

Comparing outsourced direct debit providers



There are a number of factors that you should consider when making a decision between outsourced direct debit providers. If you are finding it hard to make this comparison yourself, here are some questions you might ask to help you make that comparison.

Can I load a customer online without sending a direct debit request form (DDR) form to you?	Ezypay provides you with an Online DDR in your secure account where you can load customers yourself.
What customer service do you offer?	Ezypay has an in-house customer service centre that answers questions and actions changes to your account. They are available Monday - Friday 9am - 5pm.
Do you have a range of direct debit services?	Ezypay has three unique direct debit services designed to meet a variety of business needs.
How long does it take to load a customer?	At Ezypay 99.9% of customers are loaded within 48 hours of us receiving their DDR form. Many customers are even loaded onto our system within 24 hours.
What is your collection rate?	Ezypay achieves a 99% collection rate for bank and credit cards across all industries.
Do you have a failed payment process?	Ezypay provides a comprehensive failed payment process at no cost to your business.
What days do you do debits?	Ezypay runs debits each working day so you can set up customers on the debit schedule that best suits their needs.



How long has the billing company been established?	Ezypay has been providing outsourced direct debits for businesses since 1996 and was the first company in Australia to do so.
What management reports do you offer?	Ezypay provides a FREE range of reports including a daily activity report and distribution report emailed directly to your inbox.
Who owns the debit contract with the customer?	Ezypay does not own your debit contract or customer relationship. You will always have control over your customers and their data.
Is there a detailed customer payment report?	Ezypay provides you a detailed report of all customer payments within your secure online account.
Are there any on-going monthly fees?	No with Ezypay you only pay if you use our service.

If you would like more information on our direct debit service or have any questions, please contact us on 0800 399 011 or email newenquiries@ezypay.com.au or go www.ezypay.com.au .