

FACTSHEET

DDO EXTRACT

About the DDO extract

The DDO (Direct Debit originators) extract contains details of all Direct Debit service users. The data on the extract can be used for the resolution of customer queries relating to Direct Debits.

The DDO Service

The DDO extract is available for download from a secure website (the Bacs payment services website) and DDO customers are set up to access payment services.

Availability, frequency and cost

The DDO is produced each processing day. Customers choose how often they want to download the DDO, and the frequency chosen allows a specific number of DDO versions to be downloaded per quarter¹.

Licence use

DDO customers are licenced as distributors. The distributor licence allows the subscriber to use the data in-house and to sell it to third parties, however third parties cannot in turn sell the data.

Format

The DDO is available as an XML or a flat file. The format of these files is described in the DDO: Specification (XML), ref PN5012 and DDO: Technical specification (flat file), ref PN7563.

Cost

The table details the cost per quarter, based on the frequency and licence type, and associated number of downloads. There is an extra copy charge of £180 for each copy downloaded that exceeds the maximum allowed per quarter.

Subscription charging is done in advance and excess copy charging in arrears. The cost is collected by Direct Debit.

DAILY	WEEKLY	MONTHLY	QUARTERLY
£5,360 +VAT	£1,280 +VAT	£316 +VAT	£106 +VAT
55 downloads available	13 downloads available	3 downloads available	1 download available

¹ Calendar quarters, that is:

1 January to 31 March;
 1 April to 30 June;
 1 July to 30 September;
 1 October to 31 December

Subscribing to the DDO

To subscribe to the DDO service, the DDO registration form must be completed electronically, then printed, signed and returned. The frequency required must be specified on the form. Details of your organisation and two people to access the DDO must be provided. The two individuals will be set up as "contacts" on payment services so they can log on to download the DDO and register other contacts to access the DDO.

The completed form, with the signed terms and conditions and the completed Direct Debit Instruction, must be sent to the address on the form.

TALK TO US

For queries you can contact:

0370 165 0018
 info@vocalink.com

PLEASE NOTE THAT CALLS MAY BE RECORDED.