

Implementation Checklist

The following checklist will help you seamlessly plan, implement, and execute your Direct Payment plan. Be sure to refer back to electronicpayments.org for more information on how to get started using Direct Payment and other forms of electronic payments

Internal Planning and Communication

- Announce your plan to managers and encourage support.
- Develop authorization form.
- Define program sign-up and billing procedures.
- Develop promotional materials
- Create employee training materials for Direct Payment procedures.
- Begin collection of customer authorizations.
- Advise employees just prior to first live Direct Payment collection.

External Promotion and Customer Education

- Send billing insert with authorization form to customers offering enrollment.
- Encourage employees to promote Direct Payment when receiving customer calls.
- Send press releases to media – both as an initial announcement and again later, to emphasize participation.
- Schedule on-going Direct Payment promotion efforts.

Processing Procedures

- Develop programming for Direct Payment file creation.
- Test file formatting with financial institution or processor for possible reject errors.
- Load customer routing and account information for pilot group test data.
- Financial institution tests Direct Payment formatted file with test data.
- Make any necessary corrections advised by your financial institution
- Continue to load customer routing and account information.
- Create and send first pre-notification (non-value transaction) file to financial institution for processing.
- Financial institution processes pre-notification file and responds with necessary changes.
- Make corrections from pre-notification responses and send corrected pre-notifications as needed.
- Create live Direct Payment file.
- Deliver live Direct Payment file to financial institution.
- First Direct Payment transactions processed electronically.
- Funds are credited to company's account.