

Case Study: Forms Processing

Client: The Environment Agency

Key Statistics

Documents : Direct Debit Mandates

Results : Revenue collected from 120,000 clients

Responsibilities of The Environment Agency include administration of fishing rod licenses, and permits to dispose of effluent. In order to increase the efficiency and reduce the cost of collecting revenue from these activities The Agency offered its clients the opportunity to pay by direct debit. Because of the banking implications, confidentiality and very high accuracy levels were paramount.

The Agency selected **ndata** as the best service provider to develop a method to process direct debit mandates on The Agency's behalf.

The Agency mailed **700,000 prospects** and provided **ndata** with the mailing database which would then be used to match each applicant's details. A **PO Box** was set up to receive the returned applications direct to our premises and these were opened and any white mail returned immediately to The Agency. Mandate forms were imaged and the unique reference number was read automatically from each image to allow access to the database. Any address changes were updated using PAF (Postal Address File) to correctly format addresses, and hand written bank account information was keyed manually using specialised bank account validation software to ensure accuracy. **OCR software** was used to extract other information from the images including license type and amount. Fully processed and validated data files were passed to The Agency on a daily basis in a specification as required by BACS.

Images, together with associated index files were provided to The Agency on a simple to use EDM system, much simplifying the implementation of the direct debit payment method and facilitating instant viewing of applications when required. **Over 120,000 mandates were processed.**

Similar Projects

- **Magazine Enrolments for EMAP Business Magazines: 700,000 forms processed**
- **Doctors contact cards for Lothian Health Board: 400,000 cards processed**