



Project:

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Functions/Features: **Workflow Screens Document**

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1. Introduction

1.1 Document Purpose

The purpose of this document is to show the workflow for transaction exceptions by displaying the screens for the application.

1.2 Project Background

This project is initiated by the National Credit Regulator (NCR) where the each National Payment Distribution Agency (NPDA) must keep a record of the general ledger for all transaction entries.

1.3 Business Objectives

- The objective of this document is to assist developers in developing an application that will be used in processing exception transactions.
- The objective of this workflow is to demonstrate how the different users will interact with the application is processing exception transactions.

1.4 Exception Processing

1.4.1 Application landing page

Exception Handling Application

OR

Exception Type: Consumer ID: DC Organisation:

Unlawful Withdrawals
Refunds
Returns
Failed Distributions
Account reversals
Double payments
Unidentified
Suspended Funds
De-Allocation
Funds Awaiting Distribution
Bank Failure
Bank Return

Calendar For Transaction Dates

M	T	W	T	F	S	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

- The application must display all exception types for processing.
- The user must select the exception type from the list.
- Another way of finding an exception type is to search by Consumer ID or DC Organisation Name.
- There are three possible screen outcomes from this based on the search criteria.
- First a list by exception type
- Secondly a list of different exception types by Consumer ID
- Lastly a list of exception types by DC Organisation
- Only one of the three possible search is possible.

1.4.2 Exception Type Listing

Exception Handling application

Exception Type

Transaction Date	Statement Number	Exception Type	Exception Amount	Statement Date	Transaction Reference	
2016-02-20	33935	Unlawful withdrawal	2800.00	2016-02-20 00:00:00.000	CARTEC 521220003081	View
2016-02-20	33935	Unlawful withdrawal	300.00	2016-02-20 00:00:00.000	HARRIS AUGUST 6309215719088	View
2016-02-20	33935	Unlawful withdrawal	2349.74	2016-02-20 00:00:00.000	SYABUBLOMD 6604075820087	View

Back New

- This screen shows listing of only one selected exception type.
- The user will select an exception transaction to see exception detail.

1.4.3 Exception Type Detail

Exception Handling application

Exception Type - Detail

Transaction Date: 2016-02-20 Statement Number: 33935 Exception Amount: 2800.00

Transaction Reference: CARTEC 521220003081 Exception Type: Unlawful withdrawal

Debit Account: And Credit Account:

Notes: This transaction must be debited with the amount R2800.00 and the other debited.

Back Post

- The exception transaction detail is displayed.
- The user views the transaction detail.
- The user debits and credit the relevant account.
- The user captures notes pertaining to the transaction
- When the transaction has been processed

1.4.4 Consumer ID and DC Organisation selection

Exception Handling Application

Consumer ID / DC Organisation

Consumer ID: 7300160911007 DC Organisation: Alpha Debt Consultants

Failure Date	Exception Type	Exception Amount	Credit	Consumer ID	Consumer Name	DC Application	DC Organisation	DC	DC Email	DC Tel	Reason	
2016-02-19	Bank Failure	256.00	African Bank	740139015002	Per Nkomo	CMS	SkywayData Solutions	Owen Paterson	info@skywaydata.co.za	011-859 8000	Resolved	View
2016-02-18	Bank Return	7900.00	Standard Bank	6405113540003	Wafa Ngema	CMS	SkywayData Solutions	Owen Paterson	info@skywaydata.co.za	011-859 8000	Other	View
2016-02-17	Refunds	4039.00	Fidelity Group	720029303003	Norma Steenkamp	CMS	SkywayData Solutions	Owen Paterson	info@skywaydata.co.za	011-859 8000	Reviewed and solved	View

Print Cancel

- When the Consumer ID or DC Organisation is used to search for an exception.
- The following information is displayed about o the different exception types.

1.4.5 Payment Option

Exception Handling Application

Payment Option

Debit Account

Consumer ID: 7308160911087

DC Organisation: Alpha Debt Consultants

Exceptions:

- Refunds
- Returns
- Bank Failure
- Bank Return
- Failed Distributions

Payment Option:

- Refund
- Creditor Distribution

Back Next

- This screen identifies the exception type and payment option for be chosen.
- The options are a Refund or Creditor Distribution

1.4.6 Refund

Exception Handling Application

Refund

Consumer ID: 7308160911087

DC Organisation: Alpha Debt Consultants

Beneficiary Name	Bank	Account Number	Branch Code
Norma Macanda	Standard Bank	12457893	5657894
Piet Fani	ABSA	98754313	2545783
Moses Lobona	NEDBANK	568974123	2136547

Notes: Refund amount must be paid to each consumer

Back Refund

- The user selected consumer refund.
- The following screen is displayed which shows which beneficiary will be paid.

