Direct Debit Portal User Guide



Find out more at www.landz.co.uk

Direct Debit Portal

Table of Contents	
Getting Started-Logging in	
Message Board & Changing Log-in Details	
Add New Users & Password Reset	6-/
<u>Customers</u>	9
Customer List	9
Add New Customer	9-10
Mandatory Fields	
Amending Customer Information	
Collections	12-17
How to Set-Up a Collection Schedule	
Single Collection Set-Up	13-14
Regular Collections Set-Up	14-15
Fixed Collections Set-Up	15
Single & Regular Collection Set-Up	15-17
Cancelling a Collection	17-18
Account Suspension & Stopping Collections	
Suspended Accounts	
Reactivating Suspended Accounts	
Upload Customers & Collections	20-24
Upload Collections	21-23
Upload Collection Schedules	23-25
Collection Upload History	25-26
Reports	26
Collections Report	26-27
Failed Collections Report	27
Indemnity Claims Report	28
Collections CSV Report	29
Summary Payment Activity & Schedule Report	29-30
Collection Schedule Report	
Schedules Near Completion Report	
Payments Report	31-32
Invoices Report	
Help	
Failed Collection Reason Codes	
Bacs Reason Codes	
Contact Us & Help Center	





Getting Started

When you have been set up as a user, you will receive an email which will contain the following:



Note – The Reset Password link for the New User is only valid for 24 hours.

When you click on to the Reset Password this will ask you to enter the following:

- 4-digit Client ID/ Group Number
- Username
- New Password

Once you have clicked on to 'Confirm Save' This will take you to the log in page to allow you to log into to the L&Z Portal.

We would advise just before logging in to the portal to Save the page as a favourite on your preferred Web Browser.

If this has not been provided, please contact the office on 01462 418 117.

Login - Payment Services Portal (landz.co.uk)

Open an internet browser (for example google chrome, Mozilla, Opera) and enter the web address either provided or using the address above and the login page will appear.



3 | Page www.landz.co.uk

	Login	
Citent ID User Name Password CRemember on this computer Log In Reset Password Do not attempt to logon unless you are an authorised a	м	

Enter your Client ID/User number, Username and password (case sensitive) then press log in. You also have a box you can tick to remember your details on the computer/device you are on.

The first page you will see when you log on is the home page



Message Board:

Located on the right-hand side of the home page is where London & Zurich will post important updates and announcements will be displayed.

On the left-hand side of the screen your login name, user number and company name will be displayed along with:

- Client History
- Change Password
- User Admin

When "Client Details" are clicked your company details will be visible. If any details do change please contact London & Zurich so the system can be updated.



- 4000 : Client Details	
Group Number	Contact Person
4000	Contact
Group Name	Email Address
L&Z Test Group	shedule@landz.co.uk
Address	Company Registration Number
Address1	
Address2	Bank Sort Code
Address3	111111
Address4	Bank Sort Account
Post Code	12345678
B1 2RX	Start Date
Telephone Number	20/03/2018
0121 2347999	End Date
Fax Number	

• **Client History** – This tab in the sidebar on the left will show an audit of actions that have occurred on your account.

		Client History				
Show Search: First Previous New						
Copy CS	W Excel F	Showing 1 to 8 of 8 entries				
		Client events Loaded				
History Id	Event Date	Detail	♦ Author ♦			
15380531 10/10/2018 File Uploaded as LZREPORT 6387-CABilling-9908441-04.10.18-jUDBDHEGAD.tdt (receipt=4000-TXQMRV5PWBAUWWAUGGPX)						
15073718 26/04/2018 File Uploaded as 4000-Billingk-20180504.bxml (receipt=4000-PMD/x4JTARQWNNRDXMQTLS)						
14972526 13/11/2013 updated email and phone number						
14972525 04/09/2013 Sundry (value=£500): Invoice fee re BACS User Name facility - TaxAgility						
14972524 24/10/2012 bank account details changed from 41898493						
14972523	14972523 02/12/2011 Hi Jacqui. Donovan would like the name changed to TaxAssist Accountants Putney. This is because the use of Wandworth has caused some confusion to our clients, as you can see from the emails below. Regards, Rachael					
14972522	08/06/2011 rec'd email from donovan crutchfield via hyacinth advising they have moved premises FROM: 203 MANDEL HOUSE, EASTFIELDS AVENUE, WANDSWORTH, SW18 IU					
14972521 30/12/2010 Service Account added 11/12/2008						

 Change Password – It is strongly recommended that when you first log in, to change the password provided to you to something more memorable. If you forget your password and no other employees have supervisor access to change your password please contact the office on 01462 418 117 or via email: <u>customer.services@landz.co.uk</u> to get a password reset. If you are not the signatory

<u>customer.services@landz.co.uk</u> to get a password reset. If you are not the signatory / admin contact on the agreement and require a password reset please ensure the signatory emails or calls London & Zurich to request a new password.

User Name *
louise
Your Password *
Enter Your Current password
New Password *
Enter new password
Confirm New Password *
Re-Enter new password
□ View Password in plain text
Update



• User Admin – This will show all the users that have access to the system and where to add a new user.

5	how	Search:		Add User	
e	ntries				•
S	howing 1 to	o 10 of 23 ent	ries		
	Client Id 🔻	User Name 🔻	Full Name	User Level 🛛 🔶	Edit
	2416	VSTest2	Test VS2	SUPERVISOR	Edit
	2416	Vicky	Vicky A	READ ONLY	Edit

How to Add a New User to the Direct Debit Portal:

To add a new user and to enable staff to have access to the DD portal click "User Admin" on the left-hand side and then "Add User". Only Supervisors can add additional users to the system.

Input all the staff members information, then assign them a user level and click Add. An email will be then sent to the New User to set up their own password.

Client ID	
2416	
User Name	
Enter User Name*	
Full Name	
Enter Full Name*	
User Email	
Enter User Email	
Valid email is required	for Password reset
User Security Level	
Supervisor	~

There are 4 User Levels:

- 1. **Supervisor** This will allow access to the whole system, view reports, add customers, add collection schedules, cancel collection schedules and have the functionality to add other users to the system and change passwords
- 2. **User** This has the same level of access as the supervisor except they are unable to add additional users to the system or change passwords
- 3. **Read Only** The user can only read the information on the system, cannot add customers or collection schedules.
- 4. Limited Access The user has very limited access to the information on the system and cannot view any customer bank details.

To change a password if a staff member has forgotten theirs, they can use the Reset Password link on the Portal screen:



Client ID
User Name
Password
□ Remember on this computer
Log In Reset Password
Do not attempt to logon unless you are an authorised user.

An email will be sent to the user to allow them to reset the password.

For further information on how to reset your password please find our knowledge base article on this link:

How do I reset my L&Z portal password (londonandzurich.co.uk)

If the new user has not received an email to reset their password a user with Supervisor level access will be able to change the password for them by logging in, then going to "Change Password", Selecting the user from the drop down menu. When Entering "Your Password" this will be the Supervisor Users Password which they have used to log in to the portal.

User Name *	
Admin	~
Your Password *	
Enter Your password for authorization	
New Password *	
Enter new password for selected User	
Confirm New Password *	
Re-Enter new password for selected User	
□ View Password in plain text	
Update	

This same process can also be used if an employee has left the business and access to the direct debit portal needs to be denied/removed.





Direct Debits



When this tab is clicked at the top of the page you will then see your dashboard

This provides a summary of your direct debit collections and accounts history over the year or any previous years London & Zurich have been providing you the direct debit facility.

On the left-hand side of the dashboard you will in the sidebar a section for:

- Customers
- Reports





Customers

This section is where you are able to:

- View a list of all your customer
- Add a new customer
- Upload Customers (Bulk)
- Upload Collections
- Upload Collection Schedules

List Customers – Here you able to search for all customer(s) that have been set up on the DD portal showing if the direct debit is active or suspended by clicking the status box, and providing the last comment on the account.

	Customer List									
Quick Search	Most Recer	nt Customer 🛛 🗸	100	~						
Show 10 ~ entries Copy CSV E	how Status Search: 10 V Both Active Suspended Suspended 100 Customore Showing to 10 of 100 entries						st Previous Next Last			
					Data	Loaded				
Customer Ref 🔶	Setup Date	Account Name 🝦	Contact Name 🖨	Telephone 🔶 Number	Address 🔷	Postcode 🖨	Email 🔶	Status 🔶	Inactive Date	Last Activity
4000:TENNANT007	16/01/2020	sarah test	sarah test	012458978958	8 latimer house kent	b25 879	best@yahoo.co.uk	Suspended	16/01/2020	Added to Pending Accounts for evaluation, ceason: 55, Request to Re-Instate Account
4000:NC5123456	15/01/2020	tony test	sarah test	012458978958	8 latimer house	B911EG	best@gmail.com	Suspended	15/01/2020	Reason for neinstate: cancelled in error by customer
4000:LIT1111	14/01/2020	G & N	sarah test	012458978958	27 latimer farm	b25 879	test@gmail.com	Suspended	14/01/2020	Reason for reinstate: customer cancelled in error
4000:DB126758	13/01/2020	Miss Adelle Allsup	sarah test	012458978958	7 latimer house	B911EG	test@gmail.com	Suspended	13/01/2020	Reason for reinstate: customer cancelled in error
4000:GHEY2001	08/01/2020	tony test	tony test	012458978958	7 latimer house birminham	b25 879	fundraising@gmail.com	Active		New CA (Ref:5940137) Added added on 08-Jan-20
4000:TEST123456	17/12/2019	tony test	tony test	012458978958	55 Stonor Park Road	b25 879	fundraising@gmail.com	Suspended	17/12/2019	Reason for reinstate: customer mistaken Direct Debit
4000:867UTF501	16/12/2019	Mrs A Test	Anna King	01733 396009	Address Street Test A Address Line 2 Test A	TE5 7ST	anna.king@lettingshub.co.uk	Active		New CA (Ref:5940096) Added added on 16-Dec-19
4000:HR5L007	10/12/2019	Lime & Lemons Ltd	Debbie Jones	01245987698	7 latimer house kent	b25 879	dj@gmail.co.uk	Suspended	10/12/2019	Added to Pending Accounts for evaluation, reason: 55, Request to Re-Instate Account
4000:ARM50001	06/12/2019	Alexander H F Armstrong	Alexander H F Armstrong	01993708025	161 Woodstock Road Oxford	OX2 7NA	xander.armstrong@mac.com	Active		Customer details updated
4000:BATT0001	06/12/2019	Mr James Batting	Mr James Batting	07789175910	53e Randolph Avenue London	W9 1BQ	jbatting@hoskingpartners.com	Active		Account added via file upload.

