



MoneySend Getting Started Guide

Receiving Institutions (Issuers)

26 June 2014

Notices

Following are policies pertaining to proprietary rights, trademarks, translations, and details about the availability of additional information online.

Proprietary Rights

The information contained in this document is proprietary and confidential to MasterCard International Incorporated, one or more of its affiliated entities (collectively “MasterCard”), or both.

This material may not be duplicated, published, or disclosed, in whole or in part, without the prior written permission of MasterCard.

Trademarks

Trademark notices and symbols used in this document reflect the registration status of MasterCard trademarks in the United States. Please consult with the Customer Operations Services team or the MasterCard Law Department for the registration status of particular product, program, or service names outside the United States.

All third-party product and service names are trademarks or registered trademarks of their respective owners.

Disclaimer

MasterCard makes no representations or warranties of any kind, express or implied, with respect to the contents of this document. Without limitation, MasterCard specifically disclaims all representations and warranties with respect to this document and any intellectual property rights subsisting therein or any part thereof, including but not limited to any and all implied warranties of title, non-infringement, or suitability for any purpose (whether or not MasterCard has been advised, has reason to know, or is otherwise in fact aware of any information) or achievement of any particular result. Without limitation, MasterCard specifically disclaims all representations and warranties that any practice or implementation of this document will not infringe any third party patents, copyrights, trade secrets or other rights.

Translation

A translation of any MasterCard manual, bulletin, release, or other MasterCard document into a language other than English is intended solely as a convenience to MasterCard customers. MasterCard provides any translated document to its customers “AS IS” and makes no representations or warranties of any kind with respect to the translated document, including, but not limited to, its accuracy or reliability. In no event shall MasterCard be liable for any damages resulting from reliance on any translated document. The English version of any MasterCard document will take precedence over any translated version in any legal proceeding.

Information Available Online

MasterCard provides details about the standards used for this document—including times expressed, language use, and contact information—on the Publications Support page available on MasterCard Connect™. Go to Publications [Support](#) for centralized information.

MoneySend Getting Started Guide

This guide summarizes requirements and implementation procedures for MasterCard® MoneySend™ Receiving Institutions (issuers).

Introduction	1
Receiving Institution Transaction Activities	1
Processing Requirements	1
Implementation and Testing Steps	2
Notification	3
Compliance	3
Card Mapping	3
For More Information	4

Introduction

MoneySend enables faster, safer, and more convenient ways for consumers, businesses, governments and non-governmental organizations to send funds into their consumers MasterCard credit, debit, and prepaid accounts for a variety of personal payments, including person-to-person payments, business and government to-consumer disbursements, credit card bill payments, and account-to-account transfers.

MoneySend is a Payment Transaction that uses processing code 28 and unique MCCs (6536 and 6537) to support the transfer of funds to a MasterCard card account.

For additional information about MoneySend, customers should refer to the *MoneySend Program Guide* on Publications on MasterCard Connect™.

Receiving Institution Transaction Activities

In a MoneySend Payment Transaction, a Receiving Institution is the licensed MasterCard issuer that receives the payment via the MasterCard Network originated by the Originating Institution, a licensed MasterCard acquirer. The Receiving Institution is responsible for processing the incoming transaction and ensuring it is posted to the appropriate cardholder account.

Processing Requirements

The following information describes processing requirements for customers.

The customer must:

