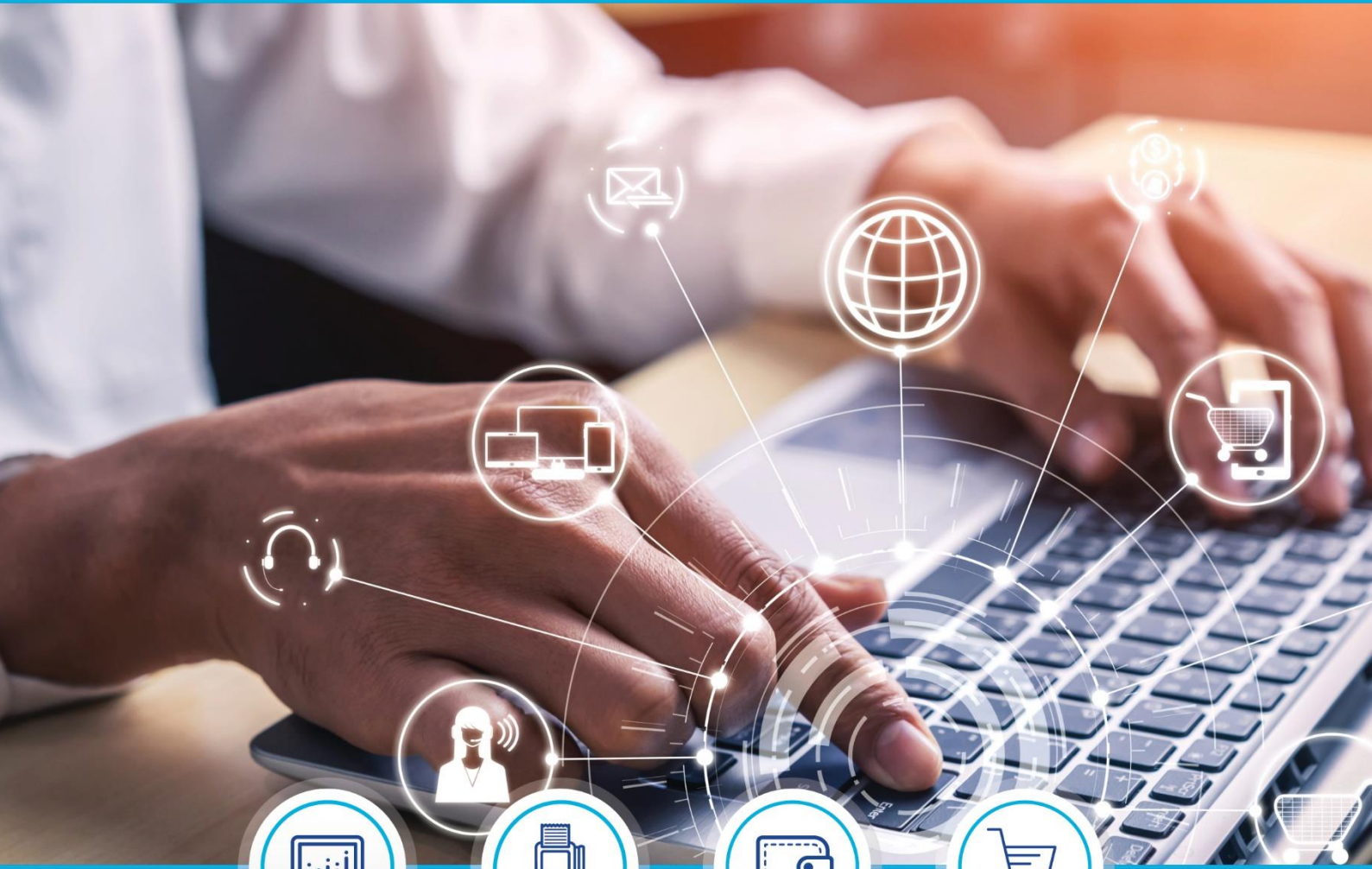




NUPAY

A DIVISION OF ALTRON



DebiCheck

Business Rules – V1.6



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Section A - Initiating Rules

The below screens represent the two different ways in which the User/Payee (Merchant) **Initiate a Mandate** on the NuPay website (see Figure 1 and Figure 2 below).

