

Hyphen Technology (Pty) Limited

Delivering products that meet your needs

TradeQuest is Hyphen's eCommerce Gateway, which facilitates online authorisations, settlements and refunds of Card transactions initiated by its Clients ("Merchants").

TradeQuest has been designed to be used by Merchants who are involved in Website Sales, Call Centre Payments and Subscriptions Runs but is not limited to these scenarios. TradeQuest accommodates medium and large Commercial and Corporate Merchants.

Whether eCommerce is your primary focus or you depend on any combination of in-person, online, telephone and mail order sales, TradeQuest can deliver more value to your business. We can help streamline your implementation, improve integration across channels, and optimise your payment processes to speed up transactions, cut costs and improve your flow of funds.

Hyphen can also address compliance with products that meet the highest Payment Card Industry (PCI) standards. Hyphen can grow with you too, with scalable systems and continued investment in new technologies that are advancing our eCommerce Solutions to even higher levels of service, security and reliability.

The value you're looking for

Ease of doing business

TradeQuest allows Merchant's Customers to pay their accounts online via their Visa™ and MasterCard™ Credit Cards which, in turn, will allow the Merchant to receipt payments rapidly. Support is offered for American Express™ and Diners Club™ Cards should this be required.

TradeQuest reduces geographical barriers in eCommerce. Merchants can accept Credit Card payments from Customers anywhere in the world within seconds and also facilitates both local and certain international Credit and Debit/Cheque Cards.

Customers can pay online with ease and speed.

TradeQuest assists Customers to know instantly whether their Credit Card payment has been accepted or not. This real time monitoring of online payments saves time for the Customer and allows the Merchant to update the Customer's account in near real time.

Secure transactions

3D Secure is a process that validates that the Card and the Customer have been registered and authenticated for eCommerce transactions, using Verified by Visa and MasterCard SecureCode programmes. This process is for eCommerce transactions on Visa and MasterCard issued cards only. The key benefit of this validation is that the Merchant is protected against the risk of chargebacks were the cardholder claims that the transaction was not initiated by themselves.

TradeQuest and the online payment page have been built according to **PCI DSS (Payment Card Industry Data Security Standards)** which removes the complexity of compliance out of the Merchant's environment. We keep the Credit Cards; you keep the business!

Compliance can be expensive and can cost your business millions of Rands. Hyphen provides you with a compliant system so you don't have to bear the costs.

Referencing

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

Reporting and matching

TradeQuest will process all eCommerce transactions centrally and is in a position to provide the Merchant with Reporting, anytime, through the online portal. TradeQuest also receives daily settlement files which can be matched against the total amount appearing on the Bank Statement the next day using the FACS (Financial Activity Control System) Reconciliation Engine. Bank Statements (if utilising the FACS Solution in conjunction with TradeQuest) and Settlement Files can be sent to the Merchant. More information can be supplied upon request by the Merchant.

Cost Saving

TradeQuest saves the infrastructure cost of setting up a shop. Payment processing online also cuts down on manpower costs.

TradeQuest manages all technical connections, relationships with external networks, and Banks. This makes the Merchant less dependent upon financial institutions and free from the task of establishing these connections directly.

Robust system

In addition TradeQuest offers the following services:

- Customisable hosted HTML Payment Page integrated on the Merchant Website for Internet/eCommerce transactions.
- Direct systems integration, i.e., Host to Host via Web Service Interface.
- Batch processing through FACS Integration.
- Secure connectivity.
- Call Centre to manage queries and exceptions.
- PCI DSS compliant tokenisation for repeat transactions.
- Various refund and settlement options are available to fit Merchant needs.
- Multiple Merchant number capabilities.

Transaction types

MOTO (Mail and Telephone Order) type transactions relate to transactions being created in a Call Centre type environment or where the Card is not present at the point of capture. Single transactions in real time or batch file processing on action date via FACS to TradeQuest.

Internet or eCommerce type transactions relate to transactions being created in the eCommerce space. These are transactions related to Payment Pages associated with Web Portals or Virtual Shopping Sites. eCommerce transactions have a different set of business rules, but the process stays largely the same as MOTO. Single transaction involving cardholder, with 3D Secure.

HYPHEN

Recurring Transactions are commonly defined by the industry by a relationship established between the cardholder and the Merchant, where the cardholder is to receive ongoing services or goods until the contractual arrangement is cancelled. For example, subscriptions, fixed amount contracts, etc. Key elements to recurring transactions include:

- The cardholder gives permission to the Merchant to bill his account on a recurring basis within a defined period;
- The transaction amount may be a fixed amount or may vary with each billing;
- Payment relationship consists of more than the initial transaction, with future payments occurring on a regular cycle. As a guideline, the limit of the recurring payment should not exceed one year;
- Recurring payment transactions carry a recurring payments indicator.

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.

It is the Merchant's responsibility to enter into a Merchant Agreement with Amex and/or Diners Club to facilitate the

processing of these transactions.

Any additional requirements will be discussed further prior to the implementation of the Merchant on TradeQuest has commenced.

Credible track record

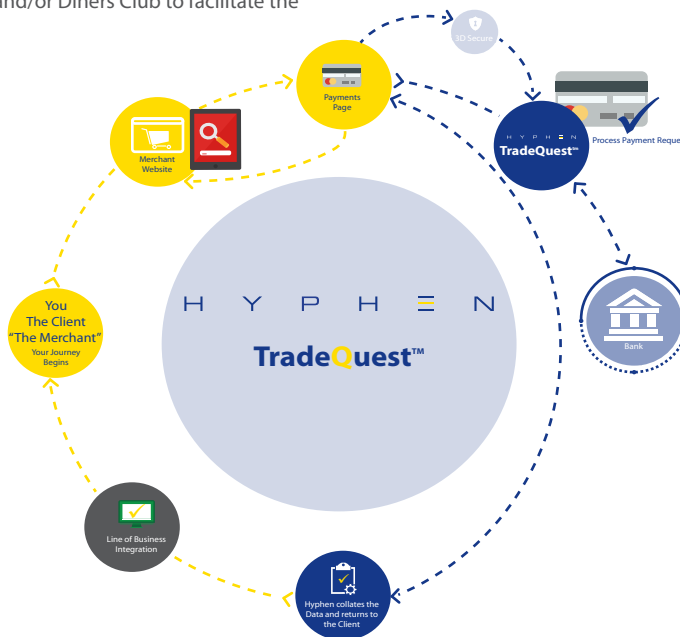
Hyphen processes in excess of 180 million transactions per annum and has built a thorough understanding of the different industries within the marketplace. Its management, sales, operations and customer service personnel have deep industry experience, which enables them to understand the unique needs of both small business entities and 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 groups, municipalities, certain banks and prepaid service providers.

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 groups, municipalities, certain banks and prepaid service providers.



Let's talk

- www.hyphen.co.za | +27 11 303 0400 | sales@hyphen.co.za

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.

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 | www.hyphen.co.za

TradeQuest™