

FNB Public Sector Banking



Payment & Collection Solutions

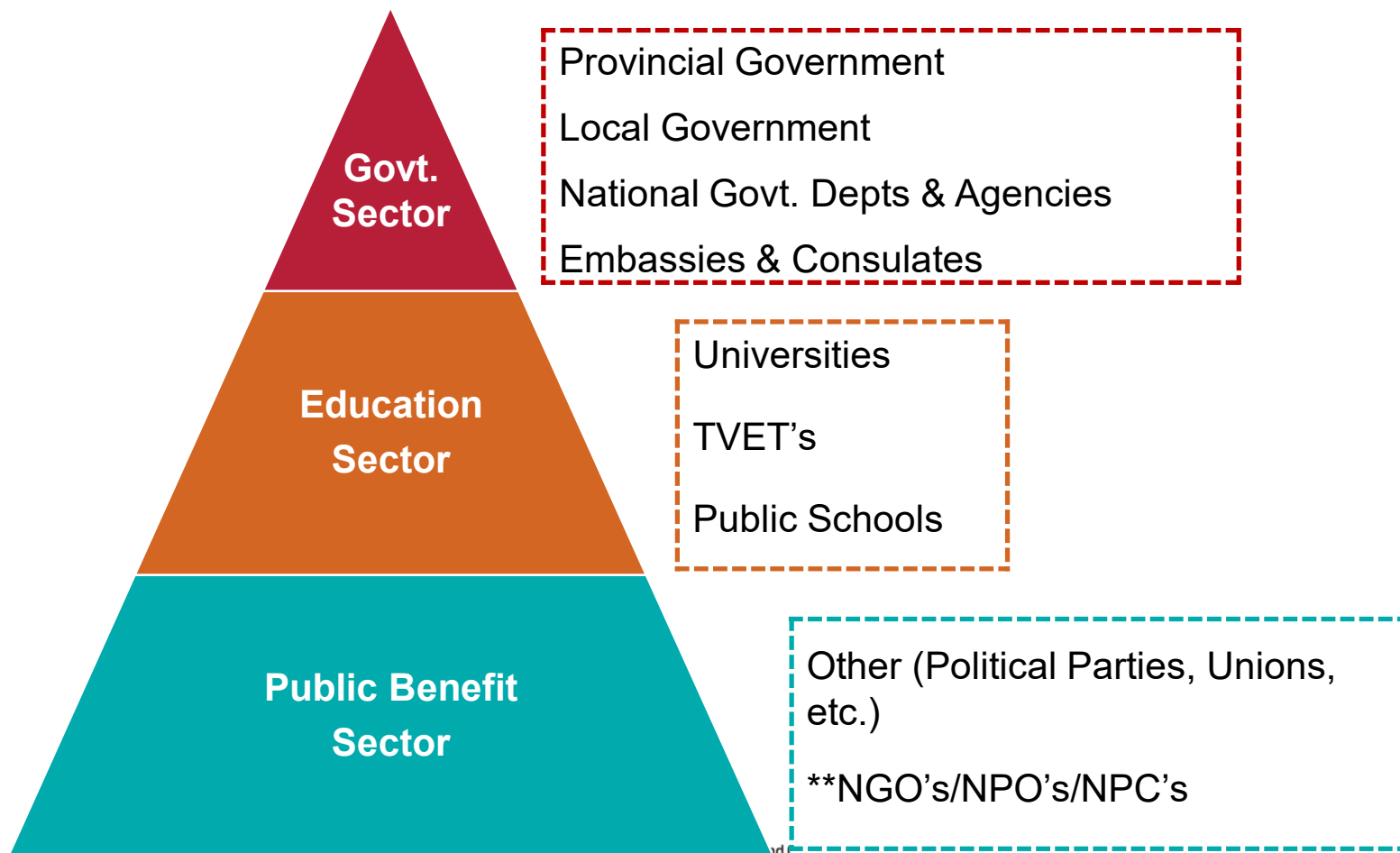
How can we help you?



