



- DebiCheck:
  - + Maintenance quick guide (Website) – V1.1  
(Transaction Maintenance and Audit Report)



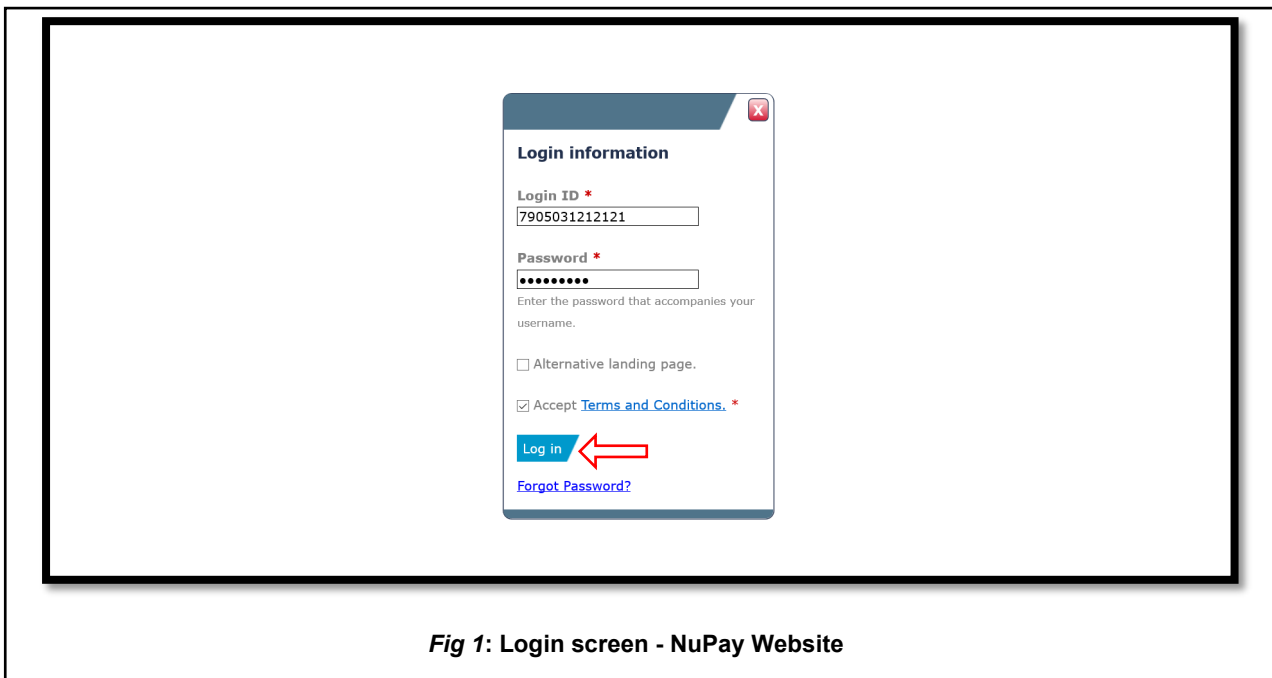
**Step 1:** Log into the NuPay website by entering the following URL link into the browser

Link: <https://www.nupayments.co.za/>

**Step 2:** Log in – Complete the required fields, see Fig 1.

- ✓ Enter your User ID & Password
- ✓ Accept the Terms and Conditions (Ensure that you familiarise yourself with the content herein)
- ✓ Click on the “Log in” button

(N.B If you cannot remember your password, click on the “**Forgot Password?**” tab and the system will assist you in creating a new password)



Once you have entered the correct “Log in” details, you will be directed to the following homepage, see Fig 2.

