

Payments Process Health Check



Take our payments process health check to find out how to improve your processes. Simply complete the details below and hand it back to an Albany representative.

Company Contact Details

Company Name:

Address 1:

Address 2:

Town:

County:

Postcode:

Type of Business:

Main Contact Details

Name:

Job Title:

Email Address:

Telephone Number:

NB. If the details above are incorrect, please amend or attach business card to this document.

Company Details

Accounts Package

Number of Employees

Turnover

Sponsoring Bank

Payment Information

Please complete the table below to the best of your knowledge; we do not require exact figures to diagnose your current situation.

| Average Number of Monthly Payments | Pay Type | Payroll | Supplier Payments | Other Expenses. Type: |
|------------------------------------|----------|---------|-------------------|--------------------------------|
| Methods Used | | | | |
| Bacs | | | | |
| CHAPS | | | | |
| Cheques | | | | |
| Cards (Debit & Credit) | | | | |
| Cash | | | | |

Bacs

1. What software do you use to submit to Bacs? (if you don't use Bacs please skip to question 4)

- Don't use Bacs Internet bank account Bank's own software
 Commercial bureau. Who? _____ Direct Bacs solution. Who? _____

2. How do you transfer payments data from your accounts application?

- Manually key data in Export / import routine Integrated

3. How do you reconcile back to your accounts application after payments are made?

- Manually key data in Export / import routine Integrated

Payroll

4. Have you ever missed your payroll submission? (if never please skip to question 6)

- Never Once or twice Quite often

5. How did you rectify it?

- Payroll was late Cash Cheque CHAPS Contingency service

Cheques

6. Why do you continue to use cheques?

- Better control Our suppliers offer no alternative
 We have to post remittance advices anyway Cheaper
 Existing investment in cheque printing solution Double signatory requirement
 Don't know of any other way Other: _____

Authorisation

7. How many staff are currently involved in authorising a payment? _____

8. How many staff would you like to have involved in authorising a payment?

- Less, streamline the process More, improve security No change

9. At what point does a payment become authorised within your existing process?

- Within the accounts application Within the submission software On paper
 Other: _____

Security

10. Do you feel your current process offers your company sufficient security?

- From internal misuse Yes No
From external misuse Yes No

11. Have you ever had to short cut the system to make sure a payment went on time?

- Yes No

Remittance Advices

12. How do you send your associated remittance advices?

- Fax/email singly from account app. Fax/email in bulk from dedicated document delivery app.
 In the post Third party fulfilment house We don't bother

Direct Debits

13. Are you a Direct Debit originator? (if no then skip to end)

- Yes No, but we would like to be No, and we have no need to be

14. What type of sponsorship do you have from your bank?

- AUDDIS (DDIs set up electronically with the bank) Paperless (DDIs set up via phone/web with the customer)
 Other: _____

15. How many DDs do you collect monthly? _____

16. Do you have a validation solution at the point at which you capture your customer's account number and sort code?

- Yes No

Thank you for your time.

Once completed, if filled out online/electronically, you can submit by email using either the 'Submit' button within your PDF viewer or by saving and sending to **sales@albany.co.uk**.

Alternatively, if this has been filled in by hand, please either pass this back to a member of Albany staff or fax back to **01420 547651**.