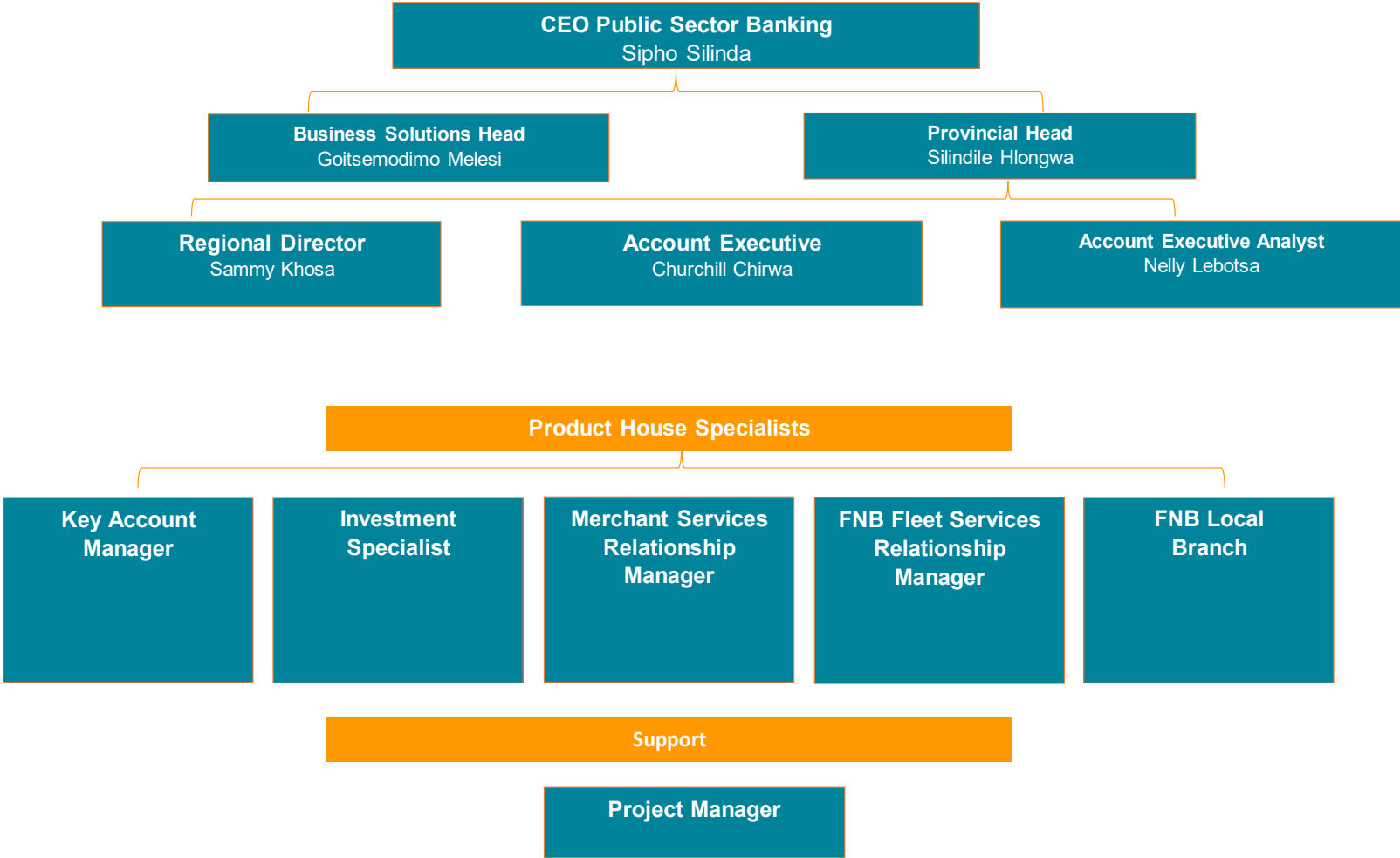
Group Structure



Public Sector Client Overview



Relationship Management Team Structure





Payment and Collection Solutions

Payments Solutions:

- ✓ Online Banking Enterprise (DocTrail, Segregation of duties)
- ✓ Host to host (Eliminating Human intervention)
- ✓ Business App
- ✓ eGov Verification (Account Verification)

Collections Solutions:

- ✓ Debi Check
- ✓ Reference Validation
- ✓ Receipt It - *Receipt It is designed to provide real-time electronic notifications of all financial transactions posted to your nominated receiving account.*
- ✓ Tracing Depositor Details – *This solutions is developed to assist customers with recon on unidentified deposits*
- ✓ Public Recipient
- ✓ Round Your Change

Receipting products suite



Receipt IT

Receipt IT is designed to provide real-time electronic notifications of all financial transactions posted to your nominated receipting account.

Benefits

Real-time automated cash book update

Real-time debtor's ledger update

Compatible integration

Flexibility



Reference Validation

Reference validation is a reference deposit facility which validates references captured when a payment is made to an RMB/FNB account which has been marked with a reference indicator.

Benefits

Reduction in number of unallocated deposits

Easy identification of payments

Reduction in administration costs

Redeployment of resources previously used to track deposits



Reconciliation Report

A daily report that provides an itemised view of all transactions to your account, stipulating the references used.

Delivered via email or sftp straight to your line of business for electronic reconciliation.

Benefits

Electronic reconciliation

No manual intervention required

Enables electronic update of debtors book



Public Recipients

Accounts which receive very high transaction volumes via various electronic channels, are pre-loaded on the banks mainframe within the recipients database and made available to a payee with the account details pre-populated.

