



- **Mandate**

Direct Debit Management Software



# MOSAIC Software

**Mandate** provides a complete Direct Debit management system that is a fast, efficient and precise means of collecting payments. Mandate has *BacskomIP* (BACS Approved Software) fully integrated into the application. (see *BacskomIP* brochure for details) Mandate allows you to create custom databases of all your customer details and scheduled collections. Each Direct Debit can have one or more instruction to determine when payments are due.

Mandate offers a simple process of entering a payment sequence based on a Direct Debit instruction. The payment plan is set when a customer account is created e.g. collect 12 monthly payments of £10.50 commencing on 1<sup>st</sup> January

Many rules can be entered against an account, thus defining complex

payment schedules or if a customer has an irregular payment plan a payment schedule can be built up of individual payments.

Flexible frequencies are a function of Mandate. You can define a single instruction or a Weekly, Four Weekly, Monthly, Quarterly, Bi-annual or Annual frequency for each Direct Debit. The Monthly options allow payments to be set for the end of the month or on any day of the month.

Sort Code and account number validation is performed at the point of data entry using the Industry Sort Code Directory (ISCD) and Modulus Checking. The Mandate Update Manager ensures that you have the most up to date ISCD, Modulus Checking information and Bank holiday list. Mandate detects when these updates are required, and downloads them automatically.

## Mandate in summary

Users can be granted full access or limited access according to their requirements. This is password protected and can be set by the administrator ensuring the security of the data.

**Mandate** maintains a detailed history of all the transactions made on each account. This history can be maintained indefinitely so if there are queries on an account the details are available.

**Mandate** will record changes to the Direct Debit and includes a facility to produce standard letters. This function is fully integrated so there is no need to import information into other packages. You simply select the menu option to produce letters, select the letter you require and **Mandate** will print or email them.

**Mandate** has a comprehensive reporting capability. As well as many built in standard reports such as; cash flow forecasts and collection forecasts, ad hoc reports can be produced using the flexible query facility, allowing you to extract data to suit your requirements and export to other applications including spreadsheets.

Automated Direct Debit Instructions Service (AUDDIS) enables you to set up Direct Debit instructions electronically through BACS and start collecting Direct Debits more quickly than using the paper based service. This increases reliability and reduces costs.

Automated Direct Debit Amendment and Cancellation Service (ADDACS) enables you to receive amendments and cancellations electronically from your customer's bank. This eliminates the manual keying of data as the alterations are fed into Mandate automatically.

**Mandate** is fully scalable and has been designed for use by your entire enterprise so that multiple users can originate and manage Direct Debits. Mandate's underlying database is MSSQL Server which provides a robust platform suitable for even the largest organisations. The application allows flexibility in the number of users your organisation requires to manage its collection process.

- Provides greater control over the timing of funds credited to your organisation's accounts
- Password protected user access
- Saves you time and money as payments are automatically collected from your customers bank accounts
- Flexible payment frequency function
- Simple user interface making it easy to learn and intuitive to use.
- Computerised record-keeping provides the means to monitor and control payments efficiently
- Identify unpaid items quickly increasing accounting efficiency.
- Automated Direct Debit Instructions Service (AUDDIS) enables you to set up Direct Debit instructions electronically through BACS
- Automated Direct Debit Amendment and Cancellation Service (ADDACS) enables you to receive amendments and cancellations electronically from your customer's bank.
- The use of AUDDIS and ADDACS paves the way for Paperless Direct Debits. Paperless Direct Debits allow your customers to set up Direct Debits over the phone, via off-line PC, or the internet, instead of completing paper instructions.
- Advance notification letters
- Comprehensive reporting including the facility for ad hoc reports
- Dedicated Helpdesk to provide support when required.

*"Mandate provides a complete Direct Debit Management System that is a fast, efficient and precise solution for collecting payments"*

# Mandate



## Other Products/Technical Details/Customer Support

### Other Products

#### BacskomIP

BacskomIP – BACS approved transmission software to make payments and collect Direct Debits.

#### BankCheck

A tool to ensure sortcodes and account numbers are modulus checked and accurate. Available as a Windows Client, an API or through our website.

#### FileMaker

File conversion software to automatically import files from your application e.g. Sage Payroll and convert them into a format accepted by your Banking Payment Software.

#### PostcodeIT

PostcodeIT offers a cost effective solution to lookup address data directly from the Royal Mail PAF® file. Available as a Windows Client or an API.

### Technical

#### Operating System

Requires Windows 7, Vista or XP professional edition

SQL for multi-user applications and Windows Server 2000/2003

#### Memory

512 Mbyte or more. 1 Gbyte on the server

#### Connection

Broadband Internet Connection, Dial-up Extranet or Fixed Extranet

#### Configuration

Single or multiple BACS user numbers as standard, single and multiple bank accounts supported.

#### Security

Password protection, ability to give staff different user access levels

#### Validation

ISCD and Modulus checking

#### Platforms

Available as a Windows or Web Application or as a Hosted Service.

### Customer Support

- “Help” incorporated into the software
- Online support 24 hours a day, 7 days a week on our website
- Dedicated telephone helpdesk 9am to 5pm, Monday to Friday excluding Bank Holidays
- Telephone support available out with office hours