



ADVANCED PACKAGE

Direct Debit Management

Making collecting payments simpler, easier and safer

For businesses who need:

- Validation of all new customer bank details
- Automated payment collection and customer correspondence
- Direct Debit mandates to be automatically updated with AUDDIS report updates
- A cloud-based solution that supports office and remote working
- Failed Direct Debits to be re-presented (if needed)
- All Direct Debit collections to automatically comply with the Scheme rules



Advanced Package Benefits for **You**



PEACE OF MIND

Operational compliance processes are automatically performed



RISK MITIGATED

Chance of indemnity claims are reduced using customer checks



SAFE AND SECURE

Customer payment details are stored securely



REDUCE ADMINISTRATION

Let automation do the heavy lifting and deploy that resource elsewhere



FLEXIBILITY & CONVENIENCE

Flex payment amounts, dates, and frequencies to suit your customer



COLLECT BETTER

Lean on our 30 years experience to help optimise collections

Advanced Package Benefits for **Your Customer**



SAFE & ACCURATE

All Direct Debit payments are protected by the Direct Debit Guarantee



FLEXIBILITY & CONVENIENCE

Payment schedules can be set up to suit everyone

Advanced Package Features



FLEXIBLE

Can accommodate fixed or variable payment schedules or plans



CLARITY

Visibility of past and planned Direct Debit collections



SINGLE PLACE

All Direct Debit information is in one place – available as CSV export - no other systems needed



HASSLE-FREE

All customer correspondence can be automated via email or exported to



SAVE TIME

Failed Direct Debits can be automatically re-presented and updates applied



PROTECTION

New customers automatically go through validation and verification checks



Comparing the Packages

	PREMIUM	ADVANCED	CORE
Unlimited Users: Set up as many users as you need in our cloud-based platform	✓	✓	✓
Secure Database: Storing and protecting your customer's confidential information	✓	✓	✓
BACS submissions: Submit Direct Debit collections, refunds, and instructions	✓	✓	✓
Automated Bacs Report Updates: Automatically update amended bank details and re-present failed payments	✓	✓	✓
Automated Customer Notifications: All customer notifications can be automated via email or exported to print and post	✓	✓	✓
Guided implementation & installation: Hand- held through the process of setting up PTX and includes platform training	✓	✓	✓
Scheme Compliant Customer Checks: Check for valid bank accounts and confirm your payer is your customer	✓	✓	Bank details only
Discounted Scheme Training: Keep up to date with the latest updates to Service User rules, guidance, and best practice	✓	✓	
Collections Recommendations: Improve your collections performance by adopting our recommendations	✓	✓	
Multi-Channel Sign-Up: Customers can sign up using phone, website, or post	✓		

Package Add-Ons

Combining data from multiple sources to create collection files:

Data that is used to lodge direct debit mandates and collect payments can be stored in different, CRM, Membership or Billing platforms.

PTX Data Processing can be used to combine or reformat files to create a single collections file so that you are ready to import this into your Direct Debit Management Platform.



Merging, reformatting and distribution of BACS reports:

If your business receives a high volume of AUDDIS, ADDACS or ARRUDS reports or have multiple Service User Numbers (SUN) then you'll know how difficult it can be to ensure your systems are updated with the correct details.

If you need to distribute these reports to internal stakeholders to review then our solution, PTX Report Processing, can help to automate this process. We can monitor for new BACS reports, merge duplicate files, and distribute them to internal or external stakeholders.

Direct Debit letter printing and mailing:

Advance notice is one of the protections offered by the Direct Debit Guarantee. It means that you need to notify your customer when they've signed a Direct Debit mandate, if payment changes are made to the account, or if the payment date changes.

If your preference is to do this by Post, then we offer a service that will automatically print and post these out to your customers.

Smart card readers and identity tokens:

Passwords alone can be challenging to secure; they can be written down by users, stolen, guessed and new technology and hacking techniques like rainbow tables for password combinations mean your business is increasingly targeted online.

We offer a range of smart card readers and identity tokens to ensure only authorised members of your team can access the system.

Complementary Solutions

Ability to speed up first payments:

If you are looking to reduce the amount of time between customer sign up and first payment taken, then we'd recommend that you look to take the first payment by a different payment method.

We have two options for you to choose from; Cards or Pay Direct. Cards opens the opportunity for your business to receive payments via credit or debit cards, as well as alternative payment methods such as PayPal or Apple Pay. Pay Direct, however allows you to take an immediate one-off payment powered by Open Banking.

Whatever your choice, we're here to help you collect those initial payments quickly.

Ability to take ad-hoc or recurring payments:

If some of your customers are looking to pay using a Card rather than a bank account, we can help. Our Cards solution can accommodate one-off and recurring payments, through your website or over the phone. With our solution, you can accept all major debit and credit cards plus a host of alternative payment methods such as Apple Pay and PayPal.



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Corporate Headquarters

100 International Drive, Suite 200
Portsmouth, NH 03801
United States of America

Phone: +1 603-436-0700
Toll-free: +1 800-243-2528
info@bottomline.com