Gladstone

Direct Debit Managed Service

Simplify & Streamline Direct Debit Transactions

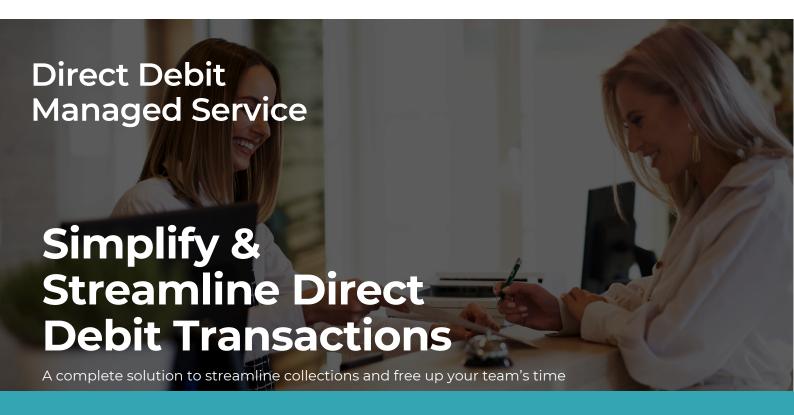A complete solution to streamline collections and free up your team's time

With our **Direct Debit Managed Service**, you can focus on what you do best: delivering exceptional experiences for your members. Let us take care of the Direct Debit process, reducing the risk of errors and missed payments, so your team can spend less time on back-office tasks and more time helping your community stay active and engaged. Whether you're a local authority leisure provider, a university sports centre, or a private gym, this service is designed to make your life easier, your processes smoother, and your revenue collection more reliable, all within a system that links directly to your Gladstone membership database.

Key Benefits

Seamless Onboarding

Our consultants guide you through setup, from migration data to ensuring BACS compliance, for a stress-free transition to automated collections.

Time-Saving Automation

We handle Direct Debit processing, rejections, and reporting, reducing admin workload and freeing up your team's time.

Detailed Reporting

Detailed reports provide clear insights into member payments, rejections, and revenue, keeping you informed and in control.

Improved Member Experience

Automated rejection handling and member notifications ensure smoother communication, building trust and satisfaction.

Get in touch to begin your Direct Debit Managed Service Journey

How Gladstone's Direct Debit Managed Service Works

We simplify revenue collection in five simple steps:

We Set You Up

Our team guides you through onboarding, setting up your HSM certificate, linking your SUN, and validating your data.

We Test Before Each Run

A test Direct Debit run is performed to identify any issues, and detailed reports are shared with you for review.

Post-Run Management

Failed payments are automatically processed, with notifications sent to members. We provide reports on unpaid collections, so you can follow up with your members if needed.

We Process Your Payments

New Direct Debit instructions are submitted to BACS, and any updates or rejections are handled automatically.

We Submit on Collection Day

On the agreed run date, we submit your final Direct Debit file and send you a confirmation report.

IMPORTANT:
We process your Direct Debit's but we are not a credit control agency. Your team is responsible for handling any member debt.

Requirements

The Direct Debit Managed Service is available exclusively to **GladstonePay DD customers**, and to ensure smooth and efficient operations, we rely on your collaboration. Here's what's required from your side:

1. Maintain Data Accuracy
- Ensure that member details (such as bank account information) are always up to date.
- Regularly update records to avoid errors or issues during Direct Debit processing.

2. Respond to Reports Promptly
- Review the reports we provide, such as failed collections or rejection notices, as soon as they're shared.
- Take action on flagged issues quickly to maintain the integrity of your Direct Debit collections.

3. Adhere to Compliance
- Follow all BACS rules for Direct Debit processing.
- Ensure your organisation complies with GDPR requirements to safeguard member data and privacy.

Pricing

The Direct Debit Managed Service fee will be based on your monthly collection amount, as well as the number of collections required per month.

Using your most recent collection data, our team will form a proposal for an annual fee to manage your DD service. This will be in addition to your regular transactional costs.