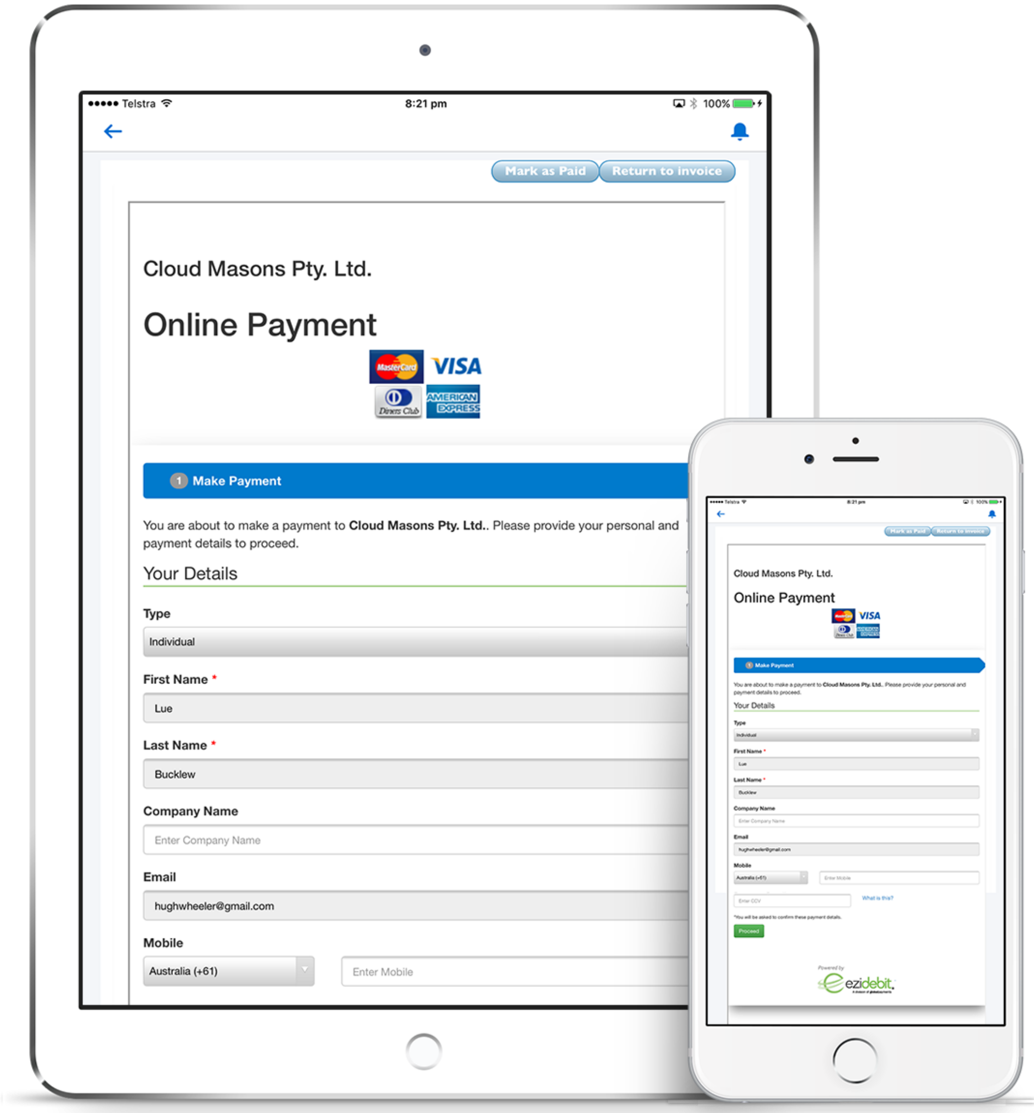


Installation Guide

Table of Contents

About

Welcome to skedupay, the ezidebit payment management solution for Salesforce Sales Cloud.

This Installation Guide will walk you through the process of configuring ecoSIStem so you can start creating invoices and dispatching payments in just a few hours.

Pre-Requisites

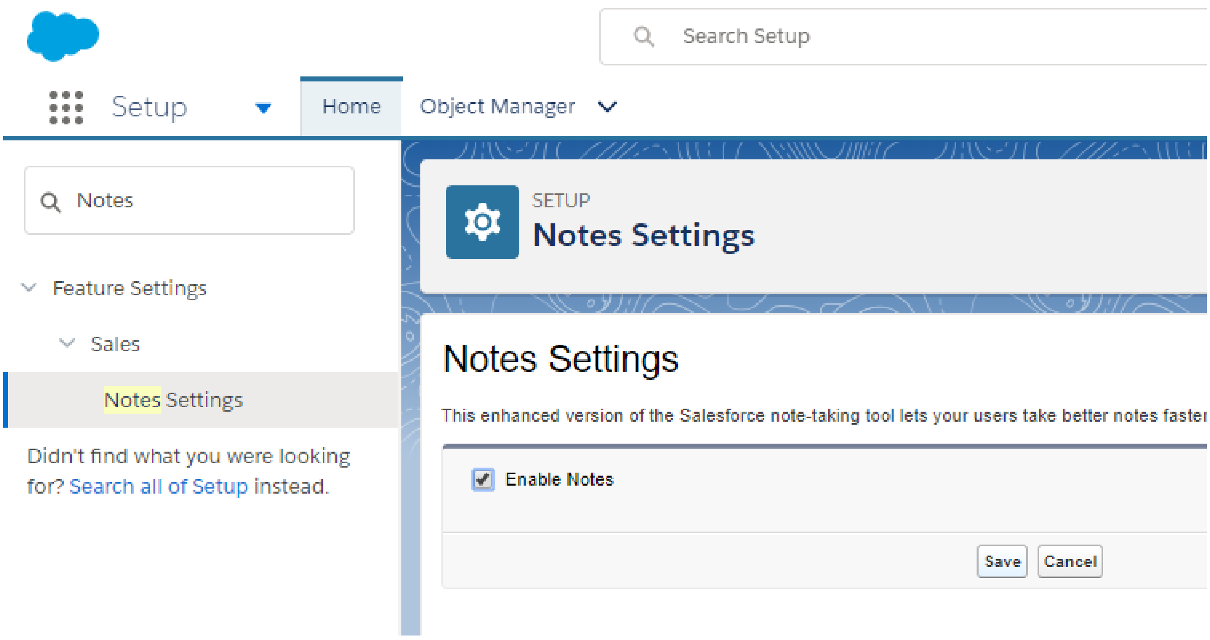
Before you can start accepting payments there are a few prerequisites you need to sort.

Completing each of these pre-requisite tasks is vital as skedupay needs them to make setup easy

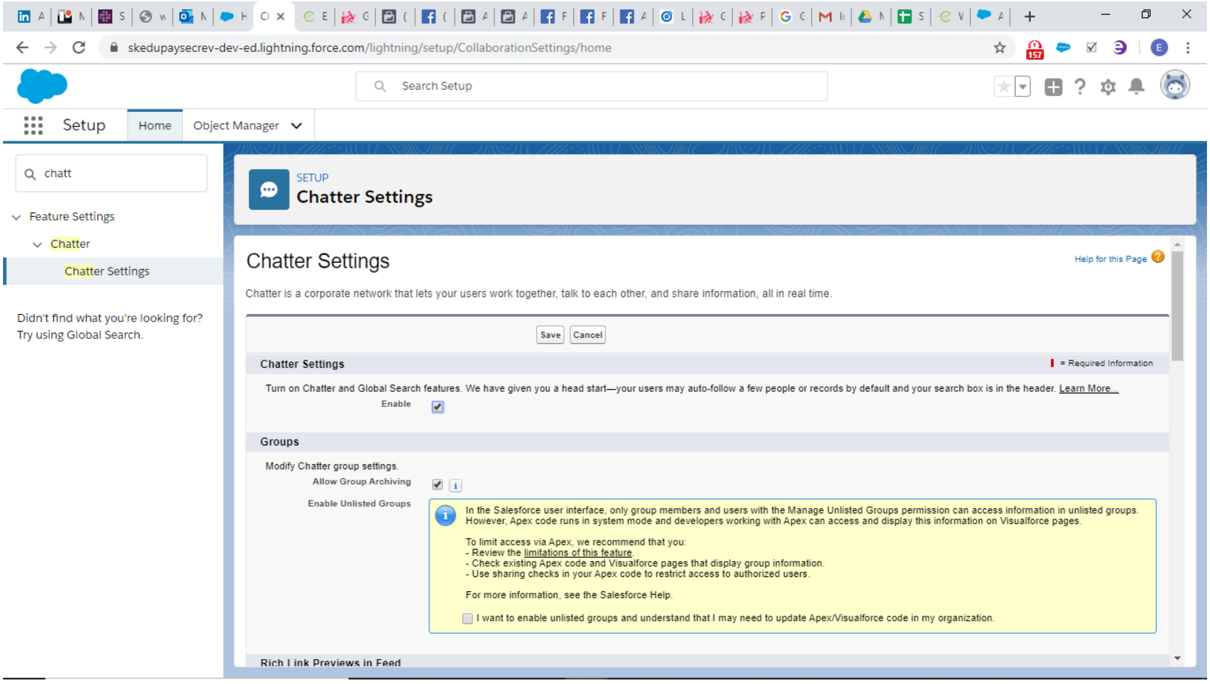
1) Ensure you have all the necessary **financial documents** on hand. This may include:
   a. Bank Account Details
   b. Australian Company Number if applicable (Australia)
   c. Australian Business Number (ABN)
   d. GST/VAT Status
   e. For international customers, please refer to the ezidebit site in your country for the specific documentation you need to provide.

2) Set up a **Merchant Account with ezidebit** so you can process payments.
   a. Visit https://www.ezidebit.com/en-au/sign-up to sign up in minutes

3) Enable **Enhanced Notes**



4) Turn on **Chatter**

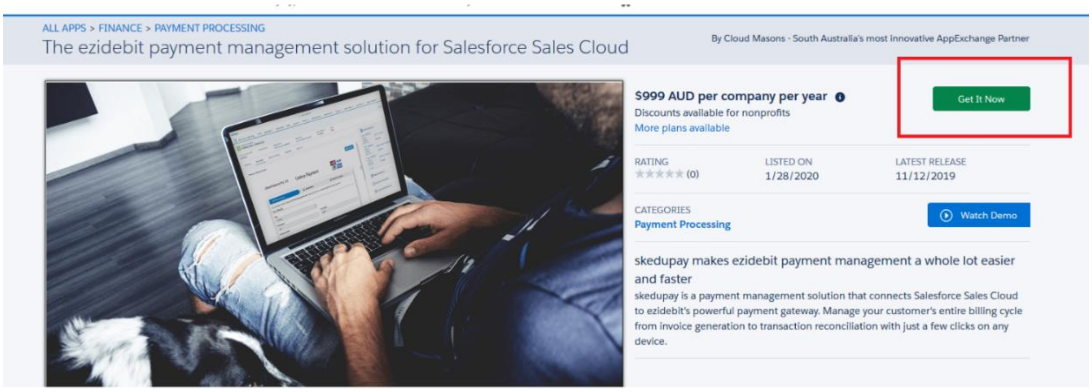


Installing skedupay

Now that you have your ezidebit Merchant Account set up, it is time to start setting up skedupay in your Salesforce environment. Frist you will install the skedupay app. Then you will configure the Permission Sets needed to use skedupay. The final step is to connect skedupay to your ezidebit Merchant Account.