Each field has been labelled and is further explained in the following pages, for your perusal.

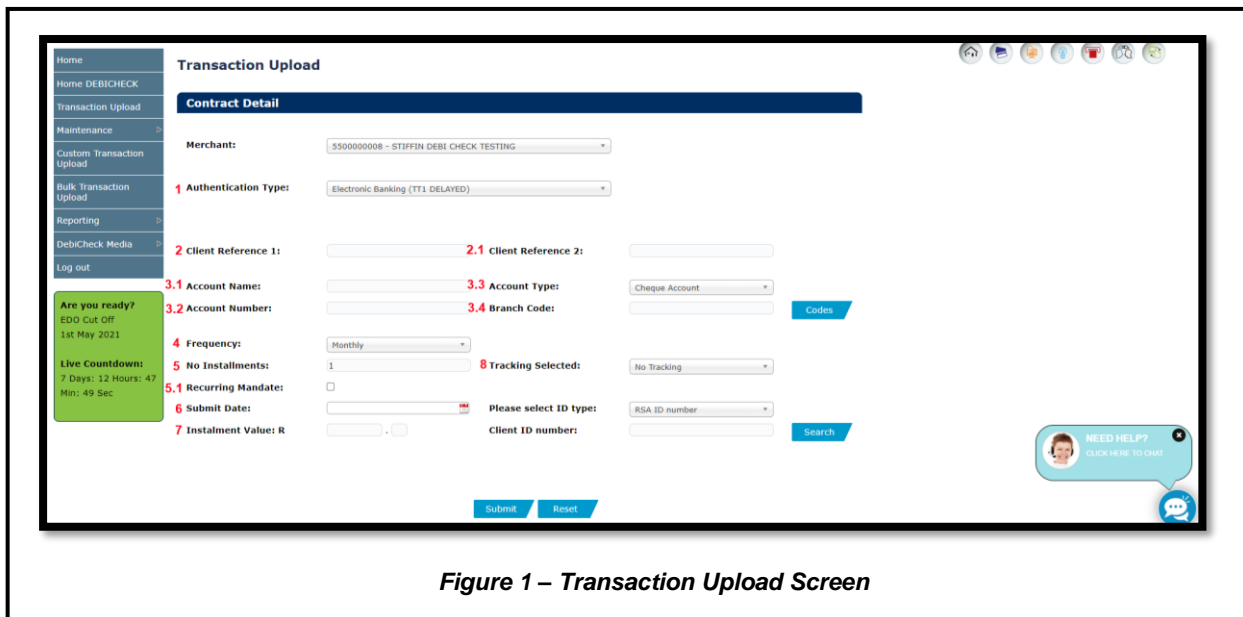


Figure 1 – Transaction Upload Screen

Custom Transaction Upload

Step 1 - Preferences

User Default Setup User Preferences

Step 2 - Mandate Details

Client Details **Contract Details**

1 Authentication Type: Electronic Banking (TT1 DEL...)

Debtor Authentication Required: Debtor authorisation is requ...

