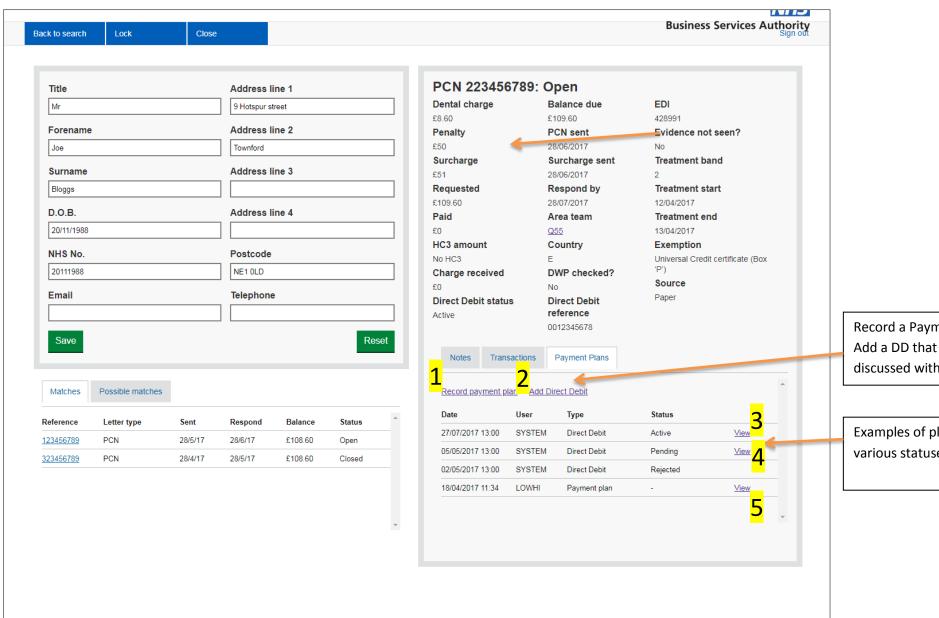
SUV

Payment Plan and Direct Debit integration – v.1

Assumptions:

- CCS agents can set up a Direct Debit on behalf of PCN recipients
- Direct Debit details can not be altered after the DD has been set up
- If Direct Debit is not suitable, CCS agents can record a payment plan that they have discussed with the PCN recipient (advised monthly amount and number of payments)
- Payment Plan details can be altered if recipient contact CCS in the future



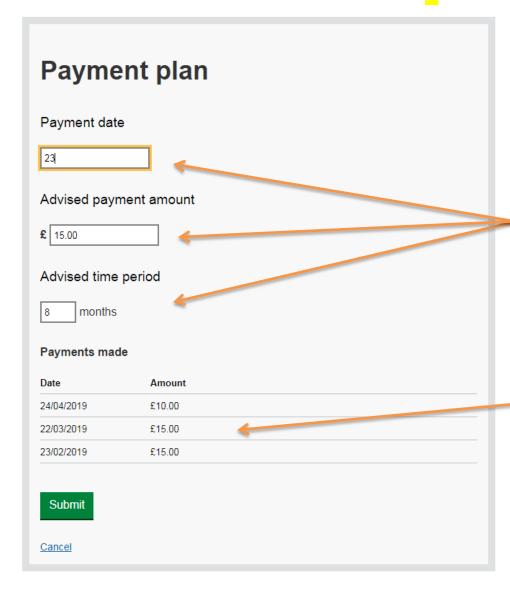
Record a Payment Plan or Add a DD that agent has discussed with caller

Examples of plans/DD and various statuses.

Record payment plan				
Payment date	4			
Advised payment amount				
£				
Advised time period				
months				
Notes				
	0/2048			
Submit				
Cancel				

Choose a payment date; 1-28

Caller is advised how much they should pay each month and how many months it will take to clear the PCN. Caller can pay more or less than this amount



Can be altered if caller can no longer afford payments, change or circumstance etc.

Record of every payment made



	Add Direct Debit Payment date						
Payme	Payment options						
	Duration	First payment	Following payments				
\bigcirc	3 months	£118.84	£118.83				
	6 months	£59.45	£59.41				
\bigcirc	12 months	£29.80	£29.70				
Notes	5						
			0/2048				
Subr	Submit						
Cancel							

Same duration and monthly payment options as online.

Q. Can system calculate these payments?

Direct Debit: Pending

Chosen payment date

26

Initial payment

£11.80

Monthly payment

£11.79

Payment duration

6 months

Close

Pending Direct Debits can't be altered

Q. should pending DD have cancel option?

Direct Debit: Active

Chosen payment date

26

Initial payment

£11.80

Monthly payment

£11.79

Payment duration

6 months

Payments made

Date	Amount	Status	
26/09/2017	£11.79	Successful	
26/08/2017	£11.79	Successful	<
27/07/2017	£11.80	Successful	

Close

Active Direct Debits can't be altered

Q. should active DD have cancel option?

Record of every successful payment made