

Impact Housing Association Limited



Procedure for paying by Interactive Voice response by Debit Cards

General outline.

From April 2005, all Impact tenants are able to pay rent by a 24 hour automated telephone line using a debit card. Payments by credit cards will not be accepted. This system is called IVR

The procedure for the IVR service (Interactive Voice Response) is detailed below:

- 1) Telephone Allpay.net on 0870 770 0472

The script will guide the caller through the process from start to finish, unless direct intervention is required by an operator, which will be automatic.

- 2) The caller will be asked for the allpay.net card number – this is the 19 digit number on the card. So you will need the Allpay swipecard in front of you

- 3) To accept a payment the caller will be asked for:

The Debit Card Number

The Expiry Date

The Issue Number (for Switch)

The Amount

The system will confirm the payment has been accepted and it will show on the tenants rent account within on working day.

Any queries or problems that occur during the call will be dealt with by Allpay.net operators

If you want a more detailed step by step guide, then this is shown on the following page.

Detailed step by step guide for using the telephone payment system

Caller dials the allpay.net Ltd IVR system on **0870 770 0472** then processing is as follows (All errors transfer callers to a customer service team, during normal office hours)

Welcome to the allpay.net automatic account payment system.
Please have your account number and your debit card details ready.

Please enter your 19-digit allpay.net account number.

- System checks the account number entered and validates the check digits

Please enter your debit card number

- System checks IIN for acceptability, and requirements for start date or issue numbers
- System checks Luhn digit

Please enter the 4 digit expiry date

Please enter the...(Optional – message depends on IIN of the credit/debit card)

- **Four digit start date**
- **Single digit issue number**
- **Two digit issue number**

Please enter the amount you wish to pay, using the star (*) button to separate pounds and pence.

You entered “x” pounds and “x” pence, if this is correct press star (*) if not press hash (#)

Please hold for a few seconds while this transaction is authorised.

- **System sends data to server, and obtains a “Y” or “N” regarding the complete transaction, together with an error code if necessary.**

This transaction has been authorised, your reference number is *****

Or if the transaction is declined

I'm sorry but authorisation for this transaction has not been obtained, please hold for a Customer services Adviser. **(Call is then transferred to the appropriate help desk. If out of hours, statement made of normal office hours)**

Thank you for using the allpay.net automatic payment system.

If there are any general queries, contact Stephen Wilson on 01900 842108 or 01946833100 or by e-mail on stephenw@impacthousing.org.uk.