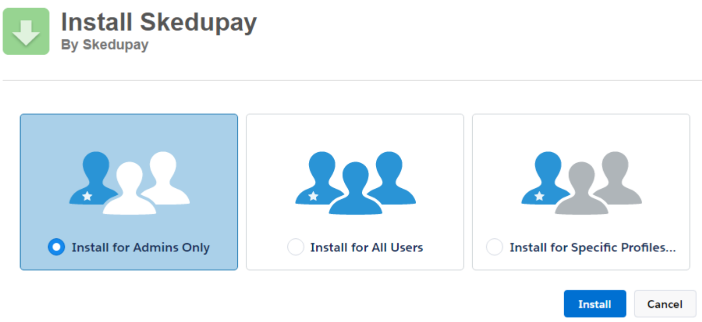
Installation Steps

1) Login to the Salesforce org you wish to install skedupay in
2) Visit our [Skedupay listing] on Salesforce AppExchange
   a. Download the User Guide
   b. Download the Installation Guide
3) Click the 'Get it Now' green button to start the Installation process



4) Log into AppExchange with your Salesforce credentials used in Step 1
   a. This ensures skedupay is installed in the right Salesforce org.

5) After a short wait, you will be presented with 3 Installation options.



6) Select the option that suits your Salesforce org's edition (Setup > Company Information):
   a. **Enterprise Edition, Unlimited Edition:** Choose the "**Install for Admins Only**" option and assign the custom Permission Set to licensed users.
   b. **Professional Edition:** Choose the "**Install for Specific Profiles**" option then remove the relevant access rights described below for any profile that does NOT require access to skedupay. Profiles and Permission Sets are very restrictive in this edition.

7) Then just follow the prompts on the other screens and accept the defaults to complete the Installation process. If the installation was successful, you should be redirected to the Installed Packages screen in your Salesforce org. Done.

Creating & Assigning skedupay Permission Sets

After you have finished installing skedupay in your Salesforce org, the next step is to create and assign Permission Sets to Users that need access to the skedupay functionality, Objects and fields.

ALERTS ABOUT SALESFORCE EDITIONS AND SKEDUPAY LICENSES

- *In the Per User (5 or Less) version of skedupay, each User that needs to use skedupay must have their own skedupay License. This is on top of their Salesforce Sales Cloud license.*
- *If you attempt to add these Permission Sets to a Salesforce User that does not have a skedupay license, they won't see any of the skedupay forms, objects or fields on the screen, or be able to use the skedupay payment functionality*
- *skedupay will work with Service Cloud*
- *If you start out with less than 5 skedupay licenses and want to switch to the Per Org licensing model with unlimited licenses, just contact us on* ***1800 283 397.*** *It takes only a few minutes to process the change.*

Create the 1st skedupay Permission Set

We provided 2 baseline permission sets that implement most of the permissions you need to access and use skedupay.

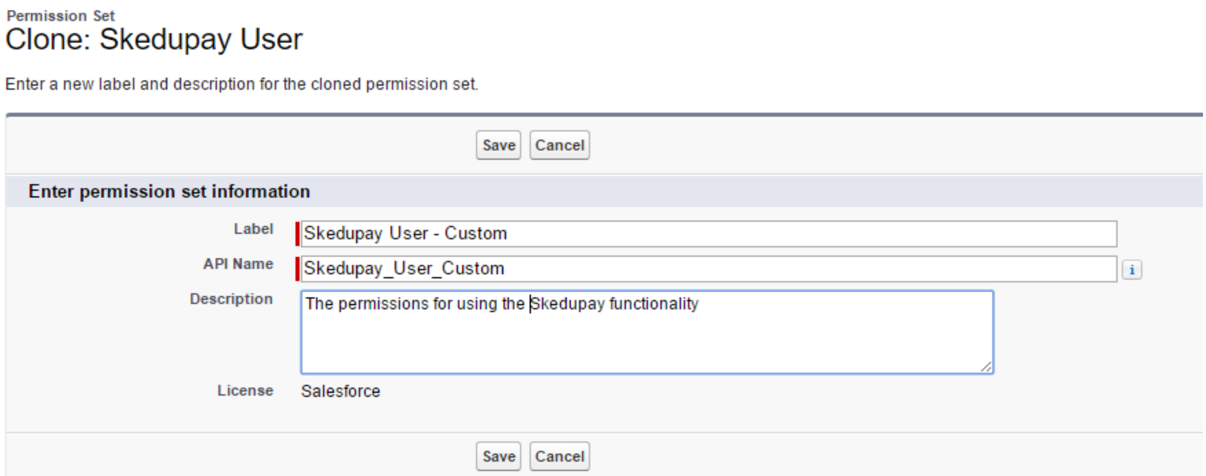
Due to some technical constraints of the Salesforce Platform security mechanisms and Editions, you will need to make some additional changes manually. This section walks you through that process.

Steps

Navigation Path: Setup → Manage Users → Permission Sets

1) Open the Permissions Screen in Salesforce (Setup -> Search -> enter "Permission Sets" and hit enter
2) Look for the 'skedupay User' Permission Set.
3) Click the 'Clone' link to in the right-hand column
4) Salesforce will create a copy of the 'skedupay User' Permission Set that you can configure

Renaming the cloned Permission Set

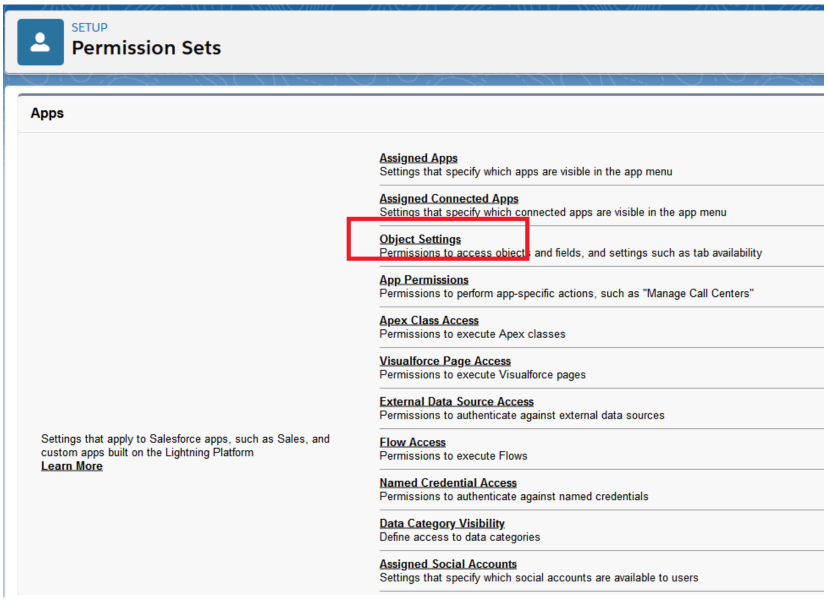


5) Click Save

Object and Field Settings

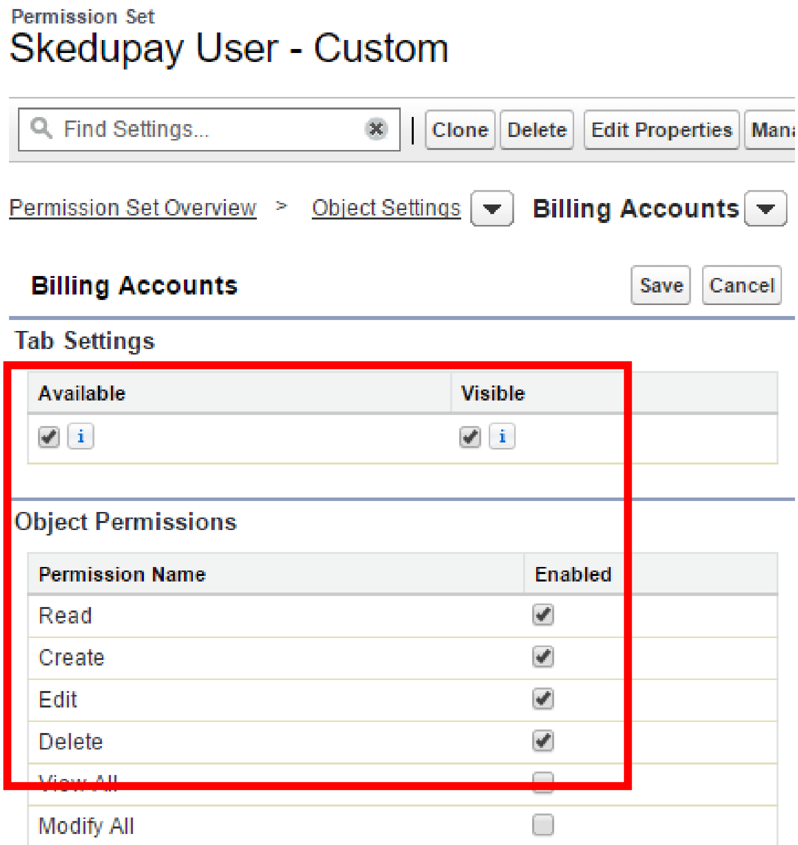
Now you need to set read and write access on the skedupay Objects and Fields. It's a very straightforward process and should only take an hour or so to complete.

Open the newly created Permission Set and click on the 'Object Settings' link



Billing Account Object

1) In Object Settings, select the 'Billing Account' Object
2) Apply the changes shown below to the Billing Account Object Permissions and make sure both options are checked in the Tab Settings.



3) Set the following read/write permissions on the individual fields of the Billing Account Object to update the field-level security.

Field	Read	Edit
Account	Y	Y
Account Balance	Y	N
Account Code	Y	N
Account Industry	Y	N
Account Name	Y	Y
Account Type	Y	Y
Address Line 1	Y	N
Address Line 2	Y	N
Billing Account #	Y	N
Contact Responsible	Y	Y
Country	Y	N
Created By	Y	N
Direct Debit Authority Held	Y	Y
Email	Y	N
Ezidebit Account Widget	Y	N
Ezidebit Customer Reference	Y	Y
Ezidebit DDR Address	Y	N
Ezidebit DDR Sent Date Time	Y	Y
Ezidebit Display Name	Y	Y
Ezidebit Expiry Notification	Y	Y
Ezidebit Failure Notification	Y	Y
Ezidebit Payment Reminders	Y	Y
Ezidebit Start Date	Y	Y
First Name	Y	N
Identifier	Y	N
Internal Reference #	Y	N
Invoiced Amounts (inc GST)	Y	N
Last Modified By	Y	N
Last Name	Y	N
Main Contact	Y	N
Mobile Number	Y	N
Mobile Number Formatted	Y	N
Payment Received	Y	N
Postcode	Y	N
Setup Indicator	Y	N
Setup Status	Y	Y
State	Y	N
Suburb	Y	N
Total GST Payable	Y	N
Total Payments Dishonoured	Y	N
Use Contact Mailing Address	Y	Y

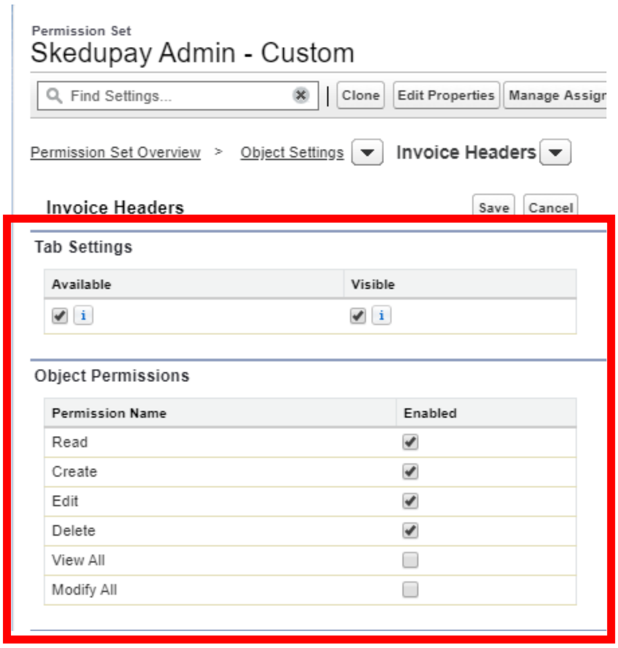
4) Click Save.