This report allows you to search for any customer(s) that have been added onto the system but have no collection schedule added, Further reporting is available by clicking on the "Quick Search" box.

	Most Recent Customer Customer Reference	Customer List				
Quick Search	Bank Account Number	12345678 Search				
Show Status So 10 \sigma Active \sigma [entries [Pending Customers Schedule Type Select All Customers	revious Next Last				

9 | Page www.landz.co.uk Add a New Customer – This is where you will add a customer(s) onto the portal when they have confirmed payment can be collected via Direct Debit. You are able to then add a collection schedule. All information with an Asterix (*) is mandatory and the customer(s) account will not be saved/added if they are not all inputted

Account Informat	ion			
DDI Reference * Customer Account Name *	6215:			Company Number
Bank Information				
Current Account Number *		Current Sort Code *		Debit Name *
Contact Informatio	on			
Contact Name *			Postcode Lookup:	Postcode of contact address
				Find your Address
Telephone Number			Address Line 1 *	
Mahila Mumhan			Address Line 2	
Mobile Number			Address Line 3	
Email Address			County	
			Post Code *	

Mandatory Fields:

• **DDI Reference** – here you will need to input a unique account reference associated to your customer(s). Your group number is not required to be part of the reference. The reference **MUST** be between 6-10 characters, can be either all numeric, all alpha or a mixture of both.

There must be **NO** spaces or punctuation and once you click "Add Customer" this reference cannot be changed as this will also be the Direct debit Reference lodged at your customers bank.

- **Customer Account Name** This can be either your customer(s) name or the name of the company if you are collecting from a business.
- Current Account Number, Sort Code and Debit Name if your customer(s) advises you on the phone that they are not the sole signatory on the account you will need to issue a paper DD instruction for both signatories to sign before they can be added onto the system
- Contact Name
- Address The full address can be populated when you use the postcode lookup
- Postcode
- Email Address This is required to be a valid email address for your customer(s) as London & Zurich issue BACS regulated emails to your customers. The 2 BACS regulatory emails London & Zurich issue to your customers are:
 - 1. Confirmation of a Direct Debit Being Set Up

Within 3 working days of an account being set up on the direct debit portal your customer(s) will receive an email confirming a direct debit has been set up by London & Zurich on behalf of your company.

London&Zurich

2. Advance Notice

6 working days before payment is due to be collected your customer(s) will receive this email, it will confirm the date of collection, amount of collection and the regularity of the collection. Each time a new payment is added a new Advance Notice will be emailed. Once the customer(s) information has been added click add customer and you can now add a Collection schedule ready for DD collection.

Edit/Amend Customer(s) information:

Once the customer(s) account has been set up and you require to make any changes in the account click "Edit Customer Details"



Input any relevant changes required and then click "Save Details", the new information inputted has now been saved. If bank details have been updated the system will generate a new Direct debit Instruction to be lodged against your customer's bank.

Once a customer(s) account has been added you will see these tabs at the top of the customer account:

- Customer Details
- Collection Schedules
- Collections
- Account History

	Custome	r Detail	
Customer details	Collection Schedules	Collections	Account History



Collections

Collection Schedules – This will show all collection schedules that have been set up on an individual customer and you will be able to filter what type of collection schedule you would like to view by clicking on the status box.

Show 10 ~ entries	Status Any Inact	live					Se	arch:			First	Previo	us Next	Last
Сору	CSV E Canc	elled			Add Coll	ection Schedu	le			Showing 1 to	3 of 3 entries			
CA Ref 🔺	First Othe Paymer. Amount £	pleted r Date	Regular Payment ‡ Amount £	Regular Payment Start Date	Regular Payment 🖨 Day	Regular Payment 🖨 Frequency	Number Of Regular \$ Payments	Status 🖨	Next Payment 🖨 Date	Next Payment 🖨 Amount £	Last Payment 🖨 Date	Last Amount 🖨 £	Number Of Payments Received	Cancel 🔶
14920150	50.00	24/06/2020	0.00		0	0	One-Off	Active	24/06/2020	50.00		0.00	0	Cancel
14920151	10.00	30/10/2019	0.00		0	0	One-Off	Active	30/10/2019	10.00		0.00	0	Cancel
14920153	11.00	31/10/2019	0.00		0	0	One-Off	Active	31/10/2019	11.00		0.00	0	Cancel

Collections – This will show all successful collections made on the individual customer(s) account and will advise if a payment has failed.

Collection Date 📥	Settlement Date 븆	Amount £ 🔷	Invoice Number 븆	Status 븆	Account Code 🔷	Activity 🖨	Source Type 븆	DD Rejection Description 🔷
			No dat	ta available	in table			

Account History – This will provide you with an audit trail of any activity or action that has occurred on your customers account including failed collections.

Author 🔶	History Id 븆	Detail 🔶	Event Date 🔶
Training Account	25858373	New CA (Ref:14920153) Added added on 26-Sep-19	26/09/2019 15:48:50
Training Account	25858371	New CA (Ref:14920151) Added added on 26-Sep-19	26/09/2019 15:47:12
Training Account	25858370	New CA (Ref:14920150) Added added on 26-Sep-19	26/09/2019 15:29:12

Adding a Collection Schedule:

Click the tab "Collection Schedules" on the customer(s) account and then click "Add collection Schedule".

	Customer	Detail	
Customer details	Collection Schedules	Collections	Account History
Show Status 10 \rightarrow Any \rightarrow Interview		Search:	First Previous Next Last
Copy CSV Excel Print	Add Collection Schedule	Showing 1 to 6 of 6 entries	i
CA Ref ▲ First Payment ◆ First Payment ▲ Amount £ Date Regular Amount £	♦ Regular Regular Number O Payment Start ♦ Regular Regular Date Payment Day Prequency Payment Payment	f	t \$ Last Amount £ Payments \$ Cancel \$



12 | P a g e www.landz.co.uk A message box will show stating "Add a Collection Schedule". The portal will always show the earliest date we can collect from the customer(s). For any new customer(s) added to the portal you will need to allow 6/13 working days (dependent on the Advance Notice associated to the SUN) before the first payment can be collected.

	Add	a Collection	n Schedul	е	×
CustomerId	4000:test7894				
Select Co	llection Schedule Type				
○ Single co	llection				
○ Regular c	ollections				
○ Single co	llection, then Regular Collections				
For this acco	ount the earliest date you can crea	e any collection schedule i	is - 18/10/2019		
		Submit	Cancel		

You can now select a collection schedule for direct debit

The collection schedule options are:

- Single Collection
- Regular Collections
- Single collection, then Regular Collections

These collections schedules will now be explained further:

Single Collection: This can be used for one off adhoc payment(s) or to recover any missed payments(s).

To input a single collection:

- Highlight Single collection
- Enter the date of collection
- Input collection amount
- Click submit
- The collection schedule has now been added



Single collection	
○ Regular collections	
\bigcirc Single collection, then Regular Collections	
First Collection details	The first collection date for an account must be at least 6 banking days after the account setup date.
First Collection Date	 Subsequent collections for an account must be at least 6 banking days from today.
23/03/2020	 This means the earliest date you can use is - 23/03/2020 Collection date must be within 13 months from today.
First Collection Amount	 Single Collections can occur on any day of the month.
Amount	

Once the collection schedule has been added you will then be able to view the collection schedule(s) you have set up.

	Custom	er details		C	ollection Schee	dules			Collections			Acc	ount History	
Show 10 ~ entries	Status	~					Sea	rch:			F	irst Pr	evious Next	Last
Сору	CSV Excel Pri	int			Add Collec	tion Schedule				Showing 1 to 7 o	f 7 entries			
CA Ref 🔺	First Payment 🝦 Amount £	First Payment 🖨 Date	Regular Payment 🖨 Amount £	Regular Payment Start Date	Regular Payment Day	Regular Payment 🖨 Frequency	Number Of Regular 🔶 Payments	Status 🖨	Next Payment 🖨 Date	Next Payment 🔶 Amount £	Last Payment 🔶 Date	Last Amount £	Number Of Payments 🔶 Received	Cancel 🔶
14920144	100.00	07/10/2019	0.00		0	0	One-Off	Active	07/10/2019	100.00		0.00	0	Cancel
14920145	110.00	04/10/2019	0.00		0	0	One-Off	Active	04/10/2019	110.00		0.00	0	Cancel
14920146	50.00	07/10/2019	40.00	08/10/2019	8	0	One-Off	Active	07/10/2019	50.00		0.00	0	Cancel

Regular Collections: Here you have the option to add continuous monthly collections, the same amount and date each month **or** a fixed collection schedule (for example 3, 6, 12 etc months) same date, same amount but with an end date.

