

# Bill Alert Service

More convenient and cost effective

## Key Benefits



### Convenient

Payers can pay via all available channels of the bank that they have registered with for PromptPay.



### Cost Effective

Save costs and time on paperwork management for bill payment and collection.



### Easy to verify

Simple to reconcile accounts and track the collection with the Bank's online reports.

## Additional Information

### Service Features

This service is convenient for companies (Billers) who use Bualuang Smart Bill Payment. The Bank will send a bill alert to notify your customers who have registered with PromptPay. Your customers will receive the bill alert via mobile banking app or SMS (This depends on the bank that customers have registered with for PromptPay). Your customers can then instantly make payments online via the mobile banking app of the bank they have registered with for PromptPay. Your company can also check the results of the bill alert via Bangkok Bank's online channels 24 hours a day.

### Benefits

- Reduce your company's costs in managing bill payment and collection as you will not need to send paperwork to your payers.
- Add more collection options for your company means you can receive payments faster.
- Easy to track results of the bill alert via the Bank's online channels 24 hours a day.
- Simple to reconcile your account using online reports.
- More convenient way for your customers to make payments.

## Frequently Asked Questions

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1. **Does the biller need to apply for Bualuang Smart Bill Payment?**

Yes, the biller need to apply for Bualuang Smart Bill Payment as payers who receive the bill alert will make payments to Bualuang Smart Bill Payment.

2. **Does the payer need to register with PromptPay?**

Yes. The reason is the bill alert will only be sent via PromptPay proxy ID, such as mobile number, Citizen ID and Tax ID.

3. **Can the payer register for PromptPay with any bank?**

Yes, the bill alert will be sent to the selected channel of the bank that the payers have registered with for PromptPay.

4. **Is there any fee to the payer?**

This depends on the fee rates of the bank that the payers have registered with for PromptPay.

5. **Can the company set the expiry date and time?**

Yes, the company can set the expiry date and time for each transaction.

6. **Can the payer pay after the expiry date?**

No, the payer cannot pay after the expiry date.

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