



ISO QR-Bill Switzerland with Dunning

PREREQUISITES

- Magento 2.3.3 to 2.4.6
- 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 → Configuration → Sales → Payment Methods → QR Bill Invoice. Please see the below screenshots.

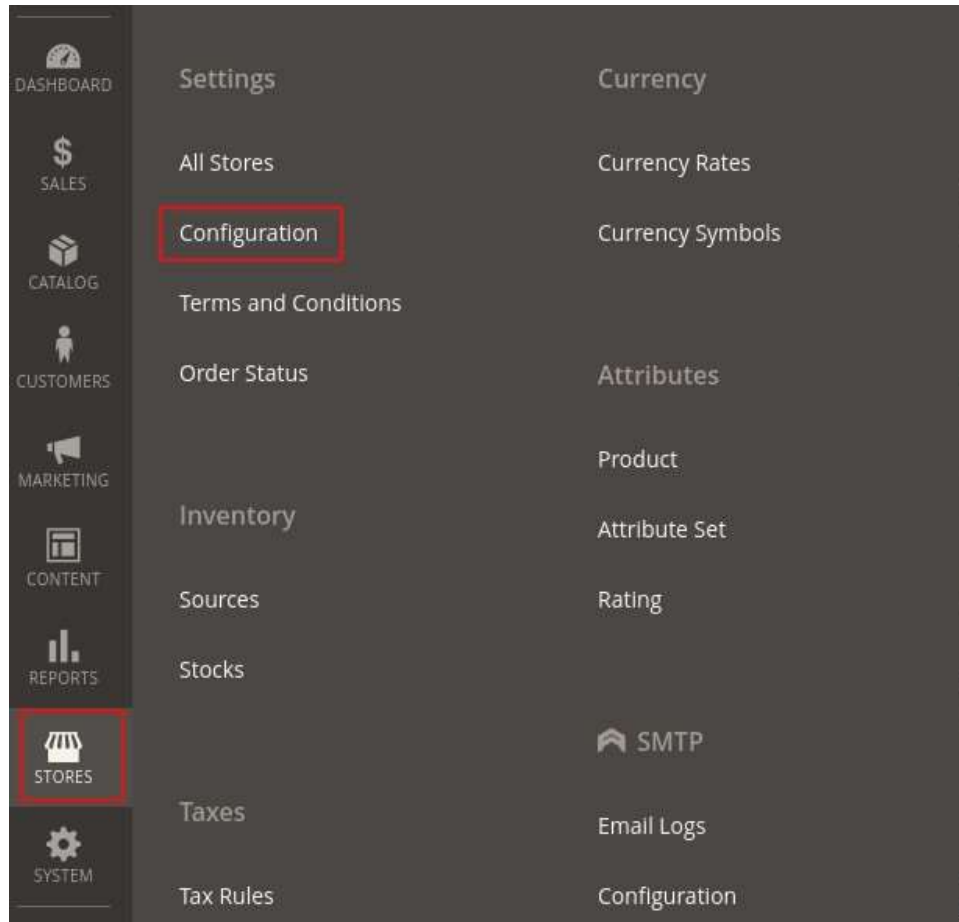


Figure 1

Save

QR Bill Invoice

Enabled [website] Yes ☐ Use system value

Title [store name] 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) [website]
Please fill this field if the selected currency is CHF

Classic-IBAN (EURO) [website]
Please fill this field if the selected currency is EUR

Shop street & number [website] Test Street

Shop Address line 2 [website]

Shop Zipcode [website] 8080

Shop City [website] Test City

Shop Country [website] Switzerland

Enable Log [website] Yes

Figure 2



Enabled – Option 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,

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 –

1. If enabled error details will be written to qrBillErrorLog.log file in rootfolder/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 will work only 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.

A screenshot of a 'Payment Method' form. At the top, the title 'Payment Method' is displayed. Below it, the option 'QR Bill Invoice' is selected with a radio button. Underneath, there is a checked checkbox for 'My billing and shipping address are the same'. Below this checkbox, the shipping address is listed: 'Test Order Ship', 'Schachen 244', 'Wald, Nidwalden 9044', 'Switzerland', and the postal code '045645645645'. In the bottom right corner of the form, there is a blue button labeled '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.

PAYMENT PROCESSING

This section explains the overall workflow and interfaces for managing payments.

Below listed operation are the major steps involved in payment processing.

1. **Invoice generation** with QR Bill
2. **Payment processing** through CAMT file
3. **Dunning process** if payments are not done in time

1.INVOICE GENERATION

Once the user places an order through QR bill payment, system will generate Invoice based on system configuration Invoice Settlement. Two options are available



1. **No invoice settlement** – Invoice is not created automatically after order.

Merchant should manually create invoice. Steps are explained below

- Navigate to admin dashboard and open the order you want to create invoice
- In the header of the sales order, choose the Invoice option.
- Update the qty to invoice and tick the checkbox to send an email notification to the customer with a copy of the invoice
- Select “Not capture” option in Amount dropdown to create invoice in pending state
- Click Submit Invoice at the bottom of the page.

Refer images Figure4 & figure5

The image shows a dropdown menu for 'Invoice Settlement'. The text 'Invoice Settlement' is on the left, with '[website]' below it. The selected option is 'No Invoice Settlement', which is displayed in a light blue box. A downward arrow is on the right side of the dropdown.