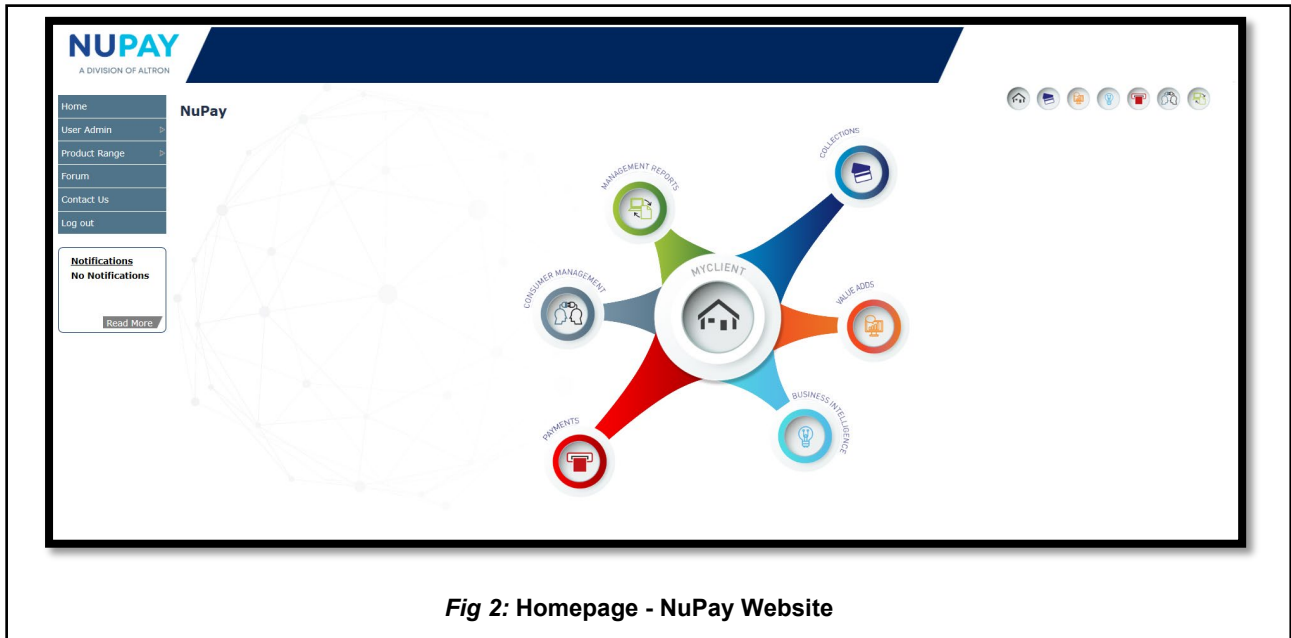


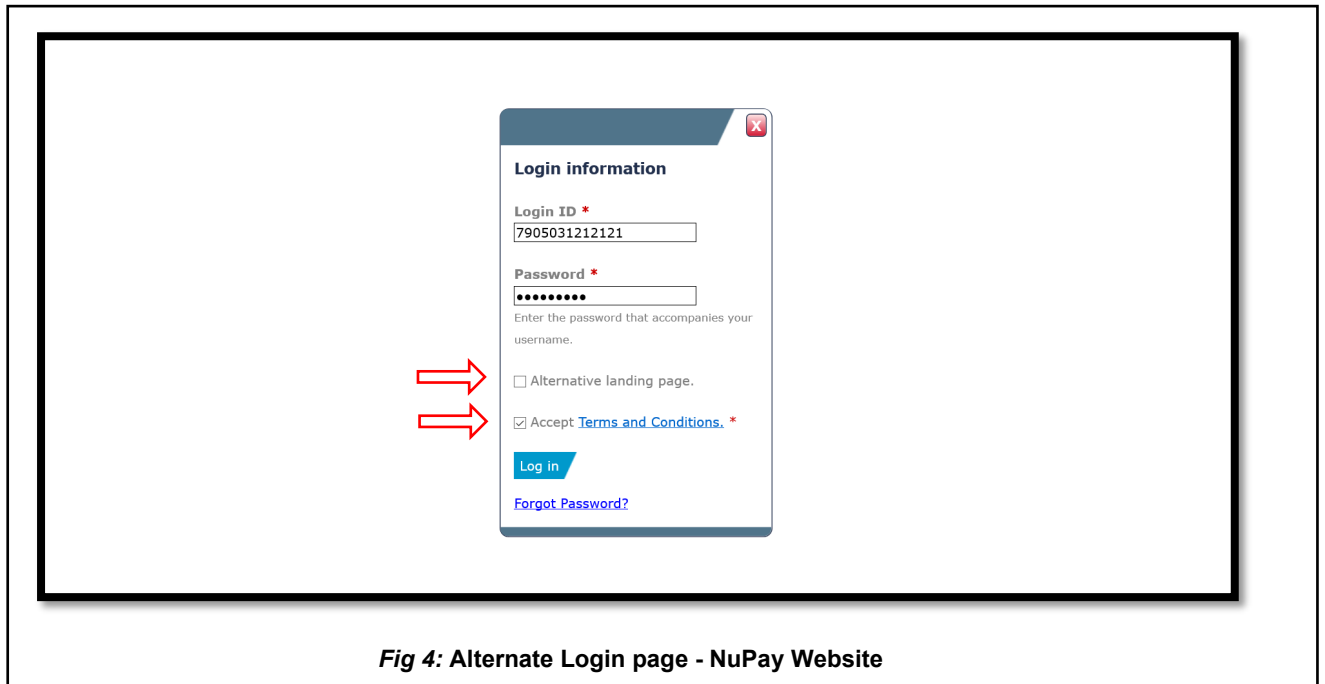
Fig 2: Homepage - NuPay Website

**Step 3:** Click the **Collections** icon for the NuPay Product List and select **DebiCheck**, see Fig 3.



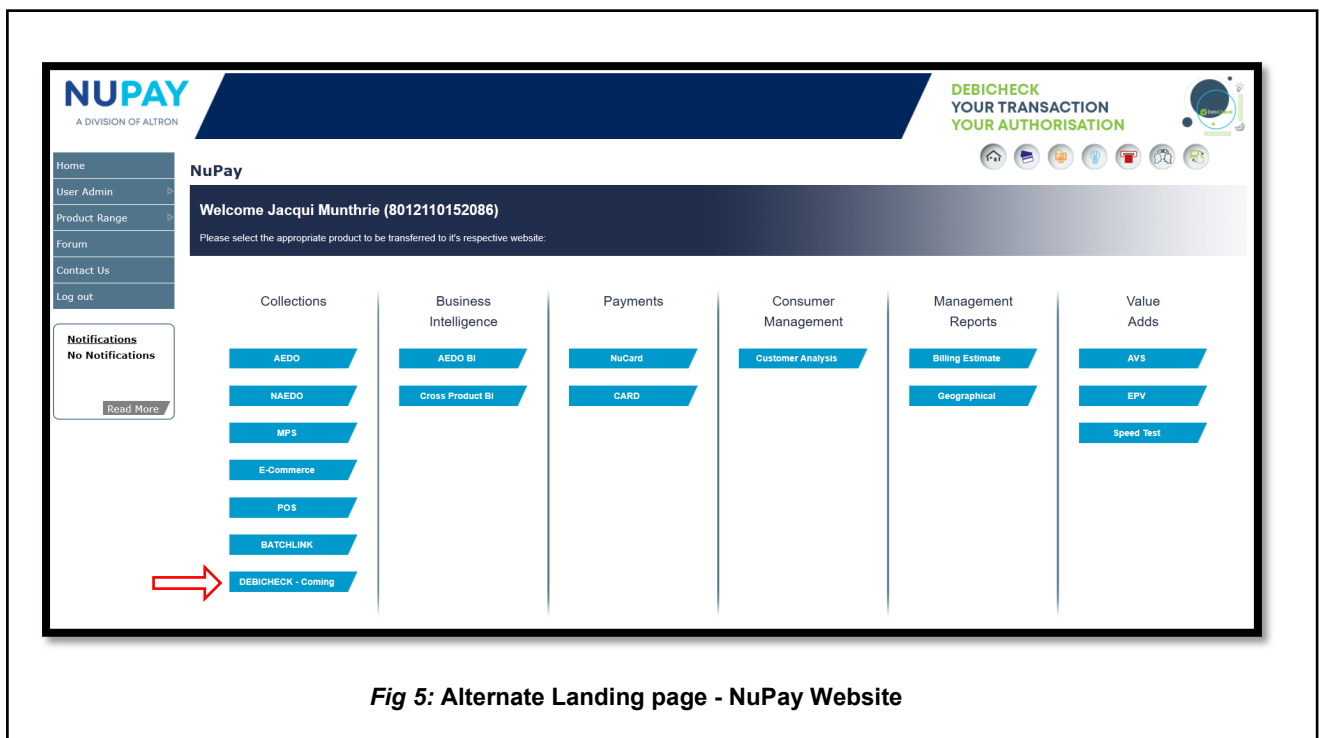
Figure 3: Product List - NuPay Website

You can also “Log in” by ticking the **Alternate landing page** option and click **Log in**, see Fig 4.



