Better connected. Better collected.

SMS-prompted collection of scheduled and one-off payments.

Paythru
collections

Scheduled Payments

Paythru's scheduled payments solution allows organisations to automatically collect funds from its customers supporting subscription payments, instalment repayments and Individual Voluntary Arrangements.

The solution can be operated entirely via a web portal and can capture the customer's card data with minimal PCI compliance obligations.

Introduction

Scheduled Payments is a service provided by Paythru that allows merchant organisations to process regular payments using their customer's payment cards. The customer's card details are stored securely by Paythru ensuring that the merchant organisation's PCI Compliance obligations are kept to an absolute minimum. The solution is also fully GDPR compliant.

A payment schedule may consist of anything from a single deferred payment, a pattern of regular repayments paying off a lump sum to an ongoing subscription.

Payment schedule options

Paythru's Payment Scheduler is capable of setting up schedules at weekly, fortnightly, monthly and many other intervals. The amount processed at each interval is fixed, however, may be adjusted at any time allowing different transaction values to be processed with each cycle.

Exceptions may be granted to recurring payment schedules providing the customer a 'payment holiday'. In addition, specific payment processing dates may also be added manually, allowing completely customisable schedules to be defined.

Each payment schedule can be configured to last as long as is necessary. The end date of the schedule may be set, or the number of payments that should be processed before the schedule automatically terminates.

Handling declined payments

While every attempt may be made to ensure that schedules are set up in an affordable manner, card payments will occasionally be declined due to insufficient funds. Card payments may also be declined for a number of other reasons such as a blocked or lost/stolen cards. The following options are available to handle declined payments:

Notify the merchant

Declined payments will be flagged in Paythru's web portal Partner allowing the merchant to contact the customer, or manually reattempt the transaction.

Request payment from the customer

If the customer's mobile phone number is recorded against the schedule, schedules may be configured to send an SMS text message to the customer on the event of a declined transaction. The message contains a link to a payment page where the customer may complete payment. (For more information about this service, please refer to accompanying datasheet entitled "Collections Solution".)

Benefits

- Enables more flexible collection patterns to facilitate customers' more erratic income profiles caused by the rise of fractional work (otherwise known as the "gig economy")

- Facilitates FCA guidelines on affordability rules

- Can positively impact IFRS reporting

- Enables customers to avoid getting into arrears by meeting obligations by instalments

- Faster to set up and more flexible to change than Direct Debit and BACS

Scheduled Reattempt

Each schedule may either be configured to reattempt the payment the following day, or to add the amount to the next payment due in the schedule.

Payment schedule initiation

Using Paythru's web portal - 'Partner'

Payment schedules can be created (and edited) in Paythru's web portal 'Partner'. Merchants eligible to do so may key the customer's card details directly into the setup form.

Merchants using any of Paythru's other payment services (payment APIs or collections solution) may initiate a schedule using a card used in a previous transaction. Please note that the consent is required from the customer to use their card in this manner.

Merchants may also use Partner to send a request to the customer by SMS containing a link they may use to provide their payment card details.

Via an API

Merchants with appropriate technical resource can integrate their systems directly with Paythru's Payment Schedule API to completely automate the creation and modification of payment schedules.

Customer initiated schedules

Merchants using Paythru's Collections Solution may configure their payment requests in such a manner that the customer may choose to set up a payment schedule. Thresholds may be set by the merchant between which the customer may choose their preferred repayment frequency, number of payments as well as the day or date of each payment.

Other options

Expired cards

Paythru's payment schedule solution will automatically indicate schedules that require updating as the associated payment card is due to expire. Merchants can optionally elect to use Paythru's auto updater feature. Auto-updater checks ahead of each scheduled payment that the card details are still valid, and if not automatically collects updated card details from the card issuer. Auto-updater works not only with expired cards, but also with lost or stolen cards.

MCC6012

Merchant organisations with merchant account category of MCC6012 are mandated to provide additional accountholder information with each payment processed. Paythru's Scheduled Payment service takes care of this by storing this information against the schedule and submitting it with each payment.

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Please contact us for more information about Paythru's range of services