2 Client Reference: 123

5 Instalments: 9999

11 Debbit Value Type: Variable

5.1 Recurring Mandate:

4 Frequency: Monthly

12.1 First Collection Date: 2021/04/24

8 Tracking Indicator: No Tracking

12.2 Initial Amount: 100.00

6 Action Date: 2021/04/24

Load Mandate: Inactive

7 Instalment Amount: 10.00

13.1 Adjustment Category: Quarterly

10 Max. Collection Amount: 15.00

13.2 Adjustment Type: Amount

13.3 Adjustment Amount: 10

Employer Code: 2

Submit **Reset** **Back**

Are you ready?
EDO Cut Off
1st May 2021

Live Countdown:
8 Days: 8 Hours: 53
Min: 15 Sec

NEED HELP?
CLICK HERE TO CHAT

Figure 2 - Custom Upload Screen 1

Custom Transaction Upload

Step 1 - Preferences

User Default Setup User Preferences

Step 2 - Mandate Details

Client Details **Contract Details**

Merchant: 550000008 - STIFFIN DEBI CHECK TESTING

3.1 Debtor Account Name: Test

Debtor ID Type: ID Document

Debtor ID Number: 7010255033088 **Search**

3.2 Debtor Account Number: 12345645

3.3 Debtor Account Type: Current Account

3.4 Branch Code: 470010 **Codes**

9 Debtor Telephone Number: +27-123456111

9.1 Additional SMS:

Debtor Email Address: joesoap@gmail.com

Next **Reset**

Are you ready?
EDO Cut Off
1st May 2021

Live Countdown:
8 Days: 8 Hours: 40
Min: 12 Sec

NEED HELP?
CLICK HERE TO CHAT

Figure 2 – Custom Upload Screen 2

1. Authentication Types

There are 3 Transaction Types which are available on the DebiCheck platform.

1.1 Transaction Type 1 (TT1)

Like the NAEDO process, there is no face-to-face interaction, no terminal and no card required

1.1.1 TT1 Real Time:

1.1.1.1 The User/Payee (Merchant) will receive notification from the bank

1.1.1.2 The Payer/Debtor (Client) has 120 seconds to authenticate (Accept or Decline) the mandate (Accept or Decline)

1.1.1.3 Once the 120 seconds elapses, the mandate will expire

1.1.2 TT1 Delayed:

1.1.2.1 The User/Payee (Debtor) will receive notification from the bank

1.1.2.2 The Payer/Debtor (Client) has until 8pm/9pm (bank dependant) to authenticate (Accept or Decline) the mandate

1.1.2.3 Once the stipulated time period elapses, the mandate will expire

1.2 Transaction Type 2 (TT2)

Like the Bulk File process, there is no face-to-face interaction, no terminal and no card required

1.2.1 TT2 Delayed:

1.2.1.1 The User/Payee (merchant) can load mandates throughout the day. NuPay will extract the requested mandates at the end of the day, in batch format, and submit to the creditor bank, referencing to day 0

1.2.1.2 The Payer/Debtor (consumer) has until 8pm/9pm (bank dependant) on day 1 and day 2 to authenticate (Accept or Decline) the mandate

1.2.1.3 Once the stipulated response time period elapses, on day 3, the mandate will be expired by NUPAY and the Creditor Bank

1.2.1.4 Some of the debtor banks may only update the creditor bank on day 3, which means that the creditor bank will only update NuPay on day 4 and or day 5

1.3 Transaction Type 3 (TT3)

Like the AEDO process, there is face-to face interaction, a terminal and a card required

1.3.1 TT3 Stand-alone:

1.3.1.1 The User/Payee (Merchant) will load the mandate on the terminal

1.3.1.2 The Payer/Debtor (Client) will swipe his card and enter his PIN no.

1.3.1.3 The session on the terminal will time out after 120 seconds

1.3.2 TT3 Pre -Staged:

1.3.2.1 The User/Payee (Merchant) will load the mandate via the Website, App, MyClient

1.3.2.2 The User/Payee (Merchant) will receive a reference no. which must be entered onto the terminal

1.3.2.3 The Payer/Debtor (Client) will swipe their card and enter their PIN no. onto the terminal

1.3.2.4 The User/Payee (Merchant) must authenticate 1-day before the debit date (15h00)

2. Client Reference

2.1 The number must not exceed 35 characters and must be unique

2.2 Client reference 1 and 2 field (see *Figure 1 & 2*) will be displayed on the User/Payee (Merchant) reports on the website.

