



FOI REF:	15358
RESPONSE SENT:	13 March 2025

## Request

I am submitting this request under the Freedom of Information Act to gather information on payment solutions used by your authority.

Our council is reviewing alternatives to our current Capita/Access Pay Suite Solution, which supports all our inbound and outbound payment processing and integrations across various service areas.

To assist in our review, could you please provide the following details:

1. The name(s) of the payment solution provider(s) your authority uses for:
  - Online payments (e.g., websites to allow payment).
  - In person payments (e.g., card machines at council offices or leisure centres).
  - Telephone payments (e.g., automated or agent-assisted payments).
  - Direct Debit processing.
  - Any other payment processing solutions used within your authority.
2. Would you recommend these solutions based on your experience?
3. A relevant contact within your organisation who could discuss these solutions further.

## Response

I am writing in response to your freedom on information request.

We also use Capita for our payment management and have done for many years. We have 2 payment kiosks in our reception which were provided by a company called Cammax but they also integrate into Pay360 via a gateway.

The only other software we use for collecting DD's is called PTX which is provided by Bottomline and again have used them for over 10 years.