Continuous - The Direct Debit is collected each month the same date and amount with no end date:

- Choose the option Regular Collections
- Enter the date of regular collection
- Enter the amount
- Enter the frequency Monthly, Quarterly, Biannually, Annually Weekly, Four Weekly
- Highlight the option "Continuous"
- Click submit
- The collection schedule has now been added



○ Single collection	
 Regular collections 	
\bigcirc Single collection, then Regular Collections	
Regular Collection details	 The first collection date for an account must be at least 6 banking days after the account setup date. Subsequent collections for an account must be at least 6
Regular Collection Date	banking days from today.
23/03/2020	 This means the earliest date you can use is - 23/03/2020 Collection date must be within 13 months from today
Regular Collection Amount	For Regular collections with the continuous option, there
Amount	are no fixed end dates. The collections will continue unti
Regular Frequency	 Regular collection date must be between the 1st and 28t
Monthly	day inclusive.
Fixed O Continuous)	

Fixed Collection - Here the Direct Debit is collected over a fixed term (3,6,12 etc Months):

- Choose the option Regular Collection
- Enter the date of regular collection
- Enter the amount
- Enter the frequency Monthly, Quarterly, Biannually, Annually, Weekly, Four Weekly
- Highlight the option "Fixed"
- Enter the number of regular payments (3,6,9,12 etc)
- Click submit
- The fixed collection schedule is now added

Regular Collection details	 The very First Collection date for an account must be at least 6 banking days after the account setup date.
Regular Collection Date 22/10/2019 Regular Collection Amount 25.99 Regular Frequency Monthly Fixed Continuous O Number Of Regular Collections 12	 Subsequent Collections for an account must be at least 3 banking days from today. Collection Date must be within 13 months from today. For Regular Collections with Continuous option checked, there are no fixed end dates. The Collections continue until they are manually cancelled. Regular Collection Date must be between the 1st and 28th day inclusive.
Submi	t Cancel

Single Collection, Then Regular Collections: This option will allow you to set up the first collection date or amount that is different to the ongoing collection schedule either for regular collections or a fixed term collection schedule.



15 | Page www.landz.co.uk Regular Collections the first date or amount different to the ongoing collection schedule:

- Click "Single collection, then Regular Collections"
- Enter the date of the first collection
- Enter the amount of the first collection
- Then enter the regular collection date
- Enter the regular collection amount
- Enter the frequency Monthly, Quarterly, Biannually, Annually, Weekly, Four Weekly
- Highlight "Fixed"
- Click the option continuous
- Click submit

 The first collection date for an account must be at least 6 banking days after the account setup date.
 The first collection date for an account must be at least 6 banking days after the account setup date.
 The first collection date for an account must be at least 6 banking days after the account setup date.
 Subsequent collections for an account must be at least 6 banking days from today.
 This means the earliest date you can use for First collection is -
23/03/2020
 Collection date must be within 13 months from today. Single Collections can occur on any day of the month
single concettoris can occar on any day of the month.
 Subsequent payments must occur at least 7 banking days after the First Payment.
This means the earliest date you can use for Regular collection is - 01/04/2020
 For Regular collections with the continuous option, there are no fixed and dates. The collections will continue until they are cancelled.
 Regular collection date must be between the 1st and 28th day
inclusive.

Fixed Collection Schedule: this option will also allow the first date or amount to be different to the ongoing fixed collection schedule:

- Click on the option "Single Collection, the Regular Collections
- Enter the date of the first collection in "First Collection Details"
- Enter the amount of the first collection
- Then enter the regular collection date (date of set ongoing collection)
- Enter the frequency Monthly, Quarterly, Biannually, Annually, Weekly, Four Weekly
- Enter the regular collection amount
- Click the option fixed
- Enter the number of fixed payments (3,6,12 months etc)
- Click submit



First Collection details	 The very First Collection date for an account must be at le banking days after the account setup date. 	east 6
First Collection Date	 Subsequent Collections for an account must be at least 3 banking days from today. 	
21/10/2019	Collection Date must be within 13 months from today.	
First Collection Amount	• Single collections can occur on any day of the month.	
66.52		
Regular Collection details	 For Regular Collections with Continuous option checked, are no fixed end dates. The Collections continue until they manually capcelled 	:here / are
Regular Collection Date	Regular Collection Date must be between the 1st and 28th	n day
22/10/2019	inclusive.	
Regular Collection Amount		
60.55		
Regular Frequency		
Monthly	~	
Fixed Continuous O		
Humber Of Regular Collections		
10	×	
\sim \sim		

Cancelling a Collection Schedule(s):

If a collection schedule has been set in error or an amount or date needs to be changed, you are unable to amend the date or amount of an existing collection schedule, it will need to be cancelled and a new collection schedule re set up.

You can use the drop down where it says "Status" at the top of this page to view different collection schedules

To cancel simply go to the collection schedules in the customer(s) account, locate the collection schedule you need to change or cancel and then click cancel.

					(Custo	mer D	eta	il					
	Custome	r details		Co	llection Sche	edules			Collections			Acc	count History	
Show 10 \vee entries Copy	Statu: Any Inact Activ Com	ive e elled pleted			Add Coll	Search:	ule			Showing 1 to	First	Previou	IS Next	Last
CA Ref 🔺	First Othe Payment ⊽ Amount£	r Payment Date	Regular Payment ↓ Amount £	Regular Payment 🖨 Start Date	Regular Payment 🖨 Day	Regular Payment 🖨 Frequency	Number Of Regular 🖨 Payments	Status 븆	Next Payment 🖨 Date	Next Payment 🖨 Amount £	Last Payment 🔶 Date	Last Amount 🖨 £	Number Of Payments Received	Cancel 🗘
14920167	10.00	13/12/2019	15.00	14/12/2019		Today		Active	13/12/2019	10.00		0.00	0	Cancel

This message box will appear, and you **must** input a reason why you would like to cancel the collection schedule then press submit. If no message is inputted and submit is pressed the collection schedule will not be cancelled.

Delete Confirmation	×	
You are about to Cancel a Collection Schedule. Do you want to procee Reason to Cancel : Submit	ed?	

You are now able to re set up a new collection schedule.



If you cancel the collection schedule and it has been done less than 2 working days before the collection is due this message will appear:



Account Suspension & Stopping Collections

If a customer(s) no longer wishes for payments to be collected via direct debit and their account needs to be closed you will need to suspend their account.

To do this access the customer(s) account click "Edit Account Details" and then the tab "Suspend Customer" will be visible:

Cancel Edit Save Details	Suspend Customer nation		
Customer Reference	4000:0000005052	Status	ACTIVE
Customer Account Name *	Mr Adam Baldwin	Setup Date	15/02/2018
Company Number		Inactive Date	

Once "Suspend Customer" has been a clicked a message box will appear for which you must input a reason why the account should be suspended then click "yes"

Customer Suspend Confirmation	:
You are about to Suspend a Customer. Do you want to proceed? Reason to Suspend :]
Yes No	

When yes has been clicked at the top it will then state "Customer Suspended Successful" and the status of the customer account has changed to "Suspended":



×

cel Edit Reinstate	Lustomer		
Account infor	mation		
Customer	4000:000005052	Status	SUSPENDED
Poforonco			
Reference			
Customer Account	Mr Adam Baldwin	Setup Date	15/02/2018
Customer Account Name *	Mr Adam Baldwin	Setup Date	15/02/2018

Suspended Customer Accounts and how to Reactivate:

When you view a customer(s) account and it states "Suspended" in the status box this is advising the account is on hold and no further payment will be collected until the "Suspended" status has been removed. To view the reason why an account is suspended, go to "Account History" and it will state why the customer account is suspended. If you are unsure about the reason either click the "Help" tab at the top of the page and go to either Failed Collection Reason Codes or BACS reason Codes.

Account information	on		
Customer Reference	4000:JHC7600	Status	SUSPENDED
Customer Account Name *	Mrs Anne Paines	Setup Date	15/05/2019
Company Number		Inactive Date	30/09/2019

To reactive a suspended account to ensure the collection schedule continues or to set a one-off collection schedule to recover the missed payment:

- Click Edit the Customer Details tab in the customer(s) account
- If you need to update any of your customers information you can do so when you click Edit Customer Details
- Click reinstate customer
- A message box will appear you must input a message otherwise the account will not be reinstated

Customer Reinstate Confirmation	<
You are about to Reinstate a Customer. Do you want to proceed? Reason to Reinstate :	
Yes No	

• Click update and the account will be reactivated and ready to start collecting again and this message appear at the top of the page "Customer Reinstate Successful"

Customer Details	Collection Schedules	Collections	Account History
Customer Reinstate Successful.			



PLEASE NOTE: Accounts will no longer go into the "Pending Table" where you are required to wait for the reinstate to be removed by London & Zurich, it will be active once you have reinstated the account yourselves. You will need to ensure Account History is checked to confirm why the customer(s) account has been suspended and what is required to remove the suspend.

Upload Customers & Collections

This is where you can do a bulk upload of customer(s) information (this does not include direct debit payments) in the text file format stated, saving you time adding individual customer(s) to the portal.

Once the Text file has been saved, upload on to the system by clicking browse and then click load and the system will then automatically add those customers in the text file to the system.

The file format for the text file is as follows, any columns that state Yes is a requirement and the information is needed otherwise the file will not be uploaded.

When the file is uploaded if any errors you will see which line has an error and it will have not been uploaded. The remaining correct customers will be uploaded. You then only need to amend the original file with the amendments and re upload. This will not upload any duplicate customer(s) only the customer(s) that have not be uploaded originally.