3. Bank Details

3.1 Bank validation fields:

	Transaction Upload	Custom Upload
Bank Validation fields	Client ID no.	Debtor ID no.
	Account no.	Debtor Account no.
	Account Type	Debtor Account type

3.2 Branch code:

3.2.1 The field will only accept the universal branch code, which has been provided for, by clicking the “Codes” tab to the right of the said field



4. Frequency






4.1 Frequency is referred to the number of occurrences of repeating a presentment over a period

4.2 A term used to indicate the uniformity for the collection of funds from the payee/debtor (client), via manual payments, online transactions etc.

4.3 Refer to the below Frequency Table (see *Figure 3*) to guide you

Figure 3 – Frequency Table

Frequency Codes - Website	Frequency Codes - Webservice	Frequency Description	Scenario
Weekly	Week	Monday to Sunday The debit order will be presented ONCE a week	
Fortnightly	FRTN	Monday to Sunday over 2 weeks The debit order will be presented once EVERY TWO weeks	

Frequency Codes - Website	Frequency Codes - Webservice	Frequency Description	Scenario
Monthly	MNTH	First to last day of Calendar Month The debit order will be presented ONCE a MONTH or ONCE EVERY MONTH	
Quarterly	QURT	Every 3 months The debit order will be presented once EVERY THREE MONTHS or FOUR TIMES a YEAR	
Bi-annually	MIAN	Every 6 months The debit order will be presented EVERY SIX MONTHS OR TWICE a YEAR	
Annually	YEAR	Starts on any day of the Calendar Year for the next 12 Calendar Months The debit order will be presented ONCE EVERY YEAR or ONCE a YEAR	
Month by Rule	ADHO	01 - Last Monday 02 - Last Tuesday 03 - Last Wednesday 04 - Last Thursday 05 - Last Friday 06 - Last Saturday 07 - First Monday 08 - First Tuesday 09 - First Wednesday 10 - First Thursday 11 - First Friday 12 - First Saturday 14 - 2nd Last Day 99 - Last day The debit order will be presented on the selected day of the Month	

5. Instalments/No. of Instalments

5.1 This field refers to the number of instalments that the Payer/Debtors (Client) has agreed to, to pay up the full debt/contract amount

5.2 **Recurring Mandate:** A recurring mandate does not have an end date, therefore the no. of instalments will default to 9999, see Figure 1 and 2, field 5.1

6. Submit/Action date

6.1 Submit date is a term used on Transaction Upload and Action date is used on Custom Upload

6.2 It refers to the date in which the Collection will be presented against the Payer/Debtor's (Client's) bank account

6.3 The 2-day rule will apply

6.4 Transactions cannot be loaded today, and have a Submit/Action date for tomorrow

7. Instalment Value/Amount

7.1 An Instalment is a fixed amount to be paid by a Payer/Debtor (Client) to the User/Payee (Merchant) on a specified date

7.2 Instalments are used to pay off both interest and principal debt each month, so that over a specified number of weeks/months/years, the loan/fees etc. is paid off in full

8. Tracking

8.1 Tracking is to allow the Merchant to track the Payer/Debtor's (Client) account, for an agreed period, to collect funds.

8.2 The option ranges from 0-10 days

8.3 All days are counted as tracking days including Sundays and public holidays

8.4 The first day of tracking starts on the day of presentment (if no funds were available), provided that the Merchant has selected tracking.

8.5 Once the tracking period has ended, the User/Payee (Merchant) will not be able to collect against the Payer/Debtors (Clients) account and collection will return from the bank with a Failed response.

8.6 The tracking days selected must be in relation to the Frequency chosen i.e. Weekly frequency can only have a maximum of 7 days tracking.

