

Making Direct Debit Collections Smart, Simple and Secure

PT-X CloudDD

Direct Debit is a low cost, customer friendly and effective method of automatically collecting payments. With nearly 90% of adults paying at least one bill each month and many organisations now offering subscription and transactional services, Direct Debits are set to continue rising. However, the process of capturing a new customer's details and the on-going administration of the Direct Debit is complex and requires time and effort from finance and IT teams in order to achieve maximum benefit.

CloudDD, part of the PT-X Payments and Business Solutions Suite, reduces the complexities of managing Direct Debits whilst enabling companies to seamlessly capture, validate and verify customers' bank details as part of the on-boarding process. A fully managed and cloud-based service, CloudDD supports full compliance with Direct Debit scheme rules underpinned with the highest security standards to protect customer data and comply with GDPR guidelines.

Business Advantages

Complimentary to the existing PT-X payment solution portfolio, CloudDD is a paperless, highly resilient online service that helps to manage the Direct Debit lifecycle more efficiently. From data capture through to processing, reconciliation and reporting, CloudDD removes manual, time consuming activities which impede cash flow and customer service.

For organisations that prefer a self-service approach, CloudDD provides a set of hosted Direct Debit screens deployed via your website for online signup, delivering the benefits of automated Direct Debit data entry and validation.

- Removes paper from the application process and protects customer's data
- Real time identification of invalid or fraudulent bank accounts reduces unpaid Direct Debits and Indemnity Claims
- Delivers a better quality of service by reducing manual processing delays
- Speeds up the time to lodge mandates and collect payments to improve cash flow
- Minimises the overheads associated with managing the Direct Debit lifecycle
- Supports full compliance with Direct Debit scheme rules for the processing of paperless Direct Debits
- Automates reporting and reconciliation for operational efficiency.

Bottomline's Direct Debit Expertise in Numbers

- ✓ *Over 1 billion Direct Debits are collected via Bottomline solutions every year.*
- ✓ *4.7 million new Direct Debit instructions are processed every month.*
- ✓ *Industry leader with 25 years' experience in processing UK Direct Debits.*

Optimised Across Multiple Channels

CloudDD gives users an optimised and consistent experience across all channels including mobile, online via your website, or in the call centre for an agent to complete with a customer. It guarantees a fast, accurate Direct Debit process that contributes to greater levels of customer experience and satisfaction.

Reduce Costly Errors and Ensure Compliance

With the cost of a failed transaction estimated at £50, it is vital that accurate Direct Debit details are obtained. CloudDD verifies and validates bank account and customer details in real-time. This ensures any errors can be corrected at the point of entry before details are processed and submitted to Bacs, significantly reducing unpaid Direct Debits and potential Indemnity Claims.

Flexible Managed Service

PT-X CloudDD combines the advantages of the Direct Debit scheme with predictable and scalable costs. As a cloud-based managed service, the solution is always compliant with the latest Direct Debit scheme rules. This frees up any reliance on scarce internal IT resources and eliminates the need to deploy, maintain and upgrade software. PT-X CloudDD supports accurate and cost effective Direct Debit collection whilst allowing greater operational responsiveness and agility.

Smarter Reporting

PT-X CloudDD offers smarter reporting and audit trails to provide total visibility of all transactions, fostering complete cash flow control at all times. The solution's user-friendly interface also features a logical and easy-to-read graphical representation of incoming and outgoing transactions, offering real-time and high level visibility of payment activity.

"The PT-X dashboard gives us an immediate visual confirmation that the Bacs submission was successful. It eliminates any guesswork as we can see very clearly which donor we have claimed from and when. We now have far greater visibility over our Direct Debits than ever before."

–Parkinsons UK

"PT-X seemed simple to use but it was the Direct Debit Management that sold me. Everything would be reconciled and we would have a history of transactions made."

–Kids Allowed

Capabilities

- Flexible payment plans to support customer needs
- Automated upload of collection files for ad-hoc and variable collections
- Email or outsourced printing of Bacs compliant correspondence
- Fully branded, intuitive self-sign up experience
- Straight through submissions to Bacs
- Automated reconciliation and comprehensive reporting
- Comprehensive suite of fully documented APIs for easy integration to internal systems

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