

Hyphen Technology (Pty) Limited

Delivering products that meet your needs

TradeQuest is a payments portal which facilitates the processing of eCommerce transactions. Hyphen is a certified Commerce Service Provider which is a prerequisite with the acquiring Bank to allow eCommerce transactions to occur.

TradeQuest was developed in compliance with the stringent Payments Card Industry Data Security Standards which is the new requirement being imposed by the card associations to enhance security around card transactions. TradeQuest is the digital equivalent of a credit card terminal, with the exception that it enables the merchant to acquire transactions online.

The value you're looking for

We know that information is power and you are looking for value from your relationships. Here are a few ways that Hyphen adds value to you.

Payment Card Industry Data Security Standards - PCI DSS

TradeQuest implements all recommendations by the PCI DSS to protect credit card information and facilitates recurring payments from credit cards to the merchant allowing for subscription payments.

Near Real Time

Near real time update of consumers accounts allow your clients to pay their accounts online via their credit card, which in turn allows you to receive payments quicker - this adds tremendous value to the distribution of goods and services.

Consumer loyalty

Consumers are using their credit card for purchases to avail themselves of points offered by loyalty programmes.

Secure transactions

3D Secure is a process whereby you are protected against the risk of charge backs by validating that the card and the consumer have been registered and authenticated for eCommerce transactions.

Referencing

TradeQuest can carry every consumer's individual reference per transaction through the entire transaction life cycle to ensure that you can update your customer's account and reconcile the transactions back to your line of business system.

Automated reconciliation

The eCommerce gateway will process all eCommerce transactions centrally and is in a position to provide your management information system and reporting anytime through your online portal. Furthermore, the gateway receives daily settlement files, which can be matched against the total appearing on your bank statement.

Transactions types

Mail or telephone order transactions relate to transactions being created in a call centre environment where card details are provided telephonically. Internet or eCommerce-type transactions relate to transactions being created in the eCommerce space.

Robust system

TradeQuest offers various settlement options.

Automatic settlement

Any approved credit card transaction will automatically be marked for settlement.

Merchants will see the money of credit card-funded transactions in their bank account within one to two business days after settlement.

Authorise and immediate settlement

If a credit card transaction is approved, the funds will not be automatically marked for settlement. Funds for the transaction will be reserved on the consumer's credit card. The cardholder will not be able to use the reserved funds on his credit card after authorisation. You then send a settlement request within seconds of successful authorisation for full settlement of the funds. You will see the money of credit card-funded transactions in your bank account within one to two business days after settlement.

Deferred settlement

This process is exactly the same as for Authorised and Immediate settlement, however, it is up to you to perform the settlement request and send this to TradeQuest when full settlement of the funds is required. This process is generally used in the eCommerce space where funds are reserved when the consumer orders a product and is then billed when the product is dispatched. A time limit, configured on set up, applies between authorisation and settlement. You will see the money of credit card-funded transactions in your bank account within one to two business days after settlement.

Payment page

TradeQuest provides an HTML payment page through which consumers can provide their credit card information directly to TradeQuest as part of an eCommerce solution where you do not want to collect or store credit card information. This assists you with PCI DSS compliance as you do not capture or store any credit card information.

Web services

TradeQuest provides an interface through which you can provide the transaction detail for processing directly from line of business, typically used in telephonic transactions or where merchants are fully PCI DSS compliant.

TradeQuest

Merchant requirements

The client will need to apply for an eCommerce or MOTO Merchant Account with FNB Merchant Services.

Once the merchant account has been obtained, the Merchant can process Visa™ and MasterCard™ transactions via TradeQuest.

Amex™ and Diners™ cards operate on an individual basis and merchant accounts need to be set up independently if the client would like to accept these type of cards.

Credible track record

Hyphen process in excess of 130 million transactions per annum and has built up a thorough understanding of the different industries within the marketplace over the past 15 years. Its management, sales, operations and customer service personnel have deep industry experience, which enables it to better understand the unique needs of large corporate entities.

Quality people with a service ethos

Hyphen continually 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 currently provides our solutions and services to some of the largest organisations in South Africa, including the majority of South Africa's largest life assurance companies, short-term insurance companies, furniture and retail groups, certain banks and prepaid service providers.

Let's talk

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