

# ProCash Biller Registration



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## 1. Biller payment

This guide provides you with a detailed explanation on how to make a bill payment and register any biller. This guide will detail the payment and registration processes for all billers available in ProCash.

For information about other ProCash modules or other payment types, please refer to their respective guides.

### 1.1. Biller registration

This chapter explains how to register a new biller and provides you with specific information about the registration process of different billers that ProCash has, which are:

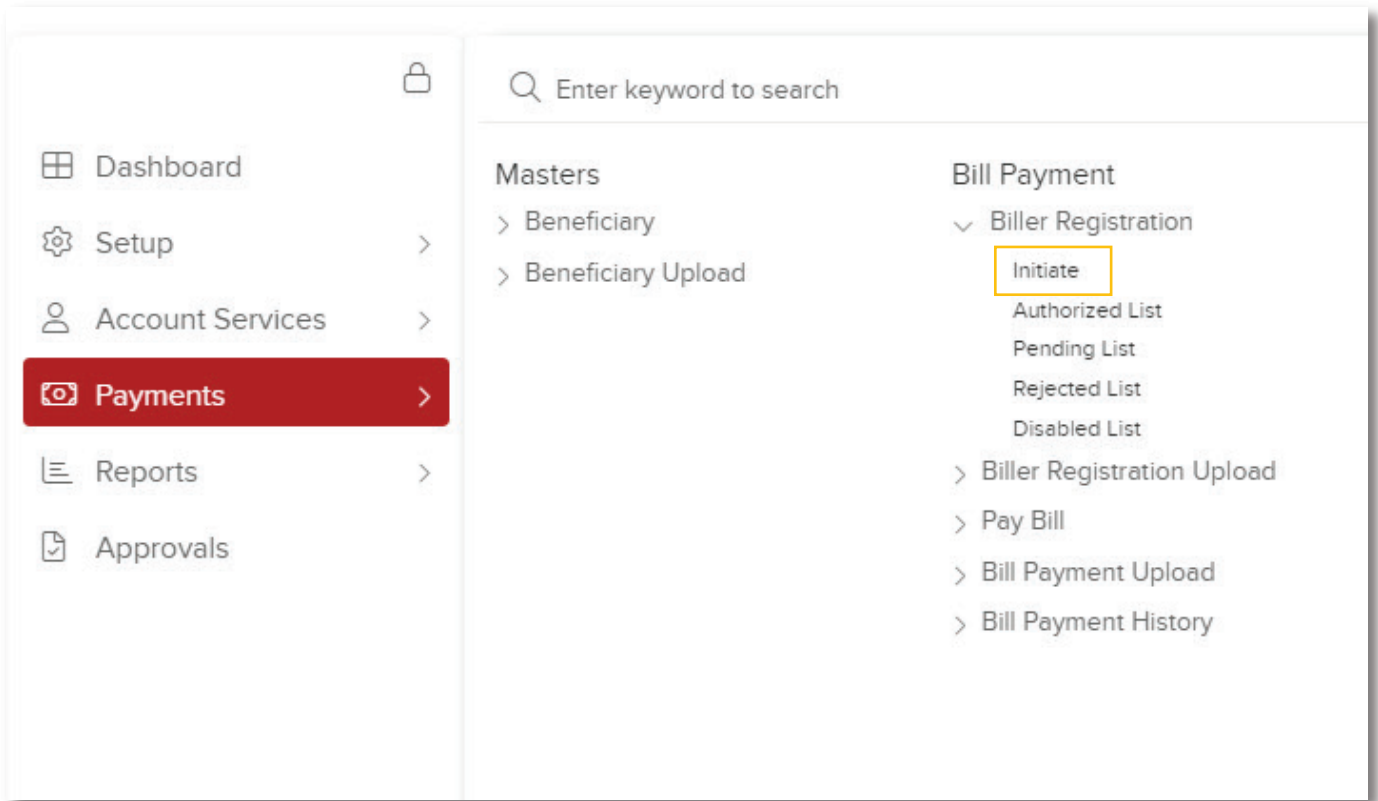
- AADC – Al Ain Distribution Company
- AD Customs
- ADDC – Abu Dhabi Distribution Company
- DEWA – Dubai Electricity & Water Authority
- Du
- Empower
- Etisalat
- FEWA – Federal Electricity & Water Authority
- Noqodi Wallet
- SALIK
- SEWA – Sharjah Electricity, Water and Gas Authority

Also, this chapter describes the authorised, pending, rejected and disabled lists of the above registered billers.

