Bill Payment

This section describes the overview and process flow of the Bill Payment module in Finacle.

Bill Payment Overview

The objective of the Bill Payment Enterprise module is to provide utility bill presentment and payment solution as an enterprise solution.

This module allows the bank to tie up with billers to act as a mediator to accept bill payments from customers of the biller. The bank can customize the application to suit biller's requirements. Payments can be accepted by both customers as well as non-customers of the bank.

Bill Payment module allows banks to act as an intermediary between the billers who provide utility services and the payer who uses biller services. Bank accepts the payment from the customer and forwards the same to the biller. For doing this, the bank may collect charges from biller, payer or both. This service can also be extended for a non-customer who walks into the bank to utilize this service or through outward debit Paysys such as ACH.

Some of the important terminologies are:

Bill Payment	Making adhoc or presentment bill payment.
Bill Collection	Bank collecting payment of bills on behalf of payer.
Presentment Payment	Making payment against presented bill.
Recall	Biller will send a file to recall a presented bill is case of some mistake in the bill details. Only unpaid bills will be recalled.
Return	Biller will send a file to return a paid bill in case of some incorrect details are provided by the payer while adhoc payment at branch or presentment bill payment. Only the paid bills /payment can be returned.
Reversal	If a teller made some mistake at branch while processing payment then reversal of payment can be initiated. Reversal can be done till payment is available in office account.
Payment Mode	Select the payment mode. Valid Values: Cash, Transfer, Other Bank Details, Cheque, and Credit Card
Payment Channel	Channel from where payment of bill is done like Branch, E-banking, ATM.

The below figure shows high level features of Bill Payment.
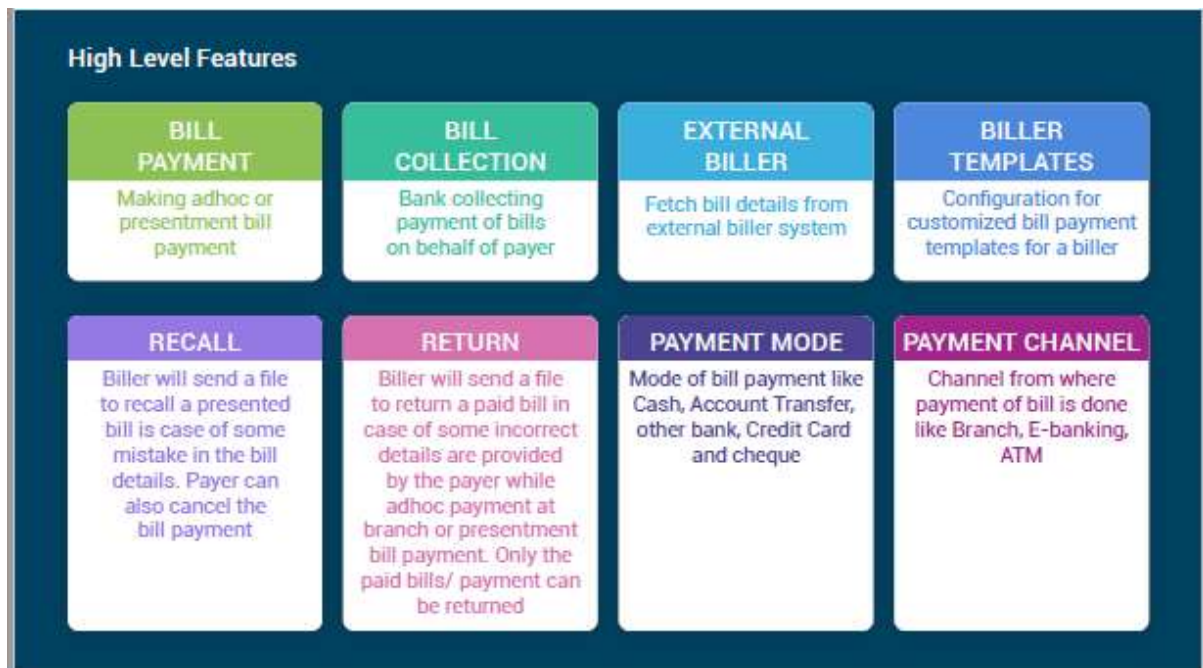
Components of Bill Payment Facility

This section describes the components of Bill Payment.

The important components of Bill Payment in Finacle are:

- Biller Management
- Payer Management
- Payment Management

Biller Management

The below list describes the features of the Biller Management in Finacle.

Features of Biller Management

- Biller can register to utilize bill payment services of the bank.
- Biller can be either a customer or a non-customer.
- Bill Upload (Finacle DB/External DB)
- Facility to recall presented bills before the bills are picked up for payment processing as well as paid bills
- Template for Biller Service.
- Facility to have Office accounts as 'Credit Accounts' at the biller service level.
- Parameter for Partial Payment/Excess Payment/Late Payment for Bill.
- Facility for provision of a Biller Charge account at the Biller service level.
- Facility to charge biller for Payment or Payment Service.
- Passing credit to biller account based on the frequency.

Payer Management

The below list describes the features of the Payer Management in Finacle.

Features of Payer Management

- Both customers and non-customers can avail bill payment functionality.
- Bill payment can be done for presentment bill or Adhoc payment.
- Even a non-customer can make payment against the presented bill.
- Registered Payer can subscribe for an autopay option.
- Payer can use payment mode as Cash/Transfer.
- Facility to set up standing instruction using the account transfer.
- Payer can set limit in case of autopay.
- Customer or Non-customer can make payment against the bill or Adhoc payment.
- Facility of a single user Interface for the Adhoc and Presentment Bill payment.
- Facility of paying multiple bills in a single-mode of payment.
- Facility of paying a single bill in multiple modes of payments.
- Facility to make a single payment toward multiple bills.
- If the biller is a customer, the amount collected from the customer is transferred to the account.
- If the biller is not a customer, the amount is procedurally transferred.
- Feature to recall the paid/scheduled bills before transferred to the billers.
- Feature to generate Bill Payment receipt.
- Recall/Reversal and Return processing can be done for Bill Payment.
- Single-step process for Payer Registration-Subscription.
- Retries to recover payment amount for Auto Pay in case of unpaid bills.
- Option for back-office data enrichment.
- Reject bill by the payer.
- Facility of teller screen.
- Facility to provide the customer with a receipt of the payment done to the biller.

Payment Management

The below list describes the features of the Payment Management in Finacle.

Features of Payment Management

- Customer can pay Adhoc or Presentment Bills.
- Bank can perform Suspense Processing on Bill Payments.
- Bank can also return and recall the presented and paid bills on request from biller or payer.