Figure 4

The image shows a 'New Invoice' form. At the top, there are 'Back' and 'Reset' links. Below is a table with columns: Product, Price, Qty, Qty to Invoice, Subtotal, Tax Amount, Discount Amount, and Row Total. The first row shows 'Cassia Tunnel Sweatshirt' with a price of CHF 48.00, ordered quantity of 1, and a subtotal of CHF 48.00. The 'Qty to Invoice' field is highlighted with a red box and contains the value '1'. Below the table is an 'Update Qty's' button. On the left, there is an 'Order Total' section and an 'Invoice History' section with a text area for 'Invoice Comments'. On the right, there is an 'Invoice Totals' section showing a subtotal of CHF 48.00, shipping & handling of CHF 0.00, tax of CHF 3.70, and a grand total of CHF 51.70. Below the totals, there is an 'Amount' dropdown menu set to 'Not Capture', an 'Append Comments' checkbox, and an 'Email Copy of Invoice' checkbox which is checked. A red box highlights the 'Submit Invoice' button at the bottom right.

Figure 5

2. **Settlement after order** – Invoice will be created automatically after placing order and QR invoice slip will be sent to customer along with invoice email

Refer Figure 6 for sample QR bill



Separate before paying in

Receipt	Payment part								
Account / Payable to CH44 3199 9123 0008 8901 2 Thinkaway 89999 Scot Hamper	Account / Payable to CH44 3199 9123 0008 8901 2 Thinkaway 89999 Scot Hamper								
Reference 21 00000 00000 00000 00000 00329	Reference 21 00000 00000 00000 00000 00329								
Payable by Test Order Ship Schachen 244 9044 Wald	Payable by Test Order Ship Schachen 244 9044 Wald								
<table><thead><tr><th>Currency</th><th>Amount</th></tr></thead><tbody><tr><td>CHF</td><td>38.00</td></tr></tbody></table>	Currency	Amount	CHF	38.00	<table><thead><tr><th>Currency</th><th>Amount</th></tr></thead><tbody><tr><td>CHF</td><td>38.00</td></tr></tbody></table>	Currency	Amount	CHF	38.00
Currency	Amount								
CHF	38.00								
Currency	Amount								
CHF	38.00								
Acceptance point:									

Figure 6

2. PAYMENT PROCESSING

The payments made through QR bill can be updated to Magento shop through processing CAMT file. CAMT file is a statement of payments that are made through QR bill invoice from bank. . This can be done in two ways

- Manual processing via uploading CAMT file
- Automatic Processing via Cron job

1. Manual processing

If you are choosing manual processing follow the below steps

- Navigate to configuration Sales → QR Bill Invoice → Process Bank Payments.
- Upload the payment statement from the bank in Camt054 format
- Click Process button in header section (Refer screenshot Figure 7 & Figure 8)

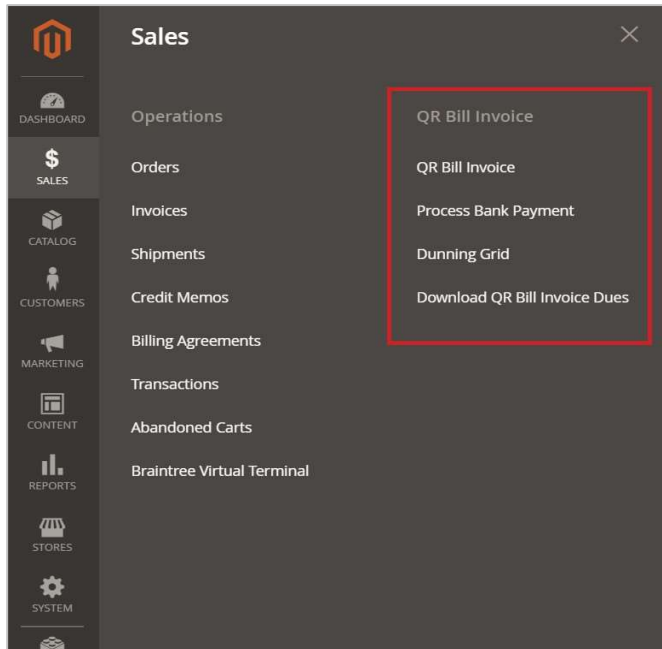


Figure 7

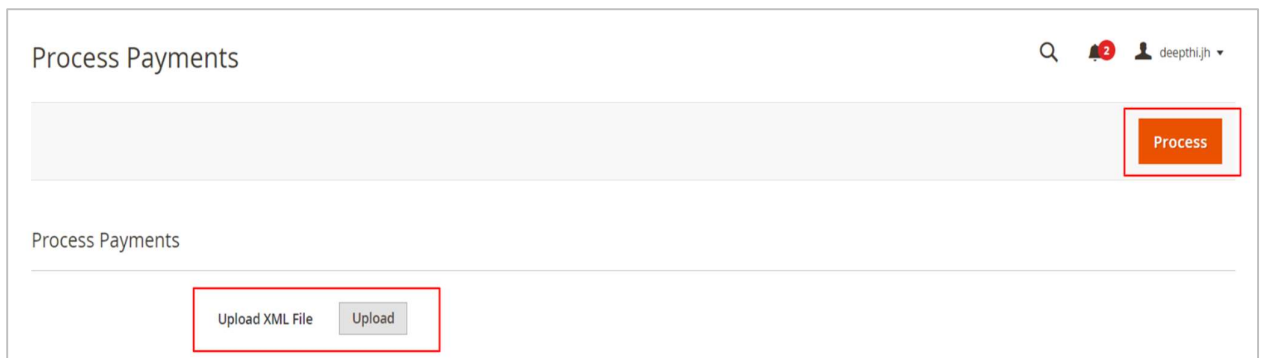


Figure 8

2. Automatic Processing

Automatic Processing of payments can be done through cron job. Follow the below steps

- Setup cron in your server and make sure it is working properly
- Upload payment statement from the bank in Camt054 format to your project rootfolder/pub/media/qrbill/cron/. Cron is configured to run every day at 12.00 am



Once the file is processed, files will be copied and moved to the backup folder for future reference rootfolder /pub/media/qrbill/cron/processed/.