#### 1.1.1. Initiate a Biller Registration

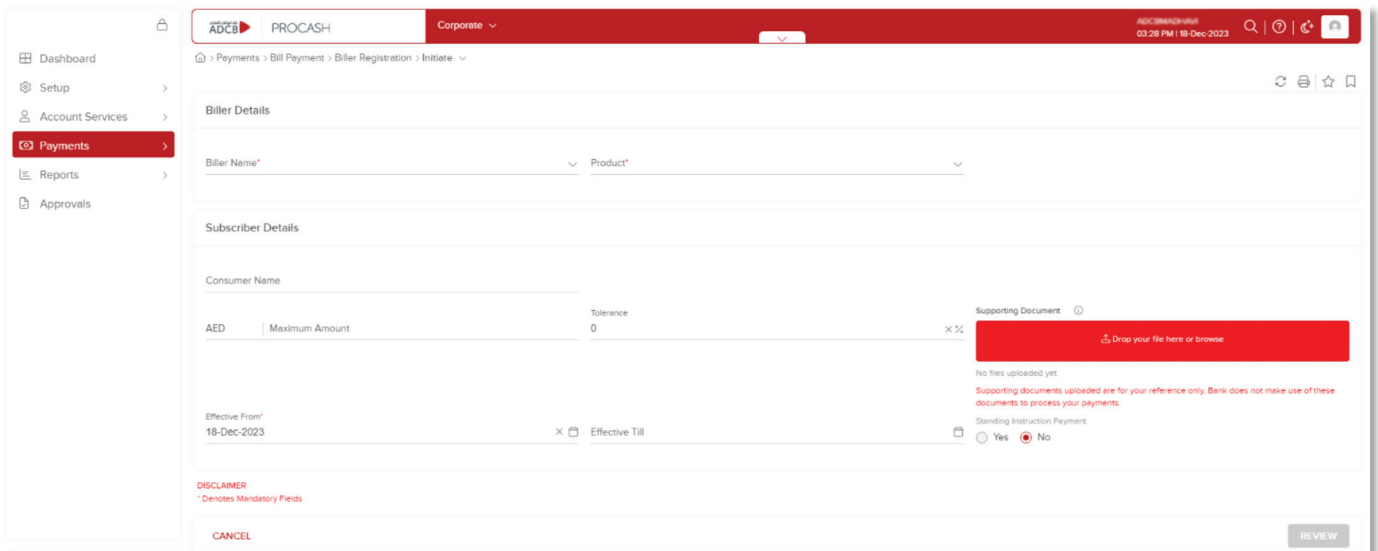
To initiate any Biller Registration, you must follow the below steps (Image 1):

- i) Select "Payments" tab on the left panel
- ii) Select "Biller Registration" under Bill Payment module
- iii) Select "Initiate" option



**Image 1 – Biller Registration | Initiate**

Once this option is selected, you will be navigated to the Initiate Biller registration page (Image 2) wherein the first step to register a biller is to select the biller name and the respective product as per the below table.



**Image 2 – Biller Registration | Initiation page**

After selecting the biller name and the respective product, you will be required to provide the subscriber details which vary based on the selected biller.

For instance, details of billers like Noqodi, Empower, AD Customs and DEWA are different than the required details of the remain billers and these differences will be further detailed over the below sub-chapters.

