

Both your BACSTEL IP software supplier and your bank provide information regarding the ADDACS (Automated Direct Debit Amendments and Cancellations Service) and ARUDD (Automated Return of Unpaid Direct Debits).

In an ideal situation this should be fully automated but how are you using this information?

Do you know what levels of rejections you should be receiving and also the numbers for each category?

We can help you understand and evaluate these figures and give advice as to how they could be reduced - saving you time and money.

- Are you preparing and sending BACS files in a timely manner?
- Is the information you are sending out (DDIs and other literature) complying with the DD rules?
- Are your letters regarding DD failures or ADDACS advices hitting the spot?
- Can you offer other payment dates?

A telephone call or email will establish how I can help

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