

To set up a direct debit you will need to log into allpay and select create new DD

Select Bron Afon Community Housing from the client code drop down.

Fill in the required fields, client reference (which is the rent account number) and last clients name.

This should automatically fill in the customer address. If this is correct click next at the bottom of the screen, if not complete.

The 'Customer Account' form contains the following sections and fields:

- Client code:** A dropdown menu with 'BADD BRON AFON COMMUNITY HOUSING' selected.
- Confirmation questions:**
 - "To avoid delay and to save you having to fill in any paperwork, I can set up your Direct Debit right now. Would that be helpful?" with radio buttons for Yes and No.
 - "Can you confirm that the account to be debited is in your name?" with radio buttons for Yes and No. A red label 'This field is required' is next to the Yes option.
 - "Are you the only person required to authorise debits on this account?" with radio buttons for Yes and No. A red label 'This field is required' is next to the Yes option.
- Client reference:** A text input field with a red label 'Enter Client reference'.
- Last name:** A text input field with a red label 'Enter Last name'.
- Title & Initials:** A text input field.
- Customer Address:**
 - Address line 1:** A text input field with a red label 'Enter Address line 1'.
 - Address line 2:** A text input field.
 - Town:** A text input field with a red label 'Enter Town'.
 - County:** A text input field.
 - Post code:** A text input field with a red label 'Enter Post code'.

If the person paying the DD is different to the CH fill in the address or if not select no.

This will then populate the bank account holder's details.

The 'Bank account holder information' form contains the following sections and fields:

- Is the person paying the Direct Debit, different to the customer detailed in step 1?** Radio buttons for Yes and No. The 'No' option is selected.
- Bank account holder's details:**
 - Last name:** Text input field with 'Beech' entered.
 - Title & Initials:** Text input field with 'MR A' entered.
 - Address line 1:** Text input field with '14 Oaklands Road' entered.
 - Address line 2:** Text input field.
 - Town:** Text input field with 'Sebastopol' entered.
 - County:** Text input field.
 - Post code:** Text input field with 'NP4 5DB' entered.
- Bank details:**
 - Name of account holder:** Text input field.
 - Sort code:** Three text input fields with 'XX', 'XX', and 'XX' entered.
 - Account number:** Text input field with 'XXXXXXXX' entered.
- Additional questions:**
 - "Can you tell me the name of the bank account holder?" (linked to Name of account holder).
 - "Can you tell me the sort code and account number?" (linked to Sort code and Account number).
 - "If you would like to receive your Direct Debit correspondence via email, can you please tell me the email address of the bank account holder?" with an **Email address** text input field.
 - "Have you used this account to make Direct Debit payments before?" with radio buttons for Yes and No.
- Navigation buttons:** 'Next' (highlighted), 'Back', and 'Cancel'.

Next fill in the account holders name, sort code and account number.

Follow each step on the next page to set up the date, amount and frequency of the direct debit and select next.

This will take you to the paperless direct debit script which must be read back to the customer each time you set up a direct debit.

Ensure you select yes and then confirm at the bottom or the direct debit will not start.

Then add an activity and payment type in the rent account. You will need to copy the first two lines of the statement into the activity.

The screenshot shows the 'Create Direct Debit' form, Step 3: Payment details. The form has a progress bar at the top with four steps: Step 1: Customer details, Step 2: Bank details, Step 3: Payment details (current), and Step 4: Confirmation. A warning icon and text state: 'Paperless Direct Debit script must be read to the payer.' The form contains the following fields:

- 'When would you like the first payment to come out of your account?': Initial date (dd/mm/yyyy)
- 'Please enter the first amount to be debited?': Initial amount (£ 0.00)
- 'Is this Direct Debit going to be fixed or on-going?': Option (Please select)
- 'How often would you like the payments to come out from your account?': Frequency (Please select)
- 'When would you like further payments to come out of your account?': Subsequent date (dd/mm/yyyy)
- 'Please enter the subsequent amount to be debited?': Subsequent amount (£ 0.00)

At the bottom, there are three buttons: 'Next' (highlighted in purple), 'Back', and 'Cancel'.

The screenshot shows the 'Create Direct Debit' form, Step 4: Confirmation. The form has a progress bar at the top with four steps: Step 1: Customer details, Step 2: Bank details, Step 3: Payment details, and Step 4: Confirmation (current). A warning icon and text state: 'Paperless Direct Debit script must be read to the payer.' The form contains the following text:

The initial payment of £5.00 will come out of your account on 30th of November 2016. Further payments will be made of £5.00 on 30th of December 2016 and every month thereafter.

BRON AFON will appear on your bank statements against the Direct Debit.

That completes the set-up of your Direct Debit instruction with us. You will receive written confirmation of this within 3 working days.

In future, if the payment dates, amount or frequency of your Direct Debit changes, we will give you 10 working days notice in advance of your account being debited.

In the event of any error, you are entitled to an immediate refund from your Bank or Building Society. You have the right to cancel at any time and this guarantee is offered by all the banks and building societies that take part in the Direct Debit scheme. A copy of this guarantee will be sent along with your confirmation.

Finally, let me just confirm your account details back to you, account number 39845397 sort code 52-30-56. Is that correct?

Below the text, there are two radio buttons: 'Yes' (selected) and 'No'.

At the bottom, there are three buttons: 'Confirm' (highlighted in purple), 'Back', and 'Cancel'.

At the bottom of the form, there is a footer with the following text:

alipay Portal v 1.0.0.6720
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At the bottom right, there are logos for 'alipay', 'UnionPay', 'VISA', and 'MasterCard'.

At the bottom of the page, there is a footer with the following text:

Fully compliant with the Payment Card Industry Data Security Standard (PCI DSS)
SOC 2 certification issued by the audit of our registered company address.