

Bill Payments.



Telephone Payments

allpay's PCI compliant automated Telephone Payment system enables your customers to make bill payments from a landline or mobile telephone and conveniently pay, any time they like.

How will this benefit your organisation?

Providing customers with the flexibility to make payments in this way may help your organisation meet government efficiency targets for payment service accessibility.

Telephone Payments allows your organisation to process payments quickly and efficiently allowing resource to be utilised elsewhere as pressure on your call centre is reduced. There is no additional hardware or software required and no ongoing charges.

When dialled directly by customers, Telephone Payments can help reduce your PCI compliance costs and complexity to SAQ-A level.

All transactional data is made available the next working day over allpay's secure web-based portal, Webconnect.

Why do customers want to pay via telephone?

A fast and easy way to pay, enabling customers to simply pick up the phone to make a bill payment at any time.

The payment process is simple, with guidance throughout, and there's no need for customers to register prior to using this service.

Customers will also benefit from the added reassurance of customer service assistance, available during office hours.

How it works...



allpay's Telephone Payment system uses Interactive Voice Response (IVR) technology to enable your customers to make bill payments over an automated telephone system.

Customers simply need to call the number provided from any landline or mobile telephone. All they need to make a payment is a valid debit/credit card and their allpay swipecard.

This service works in complete harmony with all other payment methods from allpay and is available to use 24 hours a day, 7 days a week.