> </ul>   |
| 4 | For file transactions with a payment method of 2 (column B), does the credit card type in the import file match the credit card type in the BMM?                   | Move to check 5.   | <ul style="list-style-type: none"> <li>This step will be skipped for transactions with a payment method of 6.</li> <li>The transaction cannot be automatically processed if the <b>Reconcile</b> button is selected.</li> <li>If the <b>Show Exceptions</b> button is selected, the transaction will be displayed as an exception in the <b>Results</b> tab with a match fail reason code <b>P – Card type mismatch</b>.</li> </ul>                 |
| 5 | For file transactions with a payment method of 6 (column B), does the other payment reason code in the import file match the other payment reason code in the BMM? | Move to check 6.   | <ul style="list-style-type: none"> <li>This step will be skipped for transactions with a payment method of 2.</li> <li>The transaction cannot be automatically processed if the <b>Reconcile</b> button is selected.</li> <li>If the <b>Show Exceptions</b> button is selected, the transaction will be displayed as an exception in the <b>Results</b> tab with a match fail reason code <b>S – Other payment reason code mismatch</b>.</li> </ul> |
| 6 | Does the transaction amount in the import file (column E) match the receipt/refund value in the BMM?   | Transaction can be auto reconciled. The comparison process stops here. | <ul style="list-style-type: none"> <li>The transaction cannot be automatically processed if the <b>Reconcile</b> button is selected.</li> <li>If the <b>Show Exceptions</b> button is selected, the transaction will be displayed as an exception in the <b>Results</b> tab with a match fail reason code <b>T – Receipt/Refund amount mismatch</b>.</li> </ul>   |

## Match Fail Reason Codes (in Order of Priority)

Refer to the table below for an explanation of each match fail reason code and the suggested steps which should be taken to correct transactions. These will be applied to any transactions which failed one of the requisite checks and therefore have not been auto reconciled.

| Match Fail Reason Code | Match Fail Reason Description   | What does it mean?  | How to Resolve the Exception   |
|------------------------|---------------------------------|---|--|
| <b>M</b>               | <b>No matching record found</b> | The BMM cannot successfully identify a transaction that matches the authorisation | <ul style="list-style-type: none"> <li>Check that the transaction has been loaded in the BMM.</li> </ul> |

|          |   |  |  |
|----------|---|--|--|
|          |   | reference, payment method, transaction type and issue date of the imported transaction.  | <ul style="list-style-type: none"> <li>Any transaction which is not in the BMM will need to be loaded before the file can be fully reconciled.</li> <li>Check that the BMM transaction is loaded with the correct authorisation reference, payment method, transaction type and issue date.</li> </ul>   |
| <b>C</b> | <b>Currency mismatch</b>  | A difference has been found between the transaction currency in the BMM and the imported file data.  | <ul style="list-style-type: none"> <li>Check the transaction in the BMM and in the import file.</li> <li>Update the incorrect currency.</li> <li>If there is a currency code in the import file and the transaction currency is different than the currency in the import file, this match fail reason code will display.</li> </ul>   |
| <b>R</b> | <b>Reconciled with different payment reconciliation reference</b> | The matching transaction in the BMM has been already reconciled.   | <ul style="list-style-type: none"> <li>The imported file may contain duplicated information, in which case contact the bank to send a revised statement.</li> <li>The transaction might have been reconciled in error. Check internally with the staff who reconciled the transaction.</li> </ul>  |
| <b>D</b> | <b>Duplicate transaction in Dolphin</b>                           | More than one transaction in the BMM has been found to match with the imported file data.  | <ul style="list-style-type: none"> <li>Authorisation codes can be re-used over time. Check if this is the case.</li> <li>Using the <b>Transaction Issue Date</b> as an additional criterion when importing the file should help mitigate this issue.</li> </ul>  |
| <b>P</b> | <b>Card type mismatch</b>   | <p>This is applicable only to receipts/refunds whose payment method is set to Credit/Debit Card.</p> <p>The transaction credit card type in the BMM does not match the one in the import file.</p> | <ul style="list-style-type: none"> <li>If the card type is wrong in the BMM, update the card type in the BMM. <ul style="list-style-type: none"> <li>To update receipts and refunds in the BMM, the <b>Can Edit Receipts and Refunds</b> setting must be selected in the <b>Financials</b> tab of the security profile linked to the user.</li> </ul> </li> <li>If the card type is wrong in the import file, update the import file. <ul style="list-style-type: none"> <li>Once the import file is updated, delete the record of the file that was first imported and import the amended file. The payment reference must be the same. This way, the transactions that had been already reconciled and those that will be reconciled after the second import will belong to the same reconciliation event.</li> </ul> </li> <li>If column B is populated, this check will be performed. Otherwise, it will not.</li> </ul> |
| <b>S</b> | <b>Other payment reason code mismatch</b>                         | <p>This is applicable only to receipts/refunds whose payment method is set to Other.</p> <p>The transaction other payment reason code in the BMM does not match the one in the import file.</p>    | <ul style="list-style-type: none"> <li>If the other payment reason code is wrong in the BMM, update the other payment reason code type in the BMM. <ul style="list-style-type: none"> <li>To update receipts and refunds in the BMM, the <b>Can Edit Receipts and Refunds</b> setting must be selected in the <b>Financials</b> tab of the security profile linked to the user.</li> </ul> </li> <li>If the other payment reason code is wrong in the import file, update the</li> </ul>   |

|          |                                       |  |  |
|----------|---------------------------------------|--|--|
|          |                                       |  | <p>import file.</p> <ul style="list-style-type: none"> <li>○ Once the import file is updated, delete the record of the file that was first imported and import the amended file. The payment reference must be the same. This way, the transactions that had been already reconciled and those that will be reconciled after the second import will belong to the same reconciliation event.</li> <li>● If column C is populated, this check will be performed. Otherwise, it will not.</li> </ul>   |
| <b>T</b> | <b>Receipt/Refund amount mismatch</b> | The transaction amount in the BMM does not match the value in the import file. | <ul style="list-style-type: none"> <li>● If the transaction amount is wrong in the BMM, update the transaction amount in the BMM. <ul style="list-style-type: none"> <li>○ To update receipts and refunds in the BMM, the <b>Can Edit Receipts and Refunds</b> setting must be selected in the <b>Financials</b> tab of the security profile linked to the user.</li> </ul> </li> <li>● If the transaction amount is wrong in the import file, update the import file.</li> <li>● Once the import file is updated, delete the record of the file that was first imported and import the amended file. The payment reference must be the same. This way, the transactions that had been already reconciled and those that will be reconciled after the second import will belong to the same reconciliation event.</li> </ul> |