

# Why businesses turn to Direct Debit

## What is Direct Debit?

A Direct Debit is an instruction from a consumer or business (the payer) to their bank, authorising a third party organisation (the payee) to regularly collect money directly from the payer's account at intervals within a specified timescale. This authorisation is provided in a paper or electronic Direct Debit Mandate form.

The payee may vary the amounts collected via the Direct Debit, but only with advance notice of the amount and date the Direct Debit will be collected.

Direct Debit is the only payment method that allows organisations to 'pull' payments from bank accounts, rather than relying on customers to push payments to you. Direct Debits offer a more reliable and lower cost method of collecting payments compared to card payments for example. The Direct Debit Guarantee is the only payment type that offers customer protection in the event of a loss due to error or fraud.

## Direct Debit Collection Services

Direct Debit allows organisations to automatically collect regular payments from customers. It dramatically reduces the risk of late payments, administration and resource requirements.

Direct Debit can make business collections more efficient, manageable and cost effective. This is why organisations both small and large, choose it as their preferred method for recurring payments.

Typically, businesses with a turnover of less than £3 million or have been established for less than three years will find it difficult to obtain sponsorship into the Bacs Scheme. This is where Bottomline can help.

## Direct Debit Statistics

Around **8** Direct Debits for every UK adult

**9/10** British adults have at least one Direct Debit

**6.4 billion** Direct Debits and Bacs Direct Credits processed in 2018

Worth more than **£5 trillion**

**8%** growth in transactions from August to November 2018

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



**Do these challenges sound familiar? If you answer 'YES' to any of the following then you could benefit from switching to Direct Debit:**

- |   |  |
|---|--|
| <b>Q:</b> Do you offer some form of subscription service?               | <b>Q:</b> Do you currently collect payments by standing order or continuous payment authority? |
| <b>Q:</b> Do you generate invoices on a regular basis?                  | <b>Q:</b> Do you sell goods and services either online or over the phone?                      |
| <b>Q:</b> Do you suffer with late payments?                             | <b>Q:</b> If you are a charity, do you encourage regular reoccurring donations?                |
| <b>Q:</b> Do you employ a credit control team to chase payments?        |  |
| <b>Q:</b> Do you want more control over when and how much you get paid? |  |

## What are the advantages of outsourcing?



**Automate Direct Debit collection processes**



**Simple to set up and low cost to administer**



**Trusted, reliable and proven outsourced option**



**Backed up by an expert UK Bacs team**



**Increased visibility of cash**



**Better control over cash flow with a more stable stream of income**



**Remain fully compliant with Bacs Scheme rules**



**Adopt 'Paperless' Direct Debits**

## Who is Bottomline?

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

## Our Direct Debit Collection Services

Bottomline can provide direct sponsorship into the Bacs Scheme without relying on a bank.

*"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."*

**SLLCAPITAL**  
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's handling of this process has been second to none."*



Sign up for Direct Debit Collection Services

**SIGN UP NOW**

## Connect with us



[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](mailto:emea-info@bottomline.com)