Benefits

Account pre-loaded on EFT channels

Payers don't need to capture account details

Mitigates the risk of fraud

Allows for account masking

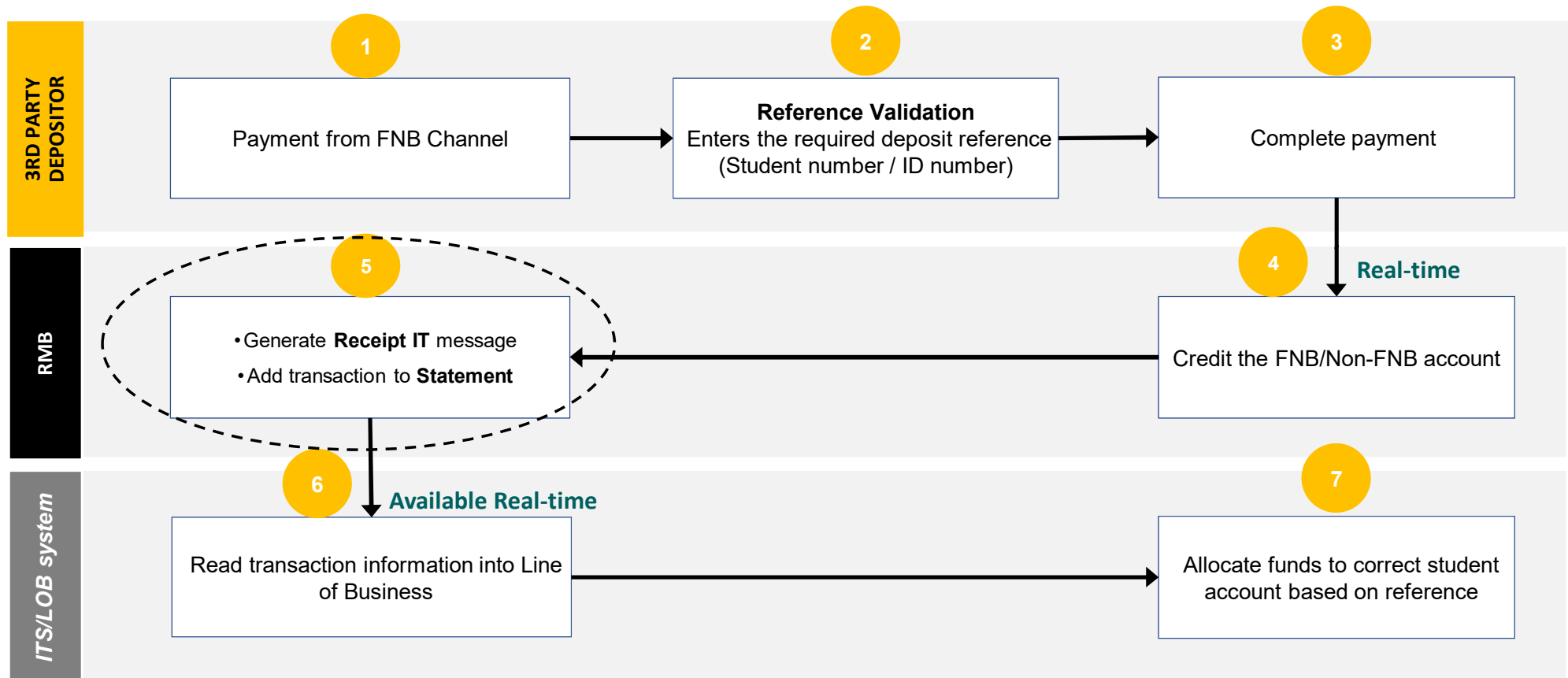
Receipt It

Automated receipting of deposits



Receipting Solution And Where Receipt IT Fits in

The diagram shows a typical receipting process flow when a **Student/Parent** makes a payment from a FNB channel to a **University/TVET's** receiving account and allocation within their line of business.



Receipt it - Service features

Notification requests

- Messages are stored for 21 days and then archived for 6 months
- You can initiate a notification request via a client application programming interface (API) at a destination point for messages to be sent, resent and downloaded

Transaction Selection

- Transactions can be divided into categories such as cash deposits and electronic deposits
- You have the ability to select the type of transactions you want to be notified on
- You can limit the notifiable number of transaction categories or sub-categories

Channel Selection

- Transactions accepted at bank channels are notifiable. Transactions such as interest rates, fees and cash management transfers are non-notifiable. The non-notifiable transactions are based on the clients selection. If the client does not indicate that they do not want to be notified on interest rates, they will still receive notifications

Secure and reliable connectivity

- The API enables messages to be sent online and can be bulk downloaded into a file
- Security is high priority in the Receipt IT API
- All communication with the Receipt IT server is encrypted using AES-128bit encryption
- The client and server will also be authenticated using SSL certificates
- This means that the Receipt IT client API is suitable for use over the internet. You do not necessarily require a dedicated line and/or a VPN to use this solution - subject to timely notification requirements

Risk controls

- You can select upper and lower operating limits. Transactions outside these limits are flagged on the Receipt It message
- Reversal and adjustment transactions are also flagged

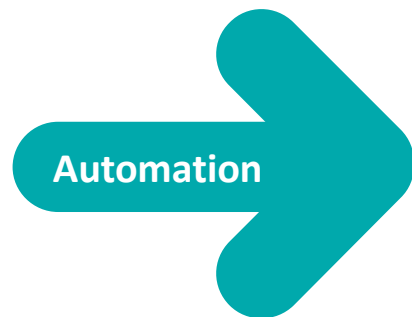
Charges account selection

- You can select a nominated charges account for each destination point

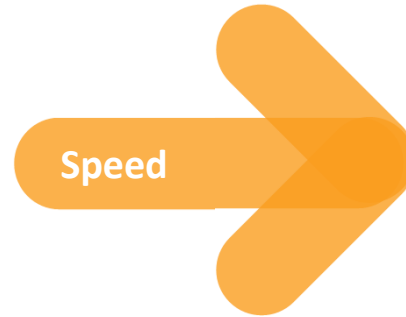


Receipt It Benefits

- Innovative Real-time electronic notification of all incoming deposits. It enables automated posting to the general ledger as well as additional business processes to happen as required.



- No need for someone to click “refresh” to monitor incoming funds, Receipt IT will automatically notify your line-of-business system and update that student’s account accordingly



- Receipt IT allows you to act quickly on receipt of funds into your account – important on registration / release of results



- Your business processes can now continue seamlessly as soon as confirmation is received that the student’s payment is made

Receipt It is charged per transaction



Reference Validation

Full or Partial enforcement of referencing
Validation of references



Reference Validation Solution Options

Generic

- Basic or simple referencing rule
- Suited for clients who do not have a computational method of generating their references
- Alpha and / or Numeric
- EG: ABC123

**No development
required**

Modulus

- Best suited for clients who use an algorithm to generate their references
- Check digit formula
- Prevents transcription errors
- Weighting applied
- Numeric only
- EG: 2478916

May require development

Specific

- Allows for more than one reference routine to be enforced on an account
- Highly customisable
- Complex consistent pattern
- Fixed or non fixed alpha and/or numeric characters
- EG: ABC1232478916

