Payment Incident

A tool that allows banks not only to comply with the Central Bank regulations by automatically producing all required reports (rejected transactions and others), but also to be in phase with other banks. Equipped with a powerful alert system, this application allows banks to anticipate payment incidents and better appreciate the risks for different financial transactions.

CIRS
Customer Integrated Reporting System

CIRS

CIRS - Payment incident: Work in accordance with the regulations in force,

When a check is rejected for either absence or insufficient funds, a certain number of actions must be automatically initiated according to the regulations in force.

CIRS - Payment Incident facilitates the management of payment incidents by automating all actions that are critical and above all tedious to manually manage.

In this regards, the following actions are managed in a few clicks:

1 - Uploading rejected files from the Central African Tele-Compensation System (SYSTAC)

 2 - Identification of values rejected for absence or insufficiency provisions
 3 - Automatic production of rejection reports
 4 - Generation of notification letter
 5 - Control of timings
 6 - Automatic reminder for status management,
 7 - etc.

In summary, all processing related to payment incidents is automated and very simplified with CIRS - Payment Incident.

Main Functionalities

Incidents of payment

BEAC regulation defines proactive and reactive measures in case of incidents of payment of cheques. Banks of the sub-region are required to acquire software facilitating operations relative to the management of incidents of payment.

Problems encountered by banks

Generation of BEAC rejected transactions report
This is a manual process; the final report is created with data read from images of scanned cheques.

This system has obvious drawbacks;
- The blurred image of a scanned cheque can lead to wrong data being read
- High error risk
- Time consuming

Main features

Client Notice for issuance of a bounced cheque.
In most banks, the client account is not automatically put on notice after a cheque has been rejected for lack of provision. This is contrary to BEAC regulation.
CIRS - Incidents of Payment automates the management of client account status, from the origin of the Incident up to sanctions or regularization.

Importation
of rejection data

Monitoring account activity

CIRS enables your staff to quickly have an overview of client activity, and to be able to form a precise opinion on a client's cheque operations, especially;

- What is the recurrence of rejects for a client who has a history of incidents of payment?
- For a cheque from a corresponding bank, is it the re-presentation of a previously rejected cheque, and if yes, how many times has the cheque been presented?

When a client requires a new cheque book, how to ascertain whether the client is blacklisted?

Importation of rejection data

Data on rejected transactions is stored out of the system, e.g. in ENV files produced by SYSTAC. In the case of an already rejected cheque being re-presented by another financial institution, the data will be found in an RCP file (code 33 or code 21 if the time period between the rejection and presentation is more than 2 days). Customer information (name, address) is stored in the bank information system.
Therefore, the files to be imported are;