8.7 Below is a table with the no. of tracking days and their applicable codes (see *Figure 4*) as well as the functionality that is available on the website (see *Figure 1 and Figure 2* above)

Tracking Codes	Tracking Days
0	No Tracking
1	1 Day Tracking
2	2 Day Tracking
3	3 Day Tracking
4	4 Day Tracking
5	5 Day Tracking
6	6 Day Tracking
7	7 Day Tracking
8	8 Day Tracking
9	9 Day Tracking
10	10 Day Tracking

Figure 4 – Table of Tracking days and applicable codes

9. Debtor Telephone Number

9.1 The debtor bank will only use the telephone no., which is registered at the bank, therefore this is a non-compulsory field

9.2 **Additional SMS** : The cell phone number captured (non-compulsory field) in this field will be used to send notification to the recipient informing them that the debit order has been registered

10. Max Collection Amount

10.1 This is the agreed or maximum amount that may be collected from the Payer/Debtor (Client) by the User/Payee (Merchant), according to the terms of the agreed contract i.e.150% or 1.5 times greater than the instalment amount for representments only on the Fixed and Variable mandate types

10.2 The User/Payee (Merchant) will be allowed to insert their own max collection amount when loading a Usage mandate type, enabling him to collect up to the max collection amount

Note:

This rule only applies to Usage and Variable Debit Value Types

Max collection amount is only applicable on Representments, the said collection will be reversable

11. Debit Value Type

There are three Debit Value Types that the User/Payee (Merchant) can choose from i.e. Fixed, Variable or Usage

11.1 Fixed Mandate

11.1.1 A fixed amount with fixed instalments e.g. Microlending industry

11.1.2 The Max Collection amount is 150% or 1.5 times > instalment amount

11.1.3 The system will automatically calculate the max collection amount

11.2 Variable Mandate

11.2.1 This debit value type will trigger the Adjustment category and type fields

11.2.2 The collection amount can be amended when there is a change as specified in the Adjustment Category field i.e. Medical Aid, Insurance companies

11.2.3 The Max Collection amount is 150% or 1.5 times > instalment amount

11.2.4 The system will automatically calculate the max collection amount

11.3 Usage Mandate

11.3.1 The User/Payee will be allowed to insert their own max collection amount e.g. Cell Phone contracts, Water & Electricity accounts

11.3.2 The 150% or 1.5 times > instalment rule, does not apply

11.3.3 The instalment amount may not exceed the max collection amount

12. First Collection Date and Initial Amount

12.1 The first collection date and the initial amount fields (see Figure 2- field 12.1 and 12.2), makes provision for the User/Payee to collect funds for additional costs such as admin fees, delivery fees etc.

12.2 You cannot enter a First Collection amount if the First Collection date is not populated and vice versa

12.3 The First Collection date and the First Instalment date can be presented on the same day or on different days, as this does not form part of the initial mandate

12.4 The 2-day rule will apply, so you cannot select a first collection day for the next day

12.5 This is an Opt-In field

13. Adjustment Category

13.1 The adjustment category provides a mechanism whereby the collection amount, can be adjusted for Variable and Usage mandates, without having to obtain re-authentication for the increased amount

13.2 This field will typically be selected by merchants who opt to implement an increase to the Payer/Debtor's (Client's) instalment amount, namely, insurance companies, funeral service companies, cell phone companies etc.

13.3 The Adjustment category field must be populated with one of the following values: "N" - Never, "Q" - Quarterly, "A" - Annually, "B" - Bi-annually or "R" - Repo (see Figure 2, field 13.1)

13.4 Once the above selection is made, it will trigger the adjustment type and amount/rate fields(see Figure 2, fields 13.2 and 13.3 respectively). The user must enter a valid decimal number if they choose the Rate option i.e 1.2 means 1.2% or 5 means 5%

Section B – Maintenance Rules

The Maintenance screen will enable the User/Payee (Merchant) to make changes to an existing Mandate and/or Instalment.

