

G-Cloud15

Access PaySuite

Pricing Document

1 Access PaySuite

Access PaySuite is a cloud-based, FCA-regulated payment solutions platform providing Direct Debit collection, online payments, phone payments, in-person card payments, open banking, and payment facilitation services for businesses and organisations across public, private, and not-for-profit sectors.

2 G-Cloud Specific Pricing

The following represents G-Cloud specific pricing for Access PaySuite. Pricing is based on either a per user per year licence or an enterprise licence per year.

Agent Assisted Call Centre - Paye.net

Software	Min 10 named users per user per year	Additional users
Agent Assisted Call Centre - Paye.net Includes: - Planned Payments Management - Stored Cards - Paye.net Portal	£9,500	£250

Additional Options

Optional Software Modules	Per Year
End Call PCI Solution – CallSecure (4 lines)	£7,000
Additional CallSecure Line	£1,000
Mid Call PCI Solution – CallSecure Plus 1 x Named Agent Licence	£275
Mid Call PCI Solution – CallSecure Plus 1 x Platform Monitoring Licence	£275
Mid Call PCI Solution – CallSecure Plus 1 x Cloud Provision	£7,500
Direct Debit Mandate Form	£2,250
Pay by Link - KlickPay	£5,000

Open Banking	£3,500
Commercial Card Surcharging	£50,000

Internet Payments

Software	Per Year
Internet Payments Includes: - Planned Payments Management - ApplePay - PayPal - Reports & Refunds - Multi-fund - Miscellaneous Payments	£9,500

Additional Options

Optional Software Modules	Per Year
Direct Debit Mandate Form	£2,250
Multi-Lingual	£800
Configuration Management System	£1,750
Open Banking	£3,500
ITP link to Hosted Products	£1,500
Commercial Card Surcharging	£50,000

Secure Card Payment Gateway

Software	Per Year
Secure Card Payment Gateway Includes:	£7,500

• ApplePay • PayPal • Reports & Refunds	
Commercial Card Surcharging	£50,000

Additional Options

Optional Software Modules	Per Year
Open Banking	£3,500
ELMS Portal	£2,500

Smart Mobile

Software	Per Year
Smart Mobile Includes: • Merchant ID • 1 x Client Licence • 1 x PAX 920 chip & PIN device • 1 x Smart Mobile PAX A920 charging cradle • 1 x Smart Mobile SIM - 50MB per month (24mth contract)	£2,500

Additional Options

Optional Software Modules	Per Year
Additional Client Licence	£250
Additional PAX 920 chip & PIN device	£400
Additional Smart Mobile PAX A920 charging cradle	£10
Additional Smart Mobile SIM - 50MB per month (24mth contract)	£75

Touch Tone

Software	Per Year
Touch Tone Includes: • 4 x lines • Reports & Refunds	£7,500

Additional Options

Optional Software Modules	Per Year
Additional 4 x lines	£3,500
Multi-lingual	£800
ITP link to Hosted Products	£1,500
CBL Balance Calls	£1,500

Income Management

Software	Per Year
Income Management Includes: • sCloud Hosting	£25,000

Additional Options

Optional Software Modules	Per Year
Imports & Exports	£1,500
Reports	£1,500
Scheduler	£1,500
EVO AI	£9,500

Income Reconciliation	£1,500
Exceptions Processing	£1,500
Integrated Transaction Posting link to Hosted Products	£1,500
Common Business Logic link to Hosted products	£1,500

Customer Present Chip & PIN

Software	Per Year
Customer Present Chip & PIN Includes: • Paye.net • Paye.net Portal • Miscellaneous Payments	£15,000

Additional Options

Optional Software Modules	Per Year
1 x Chip & PIN Client Licence	£150
1 x Verifone P400+ chip & PIN device including power supply unit, cable & security cable	£275
P2PE Terminal Management System (1 – 5 Clients)	£950
P2PE Terminal Management System (additional client)	£150
Verifone P400+ device loading and shipping	£75