Biller Name	Product
AADC	AADC Bill Payment
AD Customs	AD Customs Bill Payment
ADDC	ADDC Bill Payment
DEWA	DEWA Bill Payment
Du	Broadband
	Landline
	Postpaid
	Prepaid
Empower	Empower Bill Payment
Etisalat	Al Shamil
	Dial-up
	eLife/ andline
	Postpaid
	Wasel
FEWA	FEWA Bill Payment
Noqodi Wallet	Noqodi Wallet Recharge
SALIK	SALIK Recharge
SEWA	SEWA Bill Payment

### 1.1.1.1. Noqodi

To initiate the registration of a Noqodi bill, you must follow the below steps:

- i) Click on "Biller Name" dropdown and select "NOQODI WALLET"
- ii) Click on "Product Name" dropdown and select value as NOQODI WALLET Recharge
- iii) Provide the consumer number and press the "Validate" button (Image 3)

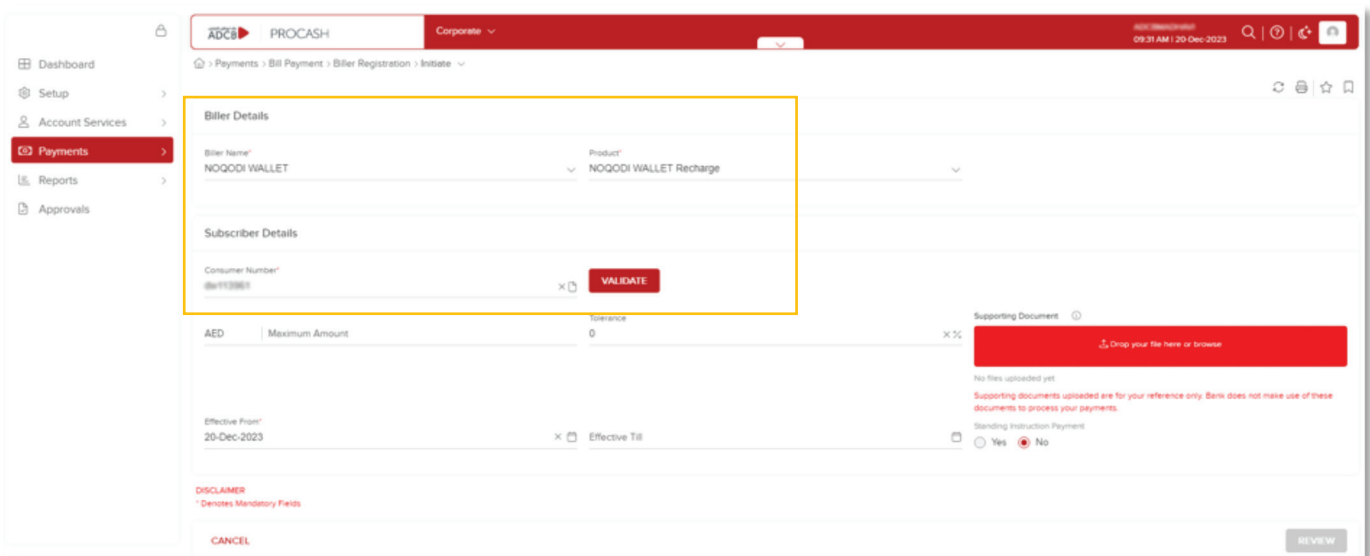


Image 3 – Biller Registration | Initiation – Noqodi Biller details

After clicking the “Validate” button, the system will auto-populate the consumer Name, Email ID and Mobile number (Image 4).

**Image 4 – Biller Registration | Initiation – Noqodi details**

Once the consumer’s details are captured, you can select the below optional fields:

- **Maximum Amount:** This field is optional. You can limit the maximum payment amount by entering the desired amount value in this field
- **Tolerance:** This field is optional. You can limit the deviation from the maximum amount you have mentioned in the previous field. i.e. if you put 10%, it will allow you to pay 10% more than the maximum amount value you have set
- **Effective Start Date:** This indicates the period from when you want to make this bill payment registration active; it is auto fetched
- **Effective End Date:** This indicates the period from when you want this bill payment registration disabled

When all the fields are populated, select the “Review” button (available at the bottom right corner of the screen). On the “Review” screen, press “Submit” to proceed with the Noqodi biller registration.

