

Collections made orderly,
the BankCom Way!



directCollect

Facilitates collection and reconciliation of your customers' payments
through the bank's various channels



BILLS PAYMENT

Easily and efficiently enable your company to systematically collect payments from your customers through the use of various bank payment channels.



QUICK & REAL-TIME

Payments received by the bank within the prescribed cut-off time shall be credited to your account based on the agreed schedule.



EASY & RELIABLE

You don't even have to ask for daily consolidated reports on payment collections since the bank shall automatically provide it along with details of the payment for easier reconciliation.



SAFE & CONVENIENT

Feel free to utilize the bank's various channels in expanding your payment collection reach while providing safety and convenience to your customers.

Your convenience comes first!

- 1 Select the payment channels you wish to use and submit all the necessary documentation to the bank.
- 2 Bank shall define your company as a biller in your selected payment channel/s and conduct internal testing for your bills payment requirements including collection reports.
- 3 Once definition and testing are completed, your company as new billers shall be made available in production. Your customers/subscribers/policy holders may start paying through applicable payment channels after a formal notice by the bank.
- 4 Bills payment collection reports shall be provided to you on a regular basis from here on out.

For collection requirements, GO THE BANKCOM WAY!

Bank of Commerce Customer Care

Metro Manila: (02) 8632-BANK (2265); Domestic Toll-free numbers: (PLDT) 1800-10-982-6000 and (Globe Lines) 1800-8-982-6000;
Email: customerservice@bankcom.com.ph; Bank of Commerce website: <https://www.bankcom.com.ph>; FB: [@bocommerce](https://www.facebook.com/bocommerce) | <https://www.facebook.com/bocommerce>

Bank of Commerce is regulated by the Bangko Sentral ng Pilipinas | <https://www.bsp.gov.ph>
Access BSP Online Buddy (BOB) through BSP Webchat <http://www.bsp.gov.ph>; Send SMS to 021582277 for Globe subscribers or visit BSP Facebook page <https://www.facebook.com/BangkoSentralNgPilipinas>

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SOA REFERENCING

Easily reconcile cash/check deposit transactions credited to your account as additional transaction information shall be provided by the Bank



EASY & ORGANIZED

Make your reconciliation process a lot easier with additional transaction information which will help in identifying the source of the credit transaction.



CONCISE & COMPLETE

No need to search additional transaction information as the depositor name, reference no., etc. on cash/check deposit transactions can be viewed in Bankcom Business and Email SOA Facility.



CONVENIENT

You can view additional information in Bankcom Business Account Transaction History real-time or via SOA Downloading and Email SOA facility the next day.

Your convenience comes first!

- 1 Submit necessary documentation to the Bank. Once approved, your customer may start filling up the deposit slip with the additional information you require under the Remarks portion.
- 2 Tellers accurately capture details provided on the deposit slip.
- 3 Log-in to Bankcom Business Account Transaction History module to access the additional information in real-time or view them via CIB SOA Downloading module and Email SOA facility the next day.

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AUTOMATIC DEBIT ARRANGEMENT

Easily collect payments from your customers by initiating transactions from their pre-enrolled customer accounts via BankCom Business / BankCom Business Direct.



ONLINE, QUICK & PAPER-LESS

Collect payments from your customers online by accessing BankCom Business portal or by sending the ADA billing file via Secured File Transfer Protocol (SFTP).



EASY RECONCILIATION

Access and download various detailed ADA reports immediately after processing for reconciliation.



CONVENIENT & SECURED

Let your customers feel totally secured as only enrolled accounts shall be debited. Moreover, email notifications will be sent upon successful debiting of the account.

Your convenience comes first!

- 1 Your customers need to submit duly signed payor forms to the Bank's branches authorizing you to debit their accounts. Upon receipt, the Bank shall enroll the customer accounts. Report on enrolled customer accounts shall be provided to you for reference.
- 2 You may initiate ADA transactions through the following:
 - a. Via BankCom Business through data entry or file upload
 - b. Via BankCom Business Direct by sending ADA billing file from your accounts receivable system
- 3 Bank shall process the ADA instruction by debiting your customer's enrolled account/s and crediting the proceeds to your designated collection account.
- 4 Real-time viewing of the status of your debit instructions will be made available online through BankCom Business or via return files if ADA is uploaded via BankCom Business Direct.
- 5 Funds shall be made available for use once credited to your collection account.

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Incoming Fund Transfers

Easily identify who among your customers have successfully paid by viewing transaction details such as sender's name in Account Transaction History in BankCom Business.

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