access PaySuite

A Guide to Bacs Reporting and Associated Transaction Codes

1 AUDDIS Codes

Bacs Automated Direct Debit Instruction Service (AUDDIS) automates the lodgement of Direct Debit Instructions (DDIs). Following submission of AUDDIS transactions to the Bacs service, Service Users receive advices notifying of instructions that could not be lodged. These advices are contained in the AUDDIS Returns Report.

Reason Code	Bacs Description	Service User Action	Comments
1	Instruction Cancelled by Payer	Cancel the DDI and contact payer to set up a new DDI	Cancelled by the payer or their bank.
2	Payer Deceased	Cancel the DDI	Avoid sending automated letters in case of a bank error.
3	Account Transferred to a new Bank or Building Society	Cancel the DDI and contact the payer to set up a new DDI	
5	No Account	Cancel the DDI and contact the payer to set up a new DDI	
6	No Instruction	No action required if DDI has already been cancelled on the Service User's system	Refers to 0C (cancellation) transactions.
B	Account Closed	Cancel the DDI and contact the payer to set up a new DDI.	
C	Account Transferred to a Different Branch of Bank/ Building Society	Cancel the DDI and contact the payer to set up a new DDI.	
F	Invalid Account Type	Cancel the DDI and contact the payer	Account cannot accept DDIs. Check account validation updates are processed.
G	Bank will not accept Direct Debits on Account	Cancel the DDI and contact the payer	Account cannot accept DDIs. Check account validation updates are processed.
H	Instruction has Expired	Send 0N (new instruction) to reinstate with Payer's permission, else cancel DDI on system	Relates to 0S transactions when in AUDDIS migration.
I	Payer Reference is not Unique	DDI already set up on account with same (or similar) details	Retain details and monitor first collection.
K	Instruction Cancelled by Paying Bank	Cancel DDI and contact payer	Only the bank will be able to reinstate the DDI by sending an ADDACS advice.

2 ADDACS Codes

Changes to live DDIs on payer accounts will be notified to Service Users who will receive advices notifying of instructions that have been changed. These advices are contained in the Automated Direct Debit Amendment and Cancellation Service (ADDACS) report.

Reason Code	Bacs Description	Service User Action	Comments
0	Instruction Cancelled Refer to Payer	Cancel DDI. Contact payer to speak with their bank or to change the payment method.	Paying bank has cancelled the DDI and can only be reinstated by the paying bank.
1	Instruction Cancelled	Cancel DDI. Contact payer to set up new DDI or to change the payment method.	Payer has requested that the bank cancel the DDI
2	Payer Deceased	Cancel the DDI.	Avoid sending automated letters in case of bank error.
3	Account transferred to new Bank or Building Society	Update DDI with new account details if supplied and cancel old DDI.	No new DDI needed. AUDDIS service users need to send 0N transaction to lodge the new details.
B	Account Closed	Cancel DDI. Contact payer to set up new DDI or to change the payment method.	Payer may have transferred accounts.
C	Account transferred to a different branch of Bank or Building Society	Update DDI with new account details as supplied.	Ensure the next transaction is sent using transaction code 17.
D	Advance Notice Disputed	Contact the payer prior to making any further collections	Ensure that your lodgement and collection procedures are correct.
E	Instruction Amended	Update DDI with new payer details as supplied	You may need to contact the payer if internal processes require.
R	Instruction Reinstated	Reset DDI to recommence collections	Paying bank has reinstated a DDI which was cancelled within the last two months.

3 ARUDD Codes

Following submission of Direct Debit collection files to Bacs, service users may receive notices that collections could not be made for varying reasons. These notices are contained within the Automated Return of Unpaid Direct Debits (ARUDD) report. AUDDIS services users should not send any AUDDIS 0C (Cancel DDI) transactions as a result of changes to DDI details on their systems. If new details are obtained, then lodgement should take place as normal.