During the payment process, data in CAMT054 file and Magento system is thoroughly checked and validated and if correct it will be processed further. If there is any mismatch or error present in the Camt054 format, the error message will be displayed after file processing. If you try to update amount for a cancelled invoice, module will show error and prevent this action.

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.



PROCESS PAYMENT GRID

The processed payment details will be reflected in process payment grid. It gives detailed information about each invoice that are processed. Refer Figure 9 & 10 and find comments for each fields

Process Payments

Process

181 records found

20 per page

1 of 10

Id ↑	Invoice Increment Id	ISR Reference Number	Invoice Status - (Direct Invoice Capture is also considered)	Is payment processed correctly? (Either through CAMT54 file or by manual entry)	Is Payment processed today?	Transaction Amount	Transactions From	Transactions To	Is Valid	Account Service Reference	ISR Bank Slip Id
181	000000368	RF59000000368	Paid	Not Ok (Paid More)	No	30.00	Nov 3, 2022 7:00:00 PM	Nov 10, 2022 6:00:00 PM	Yes	2s7nDCsCRxsEXdCxWNDFESFGDad78O	a1cf5bd70hsdfer1bggfdb0bf!
180	000000368	RF59000000368	Paid	Not Ok (Paid More)	No	77.54	Nov 3, 2022 7:00:00 PM	Nov 10, 2022 6:00:00 PM	Yes	2s7nDCsCRxsEXdCxWNHESFGDad78O	a1cf5bd70hsdfer1bggfdb0bf!
179	000000367	RF86000000367	Paid	Ok	No	77.54	Nov 3, 2022 7:00:00 PM	Nov 10, 2022 6:00:00 PM	Yes	2s7nDCsCRxsEXdCxWNHESWRRRad78O	a1cf5bd70hsdfer1bggfdb0bf!

Figure 9

1. **Invoice Increment Id** – Unique Id used to identify each invoice in Magento
2. **ISR Reference Number** - Unique id which is generated according to the Reference format given in configuration.
3. **Invoice Status** – This represents the current invoice status after payment processing. If amount is fully paid invoice status became “paid” otherwise it remains “pending”. If merchant directly captures the payment via invoice capture feature the status also changes to paid
4. **Is payment processed correctly?** – This field gives an idea about whether the payment processing is done correctly or not. It analyses the payment processed through CAMT 54 file and through any manual updates via option available at the field “Update Amount Manually” in QR Bill Invoice Grid. Below are the possible value



- Ok – Invoice is paid fully
- Not Ok – This indicates that invoice processing is not correct. The possible reasons are invoice is not yet paid or paid amount is less than original amount. If paid amount is more than actual invoice amount it is also considered as not correct even if invoice became “paid”

NB: This column will not match with Invoice status if you capture the invoice directly.

5. **Is Payment processed today?** – This is to easily identify transaction which are processed today. Transaction processed today are marked as “yes” otherwise “no”
6. **Transaction Amount** – Amount processed through CAMT 54 file processing.
7. **Transaction From** – CAMT 54 file gives the list of transaction between a particular range. From date gives the transactions from that date onwards
8. **Transaction To** – To date gives the date up to which transactions are processed.

Process Payments										Process
20 per page 1 of 10										
Transaction Amount	Transactions From	Transactions To	Is Valid	Account Service Reference	ISR Bank Slip Id	Account IBAN	Payment Reference Number	Payment Booking Date	Camt Type	
30.00	Nov 3, 2022 7:00:00 PM	Nov 10, 2022 6:00:00 PM	Yes	2s7nDCsCRXsEXdCxWnDFESFGDad78O	a1cf5bd70hsdfer1bggfd0b0bf5c185f206b	CH9300762011623852957	CH9300762011623852957	Jan 10, 2023 6:00:00 PM	54	
77.54	Nov 3, 2022 7:00:00 PM	Nov 10, 2022 6:00:00 PM	Yes	2s7nDCsCRXsEXdCxWNHESFGDad78O	a1cf5bd70hsdfer1bggfd0b0bf5c185f206b	CH9300762011623852957	CH9300762011623852957	Jan 10, 2023 6:00:00 PM	54	
77.54	Nov 3, 2022 7:00:00 PM	Nov 10, 2022 6:00:00 PM	Yes	2s7nDCsCRXsEXdCxWNHESWRRRad78O	a1cf5bd70hsdfer1bggfd0b0bf5c185f206b	CH9300762011623852957	CH9300762011623852957	Jan 10, 2023 6:00:00 PM	54	

Figure 10



9. **Is Valid** – This represent whether the CAMT 54 data for invoice is valid or not.
10. **Account service reference** – Reference number available in CAMT 54 file against each invoice. This number will be unique, and its validation is done to provide duplicate invoice processing.
11. **ISR Bank Slip Id** – CAMT 54 Slip Id
12. **Account IBAN** – IBAN number
13. **Payment Reference Number** – Reference ID of payment
14. **Payment Booking date** – Date at which payment booking done
15. **CAMT type** – CAMT file type

QR BILL INVOICE GRID

QR Bill Invoice grid list all invoices that are processed through QR payment method. This grid gives detailed information regarding order, invoice status, payment details and dunning details if applicable.