File Format Definition		
Name	Туре	Required?
Reference	Text (6-10)	Yes
Customer Name	Text (200)	Yes
Contact Name	Text (40)	Yes
Address Line 1	Text (50)	Yes
Address Line 2	Text (50)	No
Address Line 3	Text (50)	No
Address Line 4	Text (50)	No
Postcode	Text (8)	Yes
Telephone	Text (14)	Yes
Email Address	Text (200)	No
Debit Name	Text (18)	Yes
Account Sortcode	Text (6)	Yes
Account Number	Text (8)	Yes



Upload Collections:

This can be found in the Collections Section on the L&Z portal

This upload can be used if you have variable payments (changeable each month) for your customer(s) on a regular basis then a text file can be uploaded in the format defined –

12345ABC,Fred Bloggs Ltd,123.99,0,01/06/2018 (Customer DDI Reference, Name, Dummy Field, Amount, Date of Collection)

Once the file has been created, the file should be uploaded through the L&Z website (Upload Collections) for processing, we require the file at least **6** working days before the collection date and only **3** working days if London & Zurich **ARE NOT** sending the advance notices on your behalf to your customers.

To upload the file click "Browse" attach the file and then click "Upload Collections" if the file has any errors and is unable to upload you will see error messages that require to be corrected and the file will then need to be re uploaded.

	Upload Colle	ctions
You can add a number of single variable co	ellections to the system for existing customers using the file upload provided below.	
The file format does not require the header	rs, just the data. The required format of the file contents is outlined at the bottom of t	he page or click here to download:
Download File Format		
To download a file with selecting one or mo	ore your existing active customers on the system please use this file format and popul	ate the amounts required to be collected, date of collection. Please ensure only one collection date is in the file
and not multiple :		
Download File Format with Customers		
File Name :Please do not include your grou	up number or date of collection in the file name this information will be obtained from	n the file you have submitted. You can either use the name of your company or an alternative title for the nam
your collection file.		
Earliest available Collection Date : 06/10/20	121	
Choose file No file chosen		Upload Collections
File Format Definition		
Field Name	Туре	Example
Reference	Text	12345ABC
Name	Text (18)	Fred Bloggs Ltd
Amount	decimal	123.99
Dummy Field	Number	Always 0
CollectionDate	date (dd/MM/yyyy)	02/10/2021
The numbers above are the minimum-ma The text file needs to be comma seperated All values are required.	ximum length of the values within the file eg (6-10) means minimum of 6 and a maxin d and contains no blank line. If non-alphanumeric characters are requirest, string valu	num of 10 characters. es can be wrapped in double quotes (").
Examples:		
12345ABC,Fred Bloggs Ltd,123.99,0,30/09/	/2021	
12345ABD,"Bloggs, Fred",122.99.0.02/10/2	2021	

There is functionality in this section for an empty file to be downloaded for you to populate with your customers information manually:

The file format does not require the headers, just the data. The required format of the file contents is outlined at the bottom of the page or click here to download:

 Download File Format

 Download File Format

If this information is not contained the file will not be uploaded :

12345ABC, Fred Bloggs Ltd, 123.99, 0, 01/06/2018 (Customer DDI Reference, Name, Dummy Field, Amount, Date of Collection)

You will need to ensure all this information is populated in this file to be uploaded successfully and then do a Save As in the format CSV (Comma Delimited) (*.csv):



21 | Page www.landz.co.uk If you require a file with all your live customer information, please use the "Download File Format with Customers"

To download a file with selecting one or more yo and not waitiple : Download File Format with Customers

You will then see a box pop up with all your Live customer(s) on the L&Z portal, Choose the collection date and that date will then be populated in the file once downloaded, select the customer(s) you wish to be added for a collection on the desired date you have selected by clicking on the line and then click download once you have selected all your customers. Open the file downloaded and only populate the amount you wish to collect for each customer via Direct Debit. To save the file click Save as and save in the format CSV (Comma Delimited) (*.csv). You do not need to add your group number or date of collection in the file name when saving, the system will automatically generate that information.

Select one or more Customers :		×
Select one or more Customer by clicking one Collection Date to populate it in the file.If no in the file manually. Collection Date:	e on the line and click twice to deselec collection date selected please ensure Previous Next Last	t. Select the e date is populated
Customer Id	Client Name	
4000:000045	Paul Baker	
4000:000370	Domino UK Ltd	
4000:002143	Argyle Energy	
4000:002208	Allen Associates	
4000:002291	Berg Design Ltd	
4000:002836	Peacock Technology	
4000:003131	Stirling Internet	
4000:003166	NV Resourcing Ltd	
4000:003280	Talking Mats	
4000:003670	Mark Kummerer	

Once the file has been saved upload the file on the L&Z portal and once uploaded successfully you will see this page pop up if validation is Ok and green and the status of the file is process successful the file is ready for collection on your due date and there is nothing further you need to do:



					Col	lection	File	Uploa	ad Rep	oonse	
File Id:		File Name: 4000_202	211012_Collect	ionUpload_2809	92021 (4).csv		(Status: Process Succ	essful)	
Show Se 10 Controls Showing 1 to 3	earch: 3 of 3 entries		First P	revious Next	Last	Copy CSV Excel	I PDF				
Customer Ref	Customer 🔶 Name	Billing Amount \$ £	Collecion Date	Has Processed	Collection Id	Validation					¢
4000:002208	Allen Associates	66.00	12/10/2021	Yes	6796364	Ok)				
4000:000370	Domino UK Ltd	95.00	12/10/2021	Yes	6796363	Ok					
4000:000045	Paul Baker	55.00	12/10/2021	Yes	6796362	Ok					

If the validation check fails you will see a message advising of the error, the whole file has not been uploaded and you will need to make any relevant amendments and re upload.

If the validation check fails you will see a message advising of the error, the whole file has not been uploaded and you will need to make any relevant amendments and re upload

					Collection File Upload Reponse
File Id:		File Name: Collection	nUpload_2809	2021 (5).csv	Status: Process Failed
Show Sector Sect	earch: 1 of 1 entries		First	Next	lext Last Copy CSV Excel PDF
Customer _♦ Ref	Customer _♦ Name	Billing Amount ≑ £	Collecion _♦ Date	Has Processed ♥	♦ Collection ♦ Validation ♦
4000:000370	Domino UK Ltd	95.00	13/10/2021	No	Invalid Collection Date

Upload Collection Schedules:

Here you are able to add numerous collection schedules to the system for existing customer(s) using the text file upload format, removing the requirement to go into individual customer(s) accounts and setting up individual collection schedules.

The required format is:

CustomerRef,FirstCollectionDate,FirstCollectionAmount,RegularCollectionDate,RegularCollectionAmount,RegularFrequency,NumberOfRegularCollections 4000:12345ABC,,,21/12/2019,25.00,Monthly, (If any columns do not require any information please input a comma 12345ABC,,,21/12/2019) 4000:21345ABC,21/12/2019,20.00,24/12/2019,15.00,0,12

Once the text file has been populated upload the file and then click "Validate File Data" this is to ensure the data is in the correct format and there are no errors before the upload is completed.

