

SwissQR Invoice with Payment Reconciliation

PREREQUISITES

- PHP 7.2 or later.
- Magento 2.3.3 2.4.3 p1
- No Third-Party plugins required. This extension is self-sustained.

INSTALLATION STEPS

To install ISO Bill extension, follow the steps below. Step 1: Download the package.

Step 2: Access your web server directories and unzip and upload the content of the app folder to the path RootFolder/app/

Step 3: Access your web server directories and unzip and upload the content of the lib file to lib/internal/ directory.

Step 4: Run below commands on terminal

- php bin/magento setup:upgrade
- php bin/magento setup:di:compile
- php bin/magento setup:static-content:deploy
- •

Note: The Cron job should work properly for your shop

ADMIN CONFIGURATION

1. Login to the Admin and choose Stores \rightarrow Configuration \rightarrow Sales \rightarrow Payment Methods \rightarrow QR Bill Invoice. Please see the below screenshots.







		Save
⊙ QR Bill Invoice		
Enabled [website]	Yes	Use system value
Title [store view]	QR Bill Invoice	Use system value
Sort Order [website]		
Description [store view]	Pay with QR Bill Invoice	
New Order Status [website]	Pending	 Use system value
Payment from Applicable Countries [website]	Specific Countries	 Use system value
Payment from Specific Countries [website]	Switzerland Liechtenstein	
Invoice Settlement [website]	Settlement After Order	 Use system value
Allowed Currencies [website]	Swiss franc (CHF) Euro (EUR)	
Minimum Order Total [website]		
Maximum Order Total [website]		
Reference Format [website]	SCOR Format	 Use system value
Classic-IBAN (CHF) [vvebsite]	CH9300762011623852957 Please fill this field if the selected currency is CHF	
Classic-IBAN (EURO) [website]	CH9300762011623852957 Please fill this field if the selected currency is EUR	
Shop street & number [website]	Test Street	
Shop Address line 2 [website]		
Shop Zipcode [website]	8989	
Shop City [website]	Test City	
Shop Country [website]	Switzerland	•
Enable Log [website]	Yes	•



- Enabled To enable the extension
- Title Title of the payment method
- Sort Order Sort order of the payment method in frontend checkout page
- Description description for the payment method
- New Order Status Status to assign for the order with this method
- Payment from Applicable Countries Applicable countries for this payment method

Payment from Specific Countries - Specific countries for this payment method

- Invoice Settlement You can choose the invoice settlement method options.
 "No invoice settlement" means no invoice is created while placing order and
 "Settlement after order" means automatically invoice is created after placing order.
- Allowed Currencies Now only CHF and EUR are allowed.

• Minimum Order Total - Minimum order total for enabling the payment method

• Maximum Order Total - Maximum order total for enabling the payment method

• Reference Format - You can choose the reference format for ISO Bill. Format types are Classic Format and SCOR format. If you choose Classic format, then the field for entering Special QR-IBAN and BESR ID for reference number is displayed. For SCOR format only you need to enter the Classic IBAN field

• Special QR-IBAN (CHF) - If you have selected the currency CHF then you must fill this field. This IBAN is the number you receive from your bank. Using this, reference number for the invoice is created. This should be unique for bank account holders.

• BESR ID for reference number (CHF) (optional)- If you have selected currency CHF and you have this BESR ID (from bank) please fill this field otherwise skip as it is an optional field.



• Special QR-IBAN (EURO) - If you have selected the currency EURO then you must fill this field. This IBAN is the number you receive from your bank. Using this, reference number for invoice is created. This should be unique for bank account holders.

• BESR ID for reference number (EURO) (optional)- If you have selected currency EURO and you have this BESR ID (from bank) please fill this field otherwise skip as it is an optional field.

• Classic-IBAN (CHF) - This field will show if you choose reference format SCOR format. If you have selected the currency CHF then you must fill this field. This IBAN is the number you receive from your bank. Using this, the reference number for order invoice is created. This should be unique for bank account holders.

• Classic-IBAN (EURO) - This field will show if you choose reference format SCOR format. If you selected the currency EURO then you must fill this field. This IBAN is the number you receive from your bank. Using this, the reference number for order invoice is created. This should be unique for bank account holders.