Blended Transaction Charges – inclusive of all bank and acquiring charges

Visa Credit Cards	1.50%
MasterCard Credit Cards	1.50%

Visa/Electron Debit Cards	0.415%
MasterCard Debit Cards	0.415%
Visa Business Cards	1.750%
Visa Commercial Cards	2.775%
MasterCard Commercial Cards	2.775%

Description	Unit
Per Click Transaction Charges – exclusive of all bank and acquiring charges	15p per transaction
Pay by Link – KlickPay Transaction Charges	50p per transaction
Open Banking Transaction Charges	0.25% + £0.17p per transaction

Payments at Post Office / Payzone / PayPoint

Service	Transaction Fee
Payments at Post Office / Payzone – for 1-99,999 transactions per annum	51p
Payments at Post Office / Payzone – for 100,000-249,999 transactions per annum	49p
Payments at Post Office / Payzone – for 250,000-499,999 transactions per annum	47p
Payments at Post Office / Payzone – for 500,000+ transactions per annum	43p
Payments at PayPoint outlets – for 1-99,999 transactions per annum	47p
Payments at PayPoint outlets – for 100,000-249,999 transactions per annum	45p

Payments at PayPoint outlets – for 250,000-499,999 transactions per annum	42p
Payments at PayPoint outlets – for 500,000+ transactions per annum	39p

Additional Options

Optional Software Modules	Per Year
Digital Payment Cards - Management Solution (one IIN and one Fund)	£2,500
Digital Payment Cards - Additional IIN or Fund (large - over 5,000 homes)	£950
Collections App	£5,500

Collections Portal

Software	Per Year
Collection Portal Includes: Less than 25K Contacts (50,000 Credits Bundle inc.)	£7,500
25k-50K Contacts (100,000 Credits Bundle inc.)	£11,250
50k-100K Contacts (200,000 Credits Bundle inc.)	£18,000
100k-250K Contacts (500,000 Credits Bundle inc.)	£26,250
250k-500K Contacts (1,000,000 Credits Bundle inc.)	£45,000

Credit Type	Credit
API	1
Email	1
Messenger	1

Push Notifications	1
Print & Post	1
WhatsApp	4
SMS	5
eDocument	5

Additional options

Optional Software Modules	Per Year
SMS Credits	£0.07

Verify

Service Category	Cost per transaction
Postcode check	£0.05p
Standard Know your Customer (KYC)	£0.65p
Enhanced Know your Customer (KYC)	£1.05p
Standard Bank Check and Name Match	£0.76p
Enhanced Bank Check and Name Match	£1.05p
Know your Business (KYB)	£1.95p
PEP and Sanctions Screening	£0.35p
ID Document Verification + Liveness or Selfie Capture	£1.33p
Right to Work/Right to Rent	£1.81p
Bank Connect (Open Banking Affordability)	£0.69p

IP Geo-Location	£0.20p
Email Profiling	£0.25p
License	£250PA
Set up per profile	£50
Additional checks available and pricing on request.	

Customer Success Plans

Customer Success Plan	Essential	Standard	Premium
Percentage of ARR (per year)	0%	15%	25%

Notes on Pricing / additional services

- Annual fee invoiced annually in advance
- Pricing does not include implementation services, project management or data migration
- Implementation services will be charged at our prevailing day rates with the number of days required to be determined by the scale of the project.
- Minimum licence requirements: 5 users per year
- Excludes VAT
- Minimum transactional volumes or values will be agreed and annual reconciliations shall be made at the end of each contract year. If the Minimum Annual Transaction Processing Volume is not achieved the Merchant agrees to pay the difference between Fees and Charges due in relation to the actual Transactions (excluding Failed Transactions) processed during the relevant annual contract year and the Fees and or Charges that would have been payable had the Minimum Transaction Processing Volume be achieved.

3 Implementation Methodology

Access Implementation Methodology (AIM)

Our consultants follow a 4-phase, 12-step process and we propose a scale of project, management and administration that's appropriate for your specific needs. From evaluation, planning and design, through to implementation of your business solution.