Additionally, in case you are trying to add a biller that already exists or is yet to be authorised then you will see an error message stating “Subscriber’s details must be unique”.

### 1.1.1.2. AD Customs

To initiate the registration of an AD Customs bill, you must follow the below steps:

- Click on “Biller Name” dropdown and select “AD Customs”
- Click on “Product Name” dropdown and select value as AD Customs Bill Payment
- Provide the importer code and press the “Validate” button (Image 5)

*Image 5 – Biller Registration | Initiation – AD Customers Biller details*

After clicking the “Validate” button, the system will validate the importer code and in case it is correct, you will then need to provide the standing instructions fields.

Please note that in case of having the type as Postpone, the SI can be set only for billed amount; in case of Prepone, the SI can be set only for Other amounts with non-decimal values.

In addition to the mandatory fields, you can also select the below optional fields before proceeding:

- **Maximum Amount:** This field is optional. You can limit the maximum payment amount by entering the desired amount value in this field
- **Tolerance:** This field is optional. You can limit the deviation from the maximum amount you have mentioned in the previous field. i.e. if you put 10%, it will allow you to pay 10% more than the maximum amount value you have set
- **Effective Start Date:** This indicates the period from when you want to make this bill payment registration active; it is auto fetched
- **Effective End Date:** This indicates the period from when you want this bill payment registration disabled

Finally, when all the fields are populated, select the “Review” button (available at the bottom right corner of the screen). On the “Review” screen, press “Submit” to proceed with the AD Customs biller registration.

### 1.1.1.3. Empower

To initiate the registration of an Empower biller, you must follow the below steps:

- Click on "Biller Name" dropdown and select "Empower"
- Click on "Product Name" dropdown and select value as Empower Bill Payment
- Provide the Consumer Number and press the "Validate" button (Image 6)

Image 6 – Biller Registration | Initiation – Empower Subscriber details

After clicking the "Validate" button, the system will validate the consumer number and in case it is a valid number then you will need to provide the Standing Instruction details (Image 7).

Image 7 – Biller Registration | Initiation – Empower SI details

In addition to the mandatory fields, you can also select the below optional fields before proceeding:

- **Maximum Amount:** This field is optional. You can limit the maximum payment amount by entering the desired amount value in this field
- **Tolerance:** This field is optional. You can limit the deviation from the maximum amount you have mentioned in the previous field. i.e. if you put 10%, it will allow you to pay 10% more than the maximum amount value you have set
- **Effective Start Date:** This indicates the period from when you want to make this bill payment registration active; it is auto fetched
- **Effective End Date:** This indicates the period from when you want this bill payment registration disabled

In case of Empower, if the corporate consumer number has more than 5 outstanding bills or is a disabled consumer number, the system will display an error message and will not allow the user to register the consumer number.

Finally, when all the fields are populated, you must select the "Review" button (Image 8). On the "Review" screen press "Submit" to proceed with the Empower biller registration.

*Image 8 – Biller Registration | Review*

#### 1.1.1.4. DEWA

To initiate a registration of an DEWA bill, you must follow the below steps:

- Click on "Biller Name" dropdown and select "DEWA"
- Click on "Product Name" dropdown and select value as DEWA Bill Payment
- Provide the EasyPay Number and press the "Validate" button (Image 9)

**Image 9 – Biller Registration | Initiation – DEWA Biller details**

After clicking the “Validate” button, the system will validate whether the EasyPay number can make one-time or recurring payments and if it is allowed to pay a partial amount or the exact bill amount. For the example provided on Image 9 the bill payment is given as recurrent with partial amount.

Also, in case the bill payment type is recurring, you need to provide the Standing Instruction details (Image 10) otherwise the Standing Instruction section becomes disabled.