• Shop street & number - Address of the shop. This address is used to create QR Bill slip.

- Shop Zipcode zip code of the shop
- Shop City city of the shop
- Shop Country country of the shop

• Enable Log – If enabled error details will be written to qrBillErrorLog.log file in var/log directory

2. Fill all the above configurations and save.

Note: You should give correct IBAN number, and you must fill the IBAN field according to the selected currency.



3. This payment method only work with EUR and CHF currency, check whether these currencies are enabled in your shop. Check this @Admin panel -> Stores -> Configuration -> General -> Currency Setup -> Currency Options -> Allowed Currencies, On frontend switch the currency to CHF or EUR during checkout

4. This payment method is available only for Liechtenstein and Switzerland countries, so during checkout ensure that you choose either Switzerland or Liechtenstein as billing country.



Place Order

Figure 3

5. If you have selected "Settlement after order" as the "Invoice Settlement" settings value then, the invoice is created automatically after placing the order, and the customer will get an invoice email attached with the invoice pdf. If the "No invoice settlement" option is selected then no invoice is created while placing order and the admin must create the invoice manually from backend. While creating invoice manually, make sure that invoice is created with "Not capture" option in Amount dropdown, otherwise the invoice become paid and further processing of payment and dunning will not work as expected. (Ref Figure 3a) The customer can download the QR Bill receipt from invoice PDF and pay at the bank using this bill (Ref figure 4). Admin can see the QR Bill invoices on Grid (Ref Figure 6) please Go to Admin panel \rightarrow Sales \rightarrow QR Bill invoice \rightarrow Click on QR Bill Invoice





Figure 3a

Receipt	Payment part	Account / Payable to
Account / Payable to		CH44 3199 9123 0008 6901 2 Thinkaway
CH44 3199 9123 0008 8901 2		99999 Scot Hamper
Thinkaway		
89999 Scot Hamper		
	1 124 - 04 3 2	Reference
Reference	1 2 5 5 6 1 75 6 4 5 30	
21 00000 00000 00000 00000 00329	1 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 1	222 222
Payable by	A 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Payable by
Test Order Ship		Test Order Ship
Schachen 244	1 255350000000000	Schachen 244
9044 Wald	1 2002 H02-57 120	9044 Wald
	12-50361-5-23.6	
	-36.48 6.778	
	# KCK/7h75.1052	ry.
Currency Amount	Currency Amount	
CHF 38.00	0115 00.00	
	CHF 38.00	
Acceptance point		





QR Bill Invoice

All the invoices of the order placed using payment method, "QR Bill Invoice" is listed in this page. You can do the following actions from here.

1. Cancel invoice - If you click on 'cancel invoice', then the paid status will become "Cancelled".

2. If you click "Mark as paid" then the invoice paid status will become "Paid". The paid status will also get updated when Camt054 file received from bank is processed.

3. Disable reminder - This will disable the dunning process corresponding to the invoice.

4. Download Invoice – This option allows you to download invoice pdf from grid.

pits									
DASHBOARD	QR	Bill	Invoice						
\$ SALES									
CATALOG									
CUSTOMERS	Actio	ns		•	266 record	ds found			
MARKETING CONTENT		ld	Order #	Invoice #	Invoice Status	Reference Id	Reference Type	QR Iban	BESR ID for reference ↑ number
REPORTS		32	2000000014	2000000014	Cancelled	910000000000000000000000000000000000000	QRR	CH4431999123000889012	910000
STORES		39	200000021	200000021	Paid		000	CU14421000122000890012	810000
مغه			200000021	200000021	1 ald	910000000000000000000000000000000000000	QKK	CH4451555125000885012	310000
SYSTEM		40	200000022	200000022	Pending	91000000000000000000000000000000553	QRR	CH4431999123000889012	910000