NOTE: *this is applicable to both the Admin and User permission sets. The field level security settings should already be preconfigured, and you should find that the only additional permissions you need to set are the Object level security.*

Invoice Header Object

The invoice Header object only needs its 'Object Permissions' and 'Tab Settings' updated.

1) In Object Settings, select the 'Invoice Header' Object
2) Apply the changes shown below to the Invoice Header Object Permissions and make sure both options are checked in the Tab Settings.

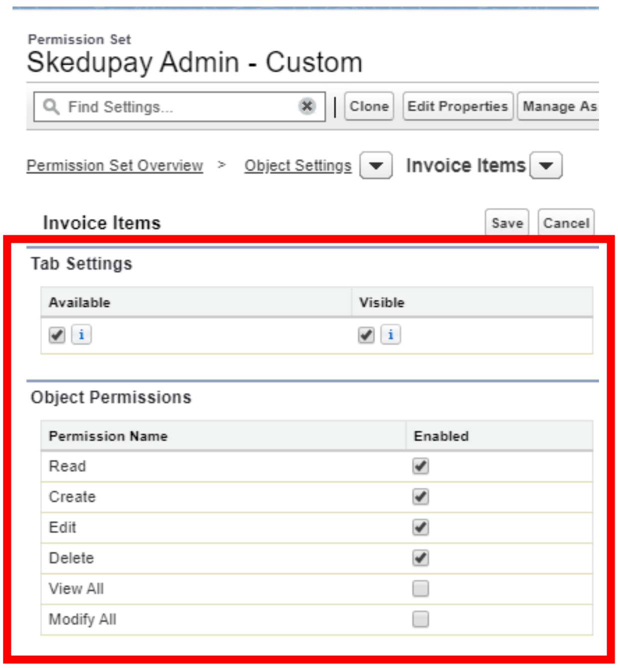


3) Click Save

Invoice Item Object

The Invoice Item object only needs 'Object Permissions' and 'Tab Settings' updated.

1) In Object Settings, select the 'Invoice Item' Object
2) Apply the changes below to the Invoice Item, Object Permissions and make sure both options are checked in the Tab Settings.



3) Click Save

Contact Object Permissions

The Contact object only needs three additional field access changes made.

1) In Object Settings, select the 'Contacts' Object
2) Apply these changes to the Contacts, 'Field Permissions'.

Field	Read	Edit
Create Individual Account	Y	Y
Individual Account Exists	Y	N
Main Contact	Y	Y

3) Click Save.

Opportunity Object

The Opportunity object only needs seven additional field access changes made.

1) In Object Settings, select the 'Opportunities' Object
2) Apply these changes to the Opportunities, 'Field Permissions'.

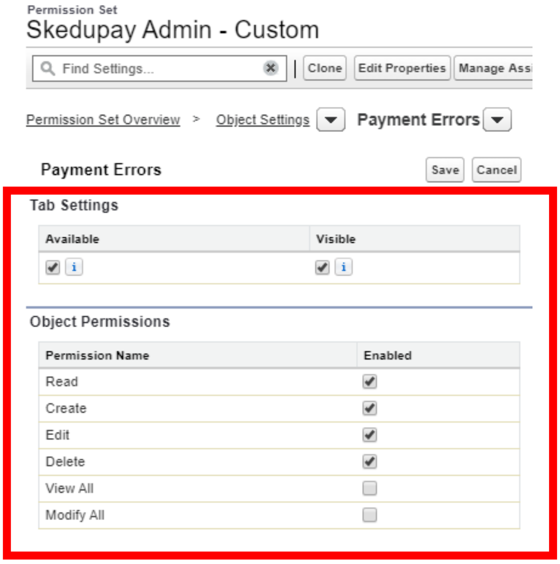
Field	Read	Edit
Account ID	Y	N
Billing Account	Y	Y
Billing Account ID	Y	N
Invoice Created	Y	Y
Product Count	Y	N
Product Sales Price Total	Y	N
Product Total Value	Y	N

3) Click Save.

Payment Errors

The Invoice Item object only needs its 'Object Permissions' and 'Tab Settings' updated.

1) In Object Settings, select the 'Payment Errors' Object
2) Apply the changes shown below to the Payment Errors, Object Permissions and make sure both options are checked in the Tab Settings.

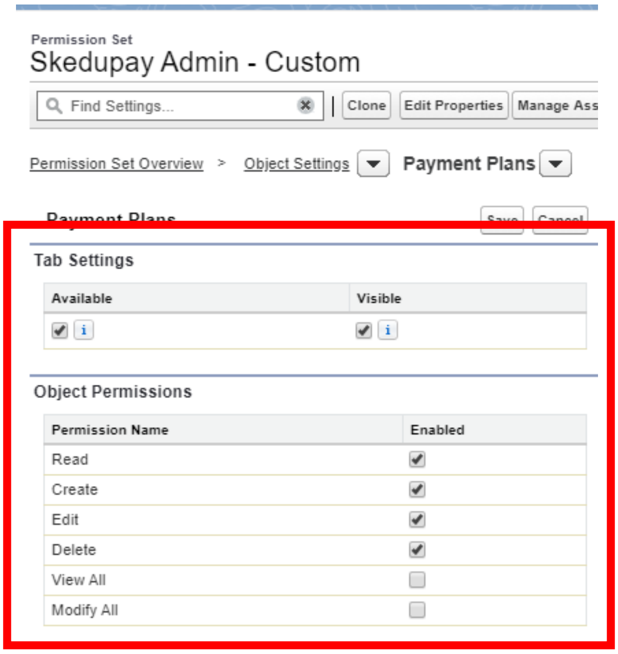


3) Click Save

Payment Plans

The Invoice Item object only needs its ‘Object Permissions’ and ‘Tab Settings’ updated.

1) In Object Settings, select the ‘Payment Plans’ Object
2) Apply the changes shown below to the Payment Plans, Object Permissions and make sure both options are checked in the Tab Settings.

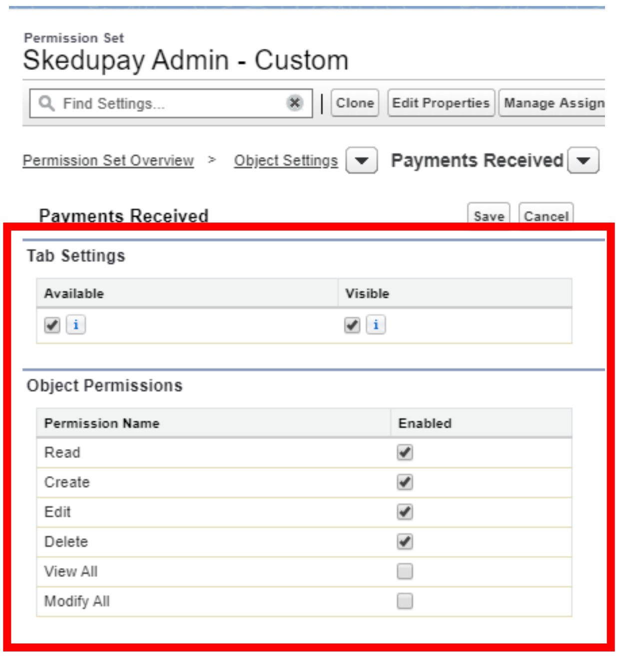


3) Click Save

Payments Received

The Invoice Item object only needs its ‘Object Permissions’ and ‘Tab Settings’ updated.

1) In Object Settings, select the ‘Payments Received’ Object
2) Apply the changes shown below to the Payments Received, Object Permissions and make sure both options are checked in the Tab Settings.



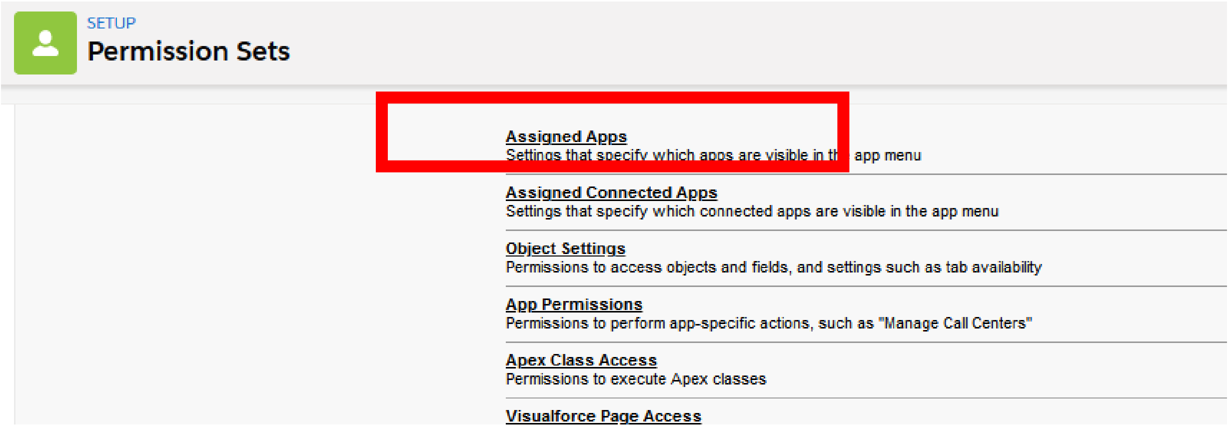
3) Click Save

Application Settings

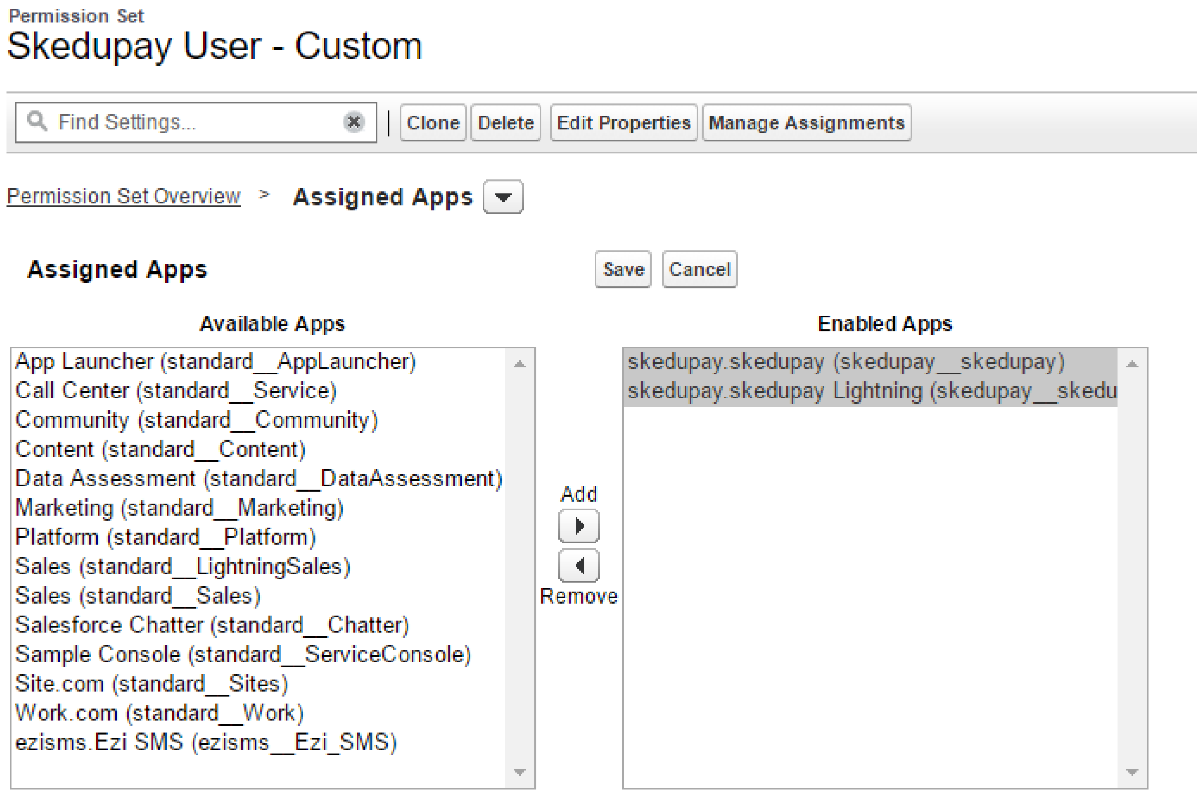
Next step is to give access to the skedupay app to the Salesforce Sales Cloud Users will use skedupay.

