



# DEBITSUCCESS GUIDE

## CHILDCARE PAYMENTS VIA DIRECT DEBIT

### ABOUT DEBITSUCCESS

Debitsuccess has been providing billing services for over 20 years and is now the largest full service direct debit initiator in Australasia, servicing a wide range of industries.

Over the years, hundreds of thousands of people have joined the Debitsuccess system and enjoyed the convenience and benefits of a Debitsuccess payment plan.



### HOW DO I GET STARTED WITH DIRECT DEBIT?



**Step 1: The Paperwork**  
Simply complete and return a Debitsuccess Direct Debit Request Form.



**Step 2: Set, Forget & Relax**  
After you have chosen your preferred payment method. Payments will automatically be collected



**Need Some Help?**  
Call us on our toll free number 1800 956 959 to discuss any financial aspect of your contract.

**Note:** Your child care centre will have access to your most up to date financial status.

### WHY CHOOSE DIRECT DEBIT WITH DEBITSUCCESS?



**More Customer Service**  
Our trained specialists can help with all billing enquiries related to your contract with your service provider.



**Scheduled payments**  
Consistency that assists with budgeting and money organisation



**More Payment Options**  
We've made childcare payments effortless with auto payments from your choice of either bank account, credit card or BPAY\*.

*\*BPAY Available at select centres*



**More Security**  
At Debitsuccess we are a Level 1 PCI DSS environment — the highest level of data security compliance, meaning your important details are safe with us.



CONTACTING DEBITSUCCESS

Phone 1800 956 959  
Email qkclients@debitsuccess.com



### FAQ'S

**When will I see the payment leave my bank account?**  
Total payment for your direct debiting can take up to 2 days to be processed and debited from your account. During your chosen direct debiting date, please ensure that you have sufficient funds available in your account to prevent any late or missed fees being processed.

**What happens if my payment fails?**  
If your payment dishonors, Debitsuccess will deduct a dishonor fee on your next scheduled debit with the centre. Debitsuccess will deduct a dishonor fee with your next scheduled childcare fee payment.