**Image 10 – Biller Registration | Initiation – DEWA details**

In addition to the mandatory fields, you can also select the below optional fields before proceeding:

- **Maximum Amount:** This field is optional. You can limit the maximum payment amount by entering the desired amount value in this field
- **Tolerance:** This field is optional. You can limit the deviation from the maximum amount you have mentioned in the previous field. i.e. if you put 10%, it will allow you to pay 10% more than the maximum amount value you have set
- **Effective Start Date:** This indicates the period from when you want to make this bill payment registration active; it is auto fetched
- **Effective End Date:** This indicates the period from when you want this bill payment registration disabled

When all the fields are populated, select the "Review" button (Image 11). On the "Review" screen press "Submit" to proceed with the DEWA biller registration.

The screenshot displays the 'Subscriber Details' form in the PROCASH system. The form is divided into several sections:

- Consumer Name:** Test
- EasyPay Number:** 202010001 (with a VALIDATE button)
- Bill Payment:** Recurring
- Payment Allowed:** Partial Amount
- Tolerance:** 0
- Maximum Amount:** AED
- Effective From:** 20-Dec-2023
- Effective Till:** (empty)
- Supporting Document:** A red box with a warning message: "No files uploaded yet. Supporting documents uploaded are for your reference only. Bank does not make use of these documents to process your payments." Below it, there is a "Standing Instruction Payment" section with "Yes" and "No" radio buttons.
- Standing Instruction Payment:**
  - Pay:** Billed Amount
  - Payment Mode:** Account Number (with a dropdown menu)
  - Start Date:** 21-Dec-2023
  - End Date:** 21-Dec-2023

At the bottom of the form, there is a "DISCLAIMER" section with a "Denotes Mandatory Fields" icon, and a "REVIEW" button highlighted in a yellow box.

**Image 11 – Biller Registration | Initiation – Review**

Additionally, please be aware about the below important information regarding the registration of a DEWA biller:

- In case of recurring payment, the EasyPay number will be available under Pay bill list post the bill is paid
- In case of one-time payment, the EasyPay number will not be available under Pay bill list post the bill is paid ones (partial or exact amount)
- In case there is a one-time payment and the paid amount is either below or exceeds the bill amount you should liaise with DEWA directly to get either the remaining amount or a refund, respectively. Hence, it is recommended to pay the exact amount for a one-time EasyPay number

### 1.1.1.5. Other billers

Apart from Noqodi, AD Customs, Empower and DEWA, you can register the below other billers that follow the same registration flow which is described below in this chapter.

- AADC – Al Ain Distribution Company
- ADDC – Abu Dhabi Distribution Company
- Du
- Etisalat
- FEWA – Federal Electricity & Water Authority
- SALIK
- SEWA – Sharjah Electricity, Water and Gas Authority

To initiate a Biller Registration for the above billers, you should follow the below steps (Image 12):

- Click on the “Biller Name” dropdown
- Click on the “Product Name” dropdown and select the respective product
- Provide consumer name for identification purpose in future (this field is optional)
- Provide consumer number and, if applicable, the mobile number or account number or PIN (applicable to SALIK)

**Image 12 – Biller Registration | Initiation – Other Billers’ details**

When all the fields are populated, select the “Review” button (Image 13). On the “Review” screen, press “Submit” to proceed with the other biller registration.

**Image 13 – Biller Registration | Review**

In addition to the mandatory fields, you can also select the below optional fields before proceeding:

- **Maximum Amount:** This field is optional. You can limit the maximum payment amount by entering the desired amount value in this field
- **Tolerance:** This field is optional. You can limit the deviation from the maximum amount you have mentioned in the previous field. i.e. if you put 10%, it will allow you to pay 10% more than the maximum amount value you have set
- **Effective Start Date:** This indicates the period from when you want to make this bill payment registration active; it is auto fetched
- **Effective End Date:** This indicates the period from when you want this bill payment registration disabled