							Run	Dunni	ng Re	minder
							F i	lters	¢	Columns 🔻
					20	• per p	oage <		1	of 4 >
ce	Billing Amount	Billing Currency	Total Billing Amount	Billing Date	Amount Paid Through QR Bill	Paid Status	Reminder Status	Outstai Status	nding	Action
	24.00	EUR	€32.00	Oct 12, 2021 5:34:47 AM		Not Paid	Enabled	Open	View	Select 🔺
	30.00	CHF	CHF 60.00	Oct 12, 2021 5:16:05 AM	65.0000	Paid More	Not Applicable	Closed	Canc Mark Disat	el Invoice As Paid
F	24.00	EUR	€32.00	Oct 14, 2021 4:46:56		Not Paid	Enabled	Open		Select 🔻



- Id Serial number
- Order # Order Id
- Invoice # Invoice Id
- Invoice Status Paid status of invoice with respect to magneto
- Reference Id unique id generating according to the Reference format given in configuration. This unique id is added on iso bill see (Figure 4) Reference Section.
- Reference Type Two types. Either Classic Format (QRR) and SCOR format. If you choose Classic format, then the reference id is generated based on Special QR-IBAN and BESR ID for reference number (optional). For SCOR format, only Classic IBAN field is used to generate reference id.
- QR Iban IBAN code given by the bank
- BESR ID for reference number BESR ID given by the bank (for Classic format reference type)
- Billing Amount Original invoice amount
- Billing Currency Invoice currency, this is same as the currency used for creating order
- Total Billing Amount Billing amount including reminder fees.
- Billing Date Invoice creation date.
- Amount Paid Through QR Bill Amount paid through Camt054 xml file @ Admin Panel > SALES > Process Bank Payment
- Paid Status Paid status of invoice with respect to the amount paid through
 a) Camt054 xml file processed @ Admin Panel > SALES > Process Bank Payment

b) Manually updated payment via option available at the field "Update Amount Manually"

in QR Bill Invoice Grid

Possible values are listed below

- 1. Paid : Exact billing amount is paid
- 2 . Paid Less : Amount paid is less than billing amount
- 3. Paid More : Amount paid is greater than billing amount
- 4. Not Paid : No amount is paid
- Reminder Status Reminder status of the invoice



• Outstanding Status - This shows whether the outstanding status of the invoice is open or closed. Closed represents all paid and cancelled invoice which is not considered for further processing. Open represents all unpaid invoices.

• Amount Paid by other means – This field indicates the payment made by other means

• Update Amount Manually – In some scenarios merchant may need to update the paid amount manually. For eg : If customer paid the amount directly or by some other payment modes. During such cases merchant can manually update the paid amount by entering the amount in this field. If invoice is fully paid during this update, we will change the invoice to "Paid" status.

Note: The amount should be entered in billing currency of invoice. Merchant is not allowed to update amount manually for an invoice in paid or cancelled state.

Payment Process

The payment processing can be done manually or using a cron job. If you are using cron job, then you only need to upload the payment statement from the bank in

Camt054 format to Rootfolder/pub/media/qrbill/cron/. This will be processed at every 12 am and after processing the files are copied and moved to the backup folder for future reference Rootfolder /pub/media/qrbill/cron/processed/.

To process manually, Go to Admin Panel \rightarrow Sales \rightarrow QR Bill Invoice \rightarrow Process Bank Payments. Upload the payment statement from the bank in Camt054 format and click on process. The processed payments will be reflected on the payment process grid (Figure 8). Four cases can be seen while the payment is processed.

- If the reference number of payment file and invoice match, the invoice status and paid status is marked as "paid"
- If customers paid only a less amount , then paid status will be "Paid less" and invoice status will be Pending on the invoice grid
- If customers paid too much, then paid status will be "Paid more" and invoice status will be Paid on the invoice grid

• if customer is paid without/incorrect reference number, then the invoice will not be processed.

During payment processing if the invoice amount is paid more, then the invoice will be automatically captured.

If there is any mismatch or error present in the Camt054 format, the error message will be displayed after file processing. For example, Duplicate file processing is blocked by the system. If you try to update amount for a cancelled invoice, module will show error and prevent this action.