Refer screenshot Figure 11 and find comments for each field

QR Bill Invoice

Run Dunning Reminder

Actions

312 records found

20 per page

1 of 10

	Id ↑	Order #	Invoice #	QR Iban	Billing Amount	Billing Currency	Invoice Status - (Direct Invoice Capture is also considered)	Is payment processed correctly? (Either through CAMT54 file or by manual entry)	Amount Paid Through QR Bill	Amount Paid by other means	Update Amount Manually (Enter amount in order currency. Decimals are entered in format X.XX. For Example 0.25)	Reference Id	Reference Type	BESR ID for reference number	Billing Date	Action
<input type="checkbox"/>	312	000000404	000000371	CH9300762011623852957	51.70	CHF	Pending	Not Paid				RF75000000371	SCOR		Jul 27, 2023 2:33:57 AM	Select View
<input type="checkbox"/>	311	000000402	000000370	CH9300762011623852957	51.69	CHF	Pending	Not Paid				RF05000000370	SCOR		Jul 24, 2023 4:45:54 AM	Cancel Invoice Mark As Paid
<input type="checkbox"/>	310	000000402	000000369	CH9300762011623852957	51.70	CHF	Paid	Paid		51.70		RF32000000369	SCOR		Jul 24, 2023 4:26:46 AM	Download Invoice Disable Reminder
<input type="checkbox"/>	309	000000401	000000368	CH9300762011623852957	103.40	EUR	Paid	Paid More	107.54			RF59000000368	SCOR		Jul 24, 2023 3:37:02 AM	View Transaction

Figure 11



1. **Id** - Serial number
2. **Order #** - Order Id
3. **Invoice #** - Invoice Id
4. **QR Iban** - IBAN code given by the bank
5. **Billing Amount** - Original invoice amount
6. **Billing Currency** - Invoice currency, this is same as the currency used for creating order
7. **Invoice Status** - (Direct Invoice Capture is also considered) - Paid status of invoice with respect to Magento
8. **Is payment processed correctly? (Either through CAMT54 file or by manual entry)** - Paid status of invoice will be updated based on the amount paid via the 2 following methods.
 - 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.

- Paid: Exact billing amount is paid
- Paid Less: Amount paid is less than billing amount
- Paid More: Amount paid is greater than billing amount
- Not Paid: No amount is paid

NB: This column will not match with Invoice status if you capture the invoice directly.

9. **Amount Paid Through QR Bill** - Amount paid through Camt054 xml file @Admin Panel > SALES > Process Bank Payment
10. **Amount Paid by other means** – This field indicates the payment made by other means like manually updating amount.
11. **Update Amount Manually** – In some scenarios merchant may need to update the paid amount manually. For example, 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.

12. **Reference Id** - unique id generating according to the Reference format given in configuration. This unique id is added on QR bill see (Figure 6) Reference Section.
13. **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.
14. **BESR ID for reference number** - BESR ID given by the bank (for Classic format reference type)
15. **Billing Date** - Invoice creation date.
16. **Actions** – Actions column allows you to do following process quickly via grid
 - View – Click here to view the invoice details
 - Cancel invoice – Merchant can cancel invoice by clicking here. Then invoice paid status will become “Cancelled”.
 - Mark as paid – If you want to manually change the payment status to paid you can use this option.
 - Download Invoice – This option allows you to download invoice pdf from grid.
 - View Transaction – View transaction option can be used to view the CAMT054 payment details. User will be redirected to “process payment grid” with respective payment details



3.DUNNING PROCESS

The 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 reminder levels as per merchant requirement.

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.

Dunning Configuration

Login to the Admin and choose Stores → Configuration → Sales → ISO QR Bill. Refer below screenshots and find comments for each configuration

Figure 12



Figure 13

General Dunning settings

1. **Enable Dunning** : Enable or disable dunning
2. **Dunning Type/ Reminder Handling Type** : It can be done in two methods. 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
3. **Dunning Cron Time** - if you choose Dunning Type option 'Automatic' then this field will be displayed, and you can add the cron time to send reminder emails
4. **Reminder Email Sender Name** - Sender name for reminder emails
5. **Reminder Email Sender** - Sender Email address
6. **Send Reminder Email Copy to** - A copy of the reminder emails will be sent to this email address.
7. **Reminder Email Template** - Choose Reminder email template here
8. **Dunning Fee Tax** – This sets whether fee entered in dunning configuration include tax.
9. **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.
10. **Invoice Marked for Collection Agency** - Number of days after which unpaid invoices that completes dunning process are moved to collection agency

Dunning Level Specific Settings

Dunning Level specific settings allows merchant to configure settings like interval, fees, and email content specific for each levels. New dunning levels can be added



by clicking on Add Button. Refer screenshot Figure 14 and find comments for each configuration

Dunning Level Specific Settings

Levels [website]

Dunning Level	Interval	Fees	Email Title	Email Content	Pdf Title	Pdf Content	Mode of Reminder	Action
1	2	10	1st Reminde	Kindly transfer the amount due as soon as possible. Attention: We	1st Reminde	Kindly transfer the amount due as soon as possible. Attention: We	Emi	
2	4	30	2nd Reminde	Kindly transfer the amount due as soon as possible. Attention: We	2nd Reminde	Kindly transfer the amount due as soon as possible. Attention: We	Prir	

Add

Dunning Levels : Create multiple dunning levels in ascending order. Eg: level 1, 2, 3 etc

Position [store view] Bottom

Reminder PDF content Position : Specify the position where the reminder content will be shown on PDF.

