

Press release

Twickey en AcceptEmail connect mandate platforms to create an optimal user experience

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AcceptEmail en Twickey have integrated their platforms. Both creditors, senders of direct debit mandates, and recipients can now benefit of the strengths of both systems. The main goal of the partnership is to provide an optimal user experience for recipients.

The patented Smartpix ® technology in AcceptEmail enables real-time status in already delivered emails and synchronizes with other channels, like the Twickey portal. Once you have authorized a mandate using AcceptEmail, the status in the email changes from blue (to sign) into green (signed). That's how both the creditor and the recipient know the current status, regardless of the channel the recipient uses.

"When sending out mandates we noticed that the quality of the communication has a significant impact on the conversion of requests. Upon mandate completion the dynamic status indicator in the AcceptEmail changes colour. The mandate request now becomes a mandate confirmation for the customer but also for the creditor. This significantly improves the user experience and leads to a high conversion rate." knows Dominique Adriansens, founder of Twickey .

Thanks to the integration senders of AcceptEmail can now use the signing mechanisms for electronic mandate offered by Twickey. Signing with the electronic identity card and other signing methods will be integrated into the AcceptEmail application.

"Twickey offers the widest range in terms of signing mechanisms, but also many other useful features for obtaining and managing mandates. Integration with Twickey allows our billers to request and create electronic mandates in a safe and efficient way using high standards for security and data protection. Companies that use AcceptEmail can reduce their days sales outstanding and improve their working capital. Optimizing the eMandates signature process is an integral part of these efforts." concludes Luc Vanhecke, Country Manager AcceptEmail Belgium.

About AcceptEmail

AcceptEmail develops Smart Billing Solutions as SaaS for companies that send bills to consumers and SMEs. We offer a future-proof bill presentment and pay service built on existing messaging solutions: email, mobile, QR and social media. With no need for your customers to register or log in to a portal, AcceptEmail makes paying bills easy.

AcceptEmail is available in Western Europe and USA. Blue-chip companies as BMW, Dell, Santander, Thomas Cook, T-Mobile and Ticketmaster are using AcceptEmail.

Twiskey

Twiskey was founded in April 2013 by professionals in the fields eBanking , SEPA / SDD and integration with ERP systems. Twiskey is the market leader in Belgium for electronic debit mandates , also known as eMandats , and provides services to companies that collect their bills by direct debit. Twiskey is working with the majority of Belgium banks.

For more information please contact Luc Vanhecke, Country Manager AcceptEmail Belgium via +32 476 449 239 or Dominique Adriansens, founder and CEO of Twiskey S.A. via +32 476 40 11 46.