Upload Collection Schedules use an add a number of Collection Schedules to the system for existing customers using the file upload provided below. use an add a number of Collection Schedules of Balled in the population, which enables Schedule creation if all data is valid. use and in the bottom of the pathers use and in the bottom of the pathers Use and the bottom of the pathers Select File Name to load existing data: use and the file Collection Date First Collection Amount Regular Collection Oate Regular Collection Amount Regular Collection Collection Amount Regular Collection Amount Regular Collection Amount Regular Collection Collection Amount Regular Collection Collection Collection Amount Regular Collection Collection Amount Regular Collection Schedule Regular Collection Amount Reg			
u an add a number of Collection Schedules to the system for existing customers using the file upload provided below. e validation results of the file imposited to the topowind/w, which enables Schedule creation if all data is valid, e required format of the the contents is outlined at the bottom of the page Bowse Validate File Data Select File Name to load existing data: Select File Name to load existing data Select File Of Mile Name Select File Name to load existing data Select File Name to load existing data Select File Of Name Select File Name to load existing data Select File Of Name Select File Of Name Select File Of Of Name Select File Of Of Name 			Upload Collection Schedules
Select File Name to load existing data: roup No[customerRef[Schedule Id]First Collection Date [First Collection Date [Regular Collection Date [Regular Collection Amount [Regular Frequency]Number Of Regular Collections File Format Definition Field Name Text (11-15) 4000:12345ABC CustomerRef(With Group Number) tegular CollectionDate 40et (ad/MM/yyyy) 01/06/2018 tegular CollectionAmount 40et (ad/MM/yyyy) 10/06 (cuttonAmount) <td>You can add a number of Collection Schedu The validation results of the file import with The required format of the file contents is o Browse</td> <td>les to the system for existing ac detailed in the pop window utlined at the bottom of the p Validate File Data</td> <td>customers using the file upload provided below. , which enables Schedule creation if all data is valid.</td>	You can add a number of Collection Schedu The validation results of the file import with The required format of the file contents is o Browse	les to the system for existing ac detailed in the pop window utlined at the bottom of the p Validate File Data	customers using the file upload provided below. , which enables Schedule creation if all data is valid.
roup No[customerRef[Schedule Id[First Collection Date [First Collection Date [Regular Collection Date [Regular Collection Amount [Regular Frequency [Number Of Regular Collection] File Format Definition File Format Definition File Format Definition File Format Definition Total Collection Date Total (11-15) 4000:12345ABC Colspan="2">Colspan="2"Colspan	Select File Name to load existing data :	Select File Name	v
File Format Definition Ype Image: Part of the Second Seco	Group No CustomerRef Schedule Id First	Collection Date First Collect	tion Amount Regular Collection Date Regular Collection Amount Regular Frequency Number Of Regular Collections
Field NameTypeRampleCustomerRef(With Group Number)Text (11-15)4000:12345ABCVistocollectionDatedate (dd/MM/yyyy)01/06/2018VistocollectionDatedate (dd/MM/yyyy)123.99VistocollectionAmountdecimal123.99VistocollectionAmountdecimal123.99VistocollectionAmountdecimal123.99VistocollectionAmountumber or TextMonthy = 1, Quarterly = 3, Biannually = 6, Annually = 12, Weekly = 101, Biweekly = 102, FourWeekly = 104VumberOfRegularCollectionsNumberProvide this field for Contineous Regular Collection Schedulevistorers above are the minimum-maximum length of the values within the file eg (11-15) means minimum of 11 and a maximum of 15 characters. te text file needs to be comma seperated. String values can be wrapped in double quotes (7). rst line of file must be column headers, white-subject form belows: subject form belows: subject form belows: subject form belows: subject form belows: subject for below: subject for below: sub	File Format Definition		
CustomerRef(With Group Number) Text (11-15) 4000:12345ABC Girst Collection Date date (dd/MM/yyyy) 0/06/2018 Girst Collection Amount decimal 123.99 degular Collection Amount umber or Text Monthy = 1, Quarterly = 3, Biannually = 6, Annually = 12, Weekly = 102, FourWeekly = 104 Vumber Of Regular Collections Number or Text Monthy = 1, Quarterly = 3, Biannually = 6, Annually = 12, Weekly = 102, FourWeekly = 104 Number Of Regular Collections Number or Text Number or Text Number or Text Number of Regular Collections Number or Text Number or Text Number or Text Number of Regular Collections Number or Text Number or Text Number or Text Number of Regular Collections Strip = Values context with the file eg (11-15) means minimum of 11 and a maximum of 15 characters. Strip = Values context with the Strip = Values context withe Strip = Values context with the Strip = Values context with the	Field Name	Туре	Example
Airs Collection Date de (d/MM/yyy) 0/06/2018 Airs Collection Amount de cimal 123.99 Airs Collection Amount de (d/MM/yyy) 0/06/2018 Airs Collection Amount Mumber Or Exercition Amount Second Sec	CustomerRef(With Group Number)	Text (11-15)	4000:12345ABC
accman accman 32.39 accual collection Date acte (dA/MM/yyyy) 01/06/2018 begular Collection Amount accman 32.39 begular Collection Amount accman 32.39 begular Collection Amount accman 32.39 begular Collection Amount bumber on Texma Monthy = 1, Quarterly = 3, Biannually = 6, Annually = 12, Weekly = 102, FourWeekly = 102, FourWeekly = 102, FourWeekly = 104, FourWeekly =	FirstCollectionDate	date (dd/MM/yyyy)	01/06/2018
RegularCollectionDate det (dd/MMyyyy) 0/06/2018 RegularCollectionAmount decimal 13.9 tegularFrequency Number or Texu Monthy = 1, Quarterly = 3, Biannually = 6, Annually = 12, Weekly = 102, FourWeekly = 104, FourWeekly =	FirstCollectionAmount	decimal	123.99
RegularCollectionAmount decimal 123.99 RegularFrequency Number or Texa Monthy 1, Quarterly = 3, Biannually = 6, Annually = 12, Weekly = 101, Biweekly = 102, FourWeekly = 104 NumberOfRegularCollections Number Provide this field for Contineous Regular Collection Schedule he numbers above are the minimum-maximum-tergth of the values with the file eg (11-15) means minimum of 11 and a maximum of 15 characters. He number above are the minimum-maximum of the values can be wrapped in ubube quotes ("). rst line office must be comma seperated. String values can be wrapped in ubube quotes ("). He number above are the minimum-maximum of 15 characters. ustomerRef.FristCollectionDate.FirstC	RegularCollectionDate	date (dd/MM/yyyy)	01/06/2018
Number of Texu Number of Texu Monthly = 1, Quarterly = 3, Biannually = 12, Weekly = 101, Biweekly = 102, FourWeekly = 104 Number of RegularCollections Number Provide this field for Contineous Regular Collection Schedule	RegularCollectionAmount	decimal	123.99
Number Of Regular Collections Number Provide this field for Contineous Regular Collection Schedule he numbers above are the minimum-maximum length of the values within the file eg (11-15) means minimum of 11 and a maximum of 15 characters. he text file needs to be comma seperated. String values can be wrapped in double quotes ("). rst line of file must be column headers, which can be copied from below example. ustomer Ref, FirstCollectionDate,FirstCollectionAmount,RegularCollectionAmount,RegularFrequency,NumberOfRegularCollections 100:12345ABC,_21/12/2019,25.00,Monthly,	RegularFrequency	Number or Text	Monthly = 1, Quarterly = 3, Biannually = 6, Annually = 12, Weekly = 101, Biweekly = 102, FourWeekly = 104
he numbers above are the minimum-maximum length of the values within the file eg (11-15) means minimum of 11 and a maximum of 15 characters. he text file needs to be comma seperated. String values can be wrapped in double quotes ("). rst line of file must be column headers, which can be copied from below example. vamples: ustomerRef,FirstCollectionDate,FirstCollectionAmount,RegularCollectionDate,RegularCollectionAmount,RegularFrequency,NumberOfRegularCollections 200:12345ABC21/12/2019,25.00,Monthly,	NumberOfRegularCollections	Number	Provide this field for Contineous Regular Collection Schedule
xamples: ustomerRef,FirstCollectionDate,FirstCollectionAmount,RegularCollectionDate,RegularCollectionAmount,RegularFrequency,NumberOfRegularCollections 300:12345ABC,21/12/2019,25.00,Monthly,	The numbers above are the minimum-max The text file needs to be comma seperated First line of file must be column headers, w	timum length of the values wi . String values can be wrappe rhich can be copied from belo	thin the file eg (11-15) means minimum of 11 and a maximum of 15 characters. d in double quotes ("). w example.
ustomerRef,FirstCollectionDate,FirstCollectionAmount,RegularCollectionDate,RegularCollectionAmount,RegularFrequency,NumberOfRegularCollections 300:12345ABC,21/12/2019,25.00,Monthly,	Examples:		
000:12345ABC.,,21/12/2019,25.00,Monthly,	CustomerRef,FirstCollectionDate,FirstColle	ctionAmount,RegularCollectio	nDate,RegularCollectionAmount,RegularFrequency,NumberOfRegularCollections
· · · · · · · · · · · · · · · · · · ·	4000:12345ABC,,,21/12/2019,25.00,Monthl	V,	
JUD / 134548C / 1/1 / / / U19 / U10 / 4/1 / / / U19 15 UU 1 12	4000-213454BC 21/12/2019 20 00 24/12/20	,. 019 15 00 1 12	

If the collection schedule file has been uploaded incorrectly this screen will appear and you can see that the "Create Schedules" button is greyed out, so you are unable to upload the collection schedules:

				Col	llecti	on So	chedu	ule \	/alidation Response				×
Create S Show 10 ~ entries	chedules	Print				Showing 1 to	Sea	arch:		First	Previous	Next	Last
Group 🔺 No	Account Ref	First Collection \$ Amount £	First Collection \$ Date	Regular Collection \$ Amount £	Regular Collection 🖨 Date	Regular Frequency 🕈	Number Of ¢ Collections	Success 🖨	Error Message				
4000 4000	4000:test1256	0.00	17/12/2019	25.00 15.00	17/12/2019 16/12/2019	Monthly Monthly	12	true false	The first collection date must be before the intial regular collection date				

If the collection schedule upload is correct and there are no errors the "Create Schedules" button is blue, and you can click this to finish the upload:

				Co	lecti	on So	chedu	ıle \	/alid	tion Response				×
Create Show 10 ~ entries	Schedules						Sea	arch:			First	Previous	Next	Last
сору	CSV Excer	Print				Showing 1 to	2 of 2 entries							
Group _ No	Account 🔶 Ref	First Collection 🖨 Amount £	First Collection \$ Date	Regular Collection ≑ Amount £	Regular Collection \$ Date	Regular Frequency ♦	Number Of ÷ Collections	Success 🖨	Error Message ♦					
4000	4000:test1256	0.00		25.00	17/12/2019	Monthly		true						
4000	4000:test1256	20.00	17/12/2019	15.00	19/12/2019	Monthly	12	true						

Once the collection schedule file has been uploaded successfully you will then see at the top of the page this message:



24 | P a g e www.landz.co.uk



If at any point you require to view the previous collection schedules you have uploaded use the drop down next to "Select File Name to Load Existing Data":

Select File	Name to load	existing data :	4000CollSchedu	ile5 V						
Show								Search:		
10 🗸										
entries										
Group No 🔺	CustomerRef 븆	FirstCollectionDate 🖨	FirstCollectionAmount 🖨	RegularCollectionDate 븆	RegularCollectionAmount 🖨	RegularFrequency 븆	NumberOfRegularCollections 🖨			
4000	4000:test1256				12/12/2019	25	Monthly			
4000	4000:test1256		12/12/2019	20	14/12/2019	15	Monthly			
Showing 1 to 2	2 of 2 entries							Previous	1	Next

Collection Upload History:

This section you are able to view any previous files uploaded, which customers are contained in that file and to also cancel a complete file if requires to be cancelled.