Figure 14

1. **Dunning Level** – Set dunning level number. Use 1 for the first dunning level to apply. Increase the value accordingly for the consecutive dunning levels.
2. **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
3. **Fees** – Enter Dunning fee for each level in base currency
4. **Email Title** - Email title for the level
5. **Email Content** - Dunning email content which will show on dunning email
6. **Pdf Title** - Pdf title for the level
7. **Pdf Content** – Specify the content to be displayed on dunning pdf



8. **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
9. **Reminder PDF content position** – This setting determines the position of reminder specific details in invoice PDF. It can be set to either top or bottom area.

EXECUTE DUNNING

QR bill payment module allows automatic and manual dunning execution. These are explained below.

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 emails will be sent automatically once the due date is reached. Magento cron job will handle the automated dunning.

Note: Configure cron in your server and make sure it is working properly

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. Follow the below steps for manual dunning process

- Run Dunning Reminder for all unpaid invoice
 - Navigate to Sales → QR Bill Invoice -> QR Bill Invoice Grid
 - Click on "Run Dunning Reminder" button in header section - This button action processes all open invoices and sends reminders to all customers with overdue payments. (Refer Figure 15)

[illegible]

Figure 15

- Run Dunning Reminder for selected invoice through Mass Action
 - Filter the invoice by field "Outstanding status - Open" to see which invoices needed to be processed

Run Dunning Reminder

Filters

Default View

Columns

Active filters:

Outstanding Status: Open

Clear all

Actions

124 records found

20 per page

< 1 of 7 >

	<div>Id</div>	<div>Order #</div>	<div>Invoice #</div>	<div>Billing Currency</div>	<div>Invoice Status - (Direct Invoice Capture is also considered)</div>	<div>Is payment processed correctly? (Either through CAMTS4 file or by manual entry)</div>	<div>Amount Paid Through QR Bill</div>	<div>Amount Paid by other means</div>	<div>Update Amount Manually (Enter amount in order currency. Decimals are entered in format X.XX For Example 0.25)</div>	<div>Reminder Status</div>	<div>Outstanding Status</div>	<div>Total Billing Amount (including dunning fee)</div>	<div>Reference Id</div>	<div>Action</div>
<input type="checkbox"/>	312	000000404	000000371	CHF	Pending	Not Paid				Enabled	Open	CHF 51.70	RF75000000371	Select
<input type="checkbox"/>	311	000000402	000000370	CHF	Pending	Not Paid				Enabled	Open	CHF 51.69	RF05000000370	Select
<input type="checkbox"/>	285	000000387	000000344	CHF	Pending	Not Paid				Enabled	Open	CHF 51.70	RF28000000344	Select

Figure 16

- Go through the list and "Disable Reminder" for invoices that may have been paid in the meantime or those you do not want to include in dunning process (Refer figure 17)



QR Bill Invoice

Run Dunning Reminder

		<div>Id ↑</div>	Order #	Invoice #	Billing Currency	Invoice Status - (Direct Invoice Capture is also considered)	processed correctly? (Either through CAMT54 file or by manual entry)	Amount Paid Through QR Bill	Amount Paid by other means	amount in order currency. Decimals are entered in format XXX For Example 0.25)	Reminder Status	Outstanding Status	Total Billing Amount (Including dunning fee)	Reference Id	Action
<input type="checkbox"/>		312	000000404	000000371	CHF	Pending	Not Paid				Enabled	Open	CHF 51.70	RF75000000371	Select
<input type="checkbox"/>		311	000000402	000000370	CHF	Pending	Not Paid				Enabled	Open	CHF 51.69	RF05000000370	View
<input type="checkbox"/>		285	000000387	000000344	CHF	Pending	Not Paid				Enabled	Open	CHF 51.70	RF28000000344	Cancel Invoice
<input type="checkbox"/>		282	000000386	000000341	CHF	Pending	Paid Less		0.01		Enabled	Open	CHF 51.70	RF12000000341	Mark As Paid
<input type="checkbox"/>		280	000000385	000000339	CHF	Pending	Not Paid				Enabled	Open	CHF 51.70	RF66000000339	Download Invoice
<input type="checkbox"/>		279	000000384	000000338	CHF	Pending	Paid Less		51.70		Enabled	Open	CHF 103.39	RF93000000338	Disable Reminder
<input type="checkbox"/>		278	000000383	000000337	CHF	Pending	Not Paid				Enabled	Open	CHF 51.70	RF23000000337	View Transaction
<input type="checkbox"/>		274	000000380	000000333	CHF	Pending	Paid Less	7.00			Enabled	Open	CHF 66.54	RF34000000333	

Figure 17

- Manually Select the invoices which need to be processed.
- Choose option "Run Dunning Reminder" from Mass Action dropdown. (Refer Figure 18).
- Confirm the popup message and click Ok to execute dunning . During the execution each item in the selected list will be checked and reminder mail will be sent, if dunning time has reached.