1.4.7 Refund GL Entry

Exception Handling application

Refund - GL Entry

Failure Date: 2016-02-19

Exception Amount: 2541.00

Consumer ID: 7403190415082

DC Organisation: Siyaya Debt Solutions

Exception Type: Bank Failure

Creditor: African Bank

Consumer Name: Piet Marais

DC Email: info@siyaya.co.za

Debit Account:

- NPDA Bank Account
- Bank Clearing Account
- Funds Awaiting Distribution

And

Credit Account:

- Bank Clearing Account
- Customer Account
- NPDA Bank Account

Notes: This transaction must be processed

Back Post

- The screen shows the GL transaction to be processed.
- There could be multiple GL entry to be processed resulting from a single transaction.

1.4.8 Creditor Distribution

Exception Handling Application

Creditor Distribution

Consumer ID: 7308160911087 DC Organisation: Alpha Debt Consultants Exception Amount: 2541.27

Creditor	Current Balance	Next Planned Instalment	Account Number	Amount To Pay
Nedbank Homeloans	18000.00	1200.00	123456789	950.27
Standard Bank Current Account	24567.00	1100.00	98745632	851.00
African Bank Credit Card	11000.21	900.00	45698712	740.00

Notes: The amount is distributed to creditors for next payment run

- This screen shows the distribution to creditors.
- It shows the outstanding balance together with the next instalment date and amount to pay on this transaction.
- Correct creditor account details are also stated.

1.4.9 Creditor Distribution GL Entry

Exception Handling application

Creditor Distribution - GL Entry

Consumer ID: 7308160911087 DC Organisation: Alpha Debt Consultants Exception Amount: 2541.27

Debit Account: And Credit Account:

Notes: This transaction must be processed

- This screen shows the distribution to creditors.
- It shows the outstanding balance together with the next instalment date and amount to pay on this transaction.
- Correct creditor account details are also stated.

1.5 Exception Approval

The approval role is performed by the user with approval rights to captured transactions.

1.5.1 Approval landing page

Exception Handling Application

Exception Approval 1st Screen

OR

Exception Type: Consumer ID: DC Organisation:

Unlawful Withdrawals
Refunds
Returns
Failed Distributions
Account reversals
Double payments
Unidentified
Suspended Funds
De-Allocation
Funds Awaiting Distribution
Bank Failure
Bank Return

Select Search

- The approver will have this screen to go through processed exceptions for approval or rejection.
- The search will be by Exception Type; Consumer ID or DC Organisation as indicated on the screen.

1.5.2 Approval search result

Exception Handling Application

Exception Approval 2nd Screen

Consumer ID: DC Organisation:

Failure Date	Exception Type	Exception Amount	Creditor	Consumer ID	Consumer Name	DC Organisation	DC	DC Email	DC Tel	Reason	Action
2010-01-18	Bank Failure	2548.00	African Bank	79321045302	Rev. Ndlovu	Syngis Debt Solutions	CharmHenson	info@syngis.co.za	011 454 0075	Resolved	<input type="button" value="Approve"/> <input type="button" value="Reject"/>
2010-01-18	Bank Return	7940.00	Standard Bank	69321256003	Wahlegetima	Syngis Debt Solutions	CharmHenson	info@syngis.co.za	011 454 0075	Other	<input type="button" value="Approve"/> <input type="button" value="Reject"/>
2010-01-17	Refund	4630.00	Ranchin Group	20330363003	Norma Steenkamp	Syngis Debt Solutions	CharmHenson	info@syngis.co.za	011 454 0075	Reinstated and solved	<input type="button" value="Approve"/> <input type="button" value="Reject"/>

- The approver will have this screen to go through processed exceptions for approval or rejection.
- The search will be by Exception Type; Consumer ID or DC Organisation.