To view the customers in the file uploaded click on the file name:

				Co	llection	File Upl	oad H	istor	У		
Date F	rom: 01/09/	2021 Date To: 28/09/2021 Search	Cancel	l							
Show 10 ~ entries Date Ra	Search:	First Previous Next /09/2021 To 28/09/2021 Showing 1 to 3 of 3	entries	Copy CSV Excel	PDF d 3 days before the Colle	ction Date.					
						Data Loaded					
File $\operatorname{Id}_{\nabla}$	Upload Date 🖨	File Name 🔶	ClientId 🖨	Collection Date 븆	Collections Amount 🖨	Collections Count 🖨	Process Date 🖨	User Name 🖨	Status 🖨	Cancel 🝦	
18235	28/09/2021	4000_20211012_CollectionUpload_28092021 (4).csv	4000	12/10/2021	216.00	3	28/09/2021	Training	Scheduled	Cancel File	
18234	27/09/2021	4000_20211005_CollectionUpload_27092021 (1).csv	4000	05/10/2021	0.78	3	27/09/2021	Training	Scheduled	Cancel File	
18233	06/09/2021	4000 SellectionUpload-24082021 (1).csv(test).csv	4000		0.00			Training	Uploaded	Cancel File	

You will then see all the information regarding that file:

File Name:					Billing File Upload Details												
4000_20211012_Collectio	nUpload_28092021	(4).csv		Upload Date: 28/09/2021	Process Date: 28/09/2021	Collection Date: 12/10/2021	Status: Scheduled										
Collection Amount: 216 First P	revious Next 1	ast Copy C	V Excel PDF]													
ries tomer Name 🗣 🛛 Billing Amount £ 4	Collecion Date 🕏	Has Processed 🛊	Collection Id 🖨	Status 🕏													
Associates 66.00	12/10/2021 12/10/2021	Yes Yes	6796364 6796363	Active Active													
	Collection Amount: 216 ies mount kierne \$ Annount kierne \$ Annount kierne \$ mount kierne \$ Annount kierne \$	Collection Amount: 216 First: Previous Neet 1 Nes amor Name	Noncentral of the control of	Execution First Previous Hest Last Cire Previous Mod 165 Immer Name II Immer Name III Calification Date III Test Calification 10 III 165 Immer Name IIII Emiliary Annuale E.IIIIIII Calification Date IIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIII	Ended and Milling Annualit Callection Status Callection in M Status Statu	Notice East Complexity Net Last Complexity Net Net	Collection Amount: Collection Amount: 216 Text: Previous Res: East Collection Amount: 1 First: Previous Res: East Collection Amount: 1 First: Previous Res: Collection Amount: East Collection Amount: 1 First: Previous Res: Collection Amount: East Collection Amount: 1 First: Previous Res: Collection Amount: East Collection Amount: 1 Statum \$ Amount: £ \$ Collection Data \$ Collection Adv Collection Adv Statum \$ Associates 66:00 12/10/2021 Yes: Statum \$ Another Statum \$ 55:00 12/10/2021 Yes: 6795552 Active	Notice and the second									

To Cancel a file that has been uploaded successfully this can only be done 3 clear working days before the date of collection, Click cancel file and the file is now cancelled. You cannot cancel



individual customers in that file, to do this you will need to locate their individual account via the portal and cancel the collection schedule.

Reports

When reports are clicked on the left-hand Sidebar it will list these reports visible for you to access for which all are exportable in excel, CSV and XMLS:

Report	5	
	Collections	
	Failed Collections	
	Indemnity Claims	
	Collections CSV	
	Summary Of Payment Activity And Schedule	
	Collections Schedule	
	Schedules Near Completion	
	Payments	

Collections:

This report will show in the date range you have stated which customer(s) payments have failed, have been successful, unprocessed and any indemnity claims. This will also provide information regarding collection dates, frequency of collection, amount of collection and the date the schedule has been set up. At the top of the report under the date selection this will provide you with the totals collected, failed, indemnity claims and unprocessed amounts for the date range stated.



					C	ollecti	ons					
	Date From	1: 22/02/201	7	Date To:	09/01/2020	Search		Cancel				
Success Amount 91034	£ ♦ Success Count ♦ 1.27 6868	Failed Amount	Failed	Count 🔶 Indemni	2160.00	emnity Count 🔷 Unj	processed Amount £ \$	Unprocessed	Count 🔷			
Show 10 ~ entries Copy CSV	Excel Print	Collection Stat All Successful Failed Unprocessed Indemnity	Collec	Se	arch: ge From 22/02/	2017 To 09/01/20	020	Showing	First Previo	Next	Last	
Loadin Customer Ref	g Data Customer Name	Collection Id	Amount £	Submission Date	Collection Date	Settlement Date	Collection Status	Schedule Id	Payment Frequency	Schedule Status	Schedule Setup	Payments \$
4000:364ACO001	Mrs Roselle Ragin	15343040	40.68	01/03/2017	03/03/2017	09/03/2017	Successful	11929995				
4000:364ACO001	Mrs Roselle Ragin	15343539	40.68	31/03/2017	04/04/2017	10/04/2017	Successful	11929996				
4000:364ACR002	Ms Isidra Igoe	15343041	191.24	01/03/2017	03/03/2017	09/03/2017	Successful	11930071				
4000:364ACT001	Miss Felipa Filer	15343042	192.25	01/03/2017	03/03/2017	09/03/2017	Successful	11930160				
4000:364AFU001	Ms Vincenza Vasser	15343043	74.60	01/03/2017	03/03/2017	09/03/2017	Successful	11930265				
4000:364AKL001	Mrs Shirlee Streight	15343044	135.63	01/03/2017	03/03/2017	09/03/2017	Successful	11930343				
4000:364ALL001	Ms Kathaleen Kile	15343045	439.69	01/03/2017	03/03/2017	09/03/2017	Successful	11930409				
4000:364AMA002	Dr Chun Cleek	15343046	149.19	01/03/2017	03/03/2017	09/03/2017	Successful	11930471				
4000:364AR/001	Mrs Ofelia Oboyle	15343047	12.20	01/03/2017	03/03/2017	09/03/2017	Successful	11930571				
4000:364ATL001	Dr Joslyn Juckett	15343048	99.68	01/03/2017	03/03/2017	09/03/2017	Successful	11930656				

Failed Collections:

This report will show once a date range is stated which customer(s) payment have failed, the date of failure, amount of failure and the reason why the payment has failed. Input the date range of data you would like to view then click search, this report will then list all your failures in the date range stated.

				Faile	d Col	lections					
	Date Fror	m: 03/01/2017	Date To	05/12/2018	Sea	rch	Cancel				
Show 10 ~ entries				Sea	arch:				First	ious Nex	Last
Copy	Excel Print		Collections Date	Range From 03/01/2	2017 To 05/12	2/2018	Showing 1	to 10 of 83 entrie	15		
					Data Loa	ded					
Customer Ref 🔺	Account Name 🔶	Contact Name	Telephone Number 🔷	Email 🔶	Collection Id 🖨	Failure Notification Date 🖨	Paid Date 🖨	Reason Code 🖨	Reason Description 🖨	Amount £ 🖨	
4000:364ARI001	Mrs Ofelia Oboyle	Mrs Ofelia Oboyle	0149938475	wltnjgou@eyhbw.com	15347273	02/11/2017	03/11/2017	1	Instruction cancelled	12.20	
4000:364BEN001	Mrs Malissa Maring	Mrs Malissa Maring	0121659244	powsmyqj@kqfvkvl.com	15343550	05/04/2017	06/04/2017	1	Instruction cancelled	71.21	
4000:364LON002	Ms Fransisca Sylvia	Ms Fransisca Sylvia	0163381878	gcxlsgk@drxod.com	15344118	03/05/2017	04/05/2017	0	Refer to Payer	118.67	
4000:364ORE001	Mrs Nicolasa Holtz	Mrs Nicolasa Holtz	0137291736	wltbwujb@vkdw.com	15344139	03/05/2017	04/05/2017	0	Refer to Payer	74.60	
4000:364ORE001	Mrs Nicolasa Holtz	Mrs Nicolasa Holtz	0137291736	wltbwujb@vkdw.com	15344661	02/06/2017	03/06/2017	0	Refer to Payer	74.60	
4000:364ORE001	Mrs Nicolasa Holtz	Mrs Nicolasa Holtz	0137291736	wltbwujb@vkdw.com	15346258	01/09/2017	02/09/2017	0	Refer to Payer	74.60	
4000:364ORE001	Mrs Nicolasa Holtz	Mrs Nicolasa Holtz	0137291736	witbwujb@vkdw.com	15347360	02/11/2017	03/11/2017	1	Instruction cancelled	74.60	
4000:364PUT001	Ms Petra Baginski	Ms Petra Baginski	0197842368	hugsp@bmxmkxn.com	15343151	04/03/2017	07/03/2017	0	Refer to Payer	37.82	
4000:364PUT001	Ms Petra Baginski	Ms Petra Baginski	0197842368	hugsp@bmxmkxn.com	15345191	04/07/2017	05/07/2017	0	Refer to Payer	37.82	
4000:3645HA009	Mrs Lizzie Dyar	Mrs Lizzle Dyar	0100278324	ywipbkmx@abhynkr.com	15345739	02/08/2017	03/08/2017	2	Payer deceased	196.56	

if further help is required to understand the reason why the customer(s) payment has failed please click the "Help" tab at the top of the page and you will see 3 subcategories. Go to Failed Collection Reason Codes and this will provide you with a list and explanation of the failures

Help - General Failed Collection Reason Codes

BACS Reason Codes



Unpaid 🔺 Code	Reason 🔶	Circumstances 🔶	Special Instruction / Information
0	Refer To Payer	A payer's bank is not in a position to pay the direct debit; (for some reason other than the exception below). OR The service of a Garnishee Order or Arrestment on the payer's account, his bankruptcy, liquidation or appointment of receiver	Service user may represent up to one month from original processing day - it is recommended that the payer is notified of this 5 working days in advance of the representation Service user will need to establish from the payer the reason for non-payment and likelihood of payment upon representation
1	Instruction Cancelled	Instruction cancelled by payer or his bank	Service user must liase with payer to agree the payment method for collection of any outstanding funds
2	Payer Deceased		
3	Account Transferred	Account transferred to a new bank or building society	First check you have been notified of the new bank details, if not you must obtain a new DDI from the payer. Collection must be suspended until a new DD is set up and advance notice is issued to the payer
4	Advance Notice Disputed	Payer disputes time, amount or frequency of advance notice and has requested single payment to be countermanded	Service user should not collect further Direct Debits until it has resolved the dispute with the payer
5	No Account (OR wrong account type)	Account Number is not recognised at the paying bank	Service user should check DDI information and/or lialse with payer and if appropriate obtain new instruction
6	No Instruction	No instruction held with paying bank	Service user should check DDI information and/or liaise with payer and if appropriate obtain new instruction
7	Amount Differs	Payer states the amount of the Direct Debit differs from the amount in any existing fixed instruction or advance notice to payer	Service user should not collect further Direct Debits until it has resolved the dispute with the payer
8	Amount Not Yet Paid	Payer states date of debiting is in advance of the dure date specified in any existing fixed DDI or advance notice to the payer. AUDDIS service users only - it is less than 2 working days since the DDI was lodged	Service user should not collect further Direct Debits until it has resolved the dispute with the payer
9	Presentation Overdue	Payer stats date of presentation is more than 3 working days after due date on fixed DDI or advance notice to payer OR Re-presentation of Unpaid Direct Debit is more than one month from original Direct Debit processing day	Service user must give further advance notice to the payer before Direct Debit is collected
A	Service User Differs	Identity of serivce user differs from DDI	
в	Account Closed	Payer has closed their account for an unknown reason	If the Direct Debit is to continue then service user must obtain a new DDI for a different/new account
I.	Indemnity Claim		

Indemnity Claims:

This report will provide you with information about any indemnity claims that have been made by your customer(s). It will provide you with the customer(s) reference, the Indemnity reference, the reason for the claim – description, amount and the date it was paid out.