Pay	ment P	rocess				Q	📫 🕺 ad	lmin 🔻
							Proce	ess
Proce	ess Payme	nts						
		Upload XML File Up	load					
						Filters	Colum	nns 👻
106 re	cords found				20 • per page	<	1 of 6	>
Id +	Invoice Increment Id	ISR Reference Number	ls Valid	ISR Bank Slip Id	Payment Reference Number	Payment Booking Date	Transaction Reference Number	Transa Amoui
1	000000010	999999123456789012345678028	Yes	CAMT054_202045881122_1112123019963477_0011192	21000000000000000000000000056	Nov 21, 2020 6:00:00 PM	80XI- 190418-CS- 80256	477.25



Dunning

This ISO QR bill payment method works as a post payment method. Merchant sent the product to the customer along with the invoice to pay. If the customer has not paid the invoice, the merchant may need to send a reminder to the customer. The extension allows processing of dunning in different levels. Merchant can manage the remainder settings like reminder level, interval, fees, email and pdf content from admin panel. Refer: section - Dunning Configuration

QR bill payment module allows dunning processing in two methods

1)Email : A payment reminder email will be sent to the customer, reminding them of the payment deadline. The extension allows you to customize the title and content of the reminder email according to your business needs.

2)Print : When the "Print" option is selected, the merchant must send the dunning information to the customer by post. Backend configuration allows for customization of dunning information.

Reminder Handling Type

1) Automatic : By automated payment handling, dunning process will be executed as per defined configuration. If "Email" option is chosen for particular dunning level, reminder email will be send automatically once the due date is reached. Magento cron job will handle the automated dunning.

2)Manual : By manual option merchant should manually process dunning for due payments. If "Email" option is selected for dunning process merchant should manually send the dunning email.

Dunning Configuration

Login to the Admin and choose Stores \rightarrow Configuration \rightarrow Sales \rightarrow ISO QR Bill. Please see the below screenshots.

GENERAL	~	General Dunning Settings		
CATALOG	~	Enable Dunning	Yes	
SECURITY	~	Dunning Type/ Reminder Handling Type	Manual	✓ Use system value
CUSTOMERS	~	[record]	Automatic option will process dunning automatically using Magento cron job and if you choose manual then you need to process dunning manually.	
SALES	^	Reminder Email Sender Name	Shop Admin	✓ Use system value
Sales		Reminder Email Sender [store view]	rose.anu153@gmail.com	
Sales Emails		Send Reminder Email Copy to [store view]		
PDF Print-outs		Reminder Email Template [store view]	Reminder Notification (Default)	
Тау			Dunning Email template format	



Γax	Dunning Fee Tax [website]	Excluding Tax 💌	✓ Use system value
Checkout		This sets whether fee entered in dunning configuration include tax.	
Shipping Settings	Assign not paid customers after all re- minder level to a particular Customer Group	Retailer	
Multishipping Settings	[website] Invoice Marked for Collection Agency [store view]	2	✓ Use system value
Delivery Methods	[Number of days after dunning process, the invoice is marked for collection agency	

General Dunning Settings

- Enabled To enable dunning
- Dunning Type/ Reminder Handling Type Two types are possible, Automatic and Manual. If you choose automatic, then dunning reminder emails send automatically using Magento cron job and if you choose manual then you need to process dunning manually
- Dunning Cron Time if you choose Dunning Type option Automatic then this field will show, and you can add the cron time to send reminder emails
- Reminder Email Sender Name Sender name for reminder emails
- Reminder Email Sender Sender Email address
- Send Reminder Email Copy to A copy of the reminder emails will be sent to this email address.
- Reminder Email Template Choose Reminder email template here
- Dunning Fee Tax This sets whether fee entered in dunning configuration include tax.

• Assign not paid customer after all reminder level to a particular Customer Groups - This will show all customer groups in your shop, and you can choose a customer group to assign not paid customer after processing all dunning levels.



 Invoice Marked for Collection Agency - Number of days after dunning process, the invoice is moved for collection agency

R Bill		[website]	Level	Interval	Fees	Email Title	Email Content	Pdf Title	Pdf Content	
nt Methods			1	2	10	First Remind	First Reminder	First Remind	First Reminder	
ure									h	
leansing			2	2	20	Second Remi	Second Reminder	Second Remi	Second Reminder	
	~						4			
A EXTENSIONS	~						Third Damin day		Third Developing	
IG AUTOMATION	~		3	2	30	Third Reminc	Third Reminder	Third Reminc	Third Keminder	
AL	~								1,	
	~		Add							
D	~		Dunning Lev	els : Create	multiple d	unning levels in ascend	ing order. Eg: level 1, 2, 3 etc			
		Position [store view]	Bottom							

Dunning Level Specific Settings

Figure 11

New dunning levels can be added by clicking on Add Button. Please see image Figure 11.