Reason Code	Bacs Description	Service User Action	Comments
0	Refer to Payer	Contact the payer and represent the transaction if applicable.	Paying bank is not in the position to pay the Direct Debit requested.
1	Instruction Cancelled	Cancel the DDI and contact the payer to set up a new DDI.	The instruction has been cancelled by the bank or the payer.
2	Payer Deceased	Cancel the DDI.	Avoid sending automated letters in case of a bank error.
3	Account Transferred	Cancel the DDI and contact the payer for new bank details.	The account has been moved to a new bank or building society, Verify ADDACS code 3 procedures are in place.
4	Advance Notice Disputed	Check the period between lodgement and collection. Contact payer and represent.	Payer disputes the time, amount or frequency. Single payment stopped.
5	No Account	Cancel DDI and contact payer for new bank details.	Account number is not recognised.
6	No Instruction	Contact payer to set up new DDI.	No DDI has been set up on the account.
7	Amount Differs	Check systems to ensure that amounts are correct. Contact payer and represent.	Payer disputes amount of Direct Debit as per Advance Notice issued. Single payment stopped.
8	Amount Not Yet Due	Check systems to ensure that dates are correct. Contact payer and represent.	Payer disputes debit date as per Advance Notice issued. Single payment stopped.
9	Presentation Overdue	Check systems to ensure that collection date is correct. Contact payer and represent.	Payer disputes debit date / re-presentment date. Single payment stopped.
A	Service User Differs	Check systems to ensure that correct SUN is being used.	Service User Name does not match the DDI.
B	Account Closed	Cancel DDI and contact payer for new bank details	Payer has closed account.

4 Direct Debit Indemnity Claim Codes

On receipt of Bacs Direct Debit Indemnity Claims report, Service Users should update their customer account details and can challenge the indemnity claim within nine working days of receipt. Indemnity claims received on a Bacs report will have an appropriate Indemnity Claims reason code associated with it so you can understand the reason for the claim.

Reason Code	Bacs Description	Service User Action	Comments
1	The amount and/or date of the Direct Debit differs from the Advance Notice	Reverse the transaction against the payer's account and make contact to address the claim. You may have to reissue the advance notice.	Instruction may or may not have been cancelled by the payer when raising the indemnity claim.
2	No advance notice was received by the payer or the amount quoted is disputed by the payer	Reverse the transaction against the payer's account and make contact to address the claim.	Ensure that the advance notice letters are being sent in accordance with the Scheme Rules
3	DDI cancellation by the paying bank	Reverse the transaction against the payer's account and contact the payer to address the claim. Cancel the DDI.	Check that the paying bank did send the ADDACS advice and if not, raise a counter claim. Ensure that ADDACS advices are being processed.
4	Payer has cancelled the DDI direct with the Service User	Reverse the transaction against the payer's account and contact the payer to address the claim. Cancel the DDI.	The payer may not have cancelled the DDI with the bank. Ensure that staff are processing customer requests which may be verbal or in writing.
5	Payer disputes having given authority	The paying bank may or may not request a copy of the payer's authority before refunding the payer. Cancel the DDI.	Raise a counter claim by sending a paper copy of the DDI to the bank (follow counter claim process). If the sign-up was by Paperless Direct Debit, then no counter claim can be raised.
6	Signature on DDI is fraudulent or not in accordance with the account authorised signature(s) held by the paying bank.	Cancel DDI.	No counter claim may be raised in this instance.
7	An indemnity claim has been raised at the Service User's request		The request will not be accepted by the paying bank until after payment has been debited and the request has been received in writing.
8	Payer does not recognise Service User collecting Direct Debit	Ensure names used for collections are on the DDI and advance notice.	Collections may be made in a trading name or facilities management which can cause confusion for the payer.

About Access PaySuite

Access PaySuite is a leading provider of payment solutions to mid-sized UK organisations. Part of The Access Group, it combines payments expertise with unparalleled SaaS experience to help more than 5,000 customers across commercial and not for profit sectors improve their payment solutions, providing the freedom for businesses to accelerate their innovation and growth.

For more information about Access PaySuite, visit www.accesspaysuite.com

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