					Indemr	nity C	laims						
Show					Search:					First	Previous	Next	
entries													
Copy CSV	Excel Print					Data Landad		Sho	owing 1 to 10 of 26	entries			
						Jata Loaded							_
Customer Ref 📥	Indemnity Claim Id 🔷	Discovered Date 🔷	Date Paid 🖨	Reason Code 🖨	Reason Description 🔶	Amount £ 🖨							
4000:364FOR003	557548	05/05/2016	05/05/2016	I	Unknown	372.60							
4000:364FOR003	557549	05/05/2016	05/05/2016	1	Unknown	30.00							
4000:364FOR003	557550	05/05/2016	05/05/2016	I	Unknown	372.60							
4000:364FOR003	557551	05/05/2016	05/05/2016	1	Unknown	372.60							
4000:364FOR003	557552	05/05/2016	05/05/2016	1	Unknown	372.60							
4000:364FOR003	557553	05/05/2016	05/05/2016	1	Unknown	372.60							
4000:364FOR003	557554	05/05/2016	05/05/2016	I	Unknown	372.60							
4000:364FOR003	557555	05/05/2016	05/05/2016	1	Unknown	391.23							
4000:364FOR003	557556	05/05/2016	05/05/2016	1	Unknown	391.23							
4000:ADA007	557668	05/09/2017	21/09/2017	1	Unknown	600.00							

An indemnity claim is where a customer(s) goes to their bank and for whatever reason states they did not authorise the Direct Debit to be collected. The Bank under the Direct Debt Guarantee must honour the customer(s) decision and refund the amount contested.

When an indemnity claim has been raised an email will be sent to the admin contact on the group confirming an indemnity claim has been made. If you would like further assistance regarding any indemnity claims please contact London & Zurich for assistance.

Collections CSV:

This report will allow the ability to import all the necessary data into all accounting systems that support CSV File importation.

London&Zurich

28 | P a g e www.landz.co.uk A date range will need to be inputted to capture the data required, then a nominal code will need to be added:

- Set Nominal Code Ledger Code default for BACS Receipt here you input a nominal code to separate successful collections for easy identification
- Set Nominal Ledger Code default for Failed Collections here you input a nominal code to separate failed collections for easy identification
- Set Customer Account Default At a later stage you will be required to enter your own unique customer account codes held within your own sales ledger against each collection made or failed that has occurred. Here you maty enter a default or suspense account held within your system to collect any transactions where a valid sales ledger account has yet to be created.

Once the fields have been completed to generate the file click "Apply Settings" and this will download the data requested and you can export it in the file format required.

Quick Set: 2017 V October V Date	From: 01/10/2017 Date To: 31/10/2017 Sea	ch Cancel	
Show 10 entries		Search:	First Previous
Copy CSV Excel Print	Collections Date Range From 01/10/2017 To 31/10/201	7 Showing 0 to 0 of 0	entries
Loading Data			
Sage Type 🔶 Account 🛛 NC	Blank Transaction Date 🕈 Reference 🕈 Description	🔶 Amount 🔷 Tax	Code VAT Currency Data Source
	No data available	in table	
Set Nominal Ledger Bank Code default for BACS F	Receipt (SA):		
Set Nominal Ledger Bank Code default for Failed	Collections (JC):		
Set Nominal Ledger Code default for Failed Collec	tion (S/L Suspense)(JD):		
Set Customer Account Default:			
Apply Settings			

Summary of Payment Activity and Schedule:

This report allows you to see your customers collections in the past present and future (forecasting Direct Debit payments to be collected), it also includes failed collections and indemnity claims.

At the top of the report it will provide you with a summary of the data you have requested to be populated. To extract the information required input a date range of data you would like to view then click "search" the data will appear as below:

	Tatala																
Date 🔶	£	16/10/2017 :	08/01/2018	\$ 26/01/20	18 🔷 0	01/02/2018 🔶	08/02/2018 🖨	12/02/2018 🖨	16/05/2018 🔷	01/07/2018 🖨	02/07/2018 🔷	18/07/2018 🔷	01/08/2018 🔶	15/08/2018 🔷	03/09/2018 🔷	01/10/2018 🔷	15/10/2018 🔷
Successful	3392.28	19.0	0 228.0	10 3	8.00	38.00	0.00	19.00	76.00	0.00	184.16	0.00	1457.16	0.00	165.16	146.16	0.00
Due	1216.00	0.0	0 0.0	0	0.00	0.00	0.00	0.00	0.00	171.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Failed	133.00	0.0	0 0.0	10	0.00	0.00	19.00	0.00	0.00	0.00	38.00	0.00	38.00	0.00	0.00	0.00	0.00
Indemnities	0.00	0.0	0 0.0	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Not Processed	571.48	19.0	0 0.0	10 1	9.00	0.00	0.00	0.00	0.00	0.00	0.00	38.00	19.00	19.00	38.00	0.00	38.00
Show 100 \vee entries					Se	earch:		First	Previous	Next	Last						
Сору	SV Prin	tExcel		s	umma	ary Date Rai	nge From 01/0 Data Loade	9/2017 To 14	/10/2019 Sh	owing 1 to 100 o	f 376 entries						
Customer	Ref ♦ A	ame \$	ate	ollected ♦	Due €	^{Failures} ∳ £	Indemnities £	Not Processed 🖨 £	16/10/2017 🔶	08/01/2018 🔶	26/01/2018 🔶	01/02/2018 🔶	08/02/2018 🖨	12/02/2018 🖨	16/05/2018 🔶	01/07/2018 🖨	02/07/2018 🔶
6215:BURK	IN B	r Colin urkin	08/03/2018	19.00	0.00	0.00	0.00	19.00	19.00								
6215:DAW	ION K	elly awson	15/06/2017	0.00	0.00	0.00	0.00	38.00			19.00						
6215:FT101	1961 N So	orma :ahill	19/12/2018	19.00	19.00	0.00	0.00	0.00									
6215:FT101	1981 W	'endy ankey	08/08/2018	38.00	0.00	0.00	0.00	0.00									
6215:FT101	2011 H	andy	03/07/2018	0.00	38.00	38.00	0.00	0.00								38.00	38.00
6215:FT101	2085 D	avid Wells	08/02/2019	0.00	0.00	0.00	0.00	38.00									
6215:FT101	3270 Pa	aul endall	28/11/2018	38.00	0.00	0.00	0.00	0.00									
6215:FT101	3466 Ra	achel apps	07/01/2019	19.00	0.00	0.00	0.00	0.00									
6215:FT101	<u>3477</u> Ki	evin Allen	02/08/2018	0.00	0.00	38.00	0.00	0.00									

Any payments that are green the payments was successfully collected, any that are dark red the payment has failed, any payments in grey these payments have been unprocessed (not collected), any payments in purple an indemnity claim has arisen for that amount and anything in black these are future direct debits due to be collected.

Customer(s) listed at the top of the report in red are the accounts that have been suspended and the date shown is the date the account has been suspended. To locate the reason why click on the account reference and go into "Account History" of the customer to locate the reason why.

Collections Schedule:

In this report when you input a date range it will list all the customer(s) that have a Collection Schedule/payment in that date range, whether they are active or cancelled, the type of collection schedule set up, date of first payment, date of regular payment and date of the next payment.

			Со	llect	ion Scl	hedule	e			
Select All : 🗌 Nex	t Collection Da	ate - From : 0	2/11/2019		To: 02/12/20	19	Search	Cancel		
Show 10 \vee entries Copy CSV Excel Pr Showing 1 to 6 of 6 entries	Status All	Collection	Search:	om 02/11/2	2019 To 02/12/	2019	First	Previous	ext Last	
Showing 1 to 6 of 6 entries					Data Loaded					
Schedule Id 🔶	Customer Ref 🖨	Account Name 🖨	Schedule Status 🖨	Payments 🖨	First Payment 🖨	First Amount 🖨	Regular Payment 🔷	Regular Amount 🖨	Next Payment 🖨	Created Date 🔷
Collections of :14920164	4000:test7894	test account name	Active	One-Off	17/11/2019	25.00		25.00	17/11/2019	08/11/2019
Collections of .14920165	4000:test1256	test one	Active	One-Off	29/11/2019	90000.00		90000.00	29/11/2019	08/41/2019
Collections of :14920166	4000:test1256	test one	Active	One-Off	27/11/2019	100000.00		100000.00	27/11/2019	08/11/2019
Collections of :14920162	4000:JHC12459	Mrs C A McManus	Active	One-Off	26/11/2019	90000.00		90000.00	26/11/2019	28/10/2019
Collections of :14920160	4000:JHC12459	Mrs C A McManus	Active	One-Off	21/11/2019	15.00		15.00	21/11/2019	28/10/2019
Collections of :14920161	4000:JHC12459	Mrs C A McManus	Active	One-Off	06/11/2019	15.00		15.00	06/11/2019	28/10/2019

When you click on the Schedule ID number this will then bring up a pop up box providing you with information relating to that collection schedule. It will list:



- Amount of collection
- Date the collection was process
- Date of collection
- Date the payment was settled

						Collections List	×
Collectio	on Sche	dule Id : 593	32674				
Collection Id	Amount £	Submission Date	Collection Date	Settlement Date	Status		^ ~

Schedules Near Completion:

This report will show any collection schedules for your customer(s) where they are on a fixed term collection schedule (3,6,12,24 etc months) and when the collection schedules are coming to an end.