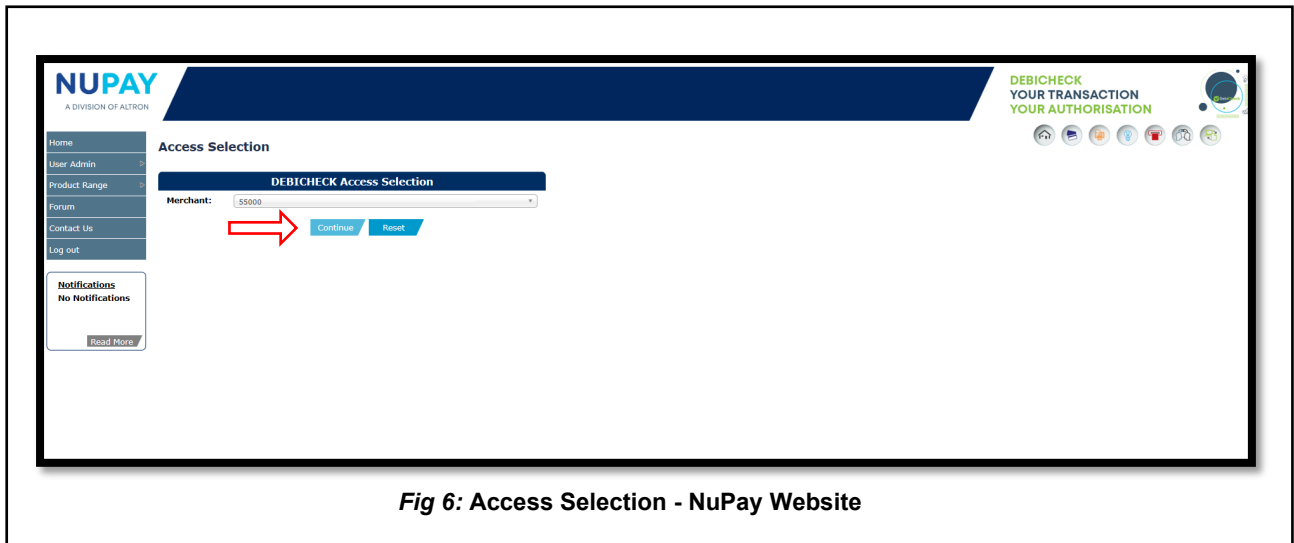
**Fig 4: Alternate Login page - NuPay Website**

**Step 4:** The alternate landing page will be displayed, select **DebiCheck**, see Fig 5.

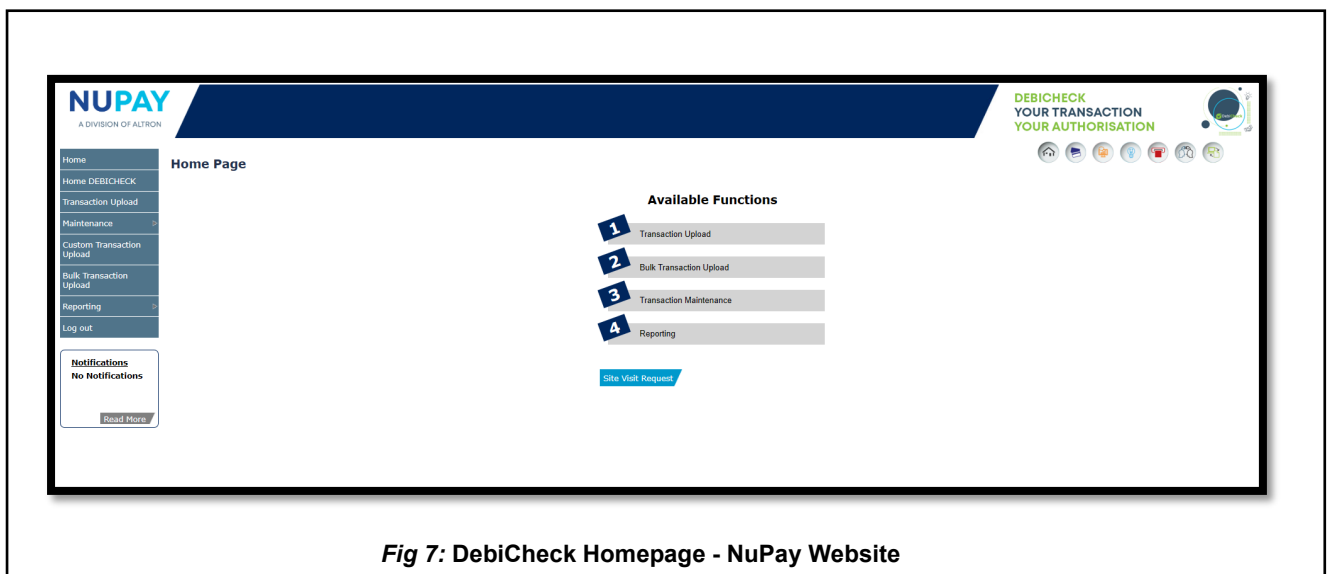


**Fig 5: Alternate Landing page - NuPay Website**

**Step 5:** Select the **Merchant number** (The unique number that is allocated to the Merchant by NUPAY) in the Access Selection screen, and click **Continue**, see Fig 6.