Steps

1) Return to the Settings screen of the custom skedupay Permission Sets you just created.
2) Click on the **Assigned Apps** link



3) Add the following applications



Repeat for any other Permission Sets you create.

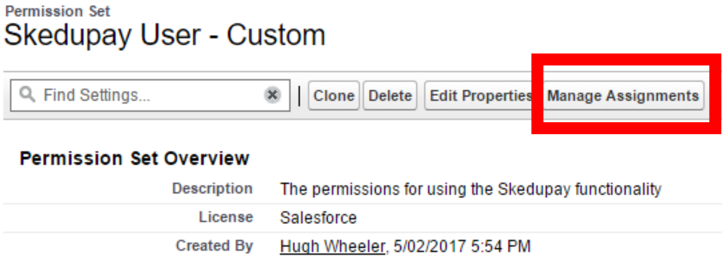
User Access

Navigation Path: Setup → Manage Users → Permission Sets > Manage Assignments

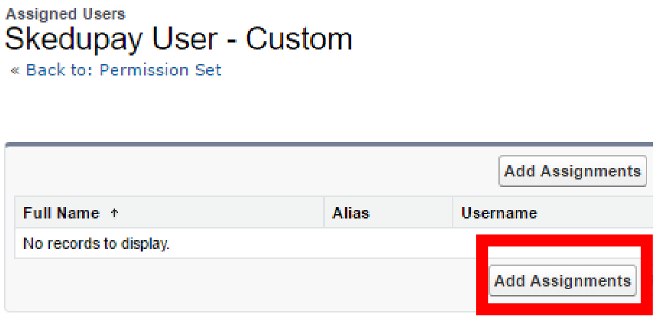
In the previous section, we set up two new Permission Sets that grants access to the skedupay-related fields & Objects. Now you will assign the Permission Sets to the Salesforce Sales Cloud Users that have a skedupay license.

Steps

1) Click the Manage Assignments button this will show all the users already assigned to the permission set.



2) Click the Add Assignments button to show a list of users you can select form.



3) Choose the users that you would like to give access to skedupay and click the Assign button.

4) Finally click the Done button and the user is set up for skedupay.

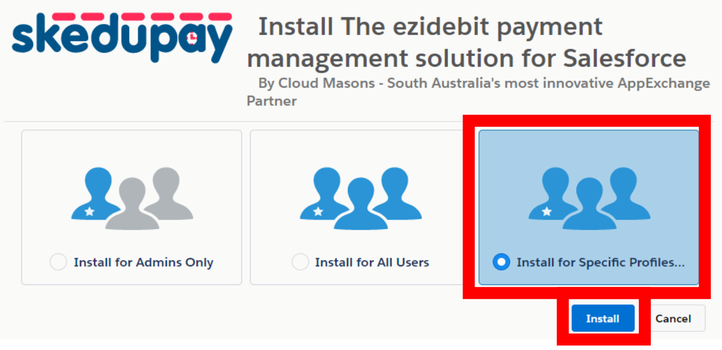
Note: If you are setting up an administrator, please use the process above but use the permission set that you cloned for Administrators. The only difference between the two should be access to the ezidebit Settings and Scheduled Job Deployment screens.

Installation in Salesforce Professional Edition

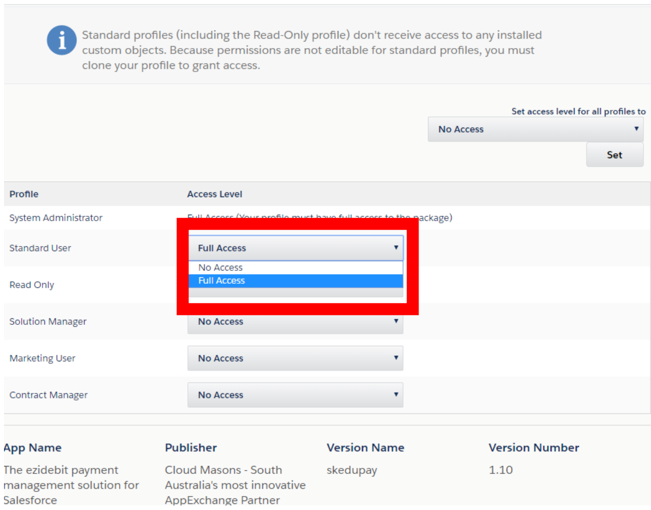
The alternative to setting up the permission sets described above is to grant access in the to choose specific profiles that you would like to access the application, give each full access, then revoke the access to the Ezidebit Settings and the Scheduled Jobs Deployment screen after install.

Steps

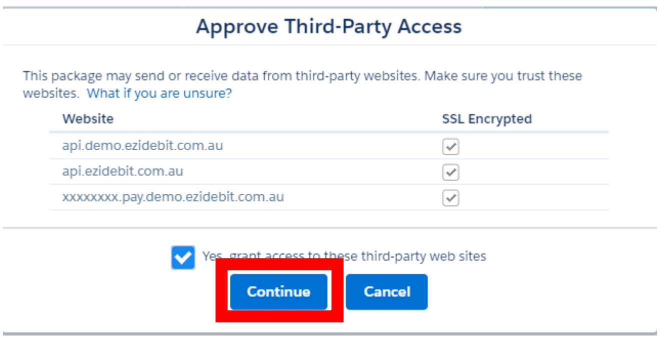
1) Select install for Specific Profiles.



2) Choose the profiles that you want to give access and select Full Access.



3) The next screen asks you to allow access to the two addresses that are used to access the ezidebit addresses. You will need to update one these addresses as they will be specific to your company, this is covered in the steps below.



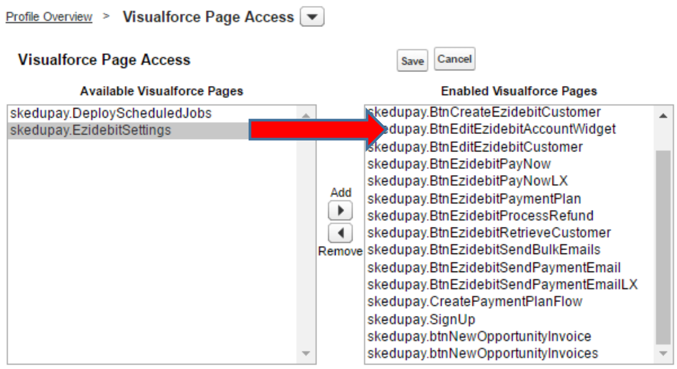
Revoke setup screen access

Navigation Path: Setup → Manage Users → Profiles

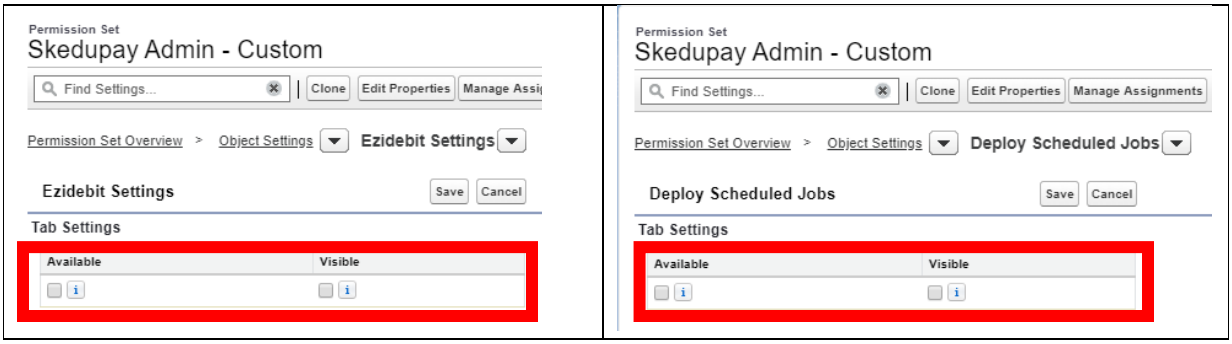
If you chose to install for certain profiles, you will need to ensure that you remove access to the settings screen and the scheduled job deployment screen. These two screens should only be available to administrators.

Steps

1) Navigate into the profile.
2) Under the option Visual Force Page Access, remove access to the following pages:
   a. EzidebitSettings
   b. DeployScheduledJobs



3) Under the Object Settings remove access to the two tabs:
   a. Ezidebit Settings
   b. Deploy Scheduled Jobs



Note: This will ensure that your users do not get access to the setup screens, and it is important these are removed.

Page Layouts – Standard objects

As many companies have already customised their page layouts on the contact and opportunity objects, you will need your administrator add the following fields onto the page layouts, in order to use the functionality.

Contact Page Layout

Navigation Path: Setup → Object Manager → Contact > Page Layouts > Your Page Layout

On the contact page layout there are two additional fields that should be added for skedupay, these are:

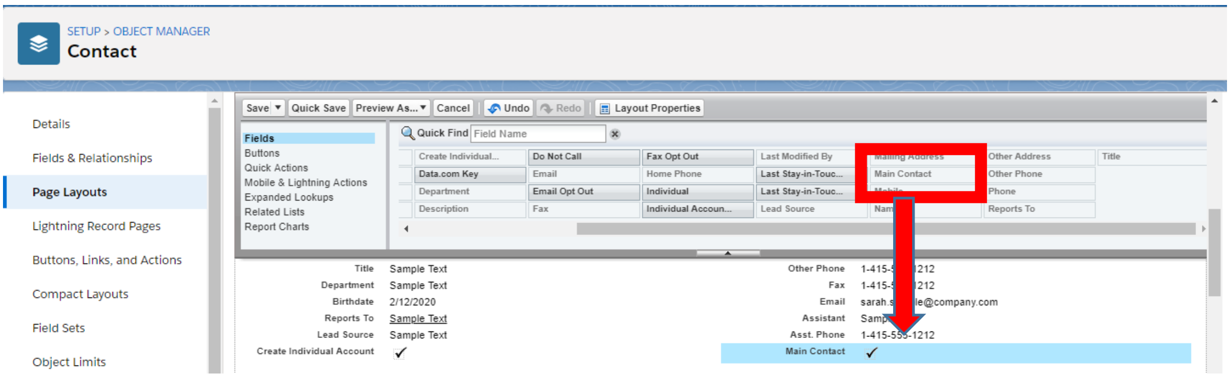
- Main Contact
- Create Individual Accounts

There are also two additional related lists that should be added to the page layout:

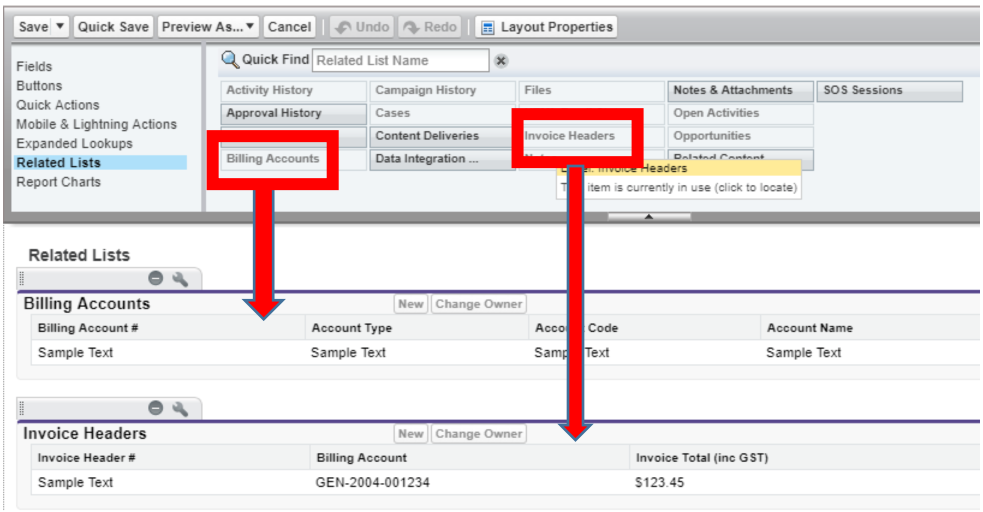
- Billing Accounts – showing all billing accounts the person owns
- Invoice Headers – shows all the invoices that the person is the main contact for.

