

OPENHousing

Integrated card payments



Integration with One Payments gives OPENHousing customers the option of accepting fully integrated payments from residents by debit or credit card, either online, by telephone or face-to-face.

This market-leading card payment solution is accessible in two ways...

1. Residents can access their account via self-service to make online payments for housing rents or other chargeable services.
2. Your own staff can also take card payments from within OPENHousing when the resident provides card details over the phone. This can be used either when the resident phones to make a payment or when credit control staff have contacted a resident with an outstanding balance.

One Payments extends customer choice, delivers efficiency gains and includes the latest in card fraud protection measures.

"We've been using One Payments to accept card payments from our customers since May 2011. It gives our customers and clients the choice of paying either through our customer service centre (with the customer providing their card details over the telephone) or by using the online self-service option. We've received very positive feedback from customers and clients on how easy and secure the system is to use."

Adam Stewart - Head of Insight and Development - Home Group

Key features and benefits

- ✓ Uses Capita's Secure Bureau service – PCI DSS certified
- ✓ Payments are authorised in real-time
- ✓ Fully managed service – available 24/7
- ✓ Highly competitive card processing rates
- ✓ Online payment web pages carry your own corporate branding
- ✓ Option to restrict card types e.g. accept debit cards only
- ✓ Settlement made direct to your organisation's nominated bank account
- ✓ Single supplier – Capita provides the housing management software and payment collection solution to deliver a complete service.