1. Mandate Maintenance

The User/Payee (Merchant) can click on the Maintenance Type field/drop-down for a list of the available changes that he can do on an existing mandate (see Figure 5)

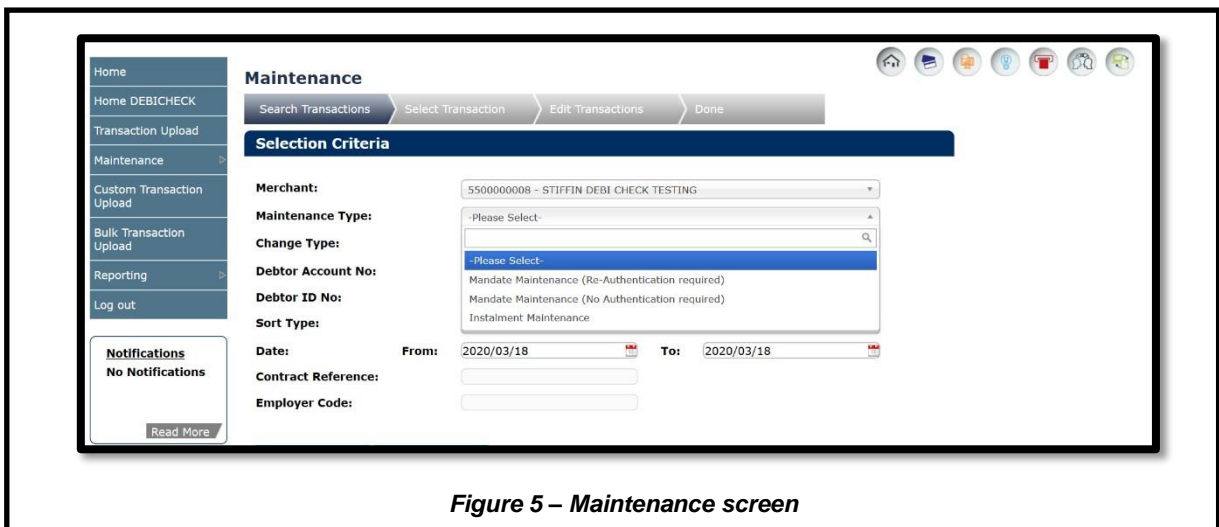


Figure 5 – Maintenance screen

1.1 Re-authentication

Re-authentication is required, by the Payer/Debtor (Client), when the following changes are made to an existing mandate via the website:

- 1.1.1 Mandate Amount;
- 1.1.2 Adjustment Category;
- 1.1.3 First Collection Change;
- 1.1.4 Collection Day;
- 1.1.5 Max Collection Amount

Note:

Notification will be sent to the Payer/Debtor to re-authenticate the amendment/s that was made to an existing mandate

The Payer/Debtor must authenticate by 8pm that evening

The 2-day rule will apply, so you cannot amend today for the next day

If the Max Collection Amount changes, the Instalment amount must also change on the Fixed and Variable mandate types

1.2 “No” Authentication

The Payer/Debtor (Client) will not need to re-authenticate the following change/s that are made to an existing mandate via the website:

- 1.2.1 Tracking;
- 1.2.2 Contract Reference;
- 1.2.3 Debtor ID;
- 1.2.4 Debtor Account changes (Account Type and/or Account Number);
- 1.2.5 Cancellation;
- 1.2.6 Activate Contract;
- 1.2.7 Registered Mandate Services

Note:

Notification will be sent to the Payer/Debtor informing them that an amendment was made to an existing mandate

The 2-day rule will apply, so you cannot amend today for the next day

The Contract Reference number can only be amended by the User/Payee (Merchant) if there were no payments instructions/collections presented against the Payer/Debtor’s account

The Contract Reference number must not exceed 15 alpha-numeric digits (no special characters are allowed)

1.3 New Mandate

A **New Mandate** is required when the following changes are made on an existing mandate:

- 1.3.1 Frequency;
- 1.3.2 Debtor Bank Details (Different banks);
- 1.3.3 Debit Value Type (Fixed, Usage and Variable)

2. Instalment Maintenance

The following changes can be made to an existing mandate, on an Instalment level:

