



## **Maintaining business as usual all day, every day**

It's important to plan ahead and make sure you're still able to operate business as usual as far as your Direct Debit and Bacs Direct Credit processes are concerned even when key staff are unavailable.

### **File submissions**

Who makes your Bacs file submissions? What if they are unavailable?

- Bacs payments can be submitted up to 30 days in advance of the processing date. Schedule in advance where possible to avoid planned staff holiday dates. The Bacs processing calendar shows all of the non-processing dates throughout the year to aid your submissions. Ensure all staff involved in your Bacs processes know where to find it
- If your organisation is a direct submitter, have you considered a bureau arrangement as your fall back situation, especially for any circumstances when key staff are unexpectedly unavailable?
- If you have any questions in relation to submissions, contact your software solution provider or the Bacs Service Desk
  - Tel: 0370 165 0018
  - E: [service.desk@bacsservices.co.uk](mailto:service.desk@bacsservices.co.uk)

### **Collecting and taking action on reports**

Who can collect and take action on your Bacs reports? What's your back up plan if they aren't available?

- Have you thought about a bureau arrangement as your fall back situation, especially for any circumstances when key staff are unexpectedly unavailable?

You must access, and act on your advices promptly, as they contain time-critical information. Your ADDACS advices are included in ADDACS reports and your AWACS advices in AWACS reports etc.

You can collect your reports using:

- Bacs Payment Services Website
- Bacstel-IP software

To be notified when new reports are available you can set up email notifications. These can be set up either by a primary security contact (PSC) in your organisation using the Bacs Payment Services Website or by your sponsoring payment service provider.

*"The little Bacs guide to collecting messaging reports"* and the video *"Collecting and accessing messaging reports"* provide further information.

**Staff contact details**

Are all your staff contact details on the Payment Services Website up to date, even those who act as a back up in the absence of others? Make sure you regularly check we have the correct contact information of everyone involved in your Bacs processes so we can ensure they receive important operational communications from us.

**Smartcards**

Smartcards should not be shared so make sure everyone who needs to use one has their own.

**Bacs.co.uk password access**

The Guide and Rules microsites and many of the operational documents necessary to effectively operate Direct Debit and Bacs Direct Credit are located in the password protected area of bacs.co.uk. All staff involved in your Bacs processes should have access to this. If they haven't yet registered for password access encourage them to do so now.