Steps

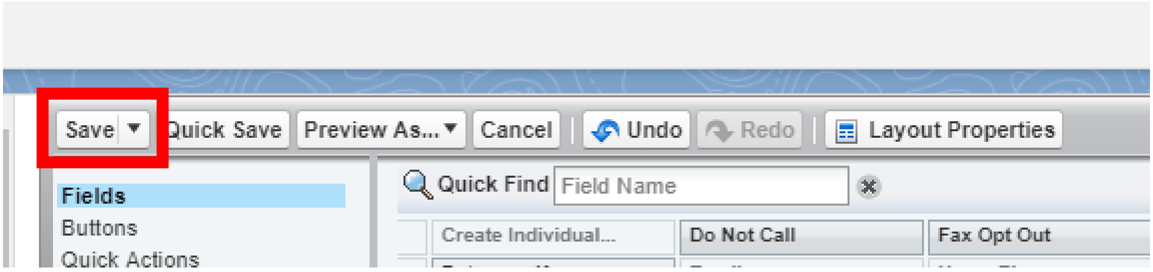
1) Navigate to the Contact Page Layout
2) Drag the two fields onto the page layout



3) Now add the two additional related Lists:
   - Billing Accounts
   - Invoice Headers



4) Click Save



Opportunity Page Layout

Navigation Path: Setup → Object Manager → Opportunity > Page Layouts > Your Page Layout

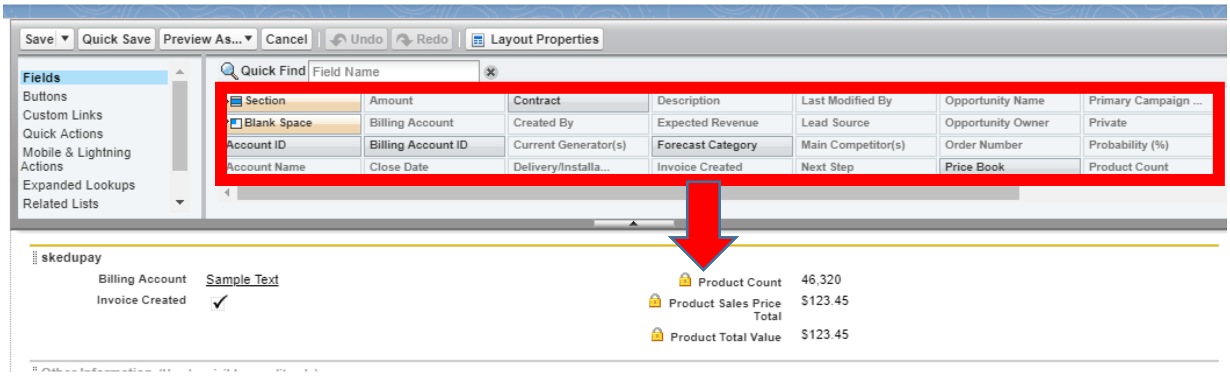
skedupay adds the following fields to the opportunity. Next, we need to add these to your opportunity page layout.

- Billing Account
- Invoice Created
- Product Count
- Product Sales Price Total
- Product Total Value

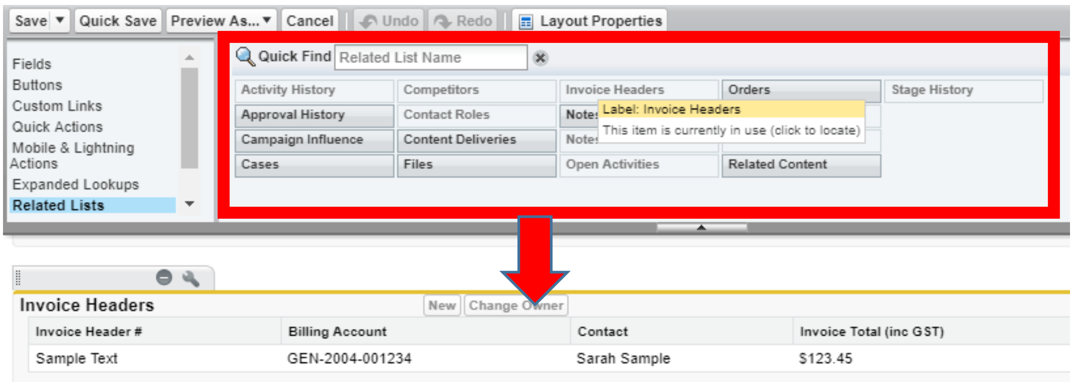
There is also an additional related list that we will add to show the invoices generated for this opportunity.

Steps

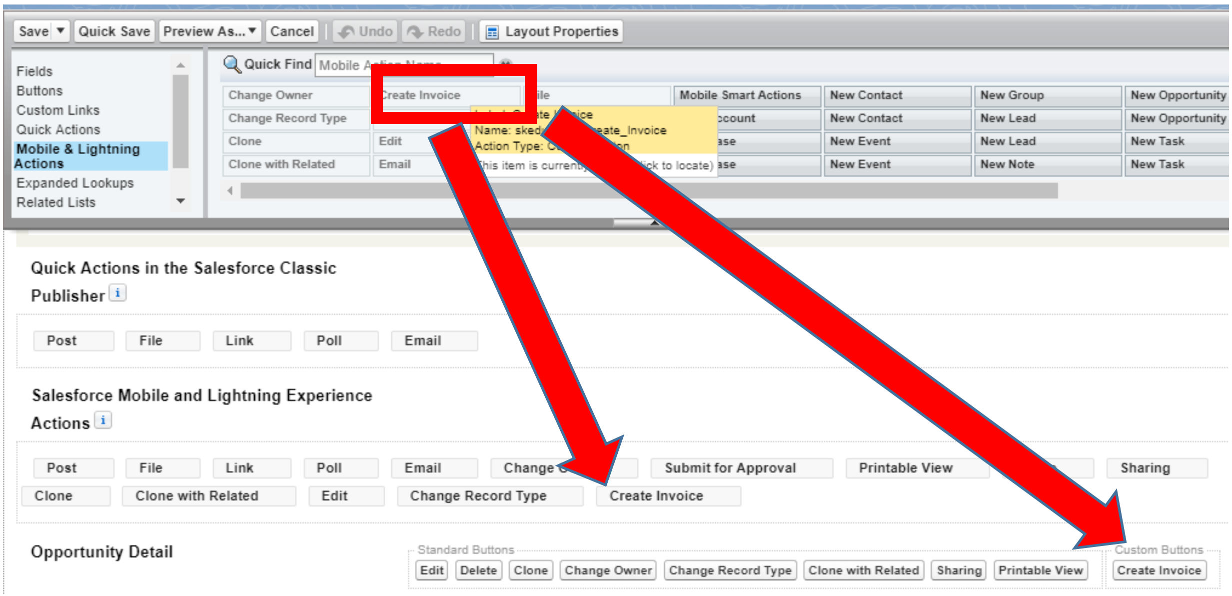
1) Navigate to the Opportunity Page Layout
2) Drag the five fields onto the page layout, you may even want to create a specific section for these fields



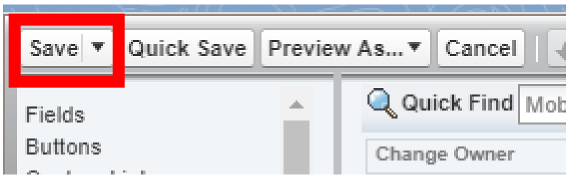
3) Drag on the new related list (Invoice Headers)



4) Drag on the new button Create Invoice



5) Click the Save button



Ezidebit / Salesforce Setup

The ezidebit settings screen captures all the information that skedupay needs to connect to your ezidebit account. This section is required for all installs of skedupay, no matter how you set up your users. There are also some additional technical settings you need to make to ensure Salesforce lets you use the ezidebit addresses.

Sign up for a Skedupay account

If you haven't already, this is where you need to sign up for an ezidebit account to continue setting up skedupay. You can sign up at the following link.

Skedupay/Ezidebit Settings

Navigation Path: App Launcher → Ezidebit Settings

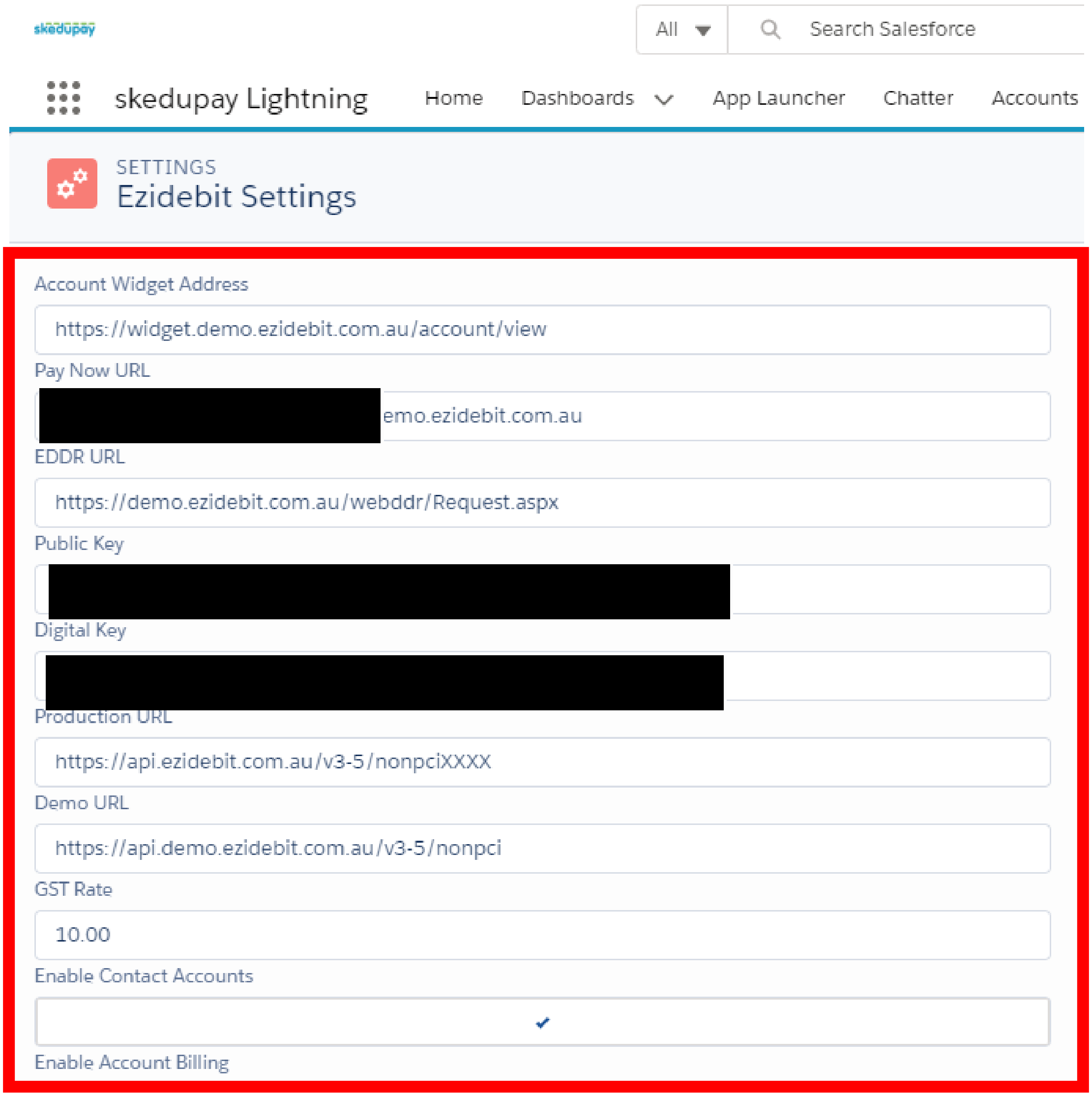
To begin using skedupay, you need to enter your connection and general settings information in the ezidebit Settings screen. This data controls the connection URLs and the way skedupay behaves. The parameters are described below.