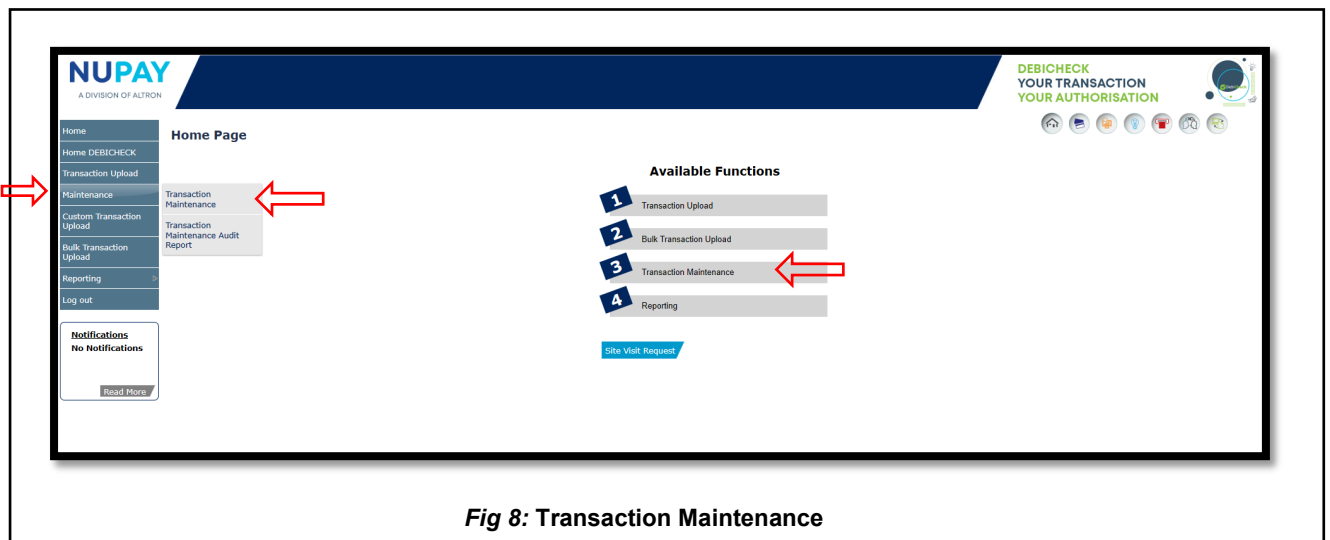
You will be directed to the DebiCheck Home Page, see Fig 7.



## 1. Transaction Maintenance

**Purpose:** To enable the User/Payee to make any changes to the existing mandate.

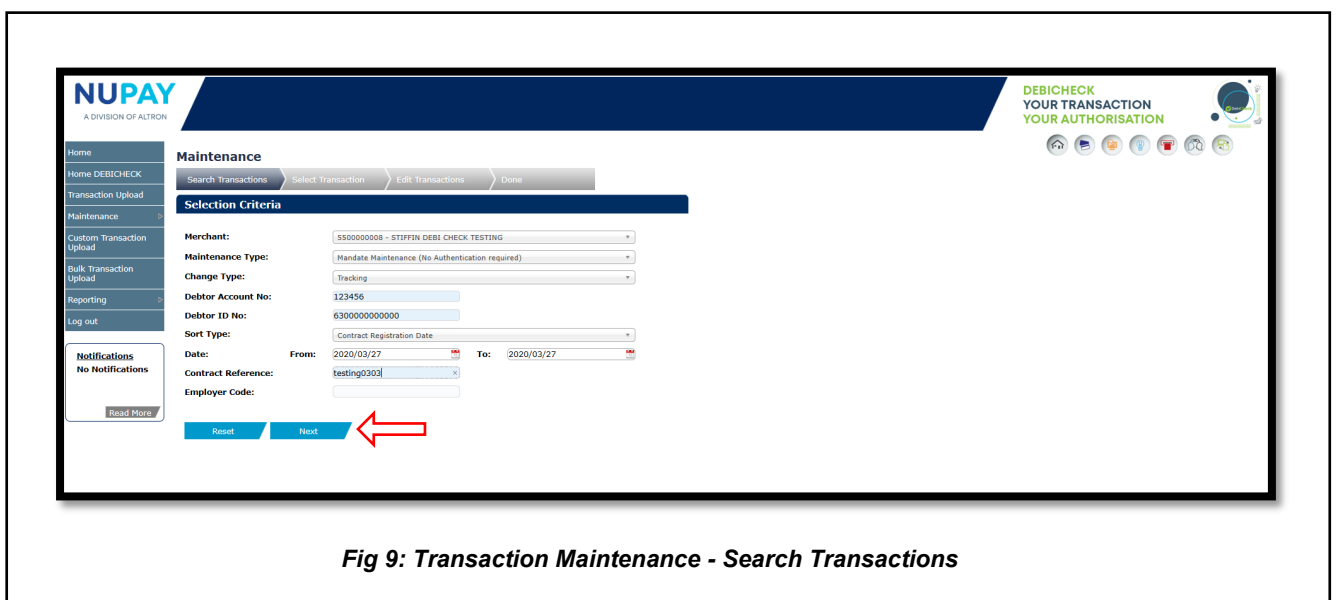
**Step 1:** Click **Maintenance**, **Transaction Maintenance** or click **Transaction Maintenance** under **Available Functions** at the centre of the screen, see Fig 8.



**Fig 8: Transaction Maintenance**

### Step 2 – Search Transactions

Complete the required fields and click **Next**, see Fig 9.



**Fig 9: Transaction Maintenance - Search Transactions**

**Note:** The Debtor Account No.; Debtor ID no., the Contract reference and the Employer code fields (Fig 9) are non-compulsory fields, however, by completing them you will be able to refine your search.

