Bottomline™

Payouts Automation

A simple and secure way to make one-off payouts directly into your customers' bank accounts, without needing to know or store their account details.

Make Direct Credits to Your Customers Simply and Securely

Payouts Automation provides a complete end-to-end payments solution. From fully branded customer communications, secure data capture, and verification of the claimant's details, through to payment confirmation and reporting. Not only does it help ensure that the payment can be made in the fastest possible time, it also removes the need to store and manage the payee's details on your own systems.

A flexible solution to manage all of your one-off payments

Payouts Automation is ideally suited to industries that regularly make one-off payments. Payouts Automation offers flexibility for your customers, whether it's mailed letters, email links, or embedded website integrations, the choice is yours. This adaptability ensures a seamless and user-friendly experience for all recipients.

Paying refunds can be complex and lead to a poor customer experience

Ensuring swift and efficient payouts is essential. The speed of processing refunds and compensation not only shapes a positive customer experience but is also important in satisfying customers emotional needs, meeting high expectations, and safeguarding the organisation's reputation.

VALE of GLAMORGAN
BRO MORGANNWG

CUSTOMER OVERVIEW

Payouts Automation helped The Vale of Glamorgan efficiently manage over 26,000 resident cost of living payments in 2022/3, providing financial support to vulnerable residents, reducing manual effort and enhancing overall efficiency.

BENEFITS

Ensure claimants receive their money faster – choose between Bacs (3 working days) or Faster Payments (1 working day)

Reduces the load on call centre staff through the provision of secure customer self-service web pages to capture bank account details

Removes the need to manage Personally Identifiable Data (PII) such as sort code, bank account number, and postal address

Reduces the risk of unpaid refunds or payment fraud by using bank account validation and payee verification

Lowers the cost of processing by offering an alternative to cheques

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Direct credits are a faster alternative to cheque, bank transfer, or cash refunds

Several different payment methods are typically used when refunding or compensating customers. For debit or credit card payments, the money is usually refunded back onto the card. If a cheque was used, this can be returned to the claimant if it has not already been cleared.

Where neither of these options are appropriate, it is the responsibility of the payer to refund the customer using an alternative method. Cheques, while common for refunds, are slow to process, relying on the customer to cash them at the bank, often taking a minimum of 10 days before the claimant receives the funds in their bank account.

The fastest and most user-friendly option for many organisations is a direct credit to the claimant's bank account. Whilst this is faster and more efficient than cheque or cash refunds, organisations need to consider not only how to make sure that the payment reaches the claimant, but also that the claimant's data is kept safe and secure to avoid the details being stolen by internal or external fraudsters.

Simple set up
Interactive, secure, payment forms are hosted by Bottomline, significantly reducing the complexity of integration and internal development. These fully brandable payment capture forms can be deployed quickly and efficiently into your ecosystem.

Secure payments
Payouts Automation provides standard BACS or Faster Payments to ensure refunds are paid in the fastest possible time. Each payment can be approved with up to three levels of authorisation, and is checked for recent duplicates and against internal denylists to highlight any potential issues to those responsible for authorising payments.

Improved accuracy
Modulus checking removes the opportunity for customers to type the wrong sort code or account number into the payment form. Payouts Automation also uses Confirmation of Payee for Business* for bank account verification, providing a 99% bank match rate with accounts updated in near real time so you can be confident payment is being made to the correct person (PayUK, 2023).

Reconciliation
Reconcile transactions easily using a CSV download, API, or a callback to easily update your host systems. We'll also send you daily reports on the status of your payout links.

Simple communication
Creating links to capture bank account details is simple. Users can easily generate links themselves via a simple upload process. Alternatively, we offer the convenience of creating, sending, and reporting on links on your behalf for a seamless experience.

Multi-channel experience
Choose from several different distribution options to complement your existing customer channels across website, email, and letter.

Payouts Automation streamlines payment processes by securely delivering funds to your customers, suppliers, residents, or clients through direct credits. By eliminating the need to manage and store customer data, Payouts Automation not only ensures fast transactions but also significantly reduces the issuance of cheques and reliance on bank transfers.

Book a Meeting

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