



AXIS SMSPlus

AXIS SMS Plus allows you to harness one of the most convenient forms of communication with your customers - the mobile phone.

Customers can register for Alerts Only or for Payments - allowing a real-time card payment to be made, either on receipt of an alert, or as an ad-hoc payment made by the customer at any time of their choosing. Customers can sign up for the service and register their contact details via the internet. This service can also be made available to your own staff, enabling them to enter details on the customer's behalf, either with the customer present or taking details over the phone.

Registration for the facility is accessible via a link from your organisation's website, with pages displaying your own organisation name and logo. The website allows customers to enter details of all those funds for which they choose to register.

How it works

To send Alerts to subscribers, an extract is run against the host system of customers you wish to engage with, e.g. all Council Tax accounts more than a month overdue. This file is uploaded to the Capita Software Services system, where it is refined to include only details of those who have opted into the service. The resultant file is used to send out appropriate messages in conjunction with a third party partner organisation specialising in SMS delivery. Messages can be fixed text or variable, to include specific details against each account e.g. name and amount due.

Where the subscriber receiving an Alert has registered for Payments, they can reply to the message by entering the last four digits of their registered card number and make a full or part payment. These details are securely sent to the Capita Software Services hosted system, retrieving the full card details and attempting authorisation. A message is sent back to the subscriber's phone to notify that the payment was declined or accepted (with a receipt reference being displayed).

If the citizen has already registered for Payments, they have the option to pay whenever they choose, simply by texting in a keyword to identify the fund that they wish to pay for, together with the amount they wish to pay. Payments made are sent to the bank as an end-of-day batch file for settlement and to your own income management system for updating the host system(s). This mirrors the process used within AXIS Internet Payments and AXIS Touch Tone Payments.

Customers wishing to subscribe to the payment service will be asked to register their card details online. These details will be validated, encrypted and securely held within the managed Capita Software Services data centre. The AXIS SMSPlus service is hosted from Capita Software Services' dedicated data centre, available 24x7 (subject to any essential maintenance, generally scheduled out of normal office hours.)

Summary of Features

SMS payments enable you to open up more payment channels;

- Fully integrated to the AXIS product suite
- Real-time authorised payments
- Card security handled by Capita Software Services
- Comprehensive reporting to track the status of messages sent
- Customised registration forms to adopt your look and feel.

Benefits

AXIS SMSPlus offers your customers the convenience of receiving alerts and the flexibility to make payments using their mobile phone, wherever they may be. As well as payments, the solution can be used for:

- Reminders about events
- Bill reminders without payments
- Notification of overdue bills
- Issuing reminders to staff.

AXIS

Payment Management

Capita Software Services

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