

H Y P H ≡ N

Hyphen Technology (Pty) Limited

NOTIFICATIONS

Hyphen has introduced a notification solution to enable you to keep your customer informed. We assist you in advising your customer via email, SMS and/or SFTP of any payments (including collections) that you are performing on your customer's 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 various delivery methods namely email, SMS and/or SFTP. The customer has an option to choose their preferred notification type(s) from the mentioned methods; the customer can choose either or all delivery methods.

For Email and SFTP, the notification will be sent out to clients in PDF format; as an attachment for Email and the PDF dropped on a SFTP server for SFTP. 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



A customisable SMS 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

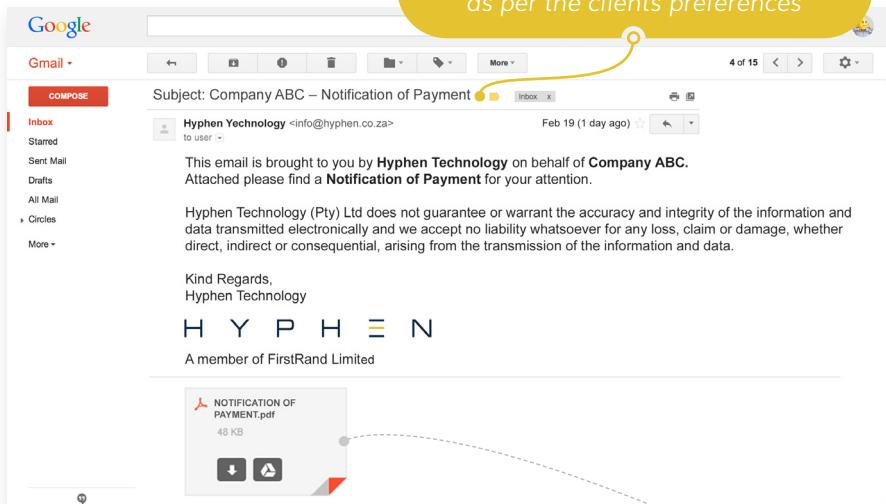
You will be required to provide your customer's contact information on the **Host to Host file upload** and the notification will be **automatically sent** on successful submission of the payment to the bank. Alternatively, you can store the contact information on your **Nominated Account Payments (NAPS)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

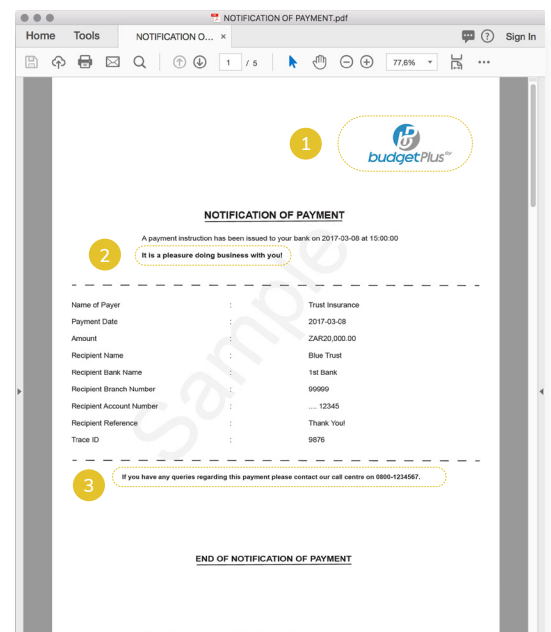
email (example)

The subject line can be customised as per the clients preferences



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



You can choose to receive an email delivery report

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

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.



