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Process Flow-

National Automated Clearing House Services

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Process Flow

The broad process flow for NACH is outlined as below both in respect of the mandate handling process as well as the transaction processing activity. We have also indicated alongside the process owners who would be responsible for it and the indicative TATs

Scope of Work – NACH Mandate & Debit processing

NACH Mandate Management			
Sr.No	**Activity / Process**	**Responsibility**	**TAT**
1	ManageMyFortune will have the scan images of NACH mandate shared with BillDesk; ManageMyFortune .will send an excel sheet/ file with brief details of the Forms like Customer name, Bank details, Due date, Start date, End date, Bill amount etc.	ManageMyFortune	T
2	BillDesk to provide provisional receipt for the mandates received, from ManageMyFortune.	BillDesk	T+1/2
3	After receiving the forms, BillDesk will ✓ Scan & register the mandates in its system by doing basic validation check ✓ In case of rejection, BillDesk shall revert back to ManageMyFortune. with the reason of rejection of mandate ✓ Send a reverse registration feed to ManageMyFortune. regarding the data registered in BillDesk System.	BillDesk	(T+2)
4	Post scanning & registration BillDesk would upload scanned images of the mandate along with the data in Mandate Management System (MMS).	BillDesk	(T+3)
6	The Destination Bank will send the mandate acceptance/rejection confirmation, along with reason of rejection, confirmation to BillDesk via NPCI.	NPCI/Destination bank	(TAT)
7	BillDesk will communicate the updated mandate information to Client post receipt from NPCI	BillDesk	(T+7)

Scope of Work – NACH Mandate & Debit processing

NACH Transaction handling			
Sr.No	**Activity / Process**	**Responsibility**	**TAT**
1	ManageMyFortune. will submit transaction data to BillDesk a day prior to the presentation date in required format. BillDesk will validate the transactions and revert to ManageMyFortune. with Valid/Invalid transactions. Validation shall include amount, payee and the mandate validity.	ManageMyFortune /BillDesk	T-1
2	BillDesk shall upload valid transaction data in NPCI system. NPCI shall have the transaction data validated against the MMS (Mandate Management System). The data would be processed at NPCI and shall generate an output.	BillDesk/NPCI	T
3	On the settlement date, NPCI would communicate about total number of transactions successfully processed and rejected alongwith reject reasons.	BillDesk	T
4	NPCI shall revert with a return file detailing successful and Rejected records. Amount equivalent to successful records shall be transferred to the nodal account of BillDesk	NPCI	
5	Based on revert received from NPCI, BillDesk shall reconcile the information and make available to ManageMyFortune. the monies and reports in desired format	BillDesk	

Overall the service is expected to significantly improve the processes related to the recurring payments service and be a significant improvement over the ECS service.

Aggregation Aspects

Integration Aspects – The ACH implementation will primarily ride on the BillDesk ECS service set-up for ManageMyFortune. The additional activity to be done by ManageMyFortune. Will be in term of New Mandate workflow

Settlement Aspects - Monies from successful payments are aggregated by BillDesk from each Bank and deposited into the designated account of ManageMyFortune, in the same manner as is done for the various other transactions.