Parameter	Description
Account Widget Address	The Account Widget should be used for maintenance of bank account/credit card details for existing customers. It is possible to create customers in the Ezidebit Management Systems without Bank Account or Credit Card Details recorded against them, and they will be set to a non-processing Hold Status until the appropriate payment source is provided. This is the base address such as https://widget.ezidebit.com.au/account/
EDDR URL	The Electronic Direct Debit Request (eDDR) form is a single web based form designed to capture Direct Debit Request authorisations and create the payer and (optionally) their payment schedule in the Ezidebit Management System. This will be similar to https://ezidebit.com.au/webddr/Request.aspx
Pay Now URL	This is the pay now URL and will be similar to https://simple-business-tech.pay.ezidebit.com.au/.
Digital Key	The integration Digital Key supplied to the client by Ezidebit.
Public Key	The client public key or identifier compound
Register for Get Payments	Indicates that the get payments interface should be run.
Enable Account Billing	This swaps the organisation over to using Account Level Billing. This means that individual accounts will no longer be auto created. One you mark a contact as the main billing contact a billing account will be created for that account.
Use Demo URL	This setting specifies that you want to send all the interfaces to the demo URL. This is used for testing.
Demo URL	This is the demo URL. This is used for testing.

Production URL	This is the Production URL. This is used for actually billing your clients.
GST Percent	This is the standard GST percentage. Enter just the whole number such as 10 for 10% or 12.5 for 12.5%.
GST Inclusive	This identifies the prices on opportunity products as being GST inclusive. This is important when the invoice is created from an opportunity.
Enable Contact Billing Creation	This flag will enable the automatic creation on new individual billing accounts when a contact is created.

Steps

1) Navigate to the Ezidebit Settings view and fill out your connection details. Refer to the table above if you are not sure of what a particular setting does.



2) Click the Save Setting button in the top right of the page to finish.

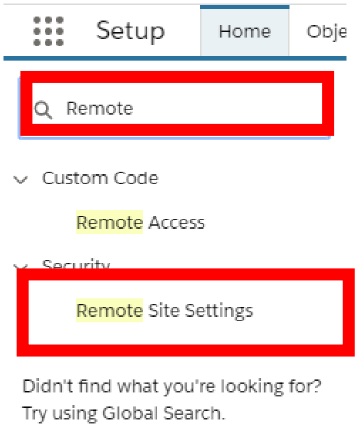
Technical Setup

Navigation Path: Setup → Security Controls → Remote Site Setting

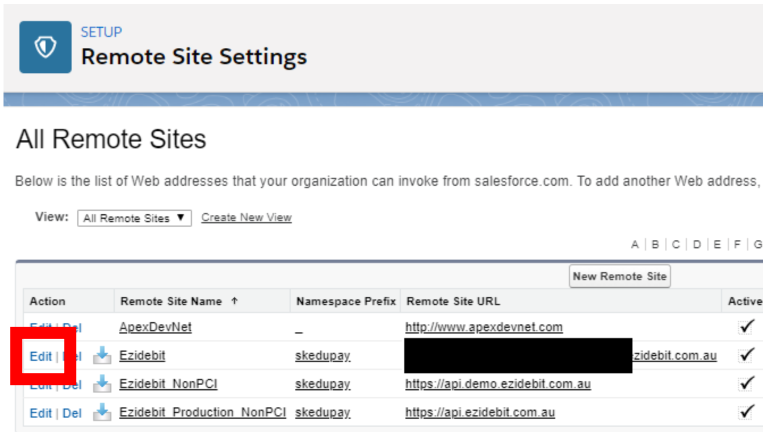
We now need to do a little technical setup. This is going to make sure that Salesforce lets you talk to ezidebit. We will need to set up a remote site to allow you to call the ezidebit interfaces. You will find three remote site settings already created. We will need to update one of these to the URL that eziDebit sends you on signup.

Steps

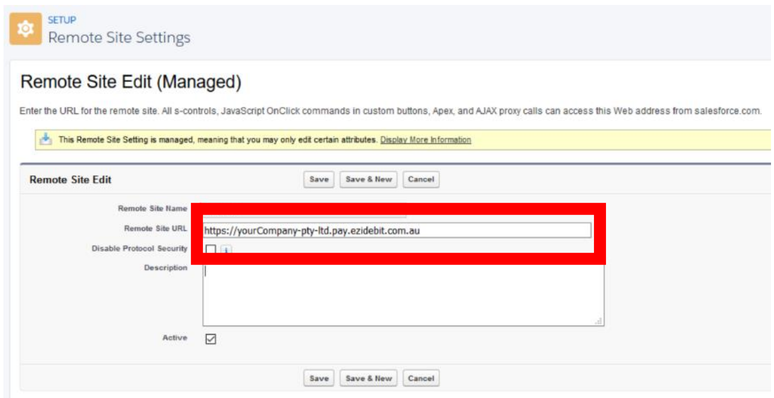
1) Navigate to Setup search for remote and click on the Remote Site Settings Result.



2) Find the remote site called Ezidebit. Click the Edit button.



3) Update the URL to the value given to you by ezidebit for your pay now URL.



4) Click the Save button to save the remote site setting.

Deploy the scheduled jobs.

Navigation Path: App Launcher → Deploy Scheduled Jobs

The next thing we need to do to set up skedupay is deploy the scheduled jobs. There are several jobs that are executed at specific times of the day to keep your information up to date. We have made it easy for you to deploy these, by creating an automated process to create these scheduled jobs for you, but we have also added instructions in case you want to do it manually.

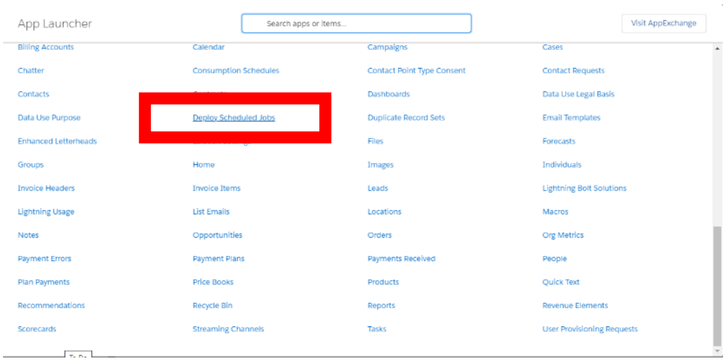
Note: you will only need to use one of the methods below to create scheduled jobs. Pick the one you are most comfortable with, although we would recommend the Deploy Scheduled Jobs Screen.

Scheduled Jobs Screen

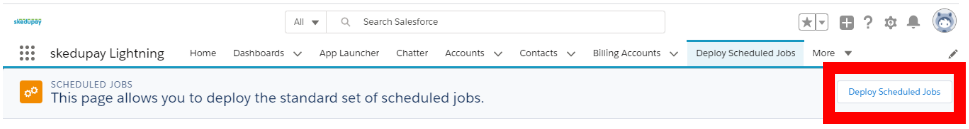
To deploy the scheduled jobs using the prebuilt screen, follow these steps.

Steps

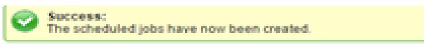
1) Navigate to the Deploy Scheduled Jobs screen



2) Click the Deploy Scheduled Jobs button to begin the process.

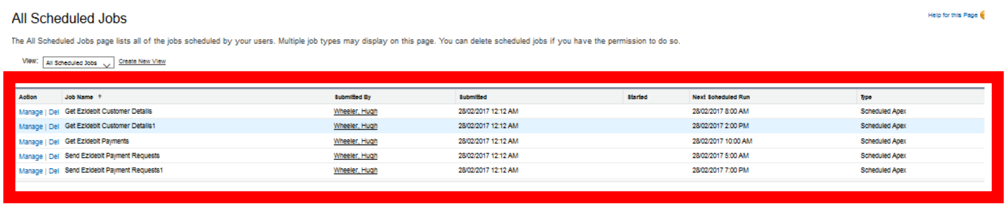


3) Once the process has finished you will see the following message.



4) You can double check that the scheduled jobs were created, by navigating to:

Setup → Environments→ Jobs → Scheduled



Note: If you ever find you need to re-create your scheduled jobs, you can delete them from the screen shown in step 4 above. You can then follow the same process again to re-deploy them. This is particularly relevant for Professional Edition users who cannot schedule jobs manually.

Manual Deployment Scheduled Jobs

You will only need to do this section if you want more control over your scheduled jobs than the standard deploy page gives you.

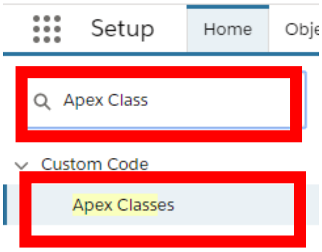
Get Payments

Navigation Path: Setup → Custom Code → Apex Classes

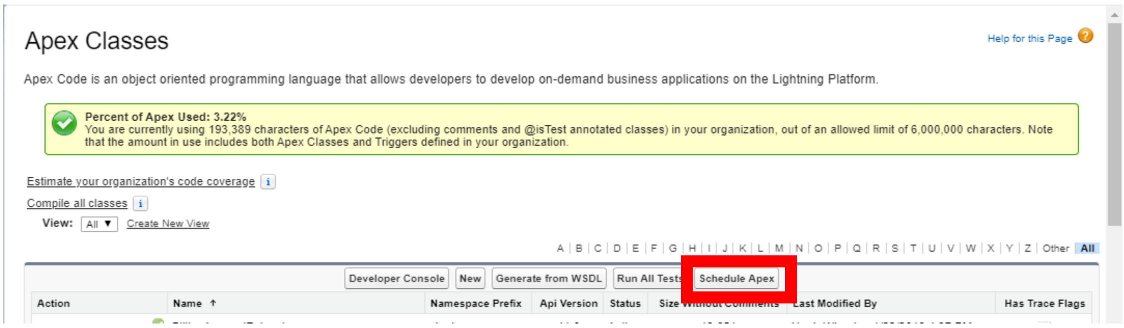
This should be scheduled once per day. The details are only available after about 10am. When this interface is run, it retrieves each of the payments made in the last 7 days.

