

FUSION BACSACTIVE-IP

Direct Debit Manager Module – Save Time, Eliminate Errors and Manage Collections More Efficiently

The Direct Debit Manager Module is the most advanced Direct Debit management solution available today, and the only fully automated solution in the Bacs market.



Direct Debit Manager handles all aspects of the DD process, reducing the risk to your business and releasing your staff to focus on more productive activities.”

Managing the Direct Debit (DD) process is a complex operation with a high administration overhead. If you are new to the intricacies of DD, this may result in a long and painful learning curve whilst you troubleshoot your operations. If you are an existing user of DD, you are well aware of the work involved in managing your notifications, collections and handling the exceptions.

Direct Debit Manager handles all aspects of the DD process, reducing the risk to your business and releasing your staff to focus on more productive activities. It enables you to capture DD details from your customers by post, over the phone or via the web. It ensures the captured sort codes and account numbers are valid and allows you to check your customers bank branch details.

Direct Debit Manager notifies customers of their new Direct Debit Instructions (DDI) by email, fax or mail merge. Customers can also be notified of any changes to their payment schedules and of any problems that arise with their payments.

Direct Debit Manager creates payment files to be sent to Bacs at the appropriate times and, in conjunction with the Workflow module can send the files automatically to Bacs.

Bacstel-IP reports can also be retrieved and the payment status automatically updated in the customer records. Your customer's payment status is easily accessible for all authorized staff via Internet Explorer, and flexible reporting ensures you have an up to date view of your incoming revenue streams.

Key Features

- Powerful DD plan definition
- Automatic submission integration
- Customer history & status
- Notification engine
- Integrated Bacs reports
- Flexible report generation
- Report routing and conversion
- Billing system creation
- Web collection option (PDD)
- Full automation option (HSM)
- Bacs approved solution

Direct Debit Manager Automatically Handles the Entire DD Workflow

With the use of the HSM module, the entire Direct Debit collection management and Bacstel-IP activities can be completely automated.



Features & Benefits

- Compliant with all Direct Debit rules
 - Enforces appropriate scheme rules whether you are on paper, AUDDIS or Paperless Direct Debit (PDD).
- Change DD Plans
 - Easily change customers between plans and update payment schedules with a single click.
- Customer History
 - Effortlessly deal with customer enquiries with immediate access to their transaction details and account history.
- Automatic Notifications
 - Generate letters, faxes and emails immediately. Automatically notify customers of new instructions or of any changes to their existing DD.
- Submission Creation
 - The daily payment file can be created automatically, just authorize and send the file to Bacs.
- Status Updates
 - Quickly retrieve all reports from Bacs and have the payment status automatically reflected in the customer account history.
- Reporting
 - Create reports detailing the status of your collections operation.
- Exceptions
 - Define rules for handling error codes and for re-presenting collections.
- Variable Amounts
 - Easily create ad hoc collections for individual customers.
- Integrated
 - Ability to integrate into financial systems resulting in more streamlined business processes.

The Process

Direct Debit Manager automatically handles the entire DD process and links into your systems at each stage. The module can incorporate a scheduler so that new instructions, debits, re-presentments and reports are handled automatically. With the use of the HSM module, the entire DD collection management and all Bacstel-IP activities can be automated.

Automation

Direct Debit Manager is the only fully automated Direct Debit management system available today. Send submissions and retrieve reports fully automatically using the HSM module.

Direct Debit Capture

Manual Entry

Customer Service Representatives (CSRs) can enter customer DD details via browser-based screens that automatically check details and lead CSRs through Paperless Direct Debit (PDD) set-up scripts.

Web Capture

Capture PDD through your website, ensure the details are correct and automatically set-up the customer within Direct Debit Manager.



Validation

All data entered is checked for validity against a regularly updated database of bank information. Bank sort codes are validated, account numbers modulus checked and errors are flagged if the account is unsuitable for collecting Direct Debits from. Assistance is also provided in automatically transposing nonstandard account numbers.

Direct Debit Set-Up

The customer's details are entered into the Direct Debit Manager database along with the relevant DD plan. DD plans provide a flexible and powerful mechanism for defining any collection schedule. Upon being set-up the Direct Debit Instruction (DDI) will be automatically generated ready to be sent to Bacs via Bacsactive-IP (using the AUDDIS facility).

Notification

If required, an "Advance Notice" will be created in the chosen format. The notification of the Direct Debit Instruction and the advance notification of the first debit can take several forms:

- Automatic generation of customizable letters. These letters can be sent automatically by email, or distributed in accordance with your business processes.
- Export customer contact and payment details into a CSV file for import into enterprise CRM systems.
- Integrate notification requests with custom export files into your enterprise CRM systems.

The First and Recurring Direct Debits

If the DDI was successful and the appropriate advance notification has been given, the first debit will be generated automatically for the appropriate date and amount as defined by the DD plan. Recurring debits will also be generated according to the plan schedule. The submission strategy is flexible and can be configured to suit your requirements

Changing Plans

Changing your DD plans is as easy as changing a few fields in the plan definition. The customer will be notified of the changes to the amount or frequency and the new schedule will then take effect.

Variable Amounts

Direct Debit Manager can be configured to accommodate payment information generated by other applications. The billing information can be imported by:

- Importing a CSV file containing the billing amount for each customer identified using your unique customer reference.
- Integration with API calls from enterprise billing systems.

Exception Handling

Bacs reports (ADDACS, ARUDD and AUDDIS) can be automatically retrieved from Bacs and the payment status automatically updated in Direct Debit Manager.

Define flexible rules for the handling of exceptions, for notifying customers of exceptions and for integrating exception handling into enterprise systems.

Reporting

Generate reports on the payment status of all your customers. Report on successful collections, failed collections and exception conditions. Produce bespoke reports for integration back into your Enterprise systems.

Customer Support

View a customer's transaction history within the Customer Account view. See all Bacs transactions relating to the customer and status of each transaction as reported by Bacs. View future scheduled payments and change the customer's payments and plans. Integrate the Customer Account view into your CRM systems.

Integration

Direct Debit Manager covers all aspects of high volume fully automated Direct Debit management and has been developed in-house by our experienced software development team. If you have any bespoke requirements or questions regarding integration, we are more than happy to discuss your requirements with you.



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About Finastra

Finastra unlocks the potential of people and businesses in finance, creating a platform for open innovation. Formed in 2017 by the combination of Misys and D+H, we provide the broadest portfolio of financial services software in the world today – spanning retail banking, transaction banking, lending, and treasury and capital markets. Our solutions enable customers to deploy mission critical technology on premises or in the cloud. Our scale and geographical reach means that we can serve customers effectively, regardless of their size or geographic location – from global financial institutions, to community banks and credit unions. Through our open, secure and reliable solutions, customers are empowered to accelerate growth, optimize cost, mitigate risk and continually evolve to meet the changing needs of their customers. 48 of the world's top 50 banks use Finastra technology. Please visit finastra.com

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