



British Academy of
Cosmetic Dentistry

Making Direct Debits & Renewals Smile

"I will continue to recommend Bottomline and PTX to any company that wants a robust, reliable and easy to use Direct Debit and document management system. PTX has transformed what was a manually intensive and quite frankly boring but important activity, into one that is simplified, streamlined and efficient. I honestly couldn't see how we would manage without it."

- Suzy Rowlands
Executive Administrator



Challenges

- Time-consuming and complex process for paper-based Direct Debit mandates and online banking to collect annual membership fees
- Physically storing and archiving forms was cumbersome and space constraining

Solution

- PTX Connect cloud-based platform
 - Manage renewal and Direct Debit processes with cloud-based system

Results

- Improved the customer experience contributing to high renewal rates of 95%+
- Increased visibility and control over monetary flow and management
- Improved operational efficiency over Direct Debit lifecycle
- Support paperless initiative
- Ensured full compliance with Bacs Direct Debit scheme rules

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