



Payouts Automation

Make Direct Credits to Your Customers Simply and Securely

FOR BANKS & FINANCIAL INSTITUTIONS



Payouts Automation offers a simple and secure solution to make a direct credit to your customer

Payouts Automation offers banks and financial institutions a secure way to make payments when bank details are unknown. This can include refunds (of fees for example), compensation, beneficiary payments and dividends to name but a few.

Payouts Automation provides a complete end-to-end payments solution. From fully branded customer communications, secure data capture and verification of the claimant's details, through to payment confirmation and reporting. Not only does it help ensure that the payment can be made in the fastest possible time, it also removes the need to store and manage the payee's details on your own systems.

A flexible solution to manage all of your one-off payments

Send payout links via multiple distribution methods, from mailed letters, emails or embedding links into your website or app, the choice is yours. This flexibility ensures a smooth and user-friendly experience for every recipient, enhancing customer satisfaction and convenience.

Paying refunds can be complex and lead to a poor customer experience

Ensuring prompt and efficient payouts is essential. The speed of processing refunds and compensation not only shapes a positive customer experience but is also important in satisfying customers emotional needs, meeting high expectations, and safeguarding the organisation's reputation.

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CUSTOMER OVERVIEW

Payouts Automation helped The Vale of Glamorgan efficiently manage over 26,000 resident cost of living payments in 2022/3, providing financial support to vulnerable residents, reducing manual effort and enhancing overall efficiency.

BENEFITS



Ensure claimants receive their money faster – choose between Bacs (3 working days) or Faster Payments (1 working day)



Reduces the load on call centre staff through the provision of secure customer self-service web pages to capture bank account details



Removes the need to manage Personally Identifiable Data (PII) such as sort code, bank account number, and postal address



Reduces the risk of unpaid refunds or payment fraud by using bank account validation and payee verification



Lowers the cost of processing by offering an alternative to cheques

Direct credits are a faster alternative to cheque, bank transfer, or cash refunds

Several different payment methods are typically used when refunding or compensating customers. For debit or credit card payments, the money is usually refunded back onto the card. If a cheque was used, this can be returned to the claimant if it has not already been cleared.

Where neither of these options are appropriate, it is the responsibility of the payer to refund the customer using an alternative method. Cheques, while common for refunds, are slow to process, relying on the customer to cash them at the bank, often taking a minimum of 10 days before the claimant receives the funds in their bank account.

The fastest and most user-friendly option for many organisations is a direct credit to the claimant's bank account. Whilst this is faster and more efficient than cheque or cash refunds, financial institutions need to consider not only how to make sure that the payment reaches the claimant, but also that the claimant's data is kept safe and secure to avoid the details being stolen by internal or external fraudsters.

Simple set up

Interactive, secure, payment forms are hosted by Bottomline, significantly reducing the complexity of integration and internal development. These fully brandable payment capture forms can be deployed quickly and efficiently into your ecosystem.

Secure payments

Payouts Automation provides standard BACS or Faster Payments to ensure refunds are paid in the fastest

possible time. Each payment can be approved with up to three levels of authorisation, and is checked for recent duplicates and against internal denylists to highlight any potential issues to those responsible for authorising payments.

Improved accuracy

Modulus checking removes the opportunity for customers to submit the wrong sort code or account number into the payment form. Payouts Automation also uses Confirmation of Payee for Business* for bank account verification providing a 99% bank match rate with accounts updated in near real time so you can be confident payment is being made to the correct person (PayUK, 2023).

Reconciliation

Reconcile transactions easily using a CSV download, API, or a callback to automatically update your host systems. We'll also send you daily reports on the status of your payout links.

Simple communication

Creating links to capture bank account details is simple. Users can easily generate links themselves via a simple upload process. Alternatively, we offer the convenience of creating, sending, and reporting on links on your behalf for a seamless experience.

Multi-channel experience

Choose from several different distribution options to complement your existing customer channels across website, email and letter.

Payouts Automation streamlines payment processes by securely delivering funds to your customers, suppliers, residents, or clients through direct credits. By eliminating the need to manage and store customer data, Payouts Automation not only ensures fast transactions but also significantly reduces the issuance of cheques and reliance on bank transfers.

[Book a Meeting](#)

*CoP for Business is provided by Bottomline Payment Services Ltd (Registered in England no: 3986072), who are authorised by the Financial Conduct Authority under the Payment Services Regulations for the provision of payment services with FCA registration number 616279 and whose registered office is at 1600 Arlington Business Park, Theale, Reading, RG7 4SA.



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