The below table can be used as a guide when completing the fields shown in Fig 9

Field	Required information
Merchant	The unique number that is allocated to the User/Payee (merchant) by NUPAY
Maintenance Type	Mandate Maintenance (Re-authentication required) Mandate Maintenance (No authentication required – Notification only) Instalment Maintenance
Authentication Type	This field will only populate if the Mandate Maintenance (Re-authentication required) field is selected. The field will allow the User/Payee to select the Transaction Type, i.e. TT1 Real Time, TT1 Delayed or All
Change Type	This field will guide the User/Payee as to the type of changes that can be done, based on the Maintenance type selected in the above field. Below is the option under each type:  <b>Mandate Maintenance (Re-authentication required)</b> <ol style="list-style-type: none"> <li>1. First Collection Amount</li> <li>2. Mandate Amount</li> <li>3. Adjustment Category</li> <li>4. First Collection Date</li> <li>5. Collection Day</li> <li>6. Max Collection Amount</li> </ol> <b>Mandate Maintenance (No Authentication required)</b> <ol style="list-style-type: none"> <li>1. Tracking (on Mandate)</li> <li>2. Contract Reference</li> <li>3. Debtor ID</li> <li>4. Debtor Account Changes</li> <li>5. Cancellation</li> <li>6. Activate Contract</li> </ol> <b>Instalment Maintenance</b> <ol style="list-style-type: none"> <li>1. Tracking (on Instalment)</li> <li>2. Submit Date</li> <li>3. Instalment Amount</li> <li>4. De-activate Instalment</li> <li>5. Reschedule Maintenance</li> <li>6. Add Instalments</li> </ol>
Debtor Account no.	The Payer/Debtor (clients) bank account number which will be debited for the duration of the contract
Debtor ID no.	The Payer/Debtors (client) 13-digit SA ID no. or the 8-9-digit Passport no.
Date	Collection Date (Date of instalment)
Contract Registration Date	Select the date range
Contract Reference	The reference used by the User/Payee and the Payer/Debtor to identify the contract.

## Step 3 – Select Transaction

Select the transaction/s that you need to amend, by clicking in the block to the left of the Mandate ID field and click **Select**, see Fig 10.

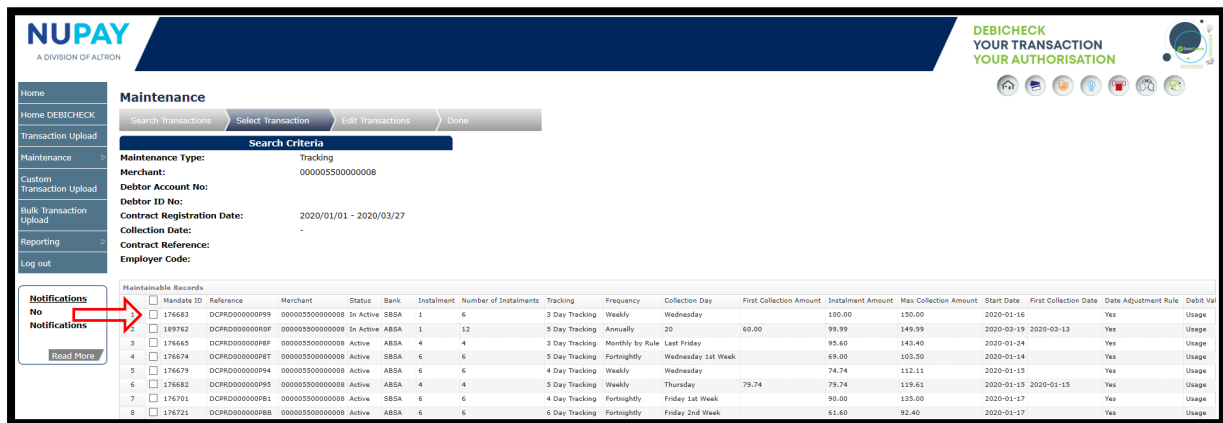


Fig 10: Transaction Maintenance - Select Transaction

## Step 4 – Edit Transaction

This screen will allow the User/Payee to make the required changes, either on the transaction or on several selected transactions (This action is completed under the **Mass Tracking** field at the top of the screen)

### 4.1 Single Transaction Maintenance

Select the transaction that you need to amend, by clicking in the block to the left of the Mandate ID field and click **Submit**, see Fig 11.1.

