

Direct Debits

Save administration time and maximise your income with CivicaPay's Direct Debit solution

Recurring Direct Debit payments are an efficient way for your organisation to collect income and a fast and convenient way for your citizens to make payments. CivicaPay makes the set-up and management process simple and efficient, ensuring that your funds are received as soon as possible, without the hassle.



Secure and compliant



Reliable recurring payments



Efficient self-service

Remove the paper trail

CivicaPay allows you to set up and administrate any number of Direct Debit payments using our dedicated service, against any income stream your Authority requires. Simply input the amount, payment schedule and bank details and let our system do the rest - no complicated paper forms to complete, no lengthy set-up process. Bank account details are automatically verified, reducing the risk of errors and duplication.

Make it easy for your citizens

Regular payments allow your citizens to budget effectively, avoid paying large bills in one lump sum, and, with the Direct Debit Guarantee, gain peace of mind. With our paperless, self-service system, your citizens can easily set-up their Direct Debits, confirm their account details and view their payment schedule online, in person or by telephone.

Managed Direct Debit

We can offer a fully managed Bacs submission service, including a Service User Number (SUN). With CivicaPay managing the process on your behalf, you don't need to worry about securing approval from a sponsoring bank and obtaining your own SUN.

Bureau Service

For authorities who already have a SUN, we can help automate the Direct Debit process, reduce overheads and increase the speed of settlement. With a clear audit trail and reports easily accessible, you have full visibility of transactions. Our system can be integrated into any back office solution which outputs an Automated Direct Debit Instruction Service (AUDDIS) file.

Key benefits:

- ▶ Introduces a more efficient, self-service paperless process
- ▶ Provides a clear audit trail of transactions, saving time when reporting
- ▶ Allows citizens to easily set up recurring payments, making your income more reliable
- ▶ A cost effective solution.

"I very much see Civica in the role of trusted partner - they work with us, they know the functionality, they listen to our suggestions and they challenge our thinking and that's exactly the right approach."

Gary Fielding, Corporate Director Resources, North Yorkshire County Council

Top reasons for choosing **CivicaPay Direct Debits**



Flexibility



The CivicaPay solution can be tailored to your organisation's needs: the Managed Direct Debit service offers you the option to collect Direct Debits - even if you cannot obtain your own SUN - and our Bureau service automates your existing process, reducing costs and risk.

One balance, multiple mandates



CivicaPay Direct Debits is a highly flexible system which allows more than one citizen to contribute to paying off a single balance, making the administration of services for joint occupancy simple and hassle-free.

Paperless, self-service mandates



Citizens can set up their mandates in a manner which suits their preference, whether that's online, mobile, by telephone or in person. CivicaPay helps you to remove barriers by offering the widest range of options to your citizens.

Fast settlement of funds



CivicaPay's streamlined processes ensure that your money is collected and settled into your account as quickly as if you had collected the money yourselves.

Collect payments for any income stream



Offer your citizens more payment options for any miscellaneous products and services with ease. Whether it's to pay for a home service or purchase of a green bin, a Direct Debit mandate can be created - giving you the reassurance and predictability of regular collection.

Validation included



Let our system do the legwork with automatic bank account verification. Bank validation only takes a few seconds, but can save hours of your time.

CivicaPay

Streamlining Direct Debits is just one of the ways that CivicaPay can help your organisation transform how payments are collected and income is managed.

Contact our experienced team if you would like further information about income management or how we can help with the collection of payments via any of the following methods:

- ▶ **Recurring cards**
- ▶ **Prepaid & payment cards**
- ▶ **Telephone**
- ▶ **Online**
- ▶ **Mobile**
- ▶ **In person.**

"Civica provided an excellent implementation, despite very tight deadlines imposed by the Authority. The service was friendly and professional. All Civica support has been speedy, helpful, positive and informative."

Dorothy Little, Senior Income Management Officer, Telford & Wrekin Council

