

The 10 point payments health check

- 1). Do you think you have reached maximum penetration levels for Direct Debit and Direct Credit?
- 2). Do you believe that your Direct Debit rejection levels (unpays) are acceptable?
- 3). Are you using the AUDDIS and Paperless Direct Debit services?
- 4). Are all your relevant staff trained to a level to answer all DD and DC issues and queries?
- 5). Do you think your charges for BACS entries and/or credit card and debit card transactions are reasonable?
- 6). Do you verify BACS and card transactions through 'smart' modulus checking software?
- 7). Do you use the internet for DD collection/invoices/bills?
- 8). Are you happy that bank account information supplied to you for Direct Credit payments is accurate?
- 9). Do you have problems reconciling payments sent to you electronically due to lack of reference number information?
- 10). Are there areas where you would welcome further automation

If you believe there are areas for improvement in your payment processes then ring Andy Cox on 01935 873843 or email info@mintoconsultancy.co.uk for FREE initial advice