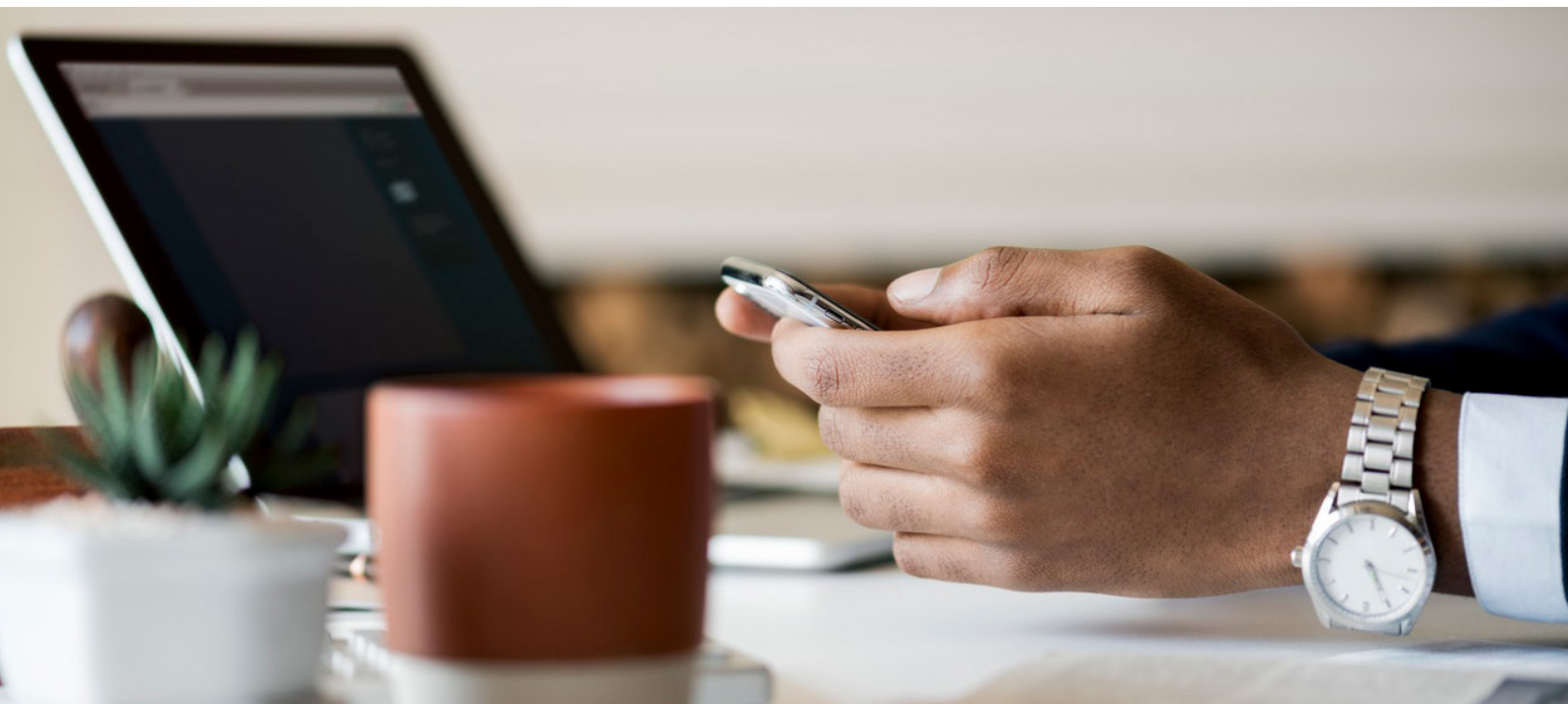
2. When an enhanced collection (N AEDO, DebiCheck or EnDO) request fails on presentment and goes into tracking.

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.





SINCE **1997**

credible track record

Hyphen processes more than 180 million transactions per annum and has developed a thorough understanding of the different industries within the marketplace.

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, banks and prepaid service providers.



DEDICATED **SUPPORT**

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.

Our management, sales, operations and customer service personnel have deep industry experience, which gives us insight into the unique needs from small businesses to large corporate entities.

We are committed to helping businesses run more efficiently



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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