



Making payroll & HR easy

CLOUD BASED DIRECT DEBIT SOLUTION

# FAQ

**moorepay**  
Payroll & HR Solutions

### **Will the service change?**

No, your service will remain the same, you will just access the system via a web-based interface and you can upload your direct debits via the web interface.

### **Will I need to set up my payers again?**

No, your data will be securely transferred and processed by the same team. All your payers' details will remain as they were.

### **What are the benefits of upgrading?**

- A new look and feel
- Secure and easy web-based access
- New dashboards allowing convenient access to useful and timely information
- System notifications providing report and warning information
- Online report access
- Easy and intuitive input methods including export / import options
- Single or multi-payer input facilities
- Access to archived report information

### **How do I access the system?**

You will be able to access the solution from any web enabled device that has internet access. A new Client ID will be allocated to you which will provide a further level of authentication when accessing the system. In addition, if you have more than one customer reference with us, it will also allow us to group these together so that when you log on you will have visibility of all your accounts. We will provide more information on this during the sign-up process.

### **Will the system look different?**

Yes, there is a new look and feel to the system, however the Direct Debit processes remain the same. There is an introductory video, a user guide and help within the solution to help familiarise yourself with it.

### **What's the cost?**

There will no changes to your fees\* or the service level you receive at this time

### **Will the turnaround times change?**

For customers moving from PC, the deadlines remain the same. In other words, for debits to be processed, you have up to 4 working days prior to the payment date to key this data.

For existing Fax/Email users these turnaround times are a significant improvement on what you currently experience.

### **What if I use forms?**

Any information currently submitted on forms or by email, can be entered directly into the cloud-based solution.

### **How will I see payers?**

In addition to providing data input facilities the new solution will provide useful tools to allow you to enquire and report on many aspects of payer and debit management information including input auditing functionality.

### **What happens to my reports?**

You will now be able to produce and download your own ad-hoc reports via the new solution including input, debit history, and full payer lists. In addition, the reports that you would have previously receive via post will now be made available immediately following processing via the cloud-based solution and we will no longer post these out to you. Please note that any downloaded reports will be your responsibility, so please ensure that any reports that are downloaded are stored safely at your location in accordance with GDPR regulations.

### **Does the solution provide AUDDIS Services?**

The solution is enabled with AUDDIS Service capability, which automates the transfer of DDI's between your organisation and the bank. There is a set up cost to activate AUDDIS on your DD solution and the process along with your bank can take from 4-6 weeks. Contact your DD helpline if you would like to find out more about the AUDDIS Service.

### **What is AUDDIS?**

AUDDIS (Automated Direct Debit Instruction Service) is the Bacs service enabling your organisation to set up new Direct Debit Instructions (DDIs) to your payers' banks electronically. AUDDIS automates the transfer of DDIs between your organisation and the bank. All parties (Service User, consumer and bank) using Direct Debit benefit from this service.

### **What are the benefits of AUDDIS?**

The benefits of AUDDIS include a reduction in paperwork & set-up costs for DDIs (such as postage). It enables the Service User to identify invalid account information, as well as any unpaid Direct Debits, for easier reconciliation of successful payments and reduces the time between lodgement, when the bank receives and accepts the DDI, and the collection of the first payment. It also reduces processing delays and manual steps, resulting in a better quality of service.

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