Email Notifications

allpay

a step by step guide

allpay can send email notifications to you on behalf of your organisation. Any notifications are sent in realtime as the direct debit is created on the portal.

Once your organisation has signed up to the service you will have to complete the below steps to receive email notifications:



1. You will receive an email. The sender name will be your provider and the email address will be **noreply@allpay.net**. (See overleaf)

2. When you open the email you will be asked to verify by clicking the link provided.

3. If you have multiple direct debits set up you will receive multiple email verification requests. You must verify **ALL** of these.

4. Once verified all notifications concerning your direct debit will be sent to the verified email address.

Any new DD's instructions will receive confirmation by letter, you must then follow the same process to receive notifications by email.

Example of email verification

To: HA Customer

Subject: Enhance Your Experience and Reduce Paper Waste with the convenience of Direct Debit Email Notifications

Dear [Payer name],

At [Client Name], we are committed to making a positive impact on the environment and reducing our carbon footprint while continuously striving to improve our services. As part of our sustainability efforts, we believe that offering you the opportunity to receive all future correspondence in relation to your Direct Debit account via email instead of letters is a step in the right direction.

By making this minor change, you'll not only help us reduce paper waste, but you'll also enjoy the convenience of accessing your Direct Debit notifications instantly and securely, with the added benefit of an electronic audit trail for your notifications. To make this switch, we kindly ask you to verify your email address by following the link below:

Verify Email Address

Kind regards,

[[CLIENT NAME]]

Example of a DD amend template

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On behalf of: [[CLIENTNAME]]

Dear [[TITLEANDINITIAL]] [[LASTNAME]],

Important: Advance notice of a change to your [[DDTITLE]] Instruction

With effect from the dates shown below, payments due in respect of the following Direct Debit Instruction will be taken from your bank account for the amounts shown and requested on or immediately after the collection dates.

Account	Client	DD
Name: [[BANKACCOUNTNAME]]	**Reference:** [[CLIENTREFERENCE]]	**Reference:** [[DDREFERENCE]]

For information, this is your payment schedule to be collected:

[[DDSCHEDULETABLE]]

Should you have any queries in respect of this notification, please contact [[CLIENTNAME]], alternatively allpay Limited on 0844 557 8323* or send an email to directdebits@allpay.net.

Yours sincerely,

The Direct Debit Team

allpay Limited

*allpay Limited would like to make you aware that calls to this number will be charged at 7 pence per minute plus your phone company's access charge, which may vary depending on provider.

The Direct Debit Guarantee

- This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits.
- If there are any changes to the amount, date or frequency of your Direct Debit allpay Ltd on behalf of [[CLIENTNAME]] will notify you 7 working days in advance of your account being debited or as otherwise agreed. If you request allpay Ltd on behalf of [[CLIENTNAME]] to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
- If an error is made in the payment of your Direct Debit by allpay Ltd on behalf of [[CLIENTNAME]] or your bank or building society you are entitled to a full and immediate refund of the amount paid from your bank or building society.
  - If you receive a refund you are not entitled to, you must pay it back when allpay Ltd on behalf of [[CLIENTNAME]] asks you to.
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify [[CLIENTNAME]]

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