Actions

Run Dunning Reminder

312 records found (2 selected)

20

per page

<

1

of 16

>

	Id ↑	Order #	Invoice #	QR Iban	Billing Amount	Billing Currency	Invoice Status - (Direct Invoice Capture is also considered)	Is payment processed correctly? (Either through CAMT54 file or by manual entry)	Amount Paid Through QR Bill	Amount Paid by other means	Update Amount Manually (Enter amount in order currency. Decimals are entered in format X.XX For Example 0.25)	Reminder Status	Outstanding Status	Total Billing Amount (including dunning fee)	Current Dunning Level	Current Dunning Mode	Next Dunning Level	Next Dunning Due Date
<input checked="" type="checkbox"/>	312	000000404	000000371	CH9300762011623852957	51.70	CHF	Pending	Not Paid				Enabled	Open	CHF 51.70	0	NA	1	Jul 29, 2023 2:33:57 AM
<input checked="" type="checkbox"/>	311	000000402	000000370	CH9300762011623852957	51.69	CHF	Pending	Not Paid				Enabled	Open	CHF 51.69	0	NA	1	Jul 26, 2023 4:45:54 AM

Figure 18



DUNNING GRID

Dunning grid provides details about dunning process, amount and current processing status. Grid can be accessed via Sales → QR Bill Invoice -> Dunning Grid.
(Refer Figure 19)

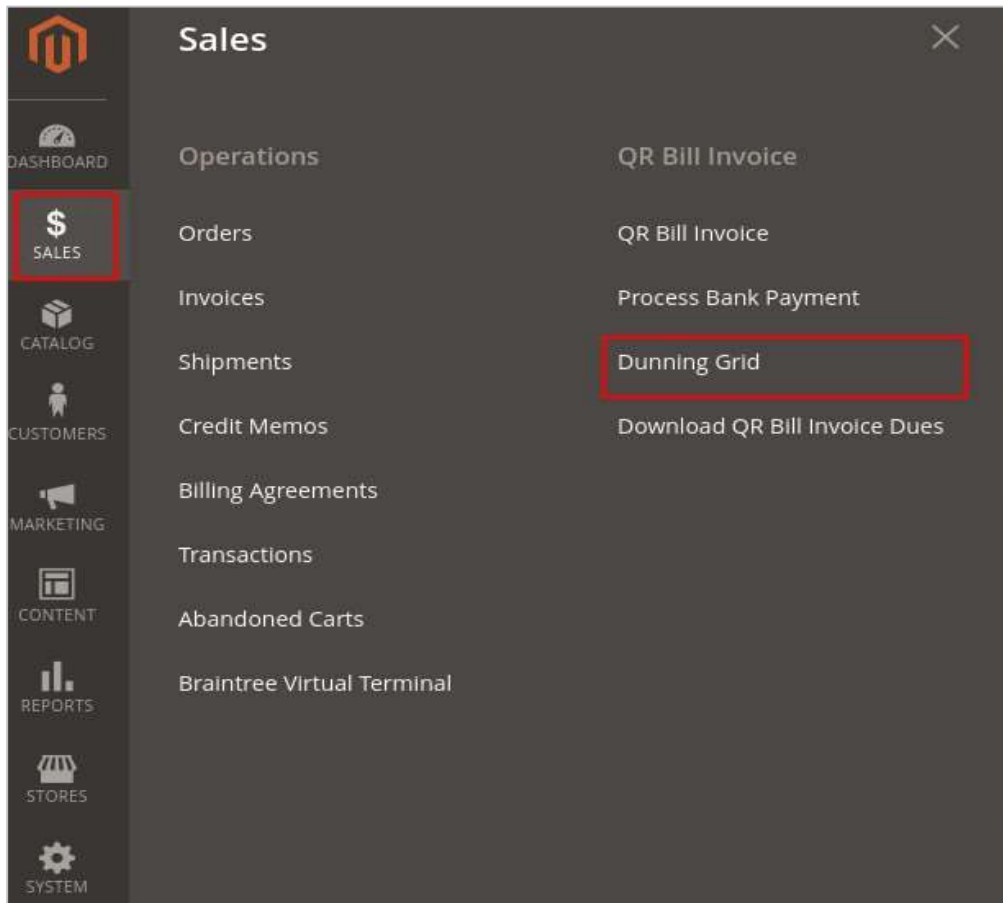


Figure 19



Refer Figure 20 and find comments for each fields

QR Bill Dunning

134 records found

20 per page 1 of 7

Id ↑	Order #	Invoice #	Invoice Status	Invoice Amount	Due Date	Fee Amount	Tax Amount	Invoice Amount with Dunning Fee	Amount Paid Through QR Bill	Amount Paid by other means	Paid Status	Dunning Level	Reminder Status	Outstanding Status	Action
273	000000378	000000332	Pending	CHF 51.70	Jul 17, 2023 5:15:16 AM	CHF 40.00	CHF 0.00	CHF 91.70	CHF 0.00	CHF 0.00	Not Paid	2	Completed	Open	Select ▾
272	000000377	000000331	Pending	CHF 42.00	Jul 17, 2023 4:58:55 AM	CHF 40.00	CHF 3.08	CHF 85.08	CHF 60.00	CHF 5.08	Paid Less	2	Completed	Open	View Dunning Details
270	000000376	000000330	Pending	€77.54	Jul 21, 2023 2:07:20 AM	€15.00	€1.16	€93.70	€0.00	€0.00	Not Paid	1	Enabled	Open	Download Dunning PDF
269	000000374	000000329	Pending	€77.54	Jul 16, 2023 1:12:36 AM	€60.00	€4.63	€142.17	€0.00	€0.00	Not Paid	2	Completed	Open	Send Email
257	2000000002	2000000002	Paid	CHF 48.47	Jul 8, 2023 7:00:00 PM	CHF 40.00	CHF 3.08	CHF 91.55	CHF 88.47	CHF 3.08	Paid	2	Not Applicable	Closed	Select ▾
256	2000000001	2000000001	Paid	€35.54	Jul 20, 2023 4:25:55 AM	€60.00	€4.63	€100.17	€100.17	€0.00	Paid	2	Not Applicable	Closed	Select ▾
255	000000366	000000318	Paid	CHF 48.47	Jul 20, 2023 3:06:06 AM	CHF 10.00	CHF 0.77	CHF 59.24	CHF 59.00	CHF 0.24	Paid	1	Not Applicable	Closed	Select ▾
254	000000365	000000317	Paid	CHF 48.47	Jul 20, 2023 2:49:57 AM	CHF 10.00	CHF 0.77	CHF 59.24	CHF 59.24	CHF 0.00	Paid	1	Not Applicable	Closed	Select ▾

