

Direct Debit Collection Services

Proven leader in financial payments innovation

Bottomline is the leading Direct Debit payments bureau, approved by Bacs and regulated by the FCA. Customers range in size from the smallest to the largest, from Charities to the Public Sector.

We offer a simple, compliant and secure Direct Debit processing solution to manage the collection of recurring payments from your customers or members. By outsourcing collection of vital Direct Debits to Bottomline's cloud based solution, we remove risk and the complexity of remaining compliant, whilst enabling collections to be made in full, on time, every time. We manage the entire collection process, which frees you up to focus on growing your business.



Crown
Commercial
Service
Supplier

Direct Debit Collection Services

Bottomline can provide direct sponsorship into the Bacs Scheme without relying on bank sponsorship. This outsourced service provides Indirect Access to Bacs. You will receive your own Service User Number (SUN) and your company name and logo will appear on all customer documentation and bank statements, ensuring a consistent brand experience.

"The help required on transferring all the current Direct Debits to Bottomline was seamless with the help of the integration team. The service provided with longer term arrangements being set up, has brought savings and ease of use to our Direct Debit team. Support has been exceptional not just with telephoning the support line, but also through the log in portal which is development at its best."

SLCAPITAL
Debt dealt with fairly

"We've used Bottomline for over 10 years now and have always found their system to be seamless and faultless. I've often called their friendly and helpful client services team for assistance and direction and they have been simply spot on with everything. The efficient processing of our payments is a critical factor in running our business, and Bottomline handling of this process has been second to none."

thebestof

The easiest, most convenient and secure way of collecting payments...



What are the advantages?



No involvement required from a sponsoring bank

The Direct Debit Collection service will operate alongside any banking facilities already in place.



Better visibility and control over your cash flow

You control collection frequency and amounts which simplifies management of your cash flow.



Improved operational efficiency

Real-time access to payer information, with the ability to view or amend payer records and export a comprehensive suite of reports.



Flexible access and easy to use

Easy to use from any standard web browser, any time and from anywhere. Full user training provided as standard.



Cloud based platform

No software to install which means a rapid, low cost deployment and you don't have to worry about maintenance or remaining compliant with Bacs Scheme rules.



Secure and compliant

Industry leading security with full data encryption and multiple hardware security modules (HSMs). Set multi-user permissions to control what users can do, such as payment or authorisation limits.



Support

Friendly and helpful professionally qualified Bacs team based in the UK is on hand to provide support and guidance when you need it.

What are the features?

- Bottomline will provide an Automated Direct Debit Instruction Service (AUDDIS) and a paperless, compliant SUN, registered in your own name and brand
- Easy and consistent user experience across different channels (online, mobile, telephone) or paper based mandates for both variable and fixed payment profiles
- Paperless Direct Debit operation is supported by:
 - Bottomline's Bacs compliant, online hosted Direct Debit mandate forms, configured with your own logo, or
 - Bottomline's API enables you to design and host your own version of the online Direct Debit mandate, in keeping with the look and feel of your own website
- Reduce fraud and risk by validating a payer's bank details at the point of capture in accordance with the Direct Debit scheme rules
- Fully branded advance notice or Bacs welcome email notifications can be automatically generated and sent to the payer
- Individual ring-fenced client accounts, ensuring your collected funds are always safe and secure
- Full Direct Debit management suite provides clear visibility over failed collections and cancellations along with a comprehensive suite of reports
- Ability to capture additional payer information and include a Gift Aid declaration where eligible
- Flexibility to set payment plans, frequency of collections and a choice of collection dates

Sign up for Direct Debit Collection Services

SIGN UP NOW



Request a quote:
0344 826 6700



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[bottomline.com/uk](https://www.bottomline.com/uk)

Regulated services are provided by Bottomline Payment Services Limited, an Authorised Payment Institution regulated in the United Kingdom by the Financial Conduct Authority (reference number 616279) for the provision of payment services.

Registered Office: 16 Daresbury Court, Manor Park, Evenwood Close, Runcorn WA7 1LZ. REV UK 040119LD

EMEA Headquarters

115 Chatham Street
Reading, Berkshire RG1 7JX
England, United Kingdom

Phone (Local): 0118 925 8250
Phone (Int) : +44 118 925 8250
emea-info@bottomline.com