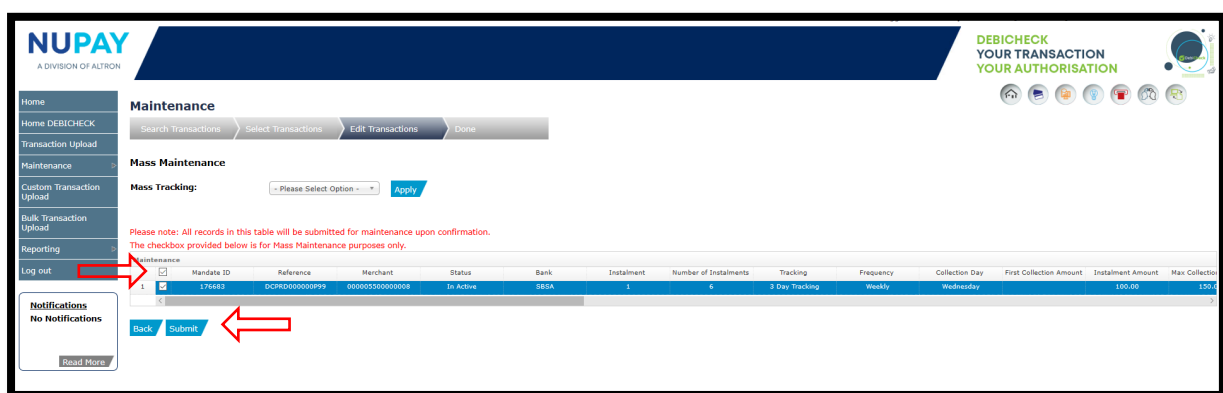
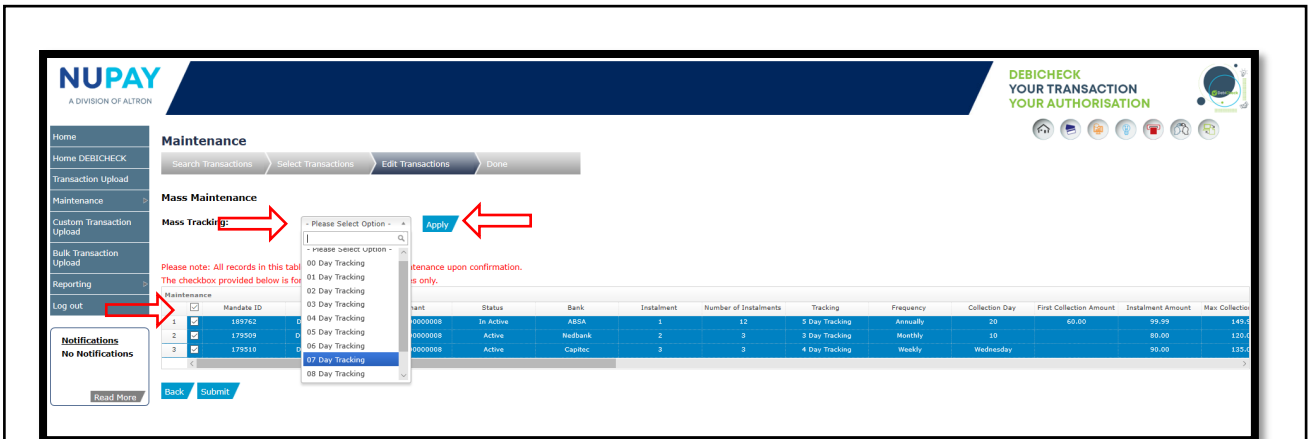


Fig 11.1: Transaction Maintenance - Edit Transaction – Single Transaction Maintenance



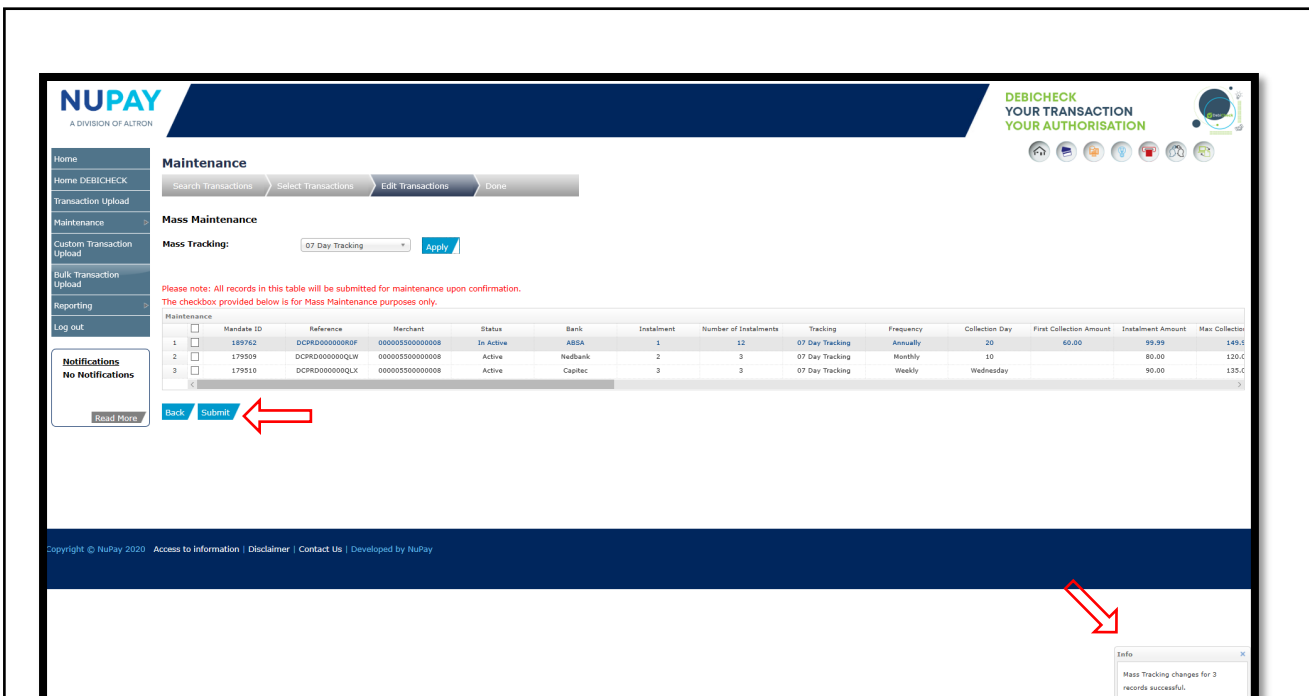
## 4.2 Multiple Transaction Maintenance / Mass Maintenance

Select the **transactions**, click on the **Mass Tracking** field, select the required change, click **Apply**, see Fig 11.2.



