Customer Operating Unit/Agent offer for Utility Bill Payments –

<Client Name>

Statement of Confidentiality

Security

Contents

1. Introduction

Axis Bank has designed and developed an enterprise wide bill payment module which is integrated with NPCI's Bharat Bill Payment System (BBPS). Axis Bank is looking to onboard Agents who shall act as service points in the form of Apps, branch offices, collection centers etc. All physical/online payments of bills will be routed through agents.

2. Proposed Solution

- Agents/ Agent Institutions can partner with Axis Bank in the following manner:
  - Direct Integration through APIs: Agents/ Agent Institutes can integrate directly with Axis bank through APIs for carrying out bill payment and bill payment related activities.
- Customers would walk in to the agent outlets or via online platform, and provide their bill details
- In case of physical outlet, the Agent staff would enter the bill details in a system developed by the agent and fetch the bill details of the customer. While a customer can initiate a transaction on an online platform and take it forward.
- Once the bill details are fetched, the staff will verify the bill details from the customer and then accept payment from customer/ in case of online payment customer will check and proceed with the payment.
- In case of physical outlet, next the staff would proceed to enter the payment details in a system developed by the agent,
- Transaction status will be communicated to the customer.

  Note: Merchants / Business Correspondents would be required to enable at least one non cash payment mode at their outlet as well.

3. Technical Integration and Business process flow

The agent would have to expose the following API's

- o Registration service
- o Bills due service
- o Bill payment initiation service
- o Bill payment enquiry service
- o Complaint and transaction status service

In addition to the above, the agent/agent institution will have to also maintain all biller data at their end.

- All the services in BBPS are asynchronous. So the front needs to be designed accordingly.

- Registration service would be fired from Agent to Axis Bank which will contain customer parameters as required by the biller
- On successfully receiving the registration request, Axis Bank will provide an acknowledgment for the same.
- The agent will then call the bills due service to get the bill details of the customer.
- After verifying the bill details with the customer, the agent will initiate the payment service after collecting the bill amount from the customer either in cash or through any other payment mode
- Axis Bank on receiving the payment request shall provide and acknowledgement and debit the current account of the agent held with Axis bank.
- To check the status of the payment, agent will call the bill payment enquiry service and inform the customer accordingly.
- In case the transaction gets failed the accounting entries will get reversed automatically.
- Please ensure that the customer is allowed to leave the agent outlet only after collecting his payment receipt.
- Negative scenario handling for the above cases would be detailed out during integration along with business scenarios. These scenarios will cover reversal and no additional service would be required to be developed
- API's which are exposed by Agent should be able to support 100 Concurrent requests
- Bill Data at rest and transit should follow market acceptance security standards
- Agents should be able to provide an uptime of 99.8% for both the API's. Non-functional API's would lead to Business loss at Axis Bank hence would attract penalty @100 / hour. Axis Bank would Bill separate invoice towards such downtime. Email/SMS alerts would be initiated from Axis Bank end towards API downtime observed
- Detailed integration documents will be shared at a later stage
- The account has to be prefunded for always (prefunding mandatory) before any transaction gets initiated.
- NDC limit - considering 3 cycles from Dec 2020; 2.5 to 3 times of 1 day throughput will be marked as lien in account.
- Agent has to maintain a pre-funded account with balance equal to 3 times of the average daily volume. This will be a pool account (Current Account opened for this arrangement) which will be debited when the transaction happens and will be credited back once the fund collected by the agent is deposited in the account.

4. Operating guidelines

Since the bill payment system at Axis bank is integrated with NPCI's Bharat Bill Payment System, certain operating and front end system guidelines need to be followed:

- BBPS Logo and Branding should be displayed across all channels from where the customer can execute transactions at the agent's end.
- On the agent portal, the BBPS Logo and other branding should be :

- o Displayed at each page of transactional flow, search transaction, complaint registration and search complaint
  - o Printed on the physical receipt & digital copy
- For details please refer front end guideline available on BBPS website
- All agents should register/ check status of customer complaints from their outlets free of charge
- Detailed list of technical and operating standards will be shared at a later stage.

5. Commercials

- **Customer Convenience fee (CCF):** This is the fee which the agent institution can charge the customer for facilitating bill payment. However the maximum amount that we can charge the customer is regulated by NPCI and is provided in the table below. The agent/agent institution can keep this entire amount with them.

Biller Category	Online channel (On-us electronic payment mode)	Online channel (Off-us electronic payment mode)	Offline channel (Any payment mode)
	Customer convenience fee	Customer convenience fee	Customer convenience fee
Electricity	NIL	Subject to actual cost of the payment method	Maximum of Rs 25
Gas			
Water	NIL		Maximum of Rs 25
Telecom-postpaid			
DTH	NIL		NIL
Property	NIL		Maximum of Rs 25
Subscription	NIL		Maximum of Rs 25
Housing Soc/Education Fees	NIL		Maximum of Rs 25
Insurance/MF/EMI/ Hospitals	NIL		Maximum of Rs 25

Table 1: Present commercials shared by NPCI biller category wise

* The maximum amount of customer convenience fee is ₹25. The Agent may choose to cap the maximum amount of the bill that they would accept The maximum bill amount that can be paid in cash is to be capped at Rs. 49,999/-.

- Electronic On-us is defined as the transactions where the payment mode is either Axis Net banking, credit/debit cards/Axis PPI/Axis Wallets (basically if the payment mode is an Axis Bank payment mode). All other payment modes on online channel would be considered as electronic off us.
- The above table represents present commercials by NPCI and same shall be updated as and when NPCI comes up with revised commercials.

- Agent to submit monthly invoice to Axis Bank for revenue sharing as per the count of successful transactions processed during particular month.
- **Integration Cost:** NIL

- **Biller Revenue Sharing (basis number of transactions under BBPS) :-**

• Biller Revenue Sharing (sharing will be on the basis of Net Interchange received from NPCI)			
Number of Transactions per month		Axis Share (%)	<Client Name>'s Share (%)
1	1000	100	0
1001	10000	60	40
10001	25000	50	50
25001	35000	40	60
35001 and above		30	70

6. Onboarding Procedure

When the agent/agent institution expresses interests in partnering with Axis Bank and is willing to comply with the operational, technical and commercial standards specified here, we shall share the onboarding procedure + API specifications.

7. Way Forward

- Agents/Agent Institutions interested in partnering with Axis Bank need to submit the following details:
  - Company Profile
  - Volume of transactions (utility category) being processed in a month
  - Value of transactions (utility category) being processed in a month
  - Number of outlets and their distribution
  - Number of Direct biller tie ups (Utility category)
  - Willingness to transfer direct biller tie ups to Axis Bank and proposed partnership around it.
  - Onboarding Pre-requisites
  - Agent has to maintain a pre-funded account with balance equal to 3 times of the average daily volume. This will be a pool account (Current Account opened for this arrangement) which will be debited when the transaction happens and will be credited back once the fund collected by the agent is deposited in the account.