Steps

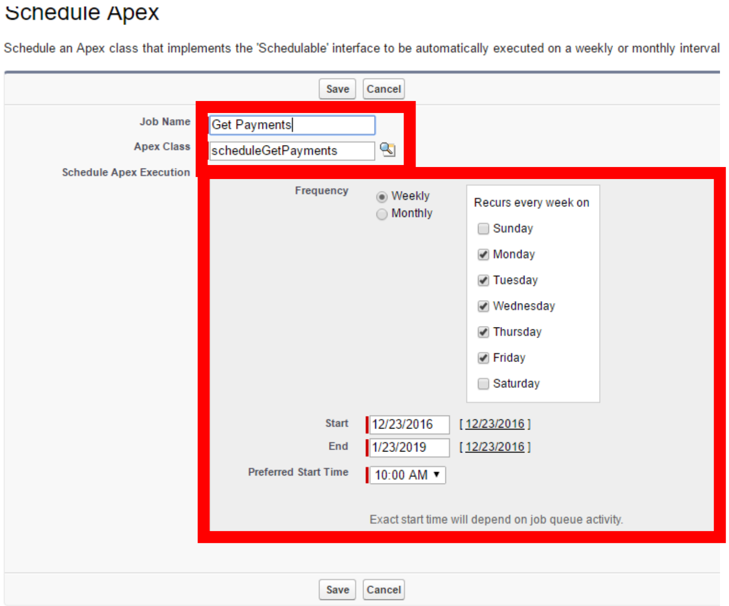
1) Navigate to the Apex Classes screen. Type ‘Apex Class’ into the setup search and choose the Apex Classes screen.



2) Click the Schedule Apex button to navigate to add a new schedule.



3) Enter the following details:
    a. Name: Get Payments
    b. Apex Class: scheduleGetPayments
    c. Frequency: Weekly
    d. Recurs: Mon – Fri
    e. Start Date: Today
    f. End Date: Choose a day around 5-10 years away
    g. Preferred Start Time: 10:00 am



Apex Alternative

To schedule this job through the developer console, please use Execute Anonymous to run the following code. Please only do this if you are confident with Apex and know what you are doing.

Skedupay__scheduleGetPayments o = new skedupay__scheduleGetPayments();

*System.schedule('Get Ezidebit Payments', '0 0 10 * * ?', o);*

Note: The data available in this interface only changes once per day. There is no point in scheduling this more than once a day.

Send Payments

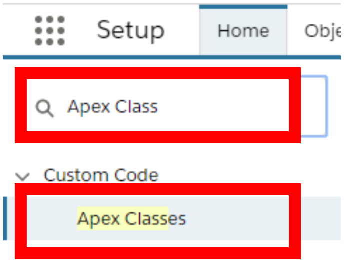
Navigation Path: Setup → Custom Code → Apex Classes

The send payments interface will send any payment plan payments across to ezidebit where the payment plan is 'Active' and the payment plan payment due date is Tomorrow and the status = 'New'.

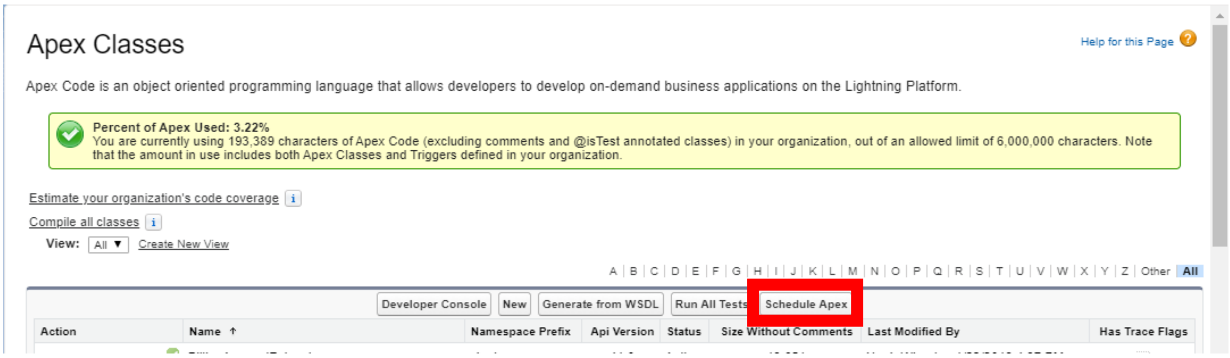
When a payment is sent it is set into a status of scheduled, unless there is an error, in which case the plan payment is set into a status or 'Error'. This interface can be run multiple times a day as it will only send those payments in a status of new.

Steps

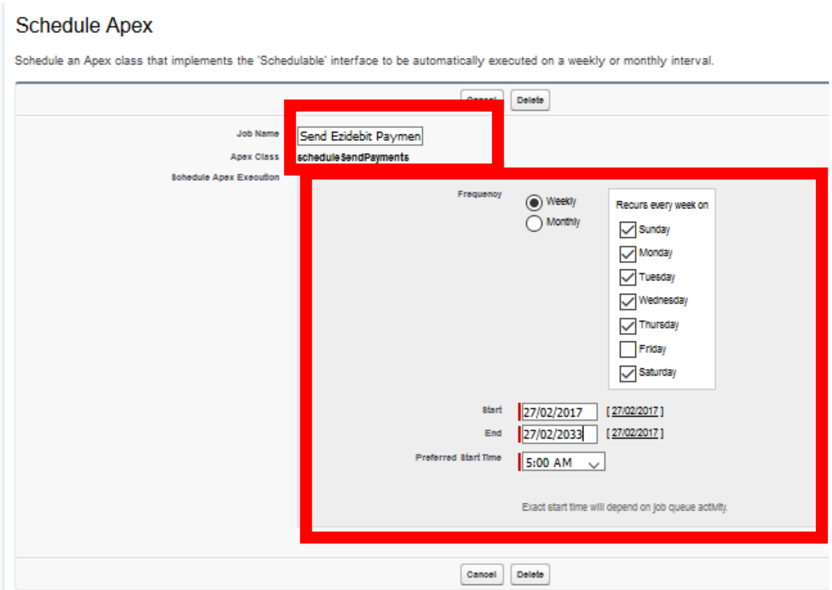
1) Navigate to the Apex Classes screen. Type 'Apex Class' into the setup search and choose the Apex Classes screen.



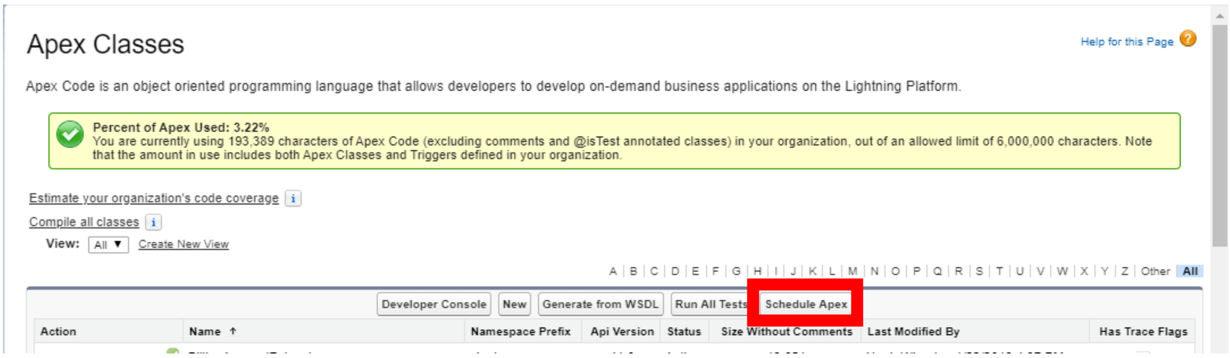
2) Click the Schedule Apex button to navigate to add a new schedule.



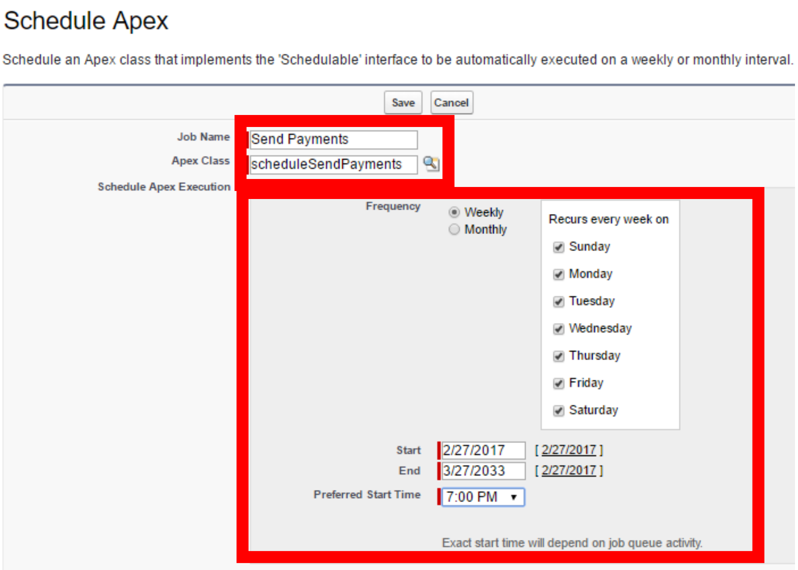
3) Enter the following details:
   a. Name: Send Ezidebit Payments
   b. Apex Class: scheduleSendPayments
   c. Frequency: Weekly
   d. Recurs: Sunday – Saturday
   e. Start Date: Today
   f. End Date: Choose a day around 5-10 years away
   g. Preferred Start Time: 5:00 am



4) Click the Schedule Apex button. To add our second send payments job.



5) Enter the following details:
   a. Name: Send Ezidebit Payments 1
   b. Apex Class: scheduleSendPayments
   c. Frequency: Weekly
   d. Recurs: Sunday – Saturday
   e. Start Date: Today
   f. End Date: Choose a day around 5-10 years away
   g. Preferred Start Time: 7:00 pm



Apex Alternative

To schedule this job through the developer console, please use Execute Anonymous to run the following code. Please only do this if you are confident with Apex and know what you are doing.

scheduleSendPayments p = new scheduleSendPayments();

*System.schedule('Send Ezidebit Payment Requests', '0 0 05 * * ?', p);*

*System.schedule('Send Ezidebit Payment Requests1', '0 0 19 * * ?', p);*

Note: This interface can be scheduled around 1 – 5 times a day.

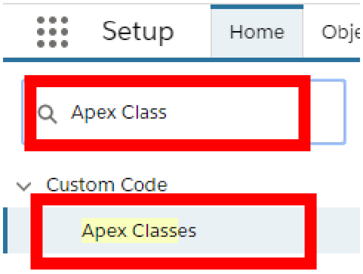
Get Customer Details

Navigation Path: Setup → Custom Code → Apex Classes

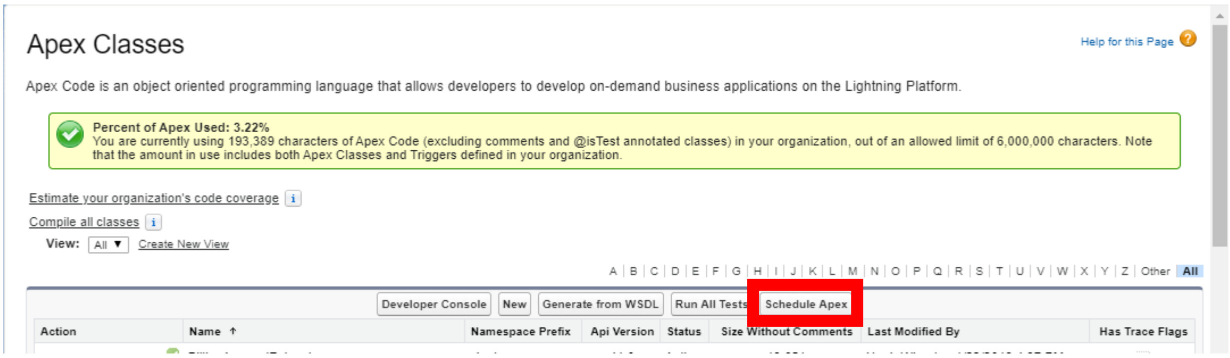
This scheduled job retrieves customer details each day and can be run each hour if required. This is used to retrieve the ezidebit customer number after sending an EDDR to a customer.