### 1.1.2. Authorized List

Authorized List is a list that includes all the authorised billers. Follow the steps given below to access this list (Image 14):

- Select "Payments" tab on the left panel
- Select "Biller Registration" option under Bill Payment module
- Select "Authorized List" option

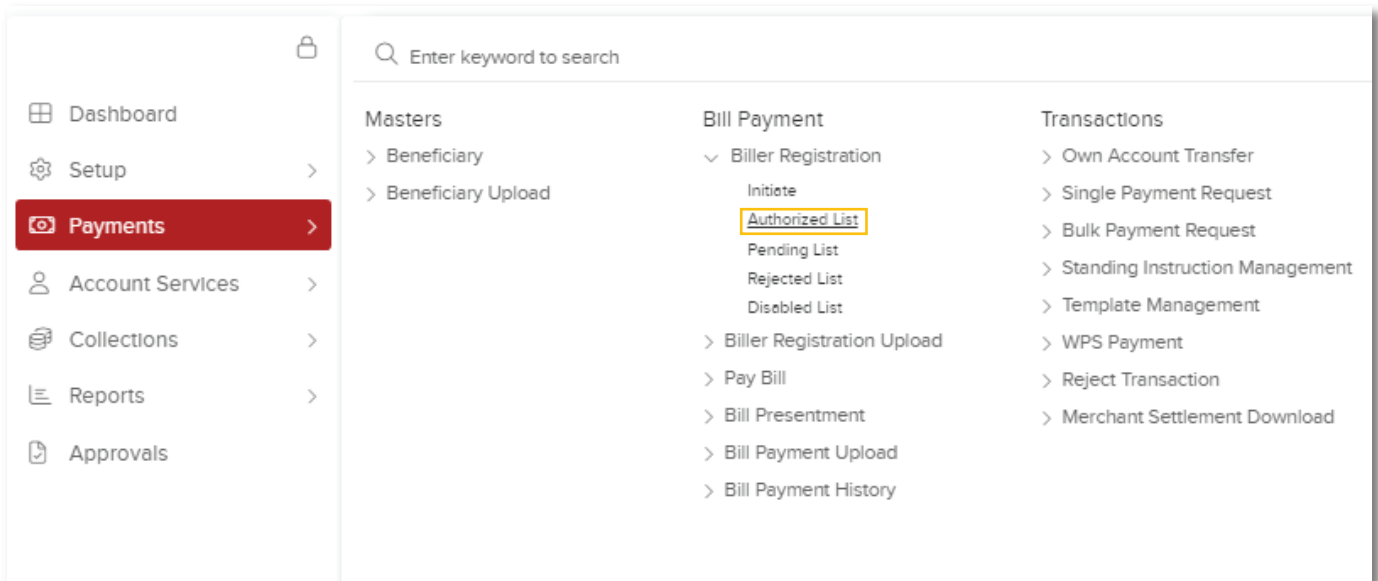


Image 14 – Biller Registration | Authorized List

After landing on the Authorized List page, you will be able to see a list with all authorised transactions in a table format. Under the Actions column (Image 15), you can view each transaction's details, respective authorisers and edit or disable any record if applicable.

	Biller Name	Product Name	Consumer Name	Consumer Details 1	Channel	Effective From	Effective Till	Standing Instruction	Actions
<input type="checkbox"/>	ETISALAT	Wasal	JOSPH	087052245	MOBILE	09-Dec-2023	-	No	
<input type="checkbox"/>	ADOC	ADOC Bill Payment	Sandeep Chummy	482700640	WEB	08-Dec-2023	-	No	
<input type="checkbox"/>	ETISALAT	Postpaid	asaf7	087052245	MOBILE	22-Nov-2023	-	No	
<input type="checkbox"/>	ETISALAT	Postpaid	JUBIN JOSE	087052245	MOBILE	22-Oct-2023	-	No	
<input type="checkbox"/>	ETISALAT	Postpaid	Sandeep Jemala	087052245	PROCASH	22-Oct-2023	-	No	
<input type="checkbox"/>	ETISALAT	Elife / Landline	-	02942876	PROCASH	18-Oct-2023	-	No	
<input type="checkbox"/>	DU	Broadband	-	10488880	PROCASH	10-Oct-2023	-	No	
<input type="checkbox"/>	ETISALAT	Postpaid	Aamir Jagan	087052245	MOBILE	13-Sep-2023	-	No	
<input type="checkbox"/>	ETISALAT	Elife / Landline	NORLYN PEREZ VENTANILLA	02942876	MOBILE	10-Sep-2023	-	No	
<input type="checkbox"/>	DEWA	DEWA Bill Payment	BLUE LIGHT INDUSTRY S.L.L.C	202847239	PROCASH	12-Sep-2023	-	No	