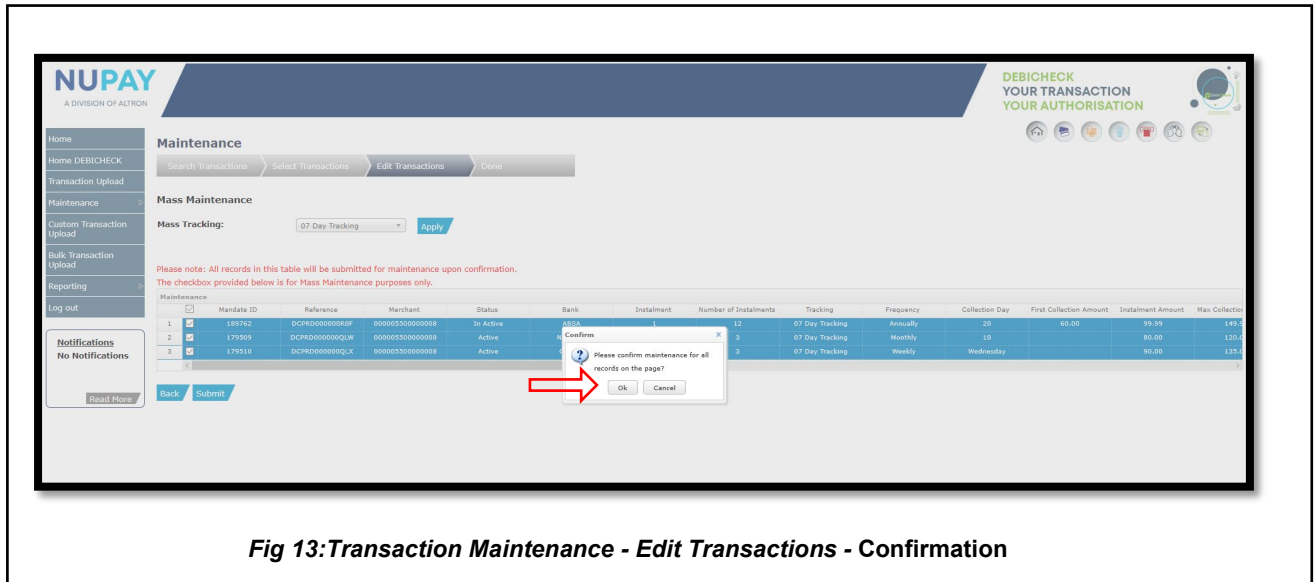
**Fig 11.2: Transaction Maintenance - Edit Transaction – Multiple/Mass Transaction Maintenance**

A confirmation message will pop-up at the bottom left of the screen, click **Submit**, see Fig 12.



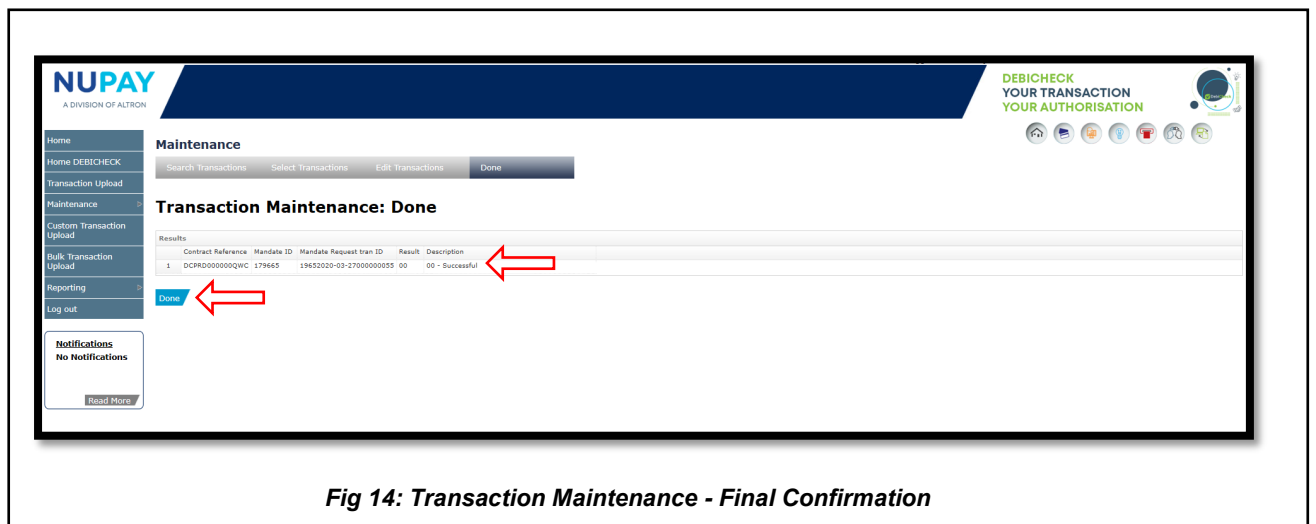
**Fig 12: Transaction Maintenance - Edit Transactions**

**Step 5:** A confirmation screen will be displayed, click **Submit**, see Fig 13.



**Step 6: Done**

The below screen will be displayed to show that the change/amendment was Successfully/Unsuccessfully completed on NUPAY's side, awaiting a final response from the bank, see Fig 14