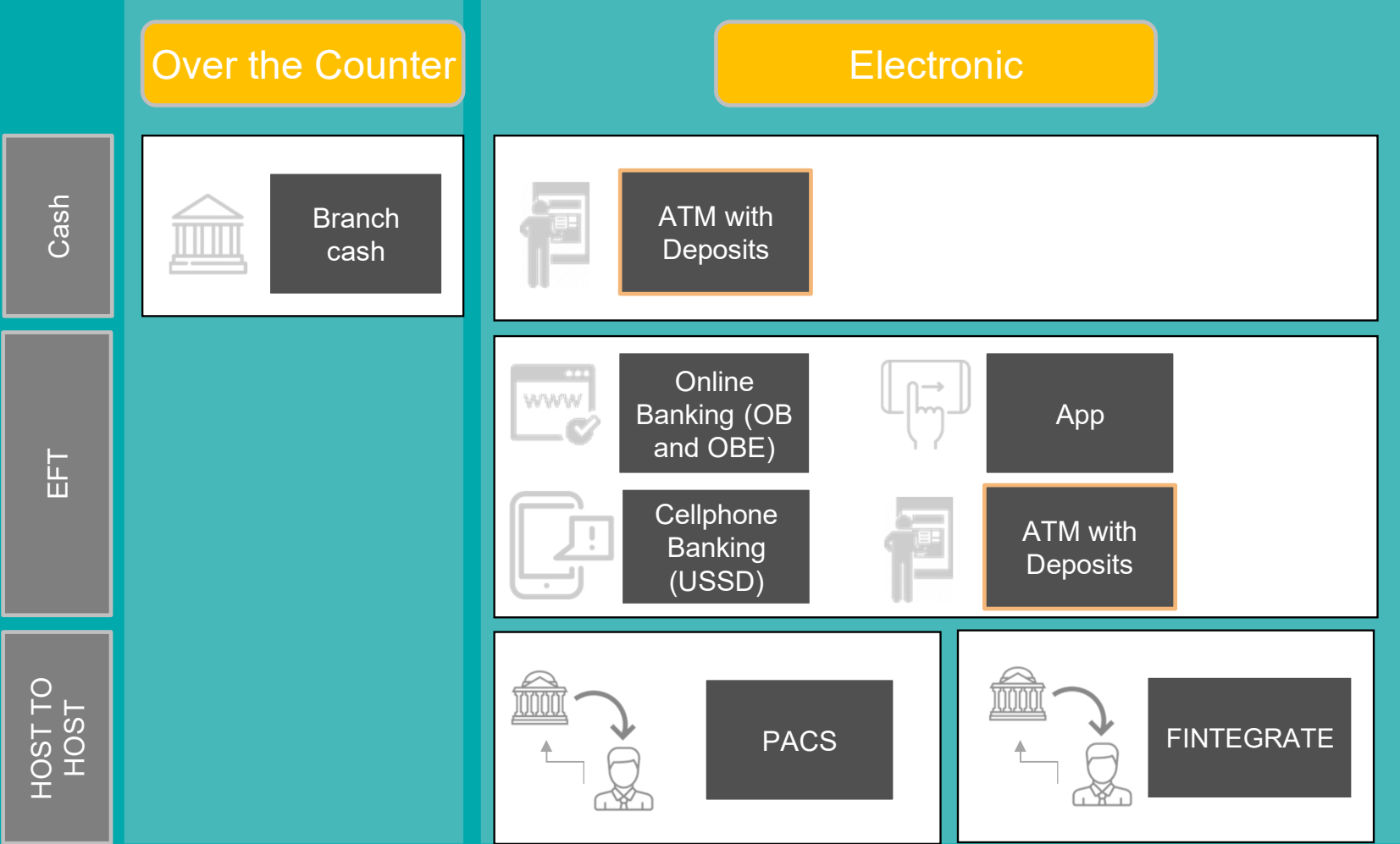
High volume file upload

- Direct link to the FNB Mainframe where clients can store their database of references
- Validates on an exact match against reference in the database
- Suitable for clients who have an existing database of references
- Max 1 Mill records per upload file

Client Config



FNB Payment Channels

 Cellphone Banking (USSD) ATM with Deposits

Reference Validation - Value Adds



Help Message

- Customised message to communicate specific reference to be used
- Available on EFT channels