• Dunning Level – Set dunning level number. Use 1 for the first dunning level to apply. Increase the value accordingly for the consecutive dunning levels.

• Interval - The time interval for dunning process.

For example, if you give 5 for first dunning, then it counts 5 days from invoice date. If you set 3 as second dunning interval then it counts 3 days from first dunning processed date

- Fees Enter Dunning fee for each level in base currency
- Email Title Email title for the level
- Email Content Dunning email content which will show on dunning email
- Pdf Title Pdf title for the level
- Pdf Content Specify the content to be displayed on dunning pdf

• Reminder Type - If you choose type "Email" then reminder is sent as an Email and if type is "print", the dunning process will be done but it will not be sent as emails, instead merchant should take printout and send it to customer by post

• Reminder PDF content position - This represent where to display the PDF title and content in the invoice PDF



Dunning Grid - All Dunnings details for invoice will be listed on this grid Go to Admin \rightarrow Sales \rightarrow QR Bill Invoice -> Dunning Grid (Figure 13)



Figure 12



QR	Bill Dui	nning											Q 📫
											T Filters	• D	efault View 👻 🔅
53 rec	ords found										20 🔻	per page	< 1
ld †	Order #	Invoice #	Invoice Status	Invoice Amount	Due Date	Fee Amount	Tax Amount	Invoice Amount with Dunning Fee	Amount Paid Through QR Bill	Paid Status	Dunning Level	Reminder Status	Outstanding Status
83	000000081	000000084	Pending	CHF 30.00	Oct 26, 2021 8:13:22 AM	CHF 30.00	CHF 0.00	CHF 60.00	CHF 0.00	Not Paid	2	Completed	Open
82	00000080	00000083	Pending	CHF 30.00	Oct 20, 2021 7:54:34 AM	CHF 30.00	CHF 0.00	CHF 60.00	CHF 0.00	Not Paid	2	Completed	Open
04	00000070	000000000	Committeed	CUE 20.00	Oct 26, 2021	CUE 20.00	CUE 0.00	CUE (0.00	CUE 20.00	Delition	2	Not	Charact

ill	Paid Status	Dunning Level	Reminder Status	Outstanding Status	Action
	Not Paid	2	Completed	Open	Select 🔺
	Not Paid	2	Completed	Open Downlo	unning Details bad Dunning PDF
	Paid Less	2	Not Applicable	Send E Closed	mail
	Paid Less	2	Not Applicable	Closed	Select 💌
	Paid More	2	Not Applicable	Closed	Select 💌



- Id Serial number
- Order # Order Id
- Invoice # Invoice Id
- Invoice Status Paid status of invoice with respect to magneto
- Invoice Amount Original invoice amount
- Due Date Due date for payment
- Fee Amount Reminder Fee amount
- Tax Amount Tax charged for the reminder fee amount
- Invoice Amount with Dunning Fee Invoice amount with reminder fee and tax.
- Amount Paid Through QR Bill Amount paid through Camt054 xml file @ Admin Panel > SALES > Process Bank Payment

• Amount Paid by other means – The total amount paid by other means, if applicable.

- Paid Status Paid status of invoice with respect to the amount paid through
 - a) Camt054 xml file @ Admin Panel > SALES > Process Bank Payment

b) Manually updated payment via option available at the field "Update Amount Manually"

in QR Bill Invoice Grid

- Reminder Status Reminder status of the invoice
- Dunning level This shows the stage of dunning process
- Reminder Status Reminder status of the invoice

• Outstanding Status - This shows whether the outstanding status of the invoice is open or closed. Closed represents all paid and cancelled invoice which is not considered for further processing. Open represents all unpaid invoices.

Merchant can view dunning details, download the dunning pdf, send reminder email and disable/enable dunning for invoice from this grid.



