

# allpay

Bacs Accredited  
Training



# Introduction

As a market leader in providing direct debit solutions to private and public sector organisations, allpay also provides Bacs-accredited training for organisations.

allpay is fully accredited to provide its clients with Bacs-accredited Direct Debit training, covering all aspects of the Direct Debit scheme and the latest requirements as regulated by Bacs.



allpay is a Bacs-approved Bureau, Affiliate Scheme Member and Approved Trainer.

### Service Features

- We offer either virtual or onsite training for your organisation and required delegates
- Delivered by experienced, certified and accredited trainers
- Tailored training agenda to suit client needs
- Delivered in line with the latest Bacs legislation & cycles
- High-quality course material and training materials supplied

### Service Benefits

- Enable organisations to understand the current Bacs process
- Cost-effective training packages available
- Bespoke training delivery to suit client requirements
- Extensive experience of working within the public sector
- Improve organisation knowledge of current software services
- Available across the UK

# Service Definition

allpay provides a 4-6hr interactive and tailored training session either virtually or on-site, covering all aspects of the Direct Debit scheme, including Bacs processes, reporting features and the Bacs cycle.

Clients will be appointed a dedicated trainer who will offer support and advice, whilst delivering the training for your organisation. Where required, allpay will tailor the workshop to ensure it suits your needs and requirements.

As a Bacs-approved Bureau, allpay understands the importance of training to increase users' knowledge of current processes, with allpay's training offering the ability to increase the awareness and knowledge of the paperless Direct Debit process.

### Who is it for?

- Personnel new to Direct Debits
- Moving from paper to paperless
- Personnel responsible for Direct Debits within their organisation and have no previous training
- Looking to reduce the number of cancellations and/or indemnity claims they receive
- Looking to refresh their Direct Debit knowledge

### Course Coverage

- Bacs processes, rules and guidance
- Bacs reporting
- Paperless Direct Debit set-up and management
- Collection and the Bacs cycle
- Indemnity claims

# Training Agenda

## All about Direct Debits

- An introduction to paperless Direct Debits
- The benefits of paperless Direct Debits to both an organisation and its customers
- Direct Debit terminology

## All about BACS

- What is Bacs?
- Bacs processes, including the Bacs cycle
- Bacs reports – AUDDIS, ADDACS, ARUDD
- Bacs reason and transaction codes

## Paperless Direct Debit

- Becoming a Service User
- Sign-up processes
- The Direct Debit Instruction (DDI)
- Know Your Customer (KYC)
- The Direct Debit Guarantee
- Advance notification

## Indemnity Claims

- Role and responsibilities
- Challenges

## Knowledge Quiz

- End of session quiz – learning checker

As part of the training, allpay will provide a range of course materials as well as its certification of completion. Prices for the training are competitive and discounts are made available for both new and existing allpay clients, when combining the Bacs training with the allpay Direct Debit Portal Training.

## For further information, please contact:

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