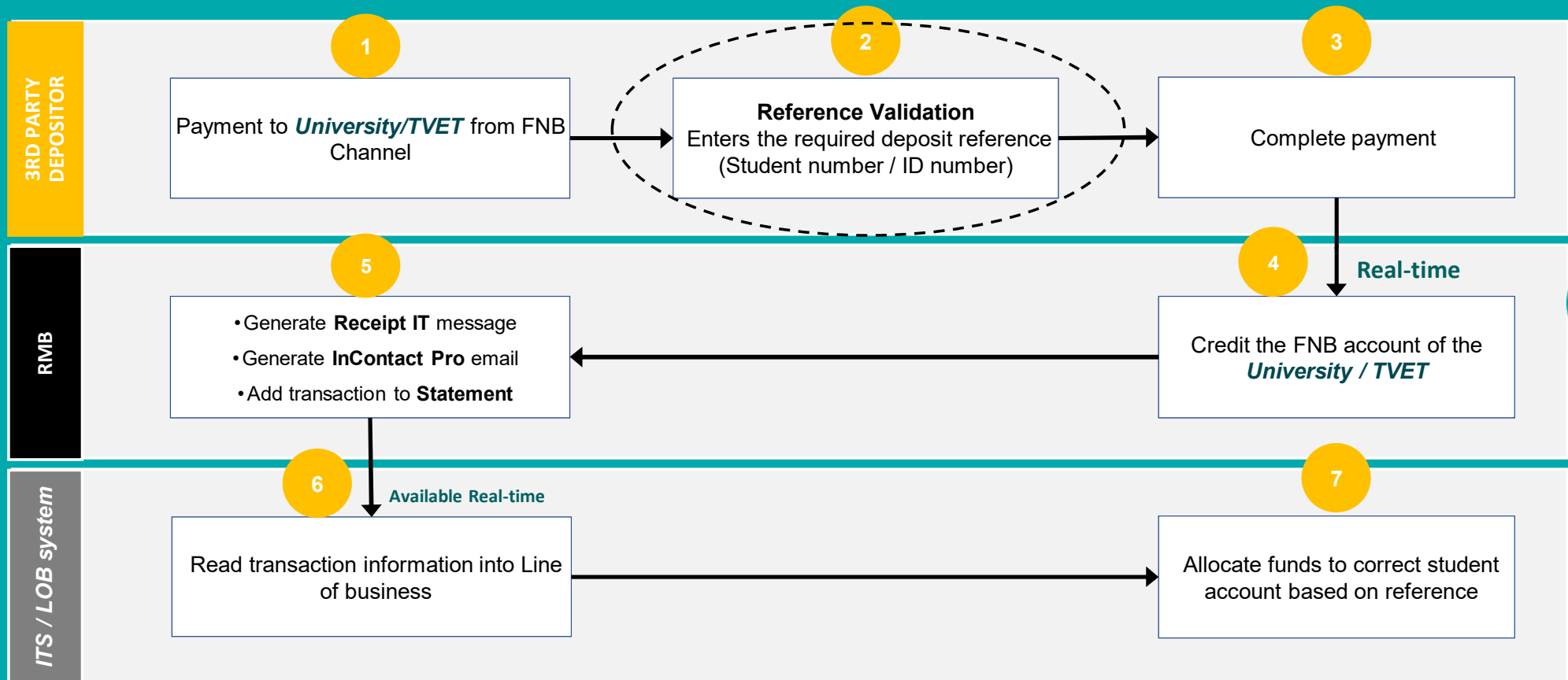
Reconciliation Report

- Itemised view of daily transactions to your account
- Delivered via email or FTP to your LOB



Receipting Solution And Where Reference Validation Fits in

The diagram shows a typical receipting process flow when a Customer makes a payment from a FNB channel to a Client's receiving account and allocation within their line of business.



Public Recipient

Pre-loaded banking details masked to prevent fraud



Public Recipients

What is it and how can it help you?

Become a pre-loaded public recipient under the FNB public beneficiary list.

- ✓ Your banking details will be pre-loaded which allows for direct payment into your account
- ✓ When needing to make a payment, the student would search for your name under the Public Recipient search bar, select your profile and make payment (available on online banking and at ATM).
- ✓ All banking details are masked on the Online Banking interface for a client loaded as a public recipient
- ✓ FNB can also facilitate the loading of you becoming a public recipient on other banks channels too



RMB/FNB Electronic Channels



☰ Add Recipient/Bill

PLEASE SELECT AN OPTION

Specify Account Details

Public Recipient

Add Bill

☰ Add Recipient

TYPE A RECIPIENT'S NAME

You are required to type at least 3 characters of the Public Recipient's name to perform a search

Recipient:

ABC University / TVET

Trace Deposit Details

Unallocated deposits resolution



Tracing Depositor Details

What is tracing depositor details?

Tracing Depositor Details is a technology solution that will:

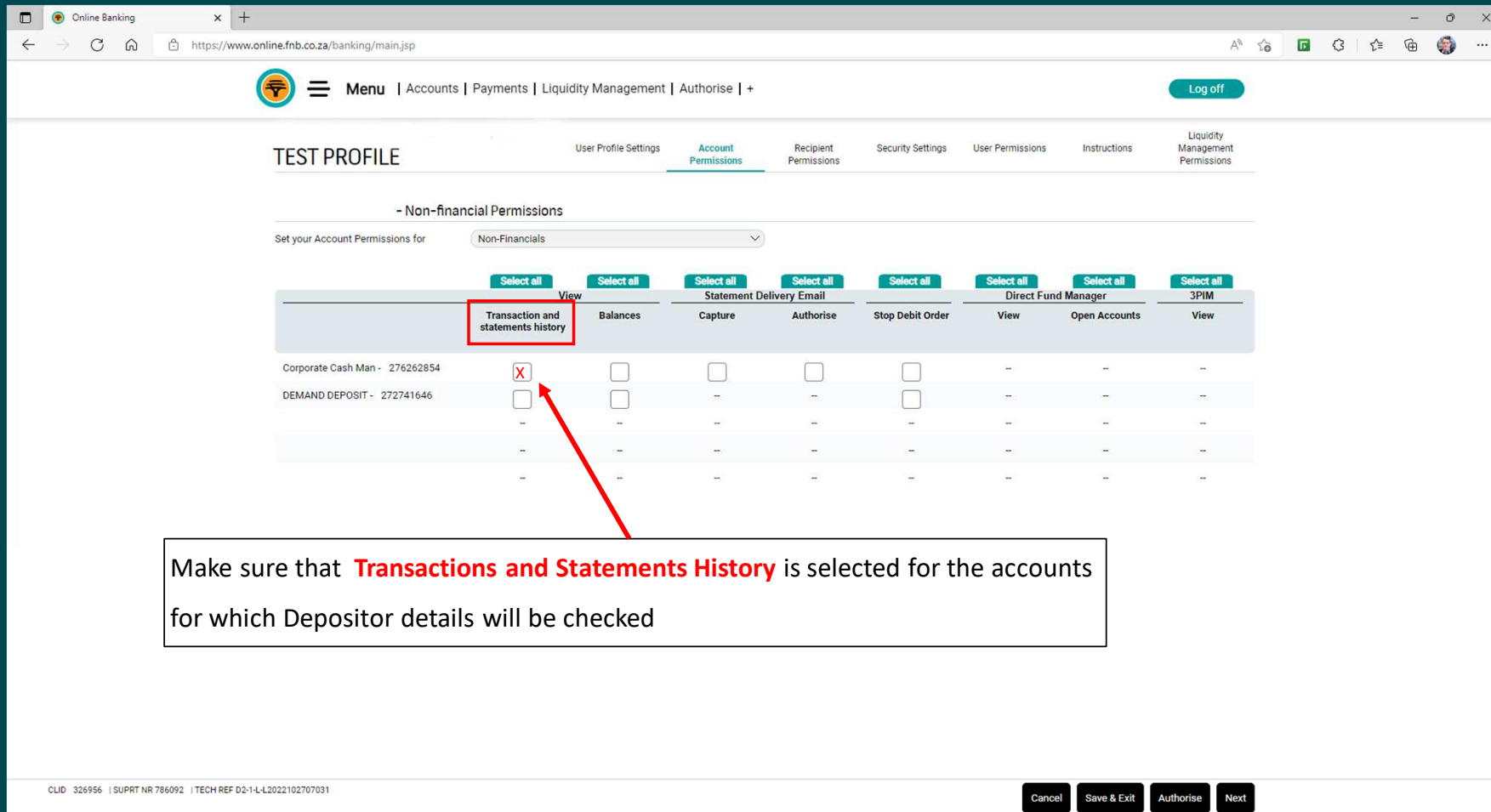
- Create a central data store of all deposit transactions including depositor details
- Enable the customers to query depositor details on current accounts via digital channels as self service

How does it work?

- University / TVET Reconciliation staff can view and search deposit transactions
- Initially transaction data of the past 2 years will be available. It will grow to 5 year's history over time.
- Recon staff will be able to query FRB payments as well as payments received from other banks
- Single as well as bulk queries may be done
- File upload of bulk queries may be done by the University / TVET
- Recon staff may download query results



- If the Recon Clerk has permissions to view transaction and statements history, then they will also have permission to navigate to and query depositor details.
- Permission to view transaction history must be set by the University/TVET's administrators
- The accounts permissions page under the user profiles screen will allow the administrator to set the permission as per standard Online process



Online Banking

https://www.online.fnb.co.za/banking/main.jsp

Menu | Accounts | Payments | Liquidity Management | Authorise | +

Log off

TEST PROFILE

User Profile Settings | **Account Permissions** | Recipient Permissions | Security Settings | User Permissions | Instructions | Liquidity Management Permissions

- Non-financial Permissions

Set your Account Permissions for: Non-Financials

	Select all	Select all	Select all	Select all	Select all	Select all	Select all	Select all
	View	Balances	Statement Delivery Email	Capture	Authorise	Stop Debit Order	Direct Fund Manager	Open Accounts
	Transaction and statements history						View	
Corporate Cash Man - 276262854	☒	☐	☐	☐	☐	☐	--	--
DEMAND DEPOSIT - 272741646	☐	☐	--	--	--	☐	--	--
--	--	--	--	--	--	--	--	--
--	--	--	--	--	--	--	--	--

Make sure that **Transactions and Statements History** is selected for the accounts for which Depositor details will be checked

CLUD 326956 | SUPRT NR 786092 | TECH REF D2-14-L2022102707031

Cancel Save & Exit Authorise Next



Step 1:



 Menu | Accounts | Transfer | Payments | Liquidity Management | Authorise | Profiles | +

Log off

My Accounts Menu

My Bank Accounts

My Accounts

Select My Bank Accounts

Search Download Print

Please Note: Use the generic **FNB Branch Code 250655** when you make payments.

The balances on the Cash Management Accounts indicated below by the type, are the cash management balances on these accounts. As such, those balances do not show the consolidated position or the actual amount owed to the Bank or vice versa. The actual amount owed is reflected in the Single Balance. To view your consolidated position and Single Balance, please view or access your Consolidated Account.

Day To Day

Account Name	Account Number	Balance	Available Balance		
account a 62010437920	62010437920	R 100,582,820.17	100,582,820.17	Statements	More
account b 62010437938	62010437938	R 101,397.72	101,397.72	Statements	More
account c 62010437904	62010437904	R 35,999,564,552.24	35,999,564,552.24	Statements	More
account d 62010437912	62010437912	R 46,747.77	46,747.77	Statements	More
account e 62011555804	62011555804	R 6,205.10	6,205.10	Statements	More
account f 62011555812	62011555812	R -2,015.34	-2,015.34	Statements	More

CLID 60085586 | SUPRT NR 12028026 | TECH REF o1-1-L-L20230726140649 | BTS Score : 800 | BTS has replied : true | Financials CutOff: false | PSK CutOff: false

Step 2:

 **Menu** | [Accounts](#) | [Transfer](#) | [Payments](#) | [Liquidity Management](#) | [Authorise](#) | [Profiles](#) | [+](#)

Log off

My Accounts

Select an account

Please Note: Use the generic **FNB Branch Code 250655** when you make payments.