Dunning Process

This can be done either Automatically or Manually. Refer Dunning Type/ Reminder Handling Type in Figure 9. If you choose automatic in the configuration, then dunning will be processed automatically using Magento Cron job and if you choose manual then you need to process the reminders manually.

Go to Admin -> Sales -> QR Bill Invoice -> QR Bill Invoice



Run Dunning Reminder - This button action processes all open invoices and sends reminders to all customers with overdue payments.



R B	ill In	voice									Run Dunni	ng Remir	nder
aid Sta	atus		•	Rem	inder Status	•	u tstanding Status Open	•					
											Cancel	Apply Filt	ers
Actio	ns	•	34 recor	ds found (2	! selected)			20	• per pa	age <	1	of 2	>
Run I	Id 1	Order #	Invoice#	Invoice Status	Reference Id	Reference Type	QR Iban	BESR ID for reference number	Billing Amount	Billing Currency	Total Billing Amount	Billing Date	Am Pai Thr QR
>	84	000000082	00000085	Pending	210000000000000000000000000000000000000	QRR	CH4431999123000889012	2100000	157.00	CHF	CHF 157.00	Oct 28, 2021 5:33:52 AM	
Y	83	000000081	000000084	Pending	2100000000000000000000846	QRR	CH4431999123000889012	2100000	30.00	CHF	CHF 60.00	Oct 24, 2021 8:06:42 AM	
_												Oct 24,	

Figure 16

Run Dunning Reminder Mass Action -

1. Filter Outstanding status by "Open" to see which invoices needed to be processed

2. Go through the list and "deactivate" the invoices that may have been paid in the meantime

3. Select the invoices which need to be processed.

4. Choose option "Run Dunning Reminder" from Action dropdown. This will check each item in the selected list and send reminder mail if dunning time has been reached.

View Dunning Details from QR Bill Invoice Grid

Below fields in QR Bill Invoice grid shows the details of dunning process

• Reminder Status - Reminder status of the invoice

Possible values are listed below

- o Disabled: Dunning process is disabled for that payment
- Enabled : Dunning process is enabled for that payment
- Completed : Dunning process is completed for that payment
- Not Applicable : Dunning is not applicable for the payments which are already paid or in cancelled state
- Disabled For Customer : Dunning process is disabled for that particular customer. See section: Exclude Customer From Dunning

• Current Dunning Level – It indicates the current dunning level.

Possible values

- Level 0: No dunning is processed for that particular invoice.
- Leve 1, 2 etc. : Currently executed dunning level
- Current Dunning Mode The mode through which current dunning process is executed Possible values
- Email : Dunning is processed via sending emails to customer
- Print : Current Dunning is processed via Print. Merchant should take printout and send it to customer by post.
- NA: Dunning not active
- Next Dunning Level It represents the next dunning level to be executed
- Next Dunning Due Date It indicates the date on which specified dunning level should be executed. It is calculated by adding dunning interval with billing date for level 1 reminders. For rest of the cases due date is obtained by adding interval with previous dunning processed date.
- Dunning Status It indicates that status of upcoming reminder process.
- Waiting for settlement: Reminder Due date is not reached yet and waiting for the settlement to happen
- Overdue Payment due date is reached and reminder is not yet processed. During some scenarios merchant may opt manual reminder handling and forgot to manually process the dunning. such orders may get stuck in "overdue" status.
 Note: If "Automatic" reminder process is chosen by the merchant the process will be

automated by magneto cron and hence this situation can be avoided.

- NA: Dunning not active
- Next Dunning Mode Mode of execution of next dunning level. It can be configured from general dunning configuration section.
- Email : Dunning should be processed via sending emails to customer
- Print : Next dunning is set to Print.
- NA: Dunning not active

Merchants can also use the filter option to easily identify the dunning status

- Dunning Status : filter can be used to identify the overall dunning status for the particular dunning level. "Overdue" option will list all dunning which are not processed yet.
- Reminder Status : filter can be used to identify the reminder status for that Invoice.
- Next Dunning Mode : This filter list the next dunning mode. It can be either email or print



Dunning History

Merchant can view the dunning history of an invoice in Invoice view page. See image Figure 17