- ENV rejection files (30-22)
- RCP files (30-33 and 30-21)
- Internal bank files (e.g. customer information files)
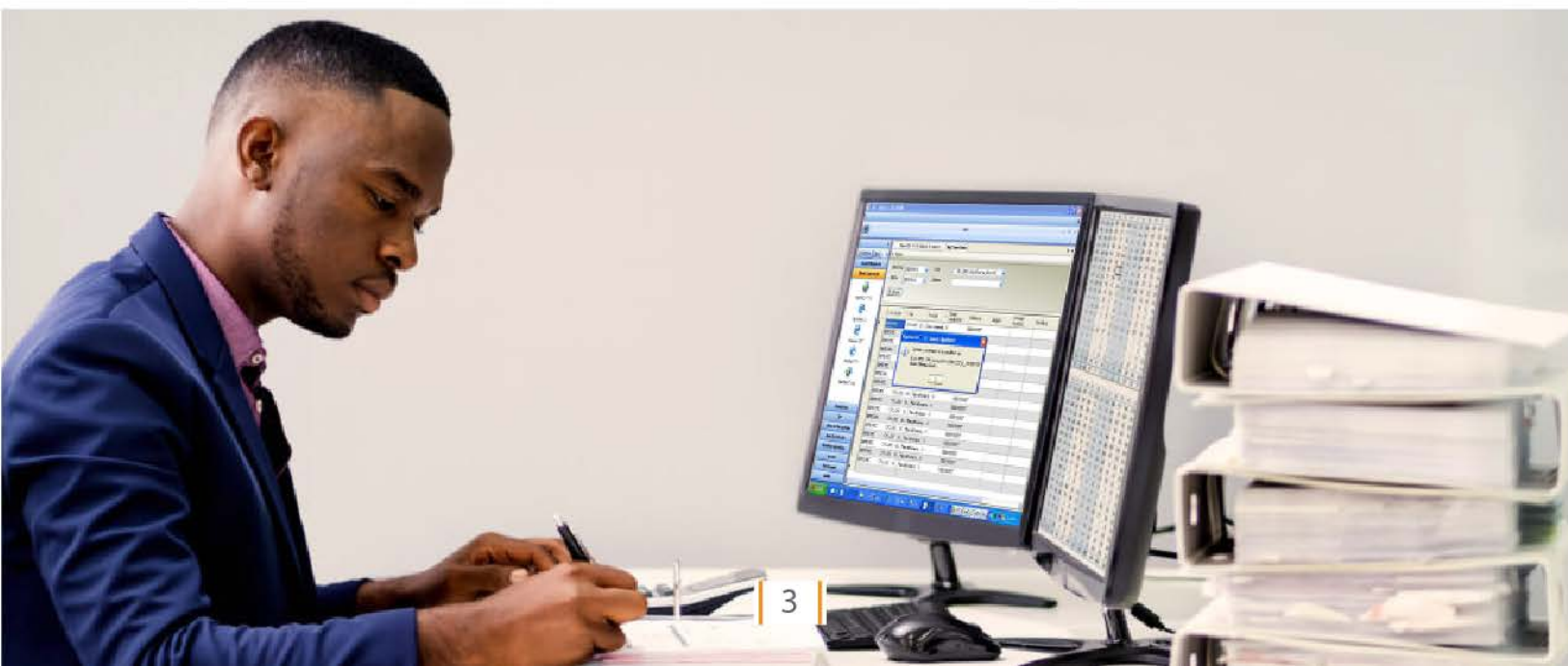
Give a Client formal notice

Automatic Rejection Report Management

These reports are in letter form and contain all incidents of payment within a period of 3 days. Any incident of payment older than 3 days that has not been reported is marked as an Exception.

The system regularly alerts the user on incidents of payment marked as Exception. The list of exceptions is displayed every time the user logs on to the system. This information is also available over a menu which allows a filtered search.

All incidents can be reprinted, even if they have already been reported. These reports are generated over a predefined period, with the option of generating end-of-month (EOM) reports.

1- The possibility to display and print information on Incidents of Payment on an interface, using different search criteria (date of occurrence, date of regularisation etc)

2- The possibility to generate end-of-day (EOD) reports.

Recurrence of bounced cheques and multiple presentations of a rejected cheque Users can monitor the recurrence of cheques without provision issued by a client, and print a report over a predefined period. This is also possible for cheques which have been presented more than once.

Give a client formal notice

This is when the client is forbidden to issue any cheques. Withdrawal of the client's cheque book is also a consequence of this decision. A letter of notice is generated in which a report of rejected transactions is included.

View notice
history of a Client

Check the status of a client

The user can verify the status of a client (under notice, number of registered incidents etc)

View notice history of a client

The user can display and print out the notice history of a client over a predefined period.