Figure 20

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



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

12. **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.

13. **Dunning level** - This shows the stage of dunning process.

14. **Reminder Status** - Reminder status of the invoice.

15. **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.

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

View Dunning Details from QR Bill Invoice Grid

QRBill invoice grid provides meaningful information regarding dunning execution for all unpaid invoices. Refer Figure 21 and find comments for each fields.

QR Bill Invoice															Run Dunning Reminder	
Actions		312 records found													20	per page
															1	of 16
	Id	Order #	Invoice #	Billing Amount	Invoice Status - (Direct Invoice Capture is also considered)	Reminder Status	Outstanding Status	Total Billing Amount (Including dunning fee)	Current Dunning Level	Current Dunning Mode	Next Dunning Level	Next Dunning Due Date	Dunning Status	Next Dunning Mode	Billing Date	Action
<input type="checkbox"/>	312	000000404	000000371	51.70	Pending	Enabled	Open	CHF 51.70	0	NA	1	Jul 29, 2023 2:33:57 AM	Waiting for settlement	Email	Jul 27, 2023 2:33:57 AM	Select
<input type="checkbox"/>	311	000000402	000000370	51.69	Pending	Enabled	Open	CHF 51.69	0	NA	1	Jul 26, 2023 4:45:54 AM	Overdue	Email	Jul 24, 2023 4:45:54 AM	View
<input type="checkbox"/>	310	000000402	000000369	51.70	Paid	Not Applicable	Closed	CHF 51.70	NA	NA	NA		NA	NA	Jul 24, 2023 4:26:46 AM	Cancel Invoice
<input type="checkbox"/>	309	000000401	000000368	103.40	Paid	Not Applicable	Closed	€103.40	NA	NA	NA		NA	NA	Jul 24, 2023 3:37:02 AM	Mark As Paid
																Download Invoice
																Disable Reminder
																View Transaction

Figure 21



1. **Reminder Status** – Current reminder status of the invoice. Possible values are listed below.
 - 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
2. **Outstanding status** - This shows whether the outstanding status of the invoice. Closed represents all paid and cancelled invoice which is not considered for further processing. Open represents all unpaid invoices.
3. **Total Billing Amount (Including dunning fee)** – If dunning is active, this field gives the final billing amount including dunning fee
4. **Current Dunning Level** – It indicates the current dunning level. Possible values are listed below
 - Level 0: No dunning is processed for that particular invoice.
 - Level 1, 2 etc.: Currently executed dunning level
5. **Current Dunning Mode** – The mode through which current dunning process is executed. Possible values are listed below
 - 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
6. **Next Dunning Level** – It represents the next dunning level to be executed
7. **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.
8. **Dunning Status** – It indicates the 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
9. **Next Dunning Mode** – Mode of execution of next dunning level. It can be configured from general dunning configuration section. Possible values are listed below
- 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. Refer Figure 22 and find comments for each filter options

Figure 22

1. **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. 'Waiting for settlement' provide dunning list which are in process queue.
2. **Reminder Status:** filter can be used to identify the reminder status for that Invoice. Possible filter option values are listed below
 - Enabled
 - Disabled
 - Completed
 - Not Applicable
 - Disabled for customer
3. **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. Refer Figure 23 and find comments for each field

#000000206

← Back

Cancel

Login as Customer

Send Email

Capture

Print

Grand Total (Incl.Tax)

[CHF183.75]

ISO Billing Dunning

Dunning Date	Dunning Level	Dunning Fee	Dunning Base Fee	Level Status	Action
2021-09-24 06:08:30	1	9.40	5.25	Active	
2021-09-24 06:09:54	2	15.04	8.40	Active	
2021-09-24 06:11:02	3	28.19	15.75	Active	
2021-09-24 06:12:09	4	37.59	21.00	Active	Remove

Figure 23

1. **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.
2. **Dunning level** - This shows the stage of dunning process
3. **Dunning Fee** - The dunning fee added to invoice in order currency
4. **Dunning Base Fee** - The dunning fee added to invoice in base currency of the shop
5. **Level status** - Shows whether the level is active or removed.
6. **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 24)

Comment Text

☐ Notify Customer by Email

☐ Visible on Storefront

Submit Comment

qrbill.displayme.net says

This will permanently remove the dunning level from invoice, but it will not restrict the further dunning processing. Do you want to continue ?

