PREMIUMTRUST BANK LTD

PAYDirect Collection/ISW/ Reconciliation and Stamp Duty Collection on POS transactions

PTB/COPS/EBANKING/22/0001
Version 1.0

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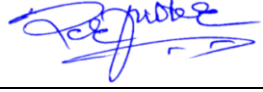
Version and Update History

Date	Document Version	Document Revision History	Document Author/Reviser
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Reviewed by

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Approval

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Change Control

Change Clause/Frequency
The contents of this document are subject to change control on a twenty-four (24) months review cycle.

1. PURPOSE

This process manual is aimed at the refined procedures to which transactions are consummated in Ebanking operations as it pertinently affects the standard operating activities, performer, responsibility, timeline, and priority.

2. DEFINITIONS

This comprises of abbreviations and the full meanings.

- COPS- Central Operations
- GH- Group Head
- MICR: Magnetic Ink Character Recognition
- ATM- Automated Teller Machine
- POS- Point of Sale
- CBG- Corporate Banking Group
- CCMO- Conduct & Compliance Monitoring Officer
- NUBAN- Nigeria Uniform Bank Account Number
- CBA- Core banking Application
- CBN- Central Bank of Nigeria
- NOSTRO- Premium Trust Bank Account with other banks or Our Operating Account with other banks
- URL- Uniform Resource Locator

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- O RM- Relationship Manager

- O EOD- End of Day

- O FGN- Federal Government of Nigeria

- O WHT- Withholding Tax

- O VAT- Value Added Tax

- O BVN- Bank Verification Number

- O CEMP- Customer Experience Management Personnel

- O CCMO- Conduct Compliance and Monitoring Officer

3. APPLICABILITY & SCOPE

The process manual takes effect immediately has been signed off and the scope covers all transactions captured in this process manual.

4. POLICY REQUIREMENTS

To ensure transactions are consummated according to the documented and signed off procedures as contained in the process manual.

Roles and Responsibilities – PAYDirect Collection/ISW/ Reconciliation and Stamp Duty Collection on POS transactions

s/n	Roles	Responsibility
1.	**PAYDirect Collection Settlement/ Reconciliation**	E-Banking Settlement Officer
	ARBITER PROCESS FLOW FOR CREDIT REFUND	E-Banking Settlement Officer
	IPG SETTLEMENT	E-Banking Settlement Officer
	FAILED POS/WEB REVERSAL PROCESS	E-Banking Settlement Officer
	Stamp Duty Collection on POS transaction	E-Banking Settlement Officer

No.	Action	Description	Responsibility	Time Taken
	PAYDirect Settlement			

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| | Paydirect Collection Settlement & Reconciliation | A designated e-banking operations officer reconciles all collections made on the paydirect platform and ensures that the settlement figures agree with what is available on Core banking.

• Log on to the paydirect platform and select global report to ascertain the collection and settlement figures for a day.
• Log on to extraswitch go to report menu, input date and generate PB_PAYDirect_Settlement_Details
• Sort the downloaded report according to the product type
• Compare the listed transactions with entries in their respective collection accounts on Flexcube and ascertain if they all agree.
• If they all correlate, then prepare settlement.
• If they don't correlate, sort out transactions with error response codes, or transactions with various card brands.
• Such transactions should be debited to the originating branch and card settlement account for card type.
• For products that we are lead bank, credit the corporates account for collections made by us and for collections from other banks.
• Credit accounts of merchants that we have received split settlement for. | E-Banking Settlement Officer | |

No.	**Action**	Description	Responsibility	Time Taken
		Various collection accounts for the different product types are reconciled to ensure that all settled transactions agree with entries on our Core banking application		

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ARBITER PROCESS FLOW FOR CREDIT REFUND	• Sign on to the extraswitch platform using URL (https://webpay.interswitchng.com/extraswitch/login.do)	E-Banking Settlement Officer	
	• Click on Arbiter menu and select Adjustment;		
	• Change the date to the desired date based on settlement		
	• Click search and report will be spooled		
	• Click export to excel to get the report in excel format		
	• Save file with Settlement date		
	• Keep an unedited copy of the file to serve as source document as there might be need to refer to it later		
	• Sort by acquirer header to isolate the ON-US transactions		
	• Cut them to another sheet		
	• Sort by adjustment amount to get the debits and cut to same sheet with ON-US claims		
	• Insert another column beside the PAN and concatenate PAN, account number and transaction amount, then paste special		
	• Insert another column and concatenate— ROE SBP DISPUTE CODE, LOGCODE and date		