Once the date range has inputted and search has been pressed any collection schedules that are due to end in the date range stipulated will be listed and it will confirm the last date and amount to be collected via direct debit.

	Schedules Near Com	oletion	
Date From: 11/12/201	9 Date To: 11/02/2020 Search	Cancel	
Show 10 v entries	Search:		First Previous Next Last
Copy CSV Excel Print	Schedules Date Range From 11/12/2019 To 11/02/2020	Showing 0 to 0 of 0 entries	
	No records found for this date range.		
Account Ref Account Name Cand Date Next A	mount 🔶 No of Payments Received 🖨 No of Regular Payments 🗣 ta available in table		

Payments:

This report will list each collection London & Zurich have made on your behalf in the date range you have stated and the monies that have been accredited into your nominated bank account. The information available in this report is:

- Date of collection
- Date paid
- Amount scheduled to collect
- Amount failed
- Actual Pay amount due to be transferred into your business bank account 2 or 4 working days after collection (this is dependent on the agreement you have with London & Zurich).



			Paymen	ts List 👘			
Show Payme	nts From :	2018 V Ja	nuary Y Date From : 01/01/2018 Date T	o: 31/01/2020	Search Car	cel	
Show 10 v entries			Search:		First	Previous	Next
Copy CSV E	xcel Print		Payments Date Range From 01/01/2018 To 31/01/	2020	Showing 1 to 8 of	f 8 entries	
			Data Load	ed			
Collection Date 🖨	Date Paid 🖨	File Name	\$	Scheduled Payment £ 🖨	Failed Payment £ 🖨	Advance Payment £ 🖨	Actual Payment £ 🖨
Date : 20/03/2018	Master Group	(4000) Sub Group(4000)		9928.42			9908.42
	22/03/2018	L&Z Test Group-OIN_2589	24-BACSCMSPP 4000-CABilling-6737530-01.02.16-BEUEUUGAUJG.csv	9928.42	20.00	0.00	
Date : 13/03/2018	Master Group	(4000) Sub Group(4000)		420.00			420.00
	15/03/2018	L&Z Test Group-OIN_2589	24-BACSCMSPP 4000-CABilling-7657834-25.01.16-GJABUHANEGU.csv	420.00	0.00	0.00	
Date : 03/03/2018	Master Group	(4000) Sub Group(4000)		66182.36			65538.39
	07/03/2018	L&Z Test Group-OIN_2589	24-BACSCMSPP 4000-CABilling-5158393-15.01.16-GAGGYYUEUEA.csv	66182.36	643.97	0.00	
Date : 20/02/2018	Master Group	(4000) Sub Group(4000)		8940.42			8940.42
	22/02/2018	L&Z Test Group-OIN_2589	24-BACSCMSPP 4000-CABilling-1419137-01.01.16-GJEGDEDDHGA.csv	8940.42	0.00	0.00	
Date : 31/01/2018	Master Group	(4000) Sub Group(4000)		65500.45			64218.48
	02/02/2018	L&Z Test Group-OIN_2589	24-BACSCMSPP 4000-CABilling-7789669-15.12.15-AEJEANNHBAJ.csv	65500.45	1281.97	0.00	
Date : 18/01/2018	Master Group	(4000) Sub Group(4000)		7244.02			6704.02
	19/01/2018	L&Z Test Group-OIN_2589	24-BACSCMSPP 4000-CABilling-3591070-01.12.15-ENUEAJBHBBU.csv	7244.02	540.00	0.00	
Date : 09/01/2018	Master Group	(4000) Sub Group(4000)		600.00			600.00
	10/01/2018	L&Z Test Group-OIN_2589	24-BACSCMSPP 4000-CABilling-4623034-20.11.15-UEHABEEEBAN.csv	600.00	0.00	0.00	
Date : 03/01/2018	Master Group	(4000) Sub Group(4000)		67439.09			66829.97
	04/01/2018	L&Z Test Group-OIN_2589	24-BACSCMSPP 4000-CABilling-8602709-15.11.15-ENGJJUNEYYE.csv	67439.09	609.12	0.00	

The admin contact on your account will on the date payment is due to be accredited into your nominated bank account receive an email titled "Actual Payment Confirmation" confirming the actual amount collected to be accredited into your nominated bank account and a breakdown of any failed collections.

Invoices:

Invoices are raised on or around the 1st working day of each month and here you can view the breakdown of the invoice(s) and the charges applied. We will collect payment on or around the 15th of each month via direct debit. Our invoices are collected a month in arrears. If your bank details change please contact London & Zurich so the invoice is always collected from the correct nominated account.

Show Invoices from: 2017 Show 10 ~	✓ October ✓ [Date From: 01/10/2017	Date To: 31/10/2019 Search	Search Ca	ancel	First Previous Next Last
Copy CSV Excel Print	Invoices D	ate Range From 01/10/2017	To 31/10/2019	Showing 1 to	o 10 of 10 entries	
			Data Loaded			
Group Number 🖨	Invoice Number	Invoice Date	Invoice Amount £	🕈 Invoic	e Details	Download Invoice PDF
6215	113756	01/08/2018		276.38	Invoice Details	Download Invoice PDF
6215	112730	02/07/2018		16.68	Invoice Details	Download Invoice PDF
6215	111703	01/06/2018		19.61	Invoice Details	Download Invoice PDF
6215	110687	01/05/2018		19.80	Invoice Details	Download Invoice PDF
6215	109661	03/04/2018		12.00	Invoice Details	Download Invoice PDF
6215	108665	01/03/2018		42.00	Invoice Details	Download Invoice PDF
6215	107683	01/02/2018		33.28	Invoice Details	Download Invoice PDF
6215	106716	02/01/2018		12.00	Invoice Details	Download Invoice PDF
6215	105746	01/12/2017		12.00	Invoice Details	Download Invoice PDF
6215	104778	01/11/2017		12.00	Invoice Details	Download Invoice PDF

▲ London & Zurich



Here there are 3 sections on the sidebar to provide further information if required when the help tab is clicked at the top:

Help - General

Failed Collection Reason Codes

BACS Reason Codes

Here you can view some frequently asked questions and answers and the Direct Debit Portal Guide.

Help - General
Help Functions in eBacsSuite
You will require Adobe PDF reader or compatible to view the associated documents from this site. If you do not have Adobe PDF Reader, it is available as a free download from the following link:
eBacsSuite Frequently Asked Questions
Click here to view the Frequently Asked Questions Document webpage Click here to download Frequently Asked Questions in PDF format
Direct Debit Portal User Guide
Click here to download the Direct Debit Portal User Guide

Failed Collection Reason Codes:

Here you can view the reason codes London & Zurich receive from all banks when payments fail if you are unsure to the reason why a customer(s) collection schedule has failed.

Bacs Reason Codes:

These are explanations from the bank behind certain transaction types.

Contact Form:

You are also able contact London & Zurich via the DD portal. At the top of the page click the icon to contact us, here you can send an email directly to London & Zurich regarding any issues you may have. As soon as the relevant department receives your enquiry they will contact you to resolve/assist.

London&Zurich Home Direct Debits Help

Redirect To Existing Portal Logout



33 | P a g e www.landz.co.uk

Louise Hopkins Enter an email address * Vour Telephone Number * Billing or invoice Enquiry v Message * Send Contact details
Lader Hopkins Efter an email address * Vour Telephone Number * Billing or Invoice Enquity Message * Send Contact details
Lause Hopms Message * Message * Lause Hopms Lause Hop
Exter an email address * Your Telephone Number * Billing or invoice Enquity Message *
Your Telephone Number * Billing or Invoice Enquity Message * Send London & Zurch Normalized Send Contact details Some Some
Billing or Invoice Enquiry Message * Send Contact details London & Zurch Contact mession Rd, Some Same
Message *
Message * Send Contact details London & Zurich Contact message 70 Wence Integration
Contact details
S. Courtyard, 707 Warnick Rd, Solhull Save
99130A
5.0 ***** 1 review
Long de la Maria de Cartes de C
London & Zurich View larger man
Unit 5, The Courtyard,
Solibull. Personal Finance Y Soli
Wart Midande
West Midlands,
West Midlands, B91 3DA House of Fosse O BP O
West Midlands, B91 3DA PC/2121234 7599 Mell Source O 37 4 4 4
West Midlands, B91 3DA P:0121 234 7399 Met Source O BP O +

Help Center:

We have a useful help center which has a number of useful guides and a FAQ page this can be reach by going to the following link: <u>Help Center (londonandzurich.co.uk)</u>









London & Zurich Limited

T: 01462 418 117

London & Zurich Limited is a registered in England and Wales Number: GB263382500 Registered office – Unit 5 The Courtyard, 707 Warwick Road, Solihull, B91 3DA