OKCancel

CHF 22.00

CHF 4.77

CHF 40.00

CHF 23.69

Remaining Amount

CHF 40.00

Grand Total

CHF 66.77

ISO Billing Dunning

Dunning Date	Dunning Level	Dunning Fee	Dunning Base Fee	Level Status	Action
2023-06-27 12:50:02	1	10.00	10.00	Active	
2023-07-04 06:35:59	2	30.00	30.00	Active	<div>Remove</div>

Figure 24



Exclude Customer from Dunning

Dunning can be Exclude for selected customers based on business needs. 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.
(Refer Figure 25)

A screenshot of a web application's 'Edit Customer' form. At the top, there is a horizontal navigation bar with buttons: 'n as omer', 'Delete Customer', 'Reset', 'Create Order', 'Reset Password', 'Force Sign-In', and 'Save and Continue Ed'. Below this bar, the form contains several input fields: 'Date of Birth' with a calendar icon, 'Tax/VAT Number', 'Gender' with a dropdown arrow, and 'Send Welcome Email From' with a 'Default Store View' dropdown. A red rectangular box highlights the 'Exclude Customer from QR Bill Reminder' section, which includes a toggle switch and the text 'No'. At the bottom of the form, there is a footer that reads 'agento Commerce Inc. All rights reserved.'

Figure 25



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 → Sales → QR Bill Invoice -> Download QR Bill Invoice Dues

QR Bill Invoice Dues Report

Generate

Filter

Date From *

Date To *

Figure 26

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

Order #	Invoice #	Reference ID	QR IBAN	Invoice Date	Invoice Amount	Dunning Fee	Invoice Amount	Invoice Current	Amount Paid	Remaining Am	Dunning Level	Customer Name	Email	Telephone
1	#000000103	#000000064	Refid : RF2200-CH930076201	20-04-2023 17:13	79	40	119	CHF	0	119	2	chinchu das	testuser555@	9867452343
2	#000000107	#000000070	Refid : RF4300-CH930076201	20-04-2023 09:38	175.86	40	216.63	CHF	0	216.63	2	test test	testuser555@	3333333333
3	#000000111	#000000074	Refid : RF4300-CH930076201	20-04-2023 08:58	165.86	40	208.94	CHF	-12.15	221.09	2	test test	testuser555@	3333333333
4	#000000112	#000000075	Refid : RF1600-CH930076201	20-04-2023 05:29	23.69	60	87.16	EUR	0	87.16	2	test test	testuser555@	3333333333
5	#000000113	#000000076	Refid : RF8600-CH930076201	17-04-2023 05:34	35.54	-4.63	32.46	EUR	0	32.46	0	test test	testuser555@	3333333333
6	#000000114	#000000077	Refid : RF5900-CH930076201	27-04-2023 05:20	35.54	60	99.01	EUR	0	99.01	2	test test	testuser555@	3333333333
7	#000000115	#000000078	Refid : RF3200-CH930076201	27-04-2023 05:29	79.7	40	122.01	CHF	0	122.01	2	chinchu das	testuser555@	9867452343
8	#000000117	#000000080	Refid : RF7500-CH930076201	27-04-2023 07:02	34	40	74	CHF	0	74	2	zinha kapoor	testuser555@	789456123
9	#000000124	#000000087	Refid : RF8000-CH930076201	26-04-2023 09:04	23.69	40	64.46	CHF	-2.25	66.71	2	test test	testuser555@	3333333333
10	#000000125	#000000088	Refid : RF5300-CH930076201	02-05-2023 09:43	84.7	40	125.47	CHF	0	125.47	2	chinchu das	testuser555@	9867452343
11	#000000128	#000000091	Refid : 210000-CH443199912	28-04-2023 10:53	23.69	37.69	62.15	CHF	50	12.15	2	test test	testuser555@	3333333333
12	#000000129	#000000092	Refid : 210000-CH443199912	02-05-2023 10:59	23.69	40	66	CHF	0	66	2	test test	testuser555@	3333333333
13	#000000132	#000000094	Refid : 210000-CH443199912	27-04-2023 06:27	23.69	40	64.46	CHF	10	54.46	2	test test	testuser555@	3333333333
14	#000000133	#000000095	Refid : 210000-CH443199912	24-04-2023 10:07	23.69	40	64.46	CHF	0	64.46	2	test test	chinchumol.da	3333333333
15	#000000134	#000000096	Refid : 210000-CH443199912	27-04-2023 12:54	23.69	40	64.46	CHF	0	64.46	2	test test	testuser555@	3333333333
16	#000000136	#000000097	Refid : 210000-CH443199912	28-04-2023 13:17	23.69	40	64.46	CHF	0	64.46	2	test test	testuser555@	3333333333
17	#000000140	#000000100	Refid : RF2000-CH930076201	02-05-2023 06:21	23.69	40	64.46	CHF	0	64.46	2	test test	testuser555@	3333333333
18	#000000141	#000000101	Refid : RF9000-CH930076201	02-05-2023 06:25	23.69	40	64.46	CHF	0	64.46	2	test test	testuser555@	3333333333
19	#000000143	#000000103	Refid : RF3600-CH930076201	02-05-2023 07:32	28.69	39.23	70.23	CHF	0	70.23	2	test test	testuser555@	3333333333
20	#000000144	#000000104	Refid : RF0900-CH930076201	26-04-2023 07:57	41.62	37.69	80.08	CHF	0	80.08	2	test test	testuser555@	2222222222
21	#000000145	#000000105	Refid : RF7900-CH930076201	04-05-2023 05:56	23.69	40	64.46	CHF	0	64.46	2	test test	testuser555@	3333333333

Figure 27



SUPPORT

If you have questions, use our contact form in webshopextension.com or email at support@webshopextension.com