1.5.3 Refund approval screen

Exception Handling Application

Refund

Consumer ID: DC Organisation:

Beneficiary Name	Bank	Account Number	Branch Code
Norma Macanda	Standard Bank	12457893	5657894
Piet Fani	ABSA	98754313	2545783
Moses Lobona	NEDBANK	568974123	2136547

Select Approve Reject

Select Approve Reject

Select Approve Reject

Notes:

Back Next

- The approver will view this screen which has more transaction details.

1.5.4 Creditor Distribution Approval

Exception Handling Application

Creditor Distribution

Consumer ID: 7308160911087 DC Organisation: Alpha Debt Consultants

Creditor	Current Balance	Next Planned Instalment	Account Number	Amount To Pay	Select	Approve	Reject
Nedbank Homeloans	18000.00	1200.00	123456789	950.27	Select	Approve	Reject
Standard Bank Current Account	24567.00	1100.00	98745632	851.00	Select	Approve	Reject
African Bank Credit Card	11000.21	900.00	45698712	740.00	Select	Approve	Reject

Notes: This transaction must be processed

Back Next

- This screen will show the details of creditor distributions to be reviewed for approval or rejection.

1.5.5 GL Entries Transaction Listings

Exception Handling Application

General Ledger Entries Listing awaiting approval

General Ledger Transaction Entries

Transaction Date	Exception Type	Transaction Reference	Debit Account	Credit Account	Amount	Select	Approve	Reject
2016-02-29	Refund	6405115548088	Unidentified Credit or Refund account	Bank Clearing Account 1	2540.22	Select	Approve	Reject
2016-02-29	Unlawful Withdrawal	Virgin Active	NPOA Bank Account	Unlawful debit orders	5834.12	Select	Approve	Reject
2016-02-29	Double payment	7402115548089	Creditor Account	Bank Clearing Account 5	2564.21	Select	Approve	Reject
2016-02-29	Unidentified	Jan 12-45 Durban	Unidentified Bank Account	Bank Clearing Account 2	2351.12	Select	Approve	Reject
2016-02-29	De-Allocation	8405225548089	De-Allocation Account	Bank Clearing Account 2	9025.51	Select	Approve	Reject
2016-02-29	Bank Return	THA0090837085	Bank Account 4	Bank Clearing Account 4	2345.23	Select	Approve	Reject
2016-02-29	Return	3602295058085	Consumer Account	Bank Clearing Account 4	1258.12	Select	Approve	Reject
2016-02-29	Bank Failure	8105115548089	Consumer Account	Bank Account 2	2513.12	Select	Approve	Reject
2016-02-29	Recovery	3008155042088	Bank Account 1	Bank Clearing Account 5	4153.21	Select	Approve	Reject

Back Next

- This screen lists the exception types for the user to select and view in detail the exception type; approve the exception or reject the exception type.

1.5.6 Exception Type Listing

Exception Handling application

Exception Type

Transaction Date	Statement Number	Exception Type	Exception Amount	Statement Date	Transaction Reference	Debit	Credit	Select	Approve	Reject
2016-02-20	38935	Unlawful withdrawal	2000.00	2016-02-20 00:00:00.000	CAT TEC 021200000001	NPOA Bank Account	Bank Clearing Account	Select	Approve	Reject
2016-02-20	38935	Unlawful withdrawal	300.00	2016-02-20 00:00:00.000	HWRI SA LGUST 00001578000	Bank Clearing Account	Unidentified Account	Select	Approve	Reject
2016-02-20	38935	Unlawful withdrawal	2949.79	2016-02-20 00:00:00.000	3 VALUJLZOM D 000407500007	Unidentified Account	NPOA Bank Account	Select	Approve	Reject

Back Next

- The approval will view processed exception transactions to approve or reject.
- Approved transaction will be processed by passing GL Entries.
- When the transaction is rejected – it goes back to the queue for processing in this application.
- Select button will show more details of the transaction.

1.5.7 GL Entry Transaction

Exception Handling application

Exception Type - Detail

Transaction Date: 2025-03-20 Statement Number: 33285 Exception Amount: 250000

Transaction Reference: CAMT025 5212200003063 Exception Type: Unlawful withdrawls

Debit Account:
 NPOA BankAccount
 Bank Clearing Account
 UnidentifiedAccount

And

Credit Account:
 Bank Clearing Account
 UnidentifiedAccount
 NPOA BankAccount

Notes: This transaction must be debited with the amount R2900.00 and the other debited.

Approve Reject Back Print

- When the transaction has been selected:
- More details are displayed and the user can also approve or reject transaction.