

We deliver

An easy guide to Direct Debit payments . . .

What is Direct Debit?

It is an easy, secure way to pay your invoices via an electronic payment transaction between your bank and ours.

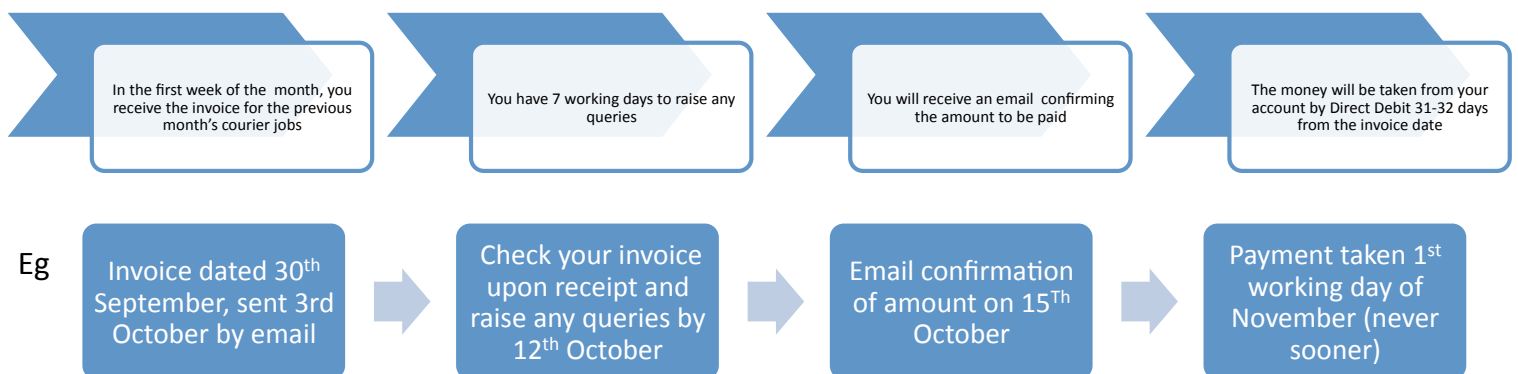
It helps you to ensure that your invoices are paid on time and saves the administration effort of arranging a bacs/cheque payment.

And we will always make you aware of the amount to be debited before the due date so you stay in control!

How does it work?

Once your Direct Debit mandate has been received by our payment team, it is processed with your bank. When your invoice is due, we request payment via the Direct Debit system to be paid to us 31 - 32 days after the invoice date.

You still get a VAT invoice with all your booking information at the end of each month, and get at least 30 day credit terms from the date of the invoice before we process the payment. Please see below a flow chart on how this process works.



Payment is fully supported by the Direct Debit Guarantee.

Why should I set up Direct Debit payments?

- **Speed** - Your account application can be processed more swiftly to enable you to book by account straight away
- **Flexibility** - You get more credit days (up to 60 days from date of booking)
- **Transparency** - you are always made aware of the value of the invoice before the payment is taken and have 7 days to raise any queries
- **Ease** - setting up a Direct Debit takes away the hassle of arranging individual payments each month

“CitySprint have proven to be very positive, very proactive. Their customer service processes are exceptional”

Global Financial Services Organisation

