





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

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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)

	Login information       Login ID *       7905031212121
	Password *
Fig 1: L	Login screen - NuPay Website



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

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	Fig 2: Homepage - NuPay Website	

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

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

<ul> <li>□ Alternative landing page.</li> <li>□ Accept Terms and Conditions. *</li> <li>Log in</li> <li>Forgot Password?</li> </ul>	N	Login information         Login ID *         7905031212121         Password *         Inter the password that accompanies your username.
		<ul> <li>□ Alternative landing page.</li> <li>☑ Accept Terms and Conditions, *</li> <li>Log in</li> <li>Forgot Password?</li> </ul>

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

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**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.

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

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# 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.

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# Step 2 – Search Transactions

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

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-	Sort Type:	Contract Registration Date *	
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Read More			
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**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
	<ul> <li>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:</li> <li>Mandate Maintenance (Re-authentication required) <ol> <li>First Collection Amount</li> <li>Mandate Amount</li> <li>Adjustment Category</li> <li>First Collection Date</li> <li>Collection Day</li> </ol> </li> </ul>
Change Type	<ul> <li>6. Max Collection Amount</li> <li>Mandate Maintenance (No Authentication required)</li> <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> </ul>
	<ol> <li>Tracking (on Instalment)</li> <li>Submit Date</li> <li>Instalment Amount</li> <li>De-activate Instalment</li> <li>Reschedule Maintenance</li> <li>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.

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### 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.

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#### 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.

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



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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

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Click Done



# 2. Transaction Maintenance Audit Report

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**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.)

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Read Mores	Fig 14: Transaction Maintenance Audit Report	

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

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Read More		

**Note:** The Debtor Account No. and the Contract Reference field, Fig 15, is a noncompulsory 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 of the second se

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