

CASH WARS



Collect smarter.

Take complete control of your entire
Direct Debit collection process.



Time is money. Don't waste it.

In 2015, 3.9 billion payments were made by Direct Debit in the UK, worth a total of £1,215 billion and the use of cheques is expected to decline. Direct Debits make sense on many levels for both customers and suppliers.

Bottomline Technologies gives businesses the ability to know exactly when the funds are due to arrive and move payment control from the customer to the supplier. Credit control activity is therefore minimised and debtor days reduced.

However, change is never easy, and it's often less hassle to stay with what you know. Here, we look at some of the common issues that come up when considering a new Direct Debit solution.



Standing still is not the way forward.

Here are some issues you might be faced with when you propose change.

"We don't have that many Direct Debits, and they can be managed using a spreadsheet."

"We've been doing Direct Debits for years and already have a process in place."

"Our customers are happy with existing arrangements."

Having any kind of Direct Debit facility in place is a good thing, enabling customers to pay in a more manageable way. Managing Direct Debits manually, however, opens up the potential for human error. At the same time, spreadsheets take time to manage and may not comply with Bacs scheme rules. Having a more efficient solution means that staff time can be better spent adding value on other important tasks.

It's also essential to ask if your business can afford to stand still? An existing process doesn't necessarily allow for business growth and development. Even at low volumes, savings in time and money can be made with an automated, paperless solution, but when volumes of Direct Debits grow, processes become increasingly unmanageable and payment failures begin to escalate.

Bottomline can help you evolve your payment solutions to deliver simplicity, scalability, security, and speed by enabling businesses to manage the entire lifecycle of the Direct Debit collection process.

Bottomline benefits

Fewer errors, better use of time and a positive step towards business growth.



Monitor, manage and control.

"We have regular monthly payments of the same amount coming in, with few new payers per month."

"Our customers pay annual subscription fees, so there's only one file a year with few additions."

If customers pay a regular amount on a consistent basis, either monthly or annually, then all is well and good. However, this puts control in the hands of the payer, and if their circumstances change, so can their ability to make those payments. Customers might find they can't pay, they might change bank accounts or they might simply reject the Direct Debit. You can also be sure that telling you about these changes won't be front-of-mind for these end customers.

Bottomline has the tools to help you manage your collections. Putting you in control of payments helps you avoid the £50 correction fee that comes with every downstream payment failure.

(Source: Bacs)

Bottomline benefits

Increased visibility and control, fewer costly payment failures.





Tailor-made payment systems.

"Our existing CRM system takes care of payment administration."

By their nature, CRM systems come with a degree of functionality for a wide range of tasks. But where something as business-critical as getting paid is at stake, you need to ask yourself if a generic solution is enough.

Does the existing system, for instance, enable bank account validation and verification? Does it allow for balloon payments or for multiple plans? Just as importantly, how does the system accommodate changes in compliance? Or to look at it another way, will your existing system help you to stay compliant when legislation changes?

Bottomline can offer you a specialist Direct Debit Management solution that provides in-depth capabilities that ensure the process is efficient, compliant and flexible, making collections simple and assured.

Bottomline benefits

A dedicated tool that enhances your existing software.

Adding value. Removing costs.

"An automated system puts me out of a job."

Many companies still use expensive or outdated methods of collection, and even those organisations that have already embraced Direct Debit may not be gaining the full benefits of an efficient, fully compliant collection process.

The fact is, the more streamlined and efficient the collection process, the more time staff have to focus on adding business value in other key areas such as reducing aged debt or settling exceptions.

"A dedicated Direct Debit Management solution is too expensive."

Bottomline's solution enables easy collection of Direct Debits on time and in full compliance with Bacs scheme rules and best practice. As such, you are able to minimise and even avoid collection failures which can cost up to £50 each to correct, delivering return-on-investment and better business efficiency all-round.

Bottomline benefits

An efficient, modern solution that meets compliance and streamlines processes.





ADVANCE!

Read the business case for changing your Direct Debit management today!

Tel: 0118 925 8250

Email: emea-support@bottomline.com

[Read the business case here](#)



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About Bottomline Technologies

Bottomline Technologies (NASDAQ: EPAY) helps businesses pay and get paid. Businesses and banks rely on Bottomline for domestic and international payments, effective cash management tools, automated workflows for payment processing and bill review and state of the art fraud detection, behavioural analytics and regulatory compliance. More than 10,000 corporations, financial institutions, and banks benefit from Bottomline solutions. Headquartered in Portsmouth, New Hampshire, we delight our customers through offices across the United States, Europe, and Asia-Pacific.

For more information, visit www.bottomline.com

Corporate Headquarters

325 Corporate Drive
Portsmouth, NH 03801
United States of America

Phone: +1 603.436.0700
Toll-free: +1 800.243.2528
Fax: +1 603.436.0300
info@bottomline.com

Europe, Middle East, Africa Headquarters

115 Chatham Street
Reading, Berkshire RG17JX
United Kingdom

Tel (Local): 0870 081 8250
Tel (Int): +44 118 925 8250
Fax: +44 118 982 2253
emea-info@bottomline.com

Asia Pacific Headquarters

Level 3, 69-71 Edward Street
Pyrmont, Sydney NSW 2009
Australia

Tel: +61 2 8047 3700
Fax: +61 3 9824 6866
ap_info@bottomline.com