**Process:**

JazzCash – Customer – Money Transfer – IBFT

**Mandatory Information:**

* IBFT is the service which allows JazzCash customers to send amount from JazzCash account to any bank account AND Vice Versa.
* All JazzCash User can send amount via USSD OR JazzCash App. Funds are transferred within 30 minutes via USSD and from app funds are transferred in Realtime.
* Customer can send Rs. 50,000 per transaction as per their account limits.

**Note:**It is mandatory to send relevant ISMS

**Product / Service Description:**

* This SOP document will cover scenarios relation money transfer IBFT.
* IBFT is the service which allows JazzCash customers to send and receive amount from JazzCash account to any bank account.
* IBFT sending and receiving limits are set as per customer account limit
* IBFT per limit transaction is 50,000, if customer has higher limit than 50,000 than customer can perform multiple transaction of 50,000.
* There are two types of ibft transaction.
  + Incoming Ibft Transaction
  + Outgoing Ibft Transaction

**Incoming IBFT:**

* This Transaction includes all transactions which is sent from bank account to JazzCash account
* Customer calls on helpline that amount is sent from any bank but not received in JazzCash account inform customer to register complaint at Sender Bank.

**Outgoing IBFT:**

* This transaction includes transaction send from JazzCash account to bank account
* For IBFT via USSD, funds are transferred with a delay up to 30 minutes. Customer can cancel this outgoing ibft transaction within delayed time.
* For IBFT via APP, funds are transferred in real time. Customer cannot cancel this outgoing IBFT transaction.
* Following standard Purpose of Transfer values have been added while performing IBFT.
* Bill Payment,
* Donations/Charity/Zakat
* Educational Payment
* Transfer to Own Accounts
* Transfer to Family & Friends
* Insurance/ Takaful
* Investments
* Loan/Credit Card Payments
* Medical Expenses
* Food & Groceries Purchases
* Clothing & Accessories Purchases
* Subscription/Membership Fee/Rental Payments
* Salaries/ Wages
* Travelling
* Vendor/Supplier/Business Payment
* Others
* Account limits are set for send and receive amount.
* If customer is complaining that he/she sent money through IBFT or to Easy Paisa account and B party (receiver) didn’t receive the amount yet.
* Agent will check the system if transaction is completed and transaction completion time is less than 2 Working Days, agent will inform customer to wait for 2 Working Days
* Below are the charges on IBFT

**1-link Charges:**

* For 1-link charges from Rs.0 to 25000 customers will be charged 1 rupee in a month
* When customer exceeds 25,000 limits now customer will be charged 0.02% of transaction in a same month from 25,001 to 200,000.
* From 200,000 to above customer will be charged Rs.40.

**SBP Charges:**

* 25,000 in a month is free after sending 25,000 customers will charged 0.116% of a transaction amount or Rs.232. From both charges which charges are less will charged to customer.
* Please refer to below table 1.0 for service details

Table 1.0

|  |  |
| --- | --- |
| **IBFT Transaction – Product Information** | **Possible Value** |
| Channel | USSD, App |
| Customer Profile | Jazz, OMNO |
| Account Level | L0, L1, L2, ADA |
| Platform Fee (USSD) | KMS >> Communication Tab >> USSD Platform Fee |
| Platform Fee (App) | KMS >> Communication Tab >> App Platform Fee |
| Service Fee | Refer to SOP |
| Account Status | Active |
| Verification | L3 |
| Eligibility | All Active JazzCash customers |
| Limitation | Amount limits apply as per Account level for both sender and receiver. |
| T&C | N/A |
| Consultation Portal | CPS, NADRA |

**Info Scenario**

|  |  |
| --- | --- |
| **Scenario 1. IBFT Transaction– Information Scenarios** | **Information Work Codes** |
| Scenario 1.1: What is Money transfer IBFT service? | Outgoing IBFT Transaction Info |

**How-To Scenarios**

|  |  |
| --- | --- |
| **Scenario 2.0 – IBFT Transactions - How-to Processes** | **How-to Workcode** |
| Scenario 2.1: How to perform IBFT Transaction? | Outgoing IBFT Transaction Info |
| Scenario 2.2: How to cancel outgoing IBFT Transaction? | Outgoing IBFT Transaction Info - 30 Minutes Delay |

**Pre-requisite to SOP**

* Verification: L3
* Account status: Active
* Data to be Taken from CPS

**System Navigation for Agent:**

**To Check Account Status:** CPS **>>** Search MSISDN **>>** Check Status (Pending Active, Active, Dormant, Suspended, Frozen)

**To Check Transaction status:** CPS **>>** Search MSISDN **>>** Click Operations **>>** Click review Transactions **>>** Search Transaction Status (Completed, Expired, Cancelled, Decline, Authorized, Pending Authorized, Failed)

**To check Account Transaction Amount Limit:** CPS **>>** search MSISDN **>>** Click operation **>>** Click Rule Profile In Customer Info

**To Check Failure Description:** CPS **>>** search MSISDN **>>** Click operation **>>** Review Transactions >> Transaction Tab >> click search >> Select transaction >> check Failure Description in Transaction Details

**Scenario 1 IBFT Transaction- Information Scenarios**

**Scenario 1.1: What is Money Transfer IBFT service?**

* Refer to Product information in Process Overview header.

**Work Code:**Outgoing IBFT Transaction Info

**Scenario 2 IBFT Transaction - How-to Processes**

* For all How-to scenarios, before guiding customer about the process, Agent must ensure that customer knows the product details as well as requirements as per Table 1.0 e.g. Channel, Account Status etc.
* L3 verification is must for all scenarios where agent is sharing information related to customer account

**Scenario 2.1: How to use IBFT Transaction Service?**

**USSD Flow**

\*786# >> 1 for Send Money >> 3 for Bank >> 1 for Select Bank >> Enter receiver Bank Account Number >> Enter Amount >> review name, Account Number and amount. Replay with MPIN

**App Flow**

JazzCash App >> Money Transfer >> Bank Transfer >> Select Bank >> Enter Bank Account Number >> Enter Amount >> Review name, Account Number and amount >> Enter MPIN

**Work code:** Outgoing IBFT Transaction Info

**Scenario 2.2: How to cancel Outgoing Ibft Transaction?**

**Checklist**

* Transaction Channel: USSD
* Transaction Status: Pending Authorized
* Transaction initiation duration < 30 minutes

**USSD Flow**

\*786# >> 1 for Send Money >> 3 for Bank >> 2 Cancel transaction >> Select Transaction to cancel >> Replay with MPIN

Transaction will be cancelled. Sender will receive confirmation SMS.

Inform customer to check balance to ensure that amount is reversed. Share balance check process

**Work Code:**Outgoing IBFT Transaction Info - 30 Minutes Delay