- 2.1 Tracking;
- 2.2 Submit Date;
- 2.3 Instalment Amount;
- 2.4 De-activate Instalment (Cancellation);
- 2.5 Re-activate Instalment;
- 2.6 Reschedule Maintenance;
- 2.7 Add Instalments

Note:

Once an instalment/collection has been de-activated, the User/Payee (Merchant) can choose to re-activate the instalment/collection at a later stage or leave it in a cancelled status

The 2-day rule will apply for re-activated instalments/collections

An instalment/collection cannot be re-activated whilst it is in tracking

Section C - General Rules

1. 7 Consecutive Failures

- 1.1 The 120-day rule will not apply on DebiCheck
- 1.2 On the DebiCheck platform, if there are 7 consecutive failures, the mandate will be suspended, and the instalments/collections will be cancelled by the bank
- 1.3 Once the mandate is suspended, NuPay will no longer be able to collect against the said mandate

Note:

Mandates that have been cancelled or suspended, cannot be re-instated

2. Date Adjustment Rule/Next Business Day Processing

The Date Adjustment rule will be defaulted to “Yes” for all NuPay clients, this means that:

- 2.1 Collections will be processed every day of the week
- 2.2 Where the Collection Day falls on a Sunday or Public Holiday, Collections will be processed on the **next** Business Day, for 6-day processing Banks
- 2.3 The Collection Day may not necessarily be the same day as the Action Date
- 2.4 The below table highlights the credit tracking (see *Figure 6*)

	Bank	Type of Tracking
6-Day Processing Banks	African Bank	Best Effort Tracking
	Bidvest	Best Effort Tracking
	Capitec	Full Credit Tracking
	FNB	Full Credit Tracking
	Finbond	Best Effort Tracking
	Grobank (BOA)	Best Effort Tracking
	Mercantile	Best Effort Tracking
	Nedbank	Best Effort Tracking
	Ubank (Teba)	Best Effort Tracking
	ABSA	Full Credit Tracking
	SBSA	Best Effort Tracking

Figure 6 – Table of Tracking Type

3. Line Limits

- 3.1 Line limits are bank dependant
- 3.2 It is the maximum amount which the User/Payee (merchant) can load per instalment, per Payer/Debtor.
- 3.3 NuPay will also be introducing a line limit, should the User/Payee require the limit to be increased he will need to request it from NuPay and it is subject to approval.
 - 3.3.1 Nedbank – The max collection amount may not exceed R1m
 - 3.3.2 Absa - The max collection amount may not exceed R500k
 - 3.3.3 NUPAY – Risk Dependant

4. Dispute Rules

- 4.1 A dispute can be initiated by the payer/debtor (client) when he does not agree with anything pertaining to the mandate or the behaviour of the user/payee.
- 4.2 A dispute action will **be successful** if the:

5. Action date does Dispute Rules

- 5.1 A dispute can be initiated by the payer/debtor (client) when he does not agree with anything pertaining to the mandate or the behaviour of the user/payee.
- 5.2 A dispute action will **be successful** if the:
 - 5.2.1 Action date does not match the collection date and
 - 5.2.2 Collection amount does not equal the instalment amount
- 5.3 The below diagram demonstrates the Dispute Rules (see *Figure 7*)