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Day To Day

Account Name	Account Number	Balance	Available Balance		
account a 62010437920	62010437920	R 100,582,820.17	100,582,820.17	Statements	More
account b 62010437938	62010437938	R 101,397.72	101,397.72	Statements	More
account c 62010437904	62010437904	R 35,999,564,552.24	35,999,564,552.24	Statements	More
account d 62010437912	62010437912	R 46,747.77	46,747.77	Statements	More
account e 62011555804	62011555804	R 6,205.10	6,205.10	Statements	More
account f 62011555812	62011555812	R -2,015.34	-2,015.34	Statements	More

CLID 60085586 | SUPRT NR 12028026 | TECH REF o1-1-L-L-20230726140649 | BTS Score : 800 | BTS has replied : true | Financials CutOff: false | PSK CutOff: false

Step 3:



 Menu | Accounts | Transfer | Payments | Liquidity Management | Authorise | Profiles | +

Log off

Transaction History Menu

Transaction History

SettingsConsolidated AccountStatements HistoryCardsTransaction HistoryDetailed BalanceDebit Orders

account b
62010437938

Depositor Details

Nameaccount b

Account Number62010437938

TypeBusiness Cash Man

Successful

Pending

Search

Download

Print

Important: Cash Management / Consolidated Account

The account reflected below is subject to a Single Balance Cash Management Scheme. As such, the balance shown below is *not* the actual amount owed to the Bank or vice-versa. The actual amount owed is the net of the credit and debit balances and is represented by the Single Balance (a credit or debit balance being a claim by you against the Bank or vice-versa, respectively). The Single Balance can be viewed in your Consolidated Account. For details of the terms and conditions of the Single Balance Cash Management Scheme, please refer to the electronic banking agreement and your facility terms and conditions.

Date	Description	Reference	Service Fee	Amount	Balance
21 Jul 2023	#VALUE ADDED SERV FEES		0.00	-29.00	101,397.72
21 Jul 2023	#MONTHLY ACCOUNT FEE		0.00	-83.00	101,426.72
21 Jul 2023	#STATEMENT FEE		29.00	0.00	101,509.72

CLID 60085586 | SUPRT NR 12028026 | TECH REF o1-1-L-20230726140813 | BTS Score : 800 | BTS has replied : true | Financials CutOff: false | PSK CutOff: false

More

Close

Select Depositor Details

Step 4:



Menu

| Accounts | Transfer | Payments | Liquidity Management | Authorise | Profiles | +

Log off

Depositor details

New trace

History

See the **TDD Landing Page**

Select transactions that you would like to trace. Please note that only payments received from FNB accounts can be traced at this time.

Selected Account:

62010437938

Transactions

[Advanced search](#)

Search



Transaction date	Description	Reference	Amount	Select all
				☐
2023-06-28	INTERNET WARS SON3884	SON3884	1030.00	☐
2023-06-29	PAYGATE 3884	PAYGATE 3884	1031.00	☐
2023-06-30	NETCASH021MRD FOOD-15662	MR D 15662	1032.00	☐

Back

Trace

Step 5:



Menu | Accounts | Transfer | Payments | Liquidity Management | Authorise | Profiles | +

Log off

Advanced search

Search by

Date

Please select ▼

Description

Reference

Amount

Select **Date**

Transactions can be searched by a combination of:

- Date range
- Description
- Reference
- Amount

Close

Clear all

Search

CLID 60085586 | SUPRT NR 12028026 | TECH REF 120230705140904 | BF kwg7q-20230705140905 | SID 6867070890e1785

Step 6:



Menu

| Accounts | Transfer | Payments | Liquidity Management | Authorise | Profiles | +

Log off

Depositor details

New trace

History

- Click on the Amount heading to sort transactions by amount
- Sorting on other columns can be done by clicking on the heading

Select transactions that you would like to trace. Please note that only payments received from FNB accounts can be traced at this time.

Selected Account:

62010437938

Sort by column

Transactions

[Advanced search](#)

