

Direct Debit made easy

What is Direct Debit?

It's 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 at least 30 day credit terms from the date of the invoice.



Direct Debit process - 4 simple steps

In the first week of the month, you receive the invoice for the previous month

You have 7 working days to raise any queries

You will receive an email confirming the amount to be paid

The money will be taken from your account by Direct Debit 31-32 days from the invoice date

Payment is fully supported by the Direct Debit

Why should I set up Direct Debit payments?

- **Speed** - your account application can be processed faster so you can book by account straight away
- **Flexibility** - you get more credit days (up to 60 from date of booking)
- **Transparency** - you know the value of the invoice before the payment is taken and have 7 days to raise any queries
- **Ease** - it 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