SmarterPay

Contingency Service

Bacs payments in all circumstances

Ensure that you'll always be able to pay your staff and suppliers and continue to collect revenue from your customers.

bacs approved bureau

bacstel-IP
bacs approved software

DIRECT Debit

Overview

Whilst seemingly unlikely, nearly every organisation will experience instances where they are unable to submit their payment instructions to Bacs. Lost, damaged and expired smartcards as well as things like hard disk failure, virus attack and accidental server wipes are all everyday examples of where the need for a Bacs contingency plan is especially important.

SmarterPay Contingency Service safeguards your Bacs environment and ensures that you'll always be able to pay your staff, suppliers and collect revenue from your customers.

Setup

To set up protection for your Bacs payments, simply fill out and return the enclosed 'Contingency Service Form'. Having profiled your details, we'll then request a test file* so that we can configure your SmarterPay Cloud login. You will also need to inform your Bank that SmarterPay will be your Contingency provider and link your SUN numbers to (our) Bureau number: B61043.

*If you have more than one file source - we will need a sample of each.

Using the Contingency Service

To transmit Bacs Payment files using the Contingency Service, you'll just need to follow the simple steps below:

Step 1   Login to SmarterPay Cloud – https://smarterpaycloud.com

Step 2   Upload your file and check it

Step 3   Approve your file for submission

Step 4   Your file will be submitted to Bacs automatically
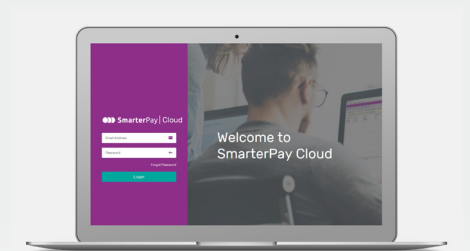
Changing/Adding a file format

If you'd like to add another file format for importing to SmarterPay Cloud or edit an existing one, please contact our team on the Helpdesk who will send you a secure link to upload your test file.

You can contact the Helpdesk either by emailing the team at support@smarterpay.com or by calling 01482 240886.

Informing your Bank

You will need to inform your bank that you will be using the Contingency Service by SmarterPay. They will require to know our Bureau number which is B61043. They will then link your Service User Numbers to the Contingency Service so that in the event of an invocation, Bacs will know that we are authorised to submit payment instructions on your behalf.

Bacs Liasion Telephone Numbers

Bank of England	bacsliaison@bankofengland.co.uk	0207 601 4717
Barclays	bacs-helpdesk.bbcc@barclays.com	0330 156 0083
Coutts & Co	bacshelpdesk@rbs.co.uk	0370 901 5601
Lloyds TSB	grpbacstelip@lloydsbanking.com	0345 982 5325 / 0207 357 4060
HSBC (First Direct)	helpdeskbacs@hsbc.com	0345 604 0000 / 0116 281 8545
Natwest / Ulster	bacshelpdesk@rbs.co.uk	0370 240 5544
Bank of Ireland		0870 900 2066
Citibank NA	Bacs.liaison@citi.com	0207 508 9981
Cldesdale / NAG	Bacs.liaison@eu.nabgroup.com	0141 242 3120
Halifax Bank of Scotland	bacsserviceunit@hbosplc.com	0345 266 0085
Royal Bank of Scotland	bacshelpdesk@rbs.co.uk	0370 156 6680
Santander	Bacstel-ip@santander.co.uk	0151 966 2707
Nationwide	Bacs.liaison@nationwide.co.uk	0179 555388 / 555400
Co-Op	bacsliaison@cfs.coop	0344 847 6718
Northern Bank (Danske)	Bacs.customer.service@danskebank.co.uk	0345 603 4615
Yorkshire	bacs.liasion.support@cybg.com	0141 242 3120
Allied Irish	bacssupport@aib.ie	0160 423 5515
Virgin Money	PaymentSharedService@virginmoney.com	0191 279 4666

About SmarterPay

SmarterPay is a private, family-owned company and specialises in payment solutions for Direct Debit/Credits and Card Payments for cloud-based CRM systems. SmarterPay is ISO-27001 certified and a Bacs-approved software provider, Bureau and facilities management provider.

For more information about SmarterPay Cloud and our Contingency Service, please get in touch on:
Phone: 01482 240886
Email: info@smarterpay.com
www.smarterpay.com