No.	**Action**	Description	Responsibility	Time Taken

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		of settlement. Paste special to remove formula • Insert a column between the adjusted and transaction amount • Subtract transaction amount from adjusted amount for individual transactions and sum up the column. • Prepare in an upload schedule by crediting customers for the individual transaction amounts • Pass the aggregate debits to the Arbiter settlement • Total of the charges will be passed to debit side XXXX While the difference in the adjusted and transaction amount will be passed to income XXXX • Total of the debit side should equal total of the credit side. Send for upload		
	IPG SETTLEMENT	• Go to extraswitch portal to download reports. https://webpay.interswitchng.com/extraswitch/login.do. • Go to report and select settlement under the report menu. • Select date i.e. settlement is passed daily. • Download all the report available in the folder and save on the system or share point • The exact report needed for the IPG settlement is IPG DETAIL REPORT AND IPG GLOBAL REPORT (PDF and CSV). • Note that the total transaction amount minus fee in the Detail report should equal the issuer figure in the global report. • Another report needed is the comprehensive report and can be downloaded under the NIBBS category in the report. • Settlement figure for IPG can be seen in this report and it should equal the amount on the global report. • Sort the IPG report by column J, which is the PAN column.	E-Banking Settlement Officer	

No.	Action	Description	Responsibility	Time Taken
		• Prepare an upload schedule.		

No.	Action	Description	Responsibility	Time Taken
		• On the debit side -pass the total of transaction amount of PAN 506 (Verve card) to XXXXXXX. • Debit side- Pass the total of PAN 506***178 to XXXXXXX • Debit side- Pass the settlement amount for IPG as seen in the comprehensive report to the IPG settlement amount XXXXXX • Debit side- pass the total of transaction amount of PAN 533… (MasterCard) to XXXXX. • Credit side- pass the entire merchants' amount in the Global report to account XXXXXX singly. • Credit side- Pass the total of fee for Verve cards to PLXXXX • Credit side- Pass the total of fee for all other cards-NIB, and MasterCard to XXXXX. • Credit side- Pass the Premium bank (acquirer income) income in the Global report to PLXXXX. • Both sides of the upload should agree • Send for upload		

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No.	Action	Description	Responsibility	Time Taken
	FAILED POS/WEB REVERSAL PROCESS	Download Transactional reports XXXXX from SharePoint. • Open the reports with notepad • Copy and paste on a new excel sheet. • On the ribbon bar, click on Data, Text to Columns and choose delimited. • Use conditional formatting to remove the duplicate of OUR.REF column in the report, as they are auto reversals • Sort by AMT.ICY and move the debits to another sheet, as they are manual debits. • Save the statement for use later • Get the timeout report from the file server \\Hq-emprep-serv\PreAuthReports\Timeouts • Open the report with note pad. • Copy and paste on a new excel sheet. • On the ribbon bar, click on Data. Text to Columns and Delimited. • Sort the worksheet by REMARK,	E-Banking Settlement Officer	

No.	Action	Description	Responsibility	Time Taken
		• Pick all the Impacted but Not Reversed. • Create a column between date, time, req and Transaction Type. • Download failed reports from Interswitch. https://webpay.interswitchng.com/extraswitch/login.do • Go to report category and select POS acquired. • Click search, select POS failed report and download • Select WEB acquired again from the report category and download WEB failed report. • Merge the Pos and Web failed report • Use the unique id in the statements (RRN,		

		STAN & TERMINAL) to do VLOOKUP with the unique id in timeout and extraswitch failed reports. • Any transaction that returns data on the statement may be liable to get refund. • Validate that reversal had not been effected by the system by checking the POS account for next day transactions • Process a refund if system is yet to pass a reversal. • To prepare the upload, credit the customer and debit account XXXXXX The narration should be RRN, STAN, TERMINAL POS WEB REFUND & DATE		
	Stamp Duty Collection on POS transaction	• Downloading of the stamp duty report from extraswitch platform using this URL https://webpay.interswitchng.com/extraswitch/login.do • Click on Report then select Reports root, select All categories (POS Acquired) and input the date in review. • Download the report and export it to excel. • On the excel sheet create a unique identifier by merging the following together (Stan, Terminal, RRN) on a new column. • Sort the schedule by merchant receivable and remove all the debit figures by moving them to the next sheet on the same excel sheet and name the sheet AUTO ENTRIES. • Do VLOOKUP on the remaining report to extract the credit leg of the initial debit. • Remove all transaction that are less than 1k on the schedule by moving them to the next	E-Banking Settlement Officer	
No.	**Action**	Description	Responsibility	Time Taken

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		sheet and naming them transaction less than 1k. • Duplicate the bonafide transactions by copying the file to the next sheet and naming the first as main report while the second should be named as worksheet. • Sort the file on the worksheet by Merchant id. • Use the subtotal formula to get the counts of the number of times the merchant id occurs on the file i.e. Merchant id= counts=merchant name location. • After sorting and sub-totaling of the file, deduct one out of all the merchant counts and multiply each figure by N50 • Debit all the merchant and credit and pass the corresponding credit to the stamp duty account XXXXX		
	INTERSWITCH TSS ACCOUNT RECONCILIATION	Reconcile Interswitch TSS account (XXXXX) and identify open items •	Enterprise Reconciliation & Control	
		To process open items as identified by ERC Team	Settlement Officer	

Key Reports:

Policy Implications:

Work Tools:

- Available workstation
- Network
- PayDirect platform
- Extraswitch platform
- Excel worksheet
- Flexcube

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