- Comply with the MoneySend rules contained in the *Transaction Processing Rules* and with Standards applicable to MoneySend.
- Comply with all applicable laws and regulations, including Know Your Customer (KYC), Anti-Money Laundering (AML) requirements, and money transfer licensing.
- Enable systems to receive, process, authorize, and post a MoneySend Payment Transaction (processing code 28), and not excessively decline.
- Support all consumer cards including debit, credit, and prepaid excluding anonymous prepaid and gift cards.
- Support MCC 6536 (Intracountry) and 6537 (Intercountry) for MoneySend.
- Support payment type indicators—person-to-person, business-to-consumer, government/non-government organization-to-consumer, balance transfers, credit card bill payment, and agent cash out.
- Support DE 124, which contains the Sender's name and address (P2P/business/government/NGO).
- Post payment to debit and prepaid card accounts and make funds available within 30 minutes of authorization (settlement is guaranteed).
- Post payment to credit card accounts as a pending transaction within 30 minutes of authorization and post the transferred funds within one business day of clearing.
- Post exact transaction amount in DE 4 if transaction currency is in cardholder currency.
- Not deduct loyalty points when posting funds.
- Identify the Sender's name on cardholder statement.
- Ensure proper fraud monitoring and transaction controls are in place.
- Not decline MoneySend Payment Transactions on the basis that the following fields may not be present: PIN, expiration date, Track 1 Data or Track 2 Data.

Implementation and Testing Steps

The MoneySend implementation process is simple and straightforward.

Step 1: Evaluate Platform Readiness

Issuers with existing connections to MasterCard need to evaluate the readiness of their platforms and back office systems to help ensure they can process a MoneySend Payment Transaction as Receiving Institutions (RI). For example, the RI must be able to process MoneySend Payment Transactions and the transaction data requirements through the customer's existing Dual Message System and/or Single Message System connection.

Step 2: Production Validation and Testing

MasterCard requires that each issuer validate its systems via offline testing using the MasterCard simulators to help ensure processing compliance with Dual Message System and Single Message System specifications. Issuers validating RI readiness should ensure they are using the latest version of the MasterCard simulators available via MasterCard Connect.

Step 3: Optional Implementation Assistance

A customer may need to make some systems adjustments in order to process MoneySend Payment Transactions. If needed, MasterCard will initiate a project to support the customer's implementation effort. A MasterCard project lead will guide the customer throughout the process. In addition, the customer will need to form an internal implementation team. The MasterCard project lead will work with the customer to scope the MoneySend implementation project and develop a detailed plan, budget, and timeline, including a target live date.

The overall time frame for a MoneySend implementation may vary by market and by financial institution. Once the implementation plan is complete, the customer will be asked to sign off on it so implementation activities can begin.

Notification

Issuers are required to notify MasterCard when their systems are ready as Receiving Institutions to receive, process, authorize, approve, and post a MoneySend Payment Transaction. Issuers in the High Growth Europe Market (HGEM) and the Asia Pacific region that are currently processing and approving MoneySend Payment Transactions are excluded from this notification.

Compliance

An issuer is required to register for compliance monitoring on the MasterCard Data Integrity Online application via MasterCard Connect.

An issuer is expected to approve MoneySend Payment Transactions, unless unambiguously prohibited legally from doing so (as provided in the MasterCard Rules), and not automatically and not excessively decline these transactions. The initial required approval rate is 75 percent with a tolerance level for valid declines due to the normal course of business.

Card Mapping

MasterCard provides the capability for Originating Institutions and Receiving Institutions to associate MasterCard Funding and Receiving Accounts to an alias, for example, mobile phone number, or email address.

This alias can be used by the sender to send funds through the MoneySend service without knowing the primary account number (PAN) for the intended MasterCard Receiving Account. The Receiving Institution should choose whether it will provide customer aliases to leverage the MoneySend mapping services.

Originating Institutions and Receiving Institutions that want to offer the consumer account mapping service must use the MoneySend Application Programming Interfaces (API) to associate receiving accounts to aliases.

Online testing with a MasterCard Customer Implementation Services representative is required for API services. MasterCard will initiate the project to assist with the customer's mapping implementation.

For More Information

Customers should refer to the following documents for more information and requirements. All are available through a MasterCard representative or on MasterCard Connect™.

- *Data Integrity Monitoring Program*
- *MasterCard Rules*
- *MoneySend Getting Started Guide—Originating Institutions (Acquirers)*
- *MoneySend Program Guide*
- *Transaction Processing Rules*