00000200		, buck co	Login as customer	Jena Linan	cupture ri
			Grand Total (Incl.Tax)		[CHF183.7
ISO Billing Dunning					
Dunning Date	Dunning Level	Dunning Fee	Dunning Base Fee	Level Status	Action
Dunning Date 2021-09-24 06:08:30	Dunning Level	Dunning Fee 9.40	Dunning Base Fee	Level Status	Action
Dunning Date 2021-09-24 06:08:30 2021-09-24 06:09:54	Dunning Level	Dunning Fee 9.40 15.04	Dunning Base Fee 5.25 8.40	Level Status Active Active	Action
Dunning Date 2021-09-24 06:08:30 2021-09-24 06:09:54 2021-09-24 06:11:02	Dunning Level 1 2 3	Dunning Fee 9.40 15.04 28.19	Dunning Base Fee 5.25 8.40 15.75	Level Status Active Active Active	Action

- Dunning Date Date in which the dunning is processed. i.e., on this date the fee is added to the invoice and the reminder mail is send.
- Dunning level This shows the stage of dunning process
- Dunning Fee The dunning fee added to invoice in order currency
- Dunning Base Fee The dunning fee added to invoice in base currency of the shop
- Level status Shows whether the level is active or removed.
- Action This option is added to remove the reminder fees added to the invoice.
 Once the last added reminder level is removed, the option is enabled to remove next higher dunning level.



Remove Dunning Fee

In some cases, a merchant may be required to remove a dunning fee that has been added to an invoice. For instance, if a dunning process was not completed correctly due to incorrect configurations, or if the merchant wishes to remove the fee for other reasons.

It can be done from dunning history section in invoice view page. Once we remove the dunning, the system resets the dunning fee and reverts the dunning level to previous level. Refer Figure:17

Exclude Customer From Dunning

Dunning can be Exclude for customers. After excluding, dunning process will not be done for those excluded customers. Go to Admin -> Customers -> All Customers -> Edit Customer -> Open Account Information Tab to see this field.

n as omer	Delete Customer	Reset	Create Order	Reset Password	Force Sign-In	Save and Continue Ed
		Date of Birth		iterit itiii		
	т	ax/VAT Number				
		Gender				
	Send Welco	ome Email From	Default Sto	ore View 💌		
	Exclude Cu	stomer from QR Bill Reminder	No			



Download QR Bill Invoice Due Report

The report lists all the invoice details that has completed all the stages of dunning process but not paid yet. Go to Admin \rightarrow Sales \rightarrow QR Bill Invoice -> Download QR Bill Invoice Dues

DASHBOARD	QR Bill Invoice Dues Report	Q	4 3	1
\$ SALES				Generate
CATALOG				
USTOMERS	Filter			
MARKETING	Date From *			
CONTENT	Date To *			
REPORTS				



Merchants can generate report by giving Date from and Date to and click on generate.

	A	В	C		D	E	F	G	Н	1	1
	Order #	Invoice # Reference ID		OR IBAN	Invoice Date	Invoice Amount	Dunning Fee	Invoice Amount with Fee	Invoice Currency	Amoun	
2	#000000120	#000000133	Refld :	RF0200000133	CH9300762011623852957	2021-08-18 12:39:50	109.54	19.78	129.32	EUR	
	#000000164	#000000176	Refld :	91000000000000000000002320	CH4431999123000889012	2021-09-11 11:11:12	89.5	50.12	139.62	CHF	
	#000000166	#000000178	Refld :	9100000000000000000002346	CH4431999123000889012	2021-09-11 12:32:05	89.5	50.12	139.62	CHF	
	#000000167	#000000179	Refld :	9100000000000000000002354	CH4431999123000889012	2021-09-12 04:17:46	198.69	50.12	248.81	CHF	
	#000000168	#000000180	Refld :	9100000000000000000002362	CH4431999123000889012	2021-09-12 05:02:00	375.9	50.12	426.02	CHF	
	#000000172	#000000184	Refld :	91000000000000000000002406	CH4431999123000889012	2021-09-07 12:06:16	67	37.52	104.52	CHF	
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SUPPORT

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