View rejection history of a client

The user can display and print out information on rejected cheques for a client over a predefined period.
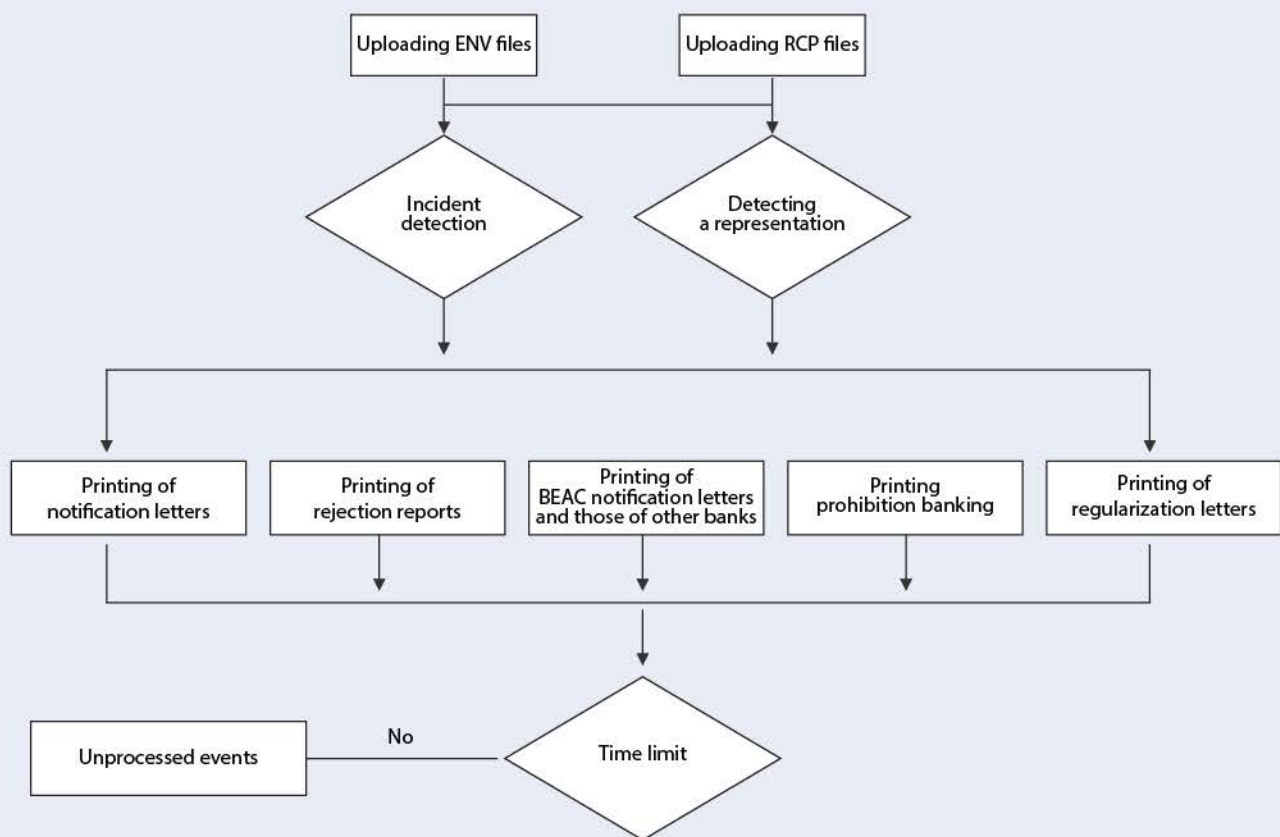
Regularisation of a client

This allows the user to regularize clients under notice. This is a Maker/Checker functionality. Data on cleared cheques is obtained from RCP files generated by SYSTAC. The system recognizes re-presented cheques and these are marked as cleared. The client is identified using the RIB, the cheque number and the amount.

An Attestation of Regularization referencing the client is issued after the operation. This attestation can be reprinted at will.

Flow Chart

PAYMENT INCIDENT

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┌──────────────────────┐          ┌──────────────────────┐
│  Uploading ENV files │          │  Uploading RCP files │
└──────────────────────┘          └──────────────────────┘
            │                                  │
        ╱───────╲                          ╱───────╲
       ╱ Incident ╲                       ╱ Detecting ╲
       ╲ detection ╱                      ╲a representation╱
        ╲───────╱                          ╲───────╱
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| Printing of notification letters | Printing of rejection reports | Printing of BEAC notification letters and those of other banks | Printing prohibition banking | Printing of regularization letters |

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┌──────────────────┐   No    ╱───────────╲
│ Unprocessed events├────────╱  Time limit ╲
└──────────────────┘         ╲───────────╱
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