Search

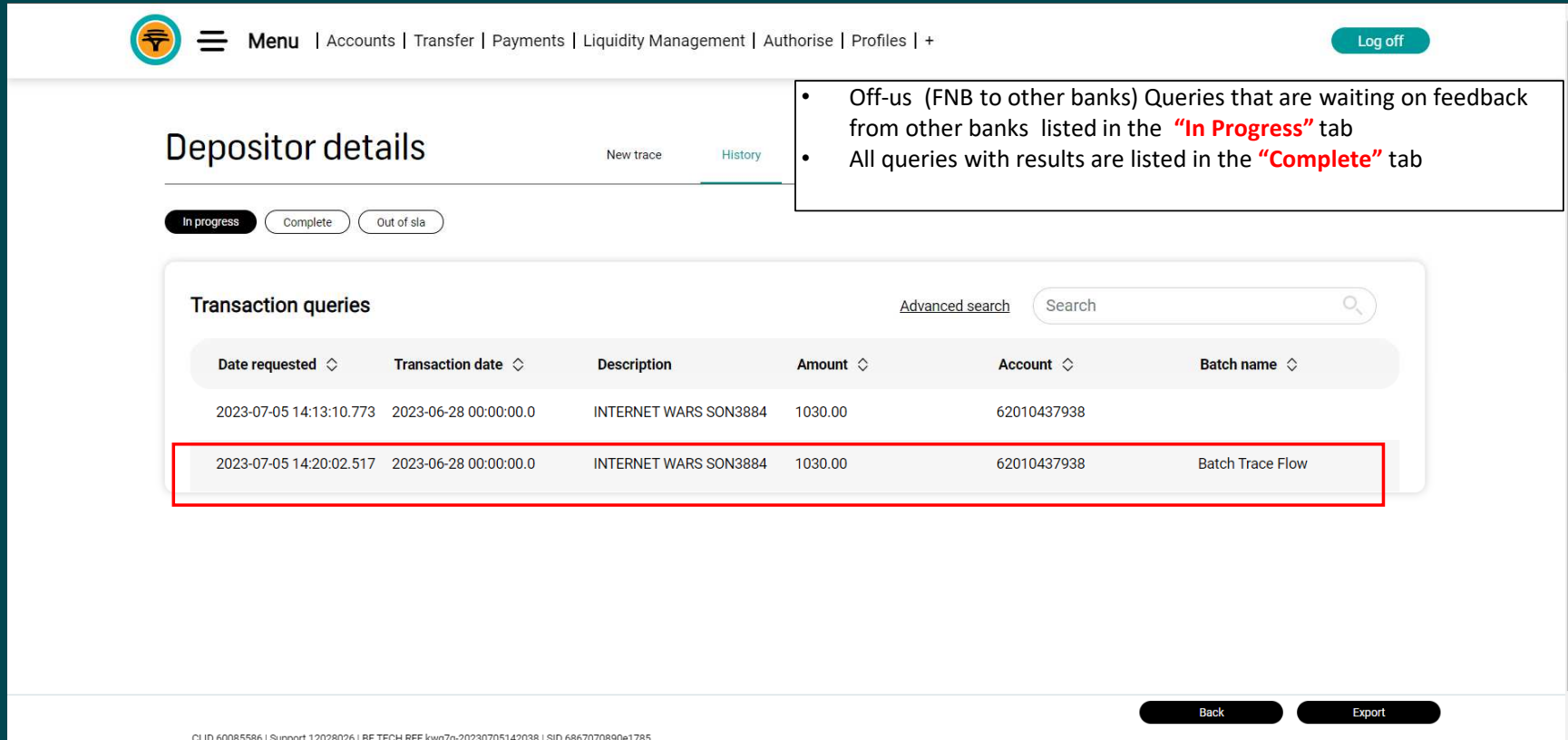


Transaction date ▾	Description ▾	Reference ▾	Amount	Select all ▾
				☐
2023-06-28	INTERNET WARS SON3884	SON3884	1030.00	☐
2023-06-29	PAYGATE 3884	PAYGATE 3884	1031.00	☐
2023-06-30	NETCASH021MRD FOOD-15662 MRD FOOD-15662	MR D 15662	1032.00	☐

Back

Trace

Results:



Depositor details

New trace History

In progress Complete Out of sla

Transaction queries

Advanced search Search

Date requested	Transaction date	Description	Amount	Account	Batch name
2023-07-05 14:13:10.773	2023-06-28 00:00:00.0	INTERNET WARS SON3884	1030.00	62010437938	
2023-07-05 14:20:02.517	2023-06-28 00:00:00.0	INTERNET WARS SON3884	1030.00	62010437938	Batch Trace Flow

Back Export

CLID:60085586 | Support:12028026 | BF TECH REF:kwa7a-20230705142038 | SID:6867070890e1785

- Off-us (FNB to other banks) Queries that are waiting on feedback from other banks listed in the **"In Progress"** tab
- All queries with results are listed in the **"Complete"** tab

- On-us (FNB to FNB) results are displayed immediately
- Off-us (FNB to other banks) transaction results are indicated as "Pending"
- It may take up to 7 business days to receive off-us query results from other banks
- The batch name will allow the user to sort, filter and export by batch name and keep track of a specific batch of queries

Tracing Depositor Details

Why did we develop the solution?

- Universities/TVETs make use of the reference field on account statements to reconcile payments received
- Information provided in the reference field is often insufficient to complete reconciliation
- Recon staff then contact the bank to request the depositor's name, surname and contact details
- FNB Staff members currently handles depositor details query manually
- Turn around time is slow
- Cost to address queries is high
- Tracing Depositor Details is introduced to improve Customer Experience and to reduce cost

What are the benefits?

- Turnaround time for on-us (FNB to FNB) query results will be near real time
- The manual handling of off-us queries (FNB to other banks) by FNB staff will be eliminated.
(We are still dependent on other banks to provide feedback on queries which will take time)
- Exporting of query results may assist Universities/TVETs to further automate reconciliation
- The service will speed up the reconciliation process of the University/TVET which will enable late/urgent payments to be identified sooner.



Other features and benefits:

- All off-us (FNB to other banks) queries that have been sent to other banks, and where no feedback has been received, will be listed under the “In Progress” list of queries
 - All queries (on-us and off-us) that have depositor details results will be listed under the “Completed” list of queries
 - The batch name of the queries may be used to sort and filter the query lists and will enable the client to track the status of all queries in a specific batch
 - Both the “In progress” and “Completed” list of queries can be filtered and exported to a CSV file for further use by the University/TVET
 - The search function can be used to filter the list of off-us transactions that have not yet received depositor details from the other banks. This list can then be exported to a CSV file.
 - Single queries are listed without a batch name
-
- Customers can use the exported results file to complete reconciliation
 - Depositor details will remain in the history for six months after queried – we propose completing regular exports and saving these for record purposes
 - The customer will have to initiate a new query to see depositor details if it has been removed from history
 - Queries from the History tab will be viewed free of charge
 - Billing is done for successful queries where the depositor details are provided to the University/TVET



How can we help you ?