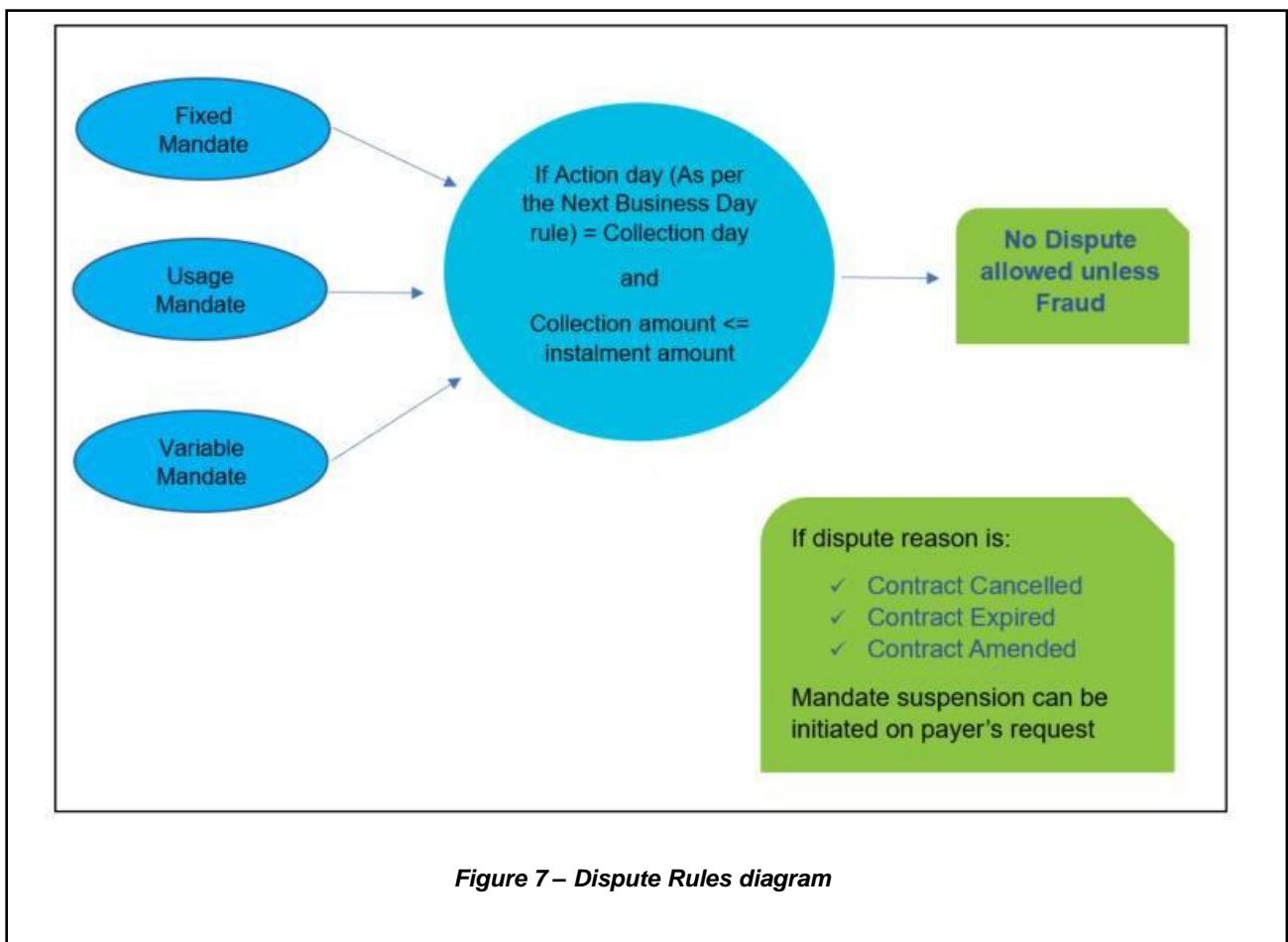


Figure 7 – Dispute Rules diagram

- 5.3.1 not match the collection date and
- 5.3.2 Collection amount does not equal the instalment amount
- 5.4 The below diagram demonstrates the Dispute Rules (see *Figure 7*)



6. Collection

- 6.1 All collections in the early morning, first priority window, will be randomised and presented to the Payer/Debtor's (Clients) bank account
- 6.2 Only 2 presentments will be allowed in a payment cycle i.e. a Recurring & a Represented

7. Bank Statement

The Payer/Debtor's bank statement will display the following:

- 1. The Merchants abbreviated name
- 2. The Contract reference number
- 3. The Action date

e.g. NPSTIFFENDCPRD00000CL12210401

NPSTIFFEN – Abbreviated name

DCPRD00000CL12 – Contract reference number

210401 – Action date