Phase 1, Pre-project planning

Step 1: Needs analysis

After detailed consultation we will clearly define your needs in a proposal document that identifies the benefits you will experience by updating your systems.

Step 2: Solutions demonstration

We will take you through a tailored demonstration of your proposed solution and work with you to agree which elements will be included in the initial project. We listen and take account of all your feedback and will provide a quotation outlining the anticipated cost of your project.

Step 3: Sales handover

Having finalised the project's scope and agreed commercial terms, we prepare a handover document from sales to the project team who will partner you throughout implementation. They will meet with all appropriate members of your team to ensure continuity throughout the process.

Phase 2, Configure & Install

Step 4: Definition

The Access project team will work with you to define the structure and control processes that will guarantee the success of your project. Documents that we provide you at this stage will cover all your project objectives, the full specification and success criteria. This gives total clarity over individual tasks and responsibilities to ensure you're fully informed going forward.

Step 5: Solutions workshops

This step helps your project team become fully immersed in the proposed software. We map business processes to functionality so that you can understand how the solution will look and feel.

Step 6: Confirmation of requirements

Following your feedback from the solutions workshops, we will confirm the detailed actions and solution components necessary to meet the project success criteria we identified earlier.

Phase 3, Training

Step 7: Configuration

The components identified in Step 6 are delivered and a User Acceptance Test (UAT) system is built ready for you to carry out a pilot test. We configure and tune all the variables within the system to match your specific requirements.

Step 8: User Acceptance Test (UAT)

The UAT is conducted in a workshop environment for your staff against an agreed test plan. At the end of this step, you will be ready to go live.

Step 9: Education

With a fully designed, installed and tested system now in place, we will train your staff on all relevant areas of the software. We are highly skilled at adapting our training to the learning styles of each of your staff members. We can train all of your staff or, if preferred, we will train your in-house trainers.

Phase 4, Support

Step 10: Go Live

The test system is converted into a live working environment ready for the processing of real-time business transactions. This is managed by a pre-agreed go live check list to ensure all possible circumstances are considered and addressed. We will be available to answer your questions and support your users throughout this time, helping them to get maximum clarity and impact from the software as they become increasingly confident.

Step 11: Support handover

We prepare a handover document and deliver it to our ongoing support team. This document contains all the information our support consultants need to answer any future queries you may have.

Step 12: Post project review

Your experience is extremely important to us. Shortly after you go live, we will request feedback on your experience of the implementation process to help us further refine our delivery processes. We then agree sign-off for the project.

4 Service & Support Management Details

Providing you and your users with a high level of incident support is of prime importance to us. As well as being able to answer your queries, our support staff will also be able to inform you about the latest software releases, and provide hints and tips to ensure you are getting the most out of your product. To emphasise the importance of support to Access we have over 500 employees in the UK in our support and Customer Success functions.

Support Commitment

We recognise that the systems, software and services we supply may be critical to the well-being of your business. Our aim is to ensure that you have continuous operational capability from our products. We will help you to achieve this by providing efficient support, resolving the majority of tickets at first-line contact.

We will help you maximise your return on investment by providing the best in technical assistance, advice and customer care. We own your support queries and will ensure that they are resolved as promptly and efficiently as possible.

We provide 3 main support plans as detailed below.

The Essential Plan

The online service The Essential Plan is available to all Access customers as part of your license fee and provides you with easy-to-access online support for all your queries, facilitated via our Customer Success portal.

The Standard Plan

Get answers faster

As a Standard Plan customer you benefit from faster response times and can access our support teams via telephone and live chat, as well as through our Customer Success portal. To help your team be more productive, you are provided with continued access to our e-learning content as well as a programme of Success webinars, designed to keep you up to date with new features and share best-practice advice and guidance.

The Premier Plan

Boost productivity with direct access to the experts and achieve a higher return on investment

Our Premier Plan enables your team to achieve more and improve productivity through an ongoing relationship with your own designated Customer Success Manager. Your CSM will get to understand how you're using the technology and will advise you on how to get more from it.

Full details of our Customer Success Plans can be found here [Customer Success Plans | The Access Group](#)