

Everyone's Smart University

Project (Spring 2021)

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Automated Billing Implementation

1. Introduction:

MasterCard has issued Automated Billing (AB) that National Commercial Bank (NCB) has chosen to comply with. This requirement is for all specified issuers, their processors and acquirers to utilize Automated Billing for all consumer and commercial credit, debit and prepaid products by processing of all card-not only-present card-on-file payments, including e-commerce, recurring payment and mail order/telephone order (MO/TO) transactions for a better cardholder experience and faster digital growth by seamless update of a cardholder billing information on file, avoiding burden on the consumer and reducing the card related declines due to expiration and card number changes. An example being if the users card expires it will automatically update with the new card details on Merchants system, providing NCB Cardholder has agreed to participate in AB.

Currently AB participation is not catered for any system at National Commercial Bank (NCB). This is a new requirement stipulated by MasterCard and is mandated by them. The current systems in place will need to be upgraded to cater for AB implementation.

Another main goal of this project is to enhance the automation of bill payments through digital channels without using the actual bank card and the need to memorize the card number in order to make payments.

I am assigned to be the Project Manager for this project representing the National Commercial Bank. I have narrowed down the scope of the project as follows:

1.2 Scope:

1. Add feature to let customers who has Debit, and Credit Cards, subscribe/unsubscribe to MasterCard AB system.
2. Merchants Management system needs to be updated in order to allow acquiring department to register merchants who wish to participate in AB system by the after sales.

3. E-corp to allow AB registered merchant to upload an enquiry file then pushes the file to Merchant Management system to be shared with MasterCard.
4. Cortex to support AB flag on Credit Cards. Default will be unsubscribed for existing Cards once the flag is introduced.
5. Extracting a daily file from Base24/Cortex* (Internal Systems at NCB) for Cards updates to be shared with MasterCard.

1.3 Management Constraints:

1. Development will be against each section of the impacted systems.
2. Business/PM will align the Digital team to arrange for voice messages of the functions to be added to IVR prior to start the development.
3. PM to provide a specific IP of the system that Base24/Cortex* will be using to push the daily generated report for card updates.
4. PM to ensure an external system access along with firewall access will be available for Base24/Cortex* to the specified IP of the system.
5. Comprehensive testing will be needed with MasterCard and AB testing/certification achieved prior to going into Production.

Acronym	Description
BASE24	BASE24 is a processing and switching system that provides ATM device driving, POS channel management, transaction routing and authorization, host and interchange interfaces, settlement, management reporting, network control, and stored value functionality.
Cortex	Cortex is the Credit Card management system.

2. Literature Review:

Studying the process of auto refund system at the bank which automatically refund the rejected transaction/s or canceled transaction/s will be the lesson learned which will be compared to the New Automated Billing.

In 2004 the bank started the auto refund in transactions that either got canceled during the payment processing stage or due to technical issue. Since beginning of the project the bank has added so many risk monitoring and risk assessment process to mitigate and avoid any risk that could happen during the process.

With that in mind the Automated Billing project could be riskier due to the involvement of external stakeholder (Master Cards). Not to mention the need to integrate both system which could lead to data intrusion or system disruptions or failure. Another risk that could occur is losing customers satisfaction due to the misuse of the customers automated payments that are no longer valuable to the customers but were added in the automated list. The lack of risk monitoring could be shown to be a major cause of budget overrun, fall short of time and lack of performance objectives (Carbone & Tippet, 2004).

Finally, to ensure that methodology adopted to the clients applying it is appropriate and to analysis its results, Bartlett, J. (2004) proposes consideration of the risks maturity of employees in a company carrying out the project when selecting risk management techniques.

3. Methodology:

Descriptive research approach is the method that will be used in this research paper because implementing new system is more of the approaches that requires high level of communication with many stakeholders that are involved in the project and following policy and procedure of the organization to comply with its regulatory.

4. Result & Discussion:

Functionalities for AB registration:

1. Initiates New Web service for Inquiry in AB with Screen.
2. New widget on CC Screen to subscribe/unsubscribe to AB.
3. New widget on ATM Screen to subscribe/unsubscribe to AB.
4. AB flag will be updated in Cortex only based on what received from the channels

Merchant eligibility to participate in AB as follows:

1. Acquirers are to only register merchants that have been in business a minimum of six months. (Assigned to & Communicated directly with compliance team and IT)
2. The merchant must maintain a chargeback ratio of less than 3 percent. (Assigned to & Communicated directly with compliance team and Finance team)
3. The merchant must not be on the MasterCard Alert to Control High-risk Merchants. (Assigned to & Communicated directly with Enterprise Risk, compliance team and IT)
4. Over the course of six months, the merchant must have at least 1,000 transactions a month or an average of 5,000 transactions over three months. (Assigned to & Communicated directly with payment operations, compliance team, and IT)

5.References:

1. Bartlett, J. (2004). Project risk analysis and management guide. APM publishing limited
2. Carbone, T. A., & Tippet, D. D. (2004). Project risk management using the project risk FMEA. Engineering management journal, 16(4), 28-35