

## Hyphen Technology Namibia (Pty) Limited

### Delivering products that meet your needs

The Financial Activity Control System or FACS is a sophisticated cashbook and a powerful transaction processing engine, which is configurable and may be integrated with your line of business systems and administration environment to enhance business efficiencies.

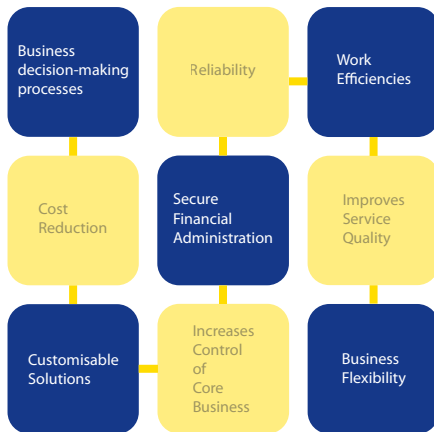
This platform is regarded as a true differentiator for you as it reduces development and interface complexity, saving you time and money, while providing a solution that is crafted to respond to your specific business needs.

Hyphen aims to streamline your business processes and infrastructure for electronic banking into a single functional business tool.

This will aid in minimising risk, optimising efficiency and turnaround time, adding value to your daily administration processes.

### Basics done well for you

FACS is configurable to your requirements and can be implemented to address specific payment and collection processes highlighted below:



### The value you're looking for

You can benefit from the system's ability to process and reconcile transactions irrespective of the payment stream, e.g., EFT (payments or collections), cheques, deposits, bank statements, journals, mobile etc. This is done from the same platform, using consistent methods and will simplify your infrastructure requirements, business rules, user training and controls.

Extensive user authority controls and audit reports enable you to manage risk and segregate duties effectively.

A standard part of our service is our ongoing development to ensure that our platform remains current, e.g., EnPP, EnCR and NRTC.

Hyphen provides an enhanced bank statement format to make the reconciliation process more efficient, which will itemise bulk contra entries on the bank statement and cater for additional reference fields for improved reconciliation ability, enhancing working capital management.

Cost savings and efficiency enhancements are derived from our ability to download and reconcile large volumes of bank accounts and generate the General Ledger posting file, as often as you require.

The matching of bank statement is automatically completed, requiring only exceptions to be managed (if any).

### Robust systems

- Access to the FACS application is provided through an emulation facility or Web interface.
- Multiple Users can access the application at the same time.
- FACS offers Users a single view of all transaction flows (electronic cashbook).
- Provides constant access to all transactions across all accounts.
- Transactions can be viewed, approved, reversed or changed by authorised Users.
- Enables the creation of ad hoc transactions.
- Extensive enquiry capability.
- View bank account information and transactions as far back as five years.
- Full integration with line of business systems and enables "straight-through" processing and integrity.
- Can be implemented in conjunction with or in place of your existing cashbook or reconciliation within the organisation but in a way that will enrich information flows.

### Comprehensive range

FACS allows processing of the following transactions:

Debit Order Collections	Transaction Control
Cheque Payments	Bank Statement Download
Nominated Account Payments	Real Time Payments
Reconciliation	Branch Deposits
Real Time Gross Settlement	Suspense Management
Transaction Referencing	Transaction Warehousing
Real Time Clearing	Multi-banked statement input
Intraday Notification	

## Client Integration

FACS provides you with a single conduit that links to the four major banks. You submit files in a single format, irrespective of transaction stream or bank, thereby eliminating the need to develop and maintain multiple formats and processes. All the links to the banks are managed by us, and approved transactions are submitted to the banks for processing. Files can be uploaded through our web portal. FACS can receive information via batch files or trickle feed.

Batch files are validated through:

- batch numbers;
- hash totals;
- file format;
- check digit (previously referred to as account validation using ACB rule - this validates the account and branch number range).

We support multiple transfer protocols (IBM Sterling ConnectDirect, CAT Technologies, XCOM, SFTP, IBM WebSphere MG and Web).

You will receive an electronic confirmation load report following submission of files into FACS and transactions that have been posted to the bank.

Information can be sent to your line of business system via this integration or via eMail. FACS supports revenue services integration, i.e., SARS.

## Bank integration

Bank statements can be downloaded from the major banks.

You will receive only one message format for all transactions coming from the banks (created from the bank statement). This can include EFT transfers from your Clients, over-the-counter bank branch deposits, online transactions, mobile point-of-sale transaction, etc.

Hyphen will submit the cheque details (as received from your Client) to your bank for verification. They will then validate the amount, date and payee prior to processing a cheque deposited, aiding in cheque fraud prevention.

## Reporting

A comprehensive collection of predefined reports are available, but we can also customise reports.

Track and trace transactions with us using selection criteria such as amount, user reference, payee name, action date, creation date and status. These criteria can also be used for

running reports over date.

## Security and administration

Access to functionality and data is controlled and maintained by a security administrator appointed by you.

This can be done per bank account, per transaction type, e.g., creditor payments and per transaction method, e.g., EFT with amount limits. Only specified users, as determined by you can be given access to the FACS application.

Segregation of duties - user access control, e.g., Financial Manager and Administrator have different profiles.

Two levels of authority approval are available, e.g., Administrators can only create transactions while Financial Managers have approval authority. Extensive audit trails are kept of user activity, e.g., track who created and approved a transaction with date and time stamp.

## Disaster recovery

- Data is replicated onto a back-up infrastructure, which is housed off-site in terms of its service delivery application and data storage;
- Replication of data is in real time to a back up site, thus data is as recent as the time that lapsed to recover the new site;
- We switch to our back-up site within approximately two ours.

## Credible track record

Hyphen processes in excess of 180 million transactions per annum and has built an thorough understanding of the different industries within the marketplace. Its management, sales, operations and customer service personnel have deep industry experience, which enables it to understand the unique needs of large corporate entities.

## Quality people with a service ethos

Hyphen strives to exceed your expectations around service and related product offerings by being in tune with your needs and implementing efficiencies that translate into cost savings.

Hyphen provides solutions and services to some of the largest organisations in Southern Africa, including life assurance companies, short-term insurance companies, furniture and retail group, municipalities, certain banks and prepaid service providers.

## Let's talk

- [www.hyphen.co.za](http://www.hyphen.co.za) | +27 11 303 0400 | [Namibia@hyphen.co.za](mailto:Namibia@hyphen.co.za)

### Disclaimer

This document has been prepared by Hyphen Technology Namibia (Pty) Limited a subsidiary of FirstRand Group. Whilst all care has been taken in the preparation of information contained in this document, Hyphen does not make any representations or give any warranties as to the correctness, accuracy or completeness, nor does Hyphen assume liability for any losses arising from errors or omissions in the opinions, forecasts or information irrespective of whether there has been any negligence by Hyphen, its affiliates or any officers or employees, and whether such losses be direct or consequential. Nothing contained in this document is to be construed as guidance, a proposal or a recommendation or advice to enter into, or refrain from entering into any transaction.

This document contains information which is confidential and may be subject to legal privilege. It is for intended recipients only. Irrespective of whether you are the intended recipient, you must not copy, distribute, publish, rely on or otherwise use it without our consent. Some of our communications may contain confidential information which it could be a criminal offence for you to disclose or use without authority.

If you have received this document in error, please notify us at the address below and destroy the communication immediately. This communication is not intended to nor should it be taken to create any legal relations or contractual relationships.

Bougain Villas, Shop No 21, Sam Nujoma Drive, Klein Windhoek, Windhoek

Switchboard +27 303 0400 | [www.hyphen.co.za](http://www.hyphen.co.za)