

H Y P H ≡ N

Hyphen Technology (Pty) Limited

NOTIFICATIONS

Hyphen's notification offering enables you to keep your customer informed. We assist you in advising your customer via email and / or SMS of any payments or debit orders that you are effecting on the customer account.

SERVICES INCLUDED

in this solution

Our system provides you with many ways to keep your customer informed

about the service

PAYMENT NOTIFICATIONS



The Payment Notification service will keep your customers advised about payments that have been issued to them. The notification can be sent via email, SMS or both.

The email is customisable to allow you to tailor how you would like to communicate with your customer. This includes branding with your logo and free format message sections on the mail for your specific wording.

about the service

COLLECTION NOTIFICATIONS



The Collection Notification service will keep your customer up to date about the debit order that you are about to issue, have already issued, or debit orders that have been successfully effected on their account.

You have a choice of any of these events which will automatically send a customised SMS to your customer.



PAYMENT NOTIFICATIONS

How do I use the Payment Notification Service?

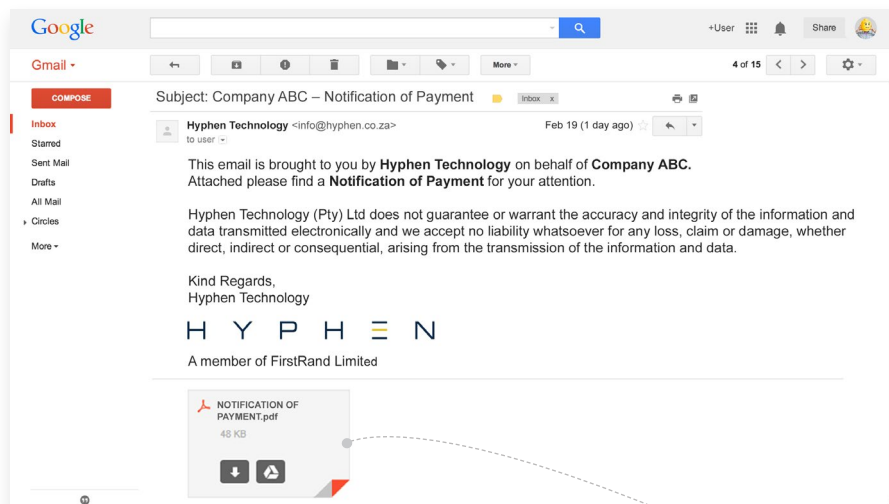
straight through processing

You will be required to provide your customer's contact information on the **Host to Host file upload** and the notification will be **automatically sent** on successful submission of the payment to the bank. Alternatively, you can store the contact information on your **Nominated Account Payments (NAPS) List** and when you issue a NAPS payment the notification can be automatically sent to your customer.

Hyphen Portal

You can request an ad hoc payment notification against a previously submitted payment.

email (example)

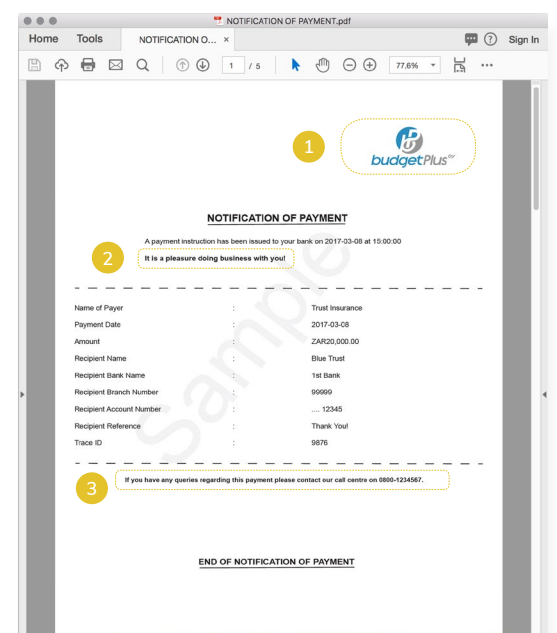


You can choose to receive an email delivery report

- ✓ Email successfully delivered
- ✗ Email delivery unsuccessful (mail box full, invalid email address)

customise your PDF notification

- 1 Your logo
- 2 Introductory message
- 3 Footnote message for your customer
- 4 Receive a copy of your customer's notification



SMS (example)

Company ABC has issued a payment instruction dated **2018-06-21** to you in the amount of **ZAR 1000.00** ref: XYZ Refund

COLLECTION NOTIFICATIONS

How do I use the Collection Notification Service?

straight through processing

You will be required to provide your customer's contact information on the **Host to Host FACS file upload** and the notification will be *automatically sent* on any of the debit order events that you opt to use.

notification events

Three separate events have been identified where you may choose to communicate to your customer about their debit order.



1. Prior to the debit order action date.

e.g. You may choose to remind your customer to ensure there are sufficient funds in their account.



2. When an enhanced collection (NAEDO, DebiCheck or EnDO) request **fails** on presentment and goes into tracking.

e.g. You may choose to remind your customer of their obligation to ensure there are funds made available for the pending debit order.



3. On a **successful** enhanced collection request (NAEDO, DebiCheck or EnDO).

e.g. You may choose let your customer know that although the funds have been collected from their bank account, there is a lead time until their account with you has been updated with the payment.



DISCLAIMER

This document has been prepared by Hyphen Technology (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.

Address

Building 3, 2nd Floor, Inanda Greens Office Park,
54 Wierda Road East, Wierda Valley, Sandton
Private Bag X9980, Sandton, 2146

Switchboard: +27 11 303 0400

Let's talk

+27 11 303 0400

www.hyphen.co.za | sales@hyphen.co.za