Steps

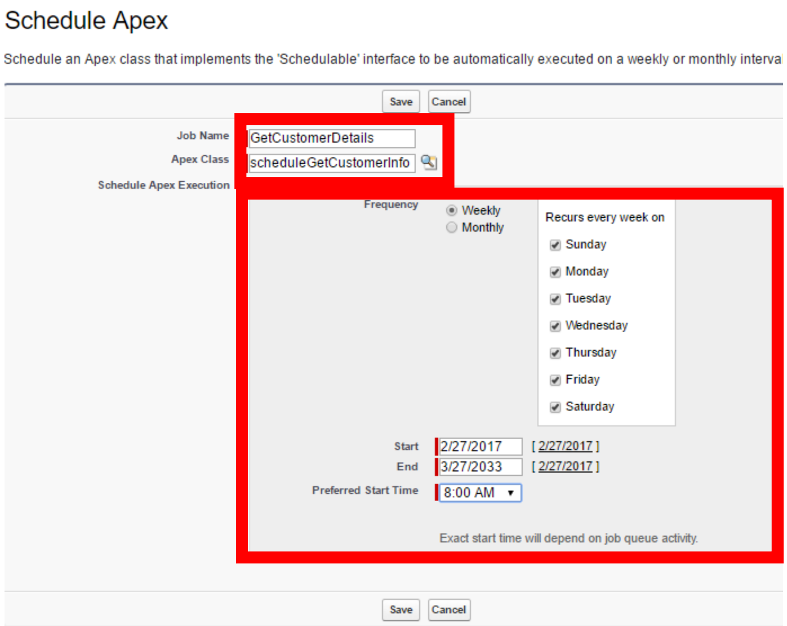
1) Navigate to the Apex Classes screen. Type 'Apex Class' into the setup search and choose the Apex Classes screen.



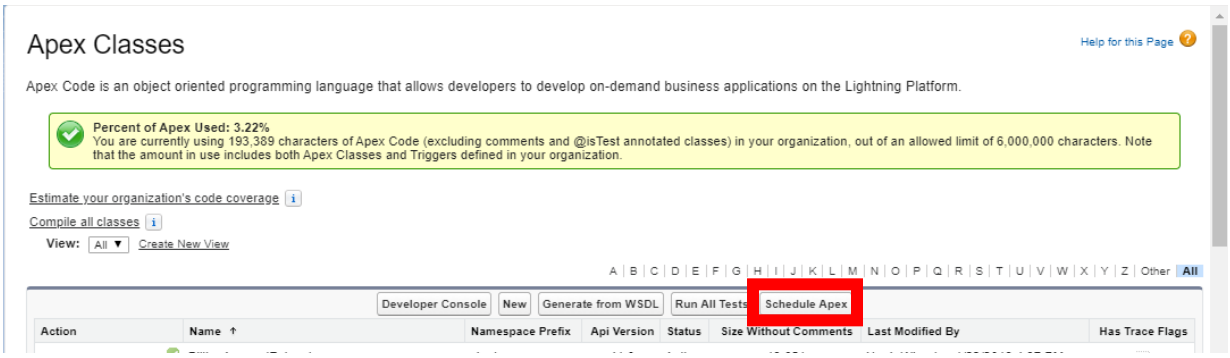
2) Click the Schedule Apex button to navigate to add a new schedule.



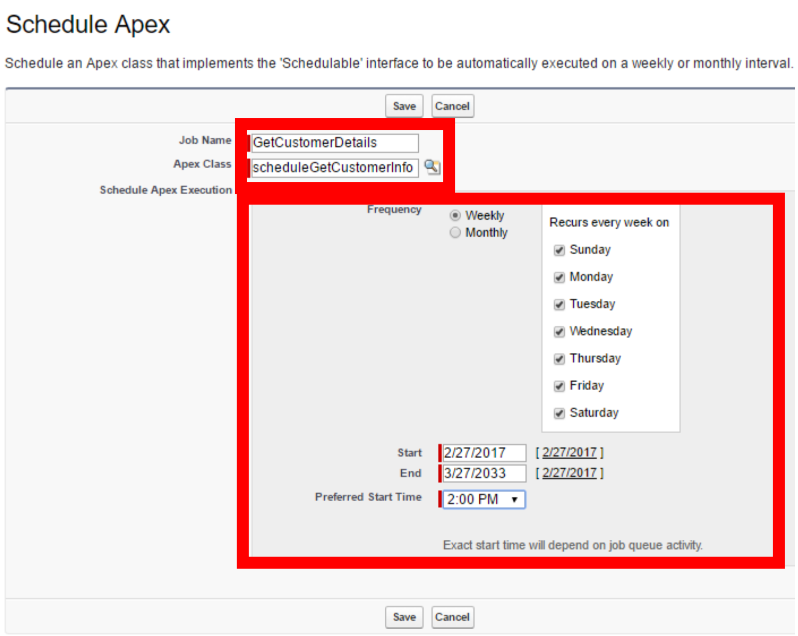
3) Enter the following details:
    a. Name: Get Customer Details
    b. Apex Class: scheduleGetCustomerInfo
    c. Frequency: Weekly
    d. Recurs: Sun – Sat
    e. Start Date: Today
    f. End Date: Choose a day around 5-10 years away
    g. Preferred Start Time: 08:00 am



4) Click the Schedule Apex button to navigate to add a new schedule.



5) Enter the following details:
    a. Name: Get Customer Details 1
    b. Apex Class: scheduleGetCustomerInfo
    c. Frequency: Weekly
    d. Recurs: Sun – Sat
    e. Start Date: Today
    f. End Date: Choose a day around 5-10 years away
    g. Preferred Start Time: 02:00 pm



Apex Alternative

To schedule this job through the developer console, please use Execute Anonymous to run the following code. Please only do this if you are confident with Apex and know what you are doing.

scheduleGetCustomerInfo q = new scheduleGetCustomerInfo();

*System.schedule('Get Ezidebit Customer Details', '0 0 08 * * ?', q);*

*System.schedule('Get Ezidebit Customer Details1', '0 0 14 * * ?', q);*

Note: we have shown the set up of two jobs above. If you want you can increase the frequency of this job to hourly, depending on how quickly you need customer details updated to the system.

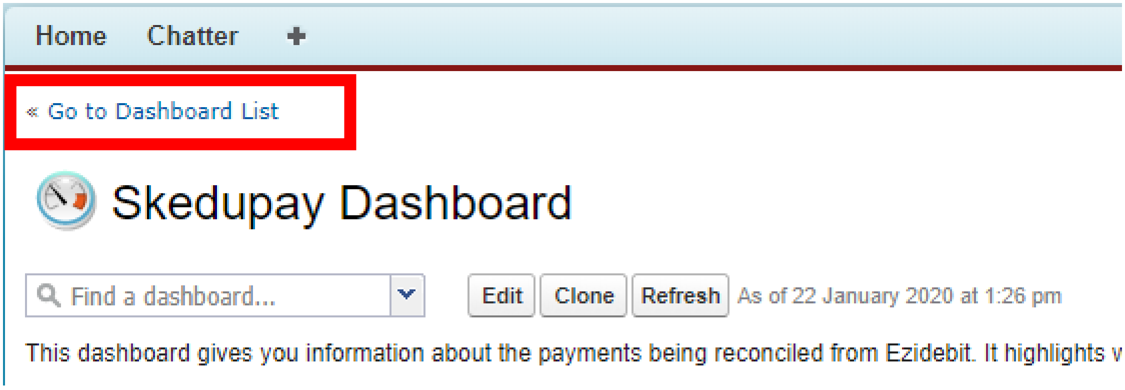
Dashboard Access

Navigation Path: App Launcher → Dashboard → Dashboard List

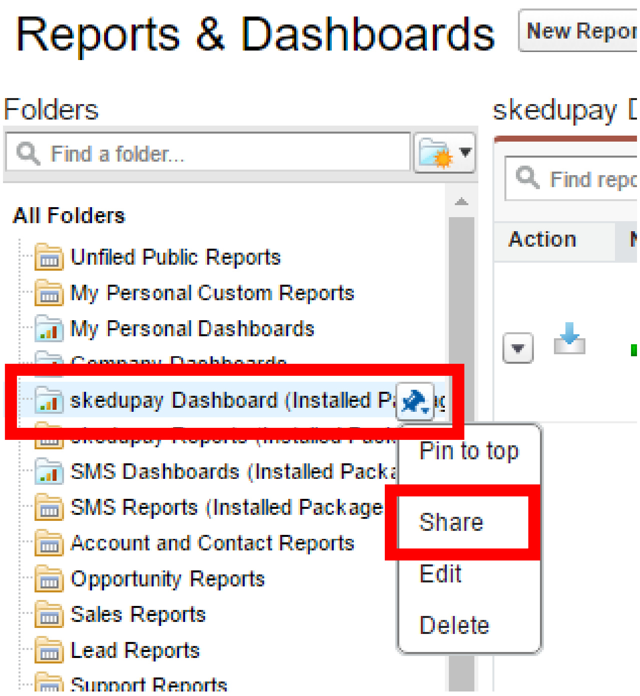
The skedupay dashboard should be shared with those staff that need to track cashflow and follow-up people who have not paid. The following instructions are used to share the dashboard with those people who need it.

Steps

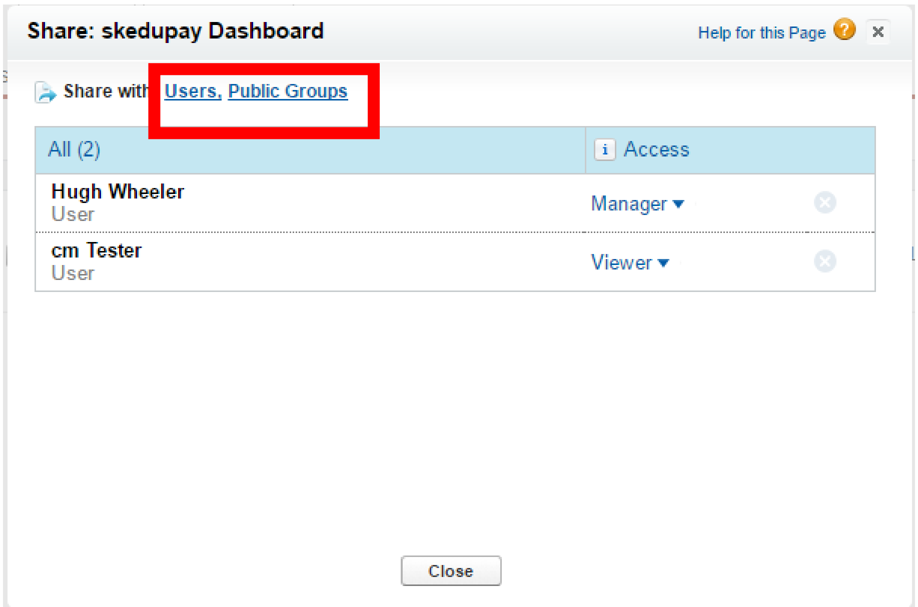
1) Navigate to the Dashboard Screen and choose Go to Dashboard List (you will need to do this in Salesforce Classic).



2) Click the share button on the skedupay Dashboard folder



3) Select the Users or Public groups link to choose who you would like to share the dashboard with.



4) Search for a user in the search box and then click share to give them access. Then click the done button to finish