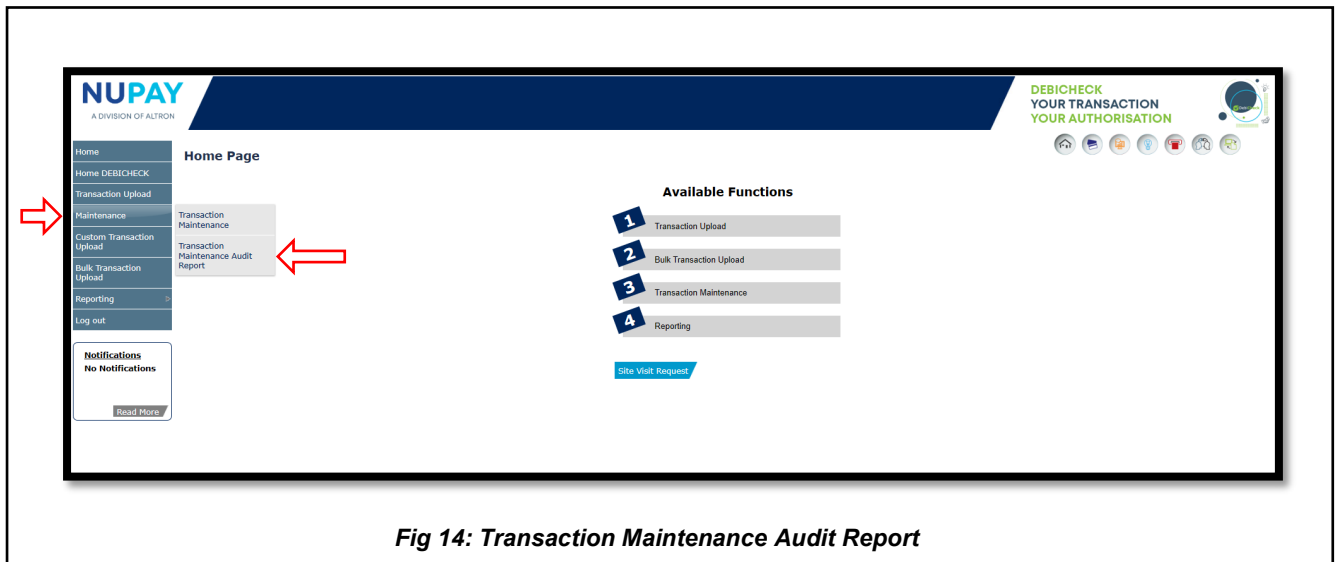


Click **Done**

## 2. Transaction Maintenance Audit Report

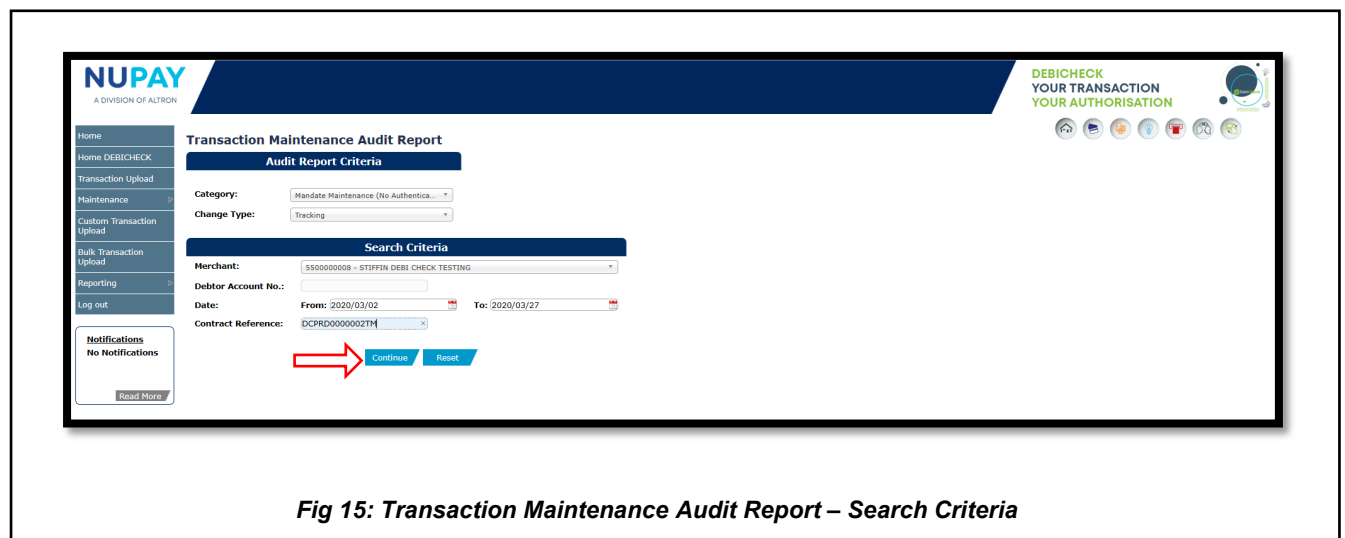
**Purpose:** The Maintenance Audit Report is a tool which will allow the User/Payee to track all amendments made to each mandate, this includes who made the changes, what changes were made, when were the changes made etc.)

**Step 1:** Click **Maintenance, Transaction Maintenance Audit Report**, see Fig 14.



**Fig 14: Transaction Maintenance Audit Report**

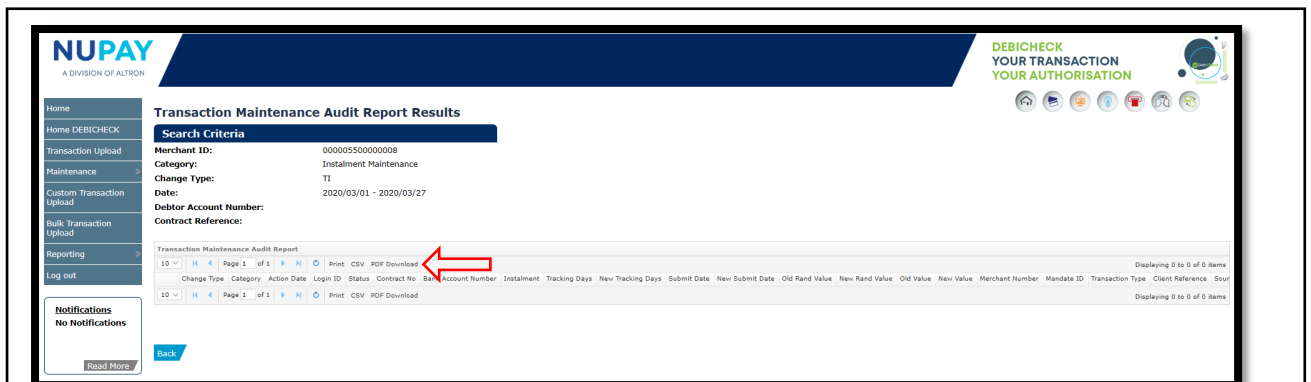
**Step 2:** Complete the required fields and click **Continue**, see Fig 15.



**Fig 15: Transaction Maintenance Audit Report – Search Criteria**

**Note:** The Debtor Account No. and the Contract Reference field, Fig 15, is a non-compulsory field, however, it will assist in refining your search.

**Step 3:** The User/Payee will be able to Print, download a PDF or export the report in a CSV format, for his own records, see Fig 16.



**Fig 16: Transaction Maintenance Audit Report – Results page**