

Collect payments by direct debit

Direct Debit Solutions

Direct Debiting is an easy way of controlling and collecting payments directly from your customers' bank accounts. However, if you cannot justify the investment in hardware and software – to send payments direct to BACS – The Royal Bank of Scotland can help.

We offer a choice of two separate Direct Debit Solutions services which use our own computers. As a result we can maintain records of all your regular payers and initiate Direct Debits on your behalf.

Save on administration

The Direct Debit Solutions service can provide all the benefits of Direct Debiting while allowing you to make more efficient use of your existing administrative resources.

Choice of service delivery

We offer a choice of two separate delivery channels for the Direct Debit Solutions service. A computer-based, desktop application enables you to send instructions and review reports electronically. This service offers the added benefit of online confirmation that your instructions have been received and validated. Alternatively, you could choose the paper-based service and send instructions and receive reports by post.

Maintain comprehensive records

The service provides comprehensive records. For example, the Royal Bank will provide you with complete lists of all the payments requested. In addition, the records for each payer can include their full name, address, telephone number, plus bank account number and sort code.

Collect a wide range of payments

A full payment programme can be established to cover most requirements. The service enables you to set up payment collections for items such as annual membership subscriptions, payments due from trade debtors and highly complex transactions, including the calculation of VAT at the current rate.

The service also allows you to collect variable payments where the amount or collection date is unknown at the time of setting up your customer details.

How the service works

The service is flexible and easy to use. All you need to do is to provide us with details of the payer, either via your computer or on a paper form, depending on your chosen service, and we will collect each payment on the date it is due.

The service also includes optional extras such as payer address labels and the ability to make bulk amount changes.

To avoid errors at the keying-in stage, all the information is passed through sophisticated data entry procedures. You are also able to monitor the process because instructions and transactions are recorded to a level of detail that will provide you with an audit trail.



Direct Debits are processed through the fast and efficient BACS Electronic Funds Transfer System. Further BACS audit reports detail any rejected, amended, cancelled and unpaid items. These are provided as an integral part of the service. You can also re-present failed Direct Debits up to one month from the original date.

Next Steps

If you would like more information on Direct Debit Solutions or to take up the service, please contact your relationship manager.