Image 15 – Biller Registration | Authorized List – Actions column

### 1.1.3. Pending List

Pending List is a list that includes all billers that are yet to be authorised or rejected. Follow the steps given below to access this list (Image 16):

- i) Select "Payments" tab on the left panel
- ii) Select "Biller Registration" option under Bill Payment module
- iii) Select "Pending List" option

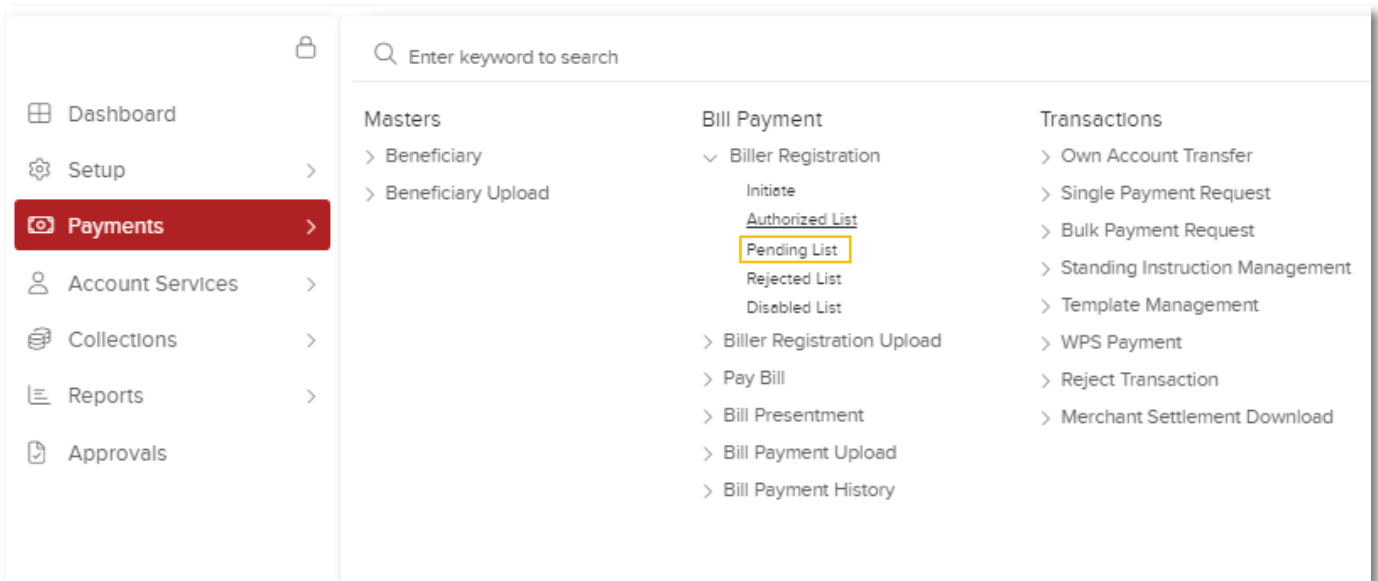


Image 16 – Biller Registration | Pending List

After landing on the Pending List page, you can see a list in a table format with all billers that are pending authorisation. You can also perform some actions available in the last column of this table like reject a biller, view biller details and view authorizers (Image 17).

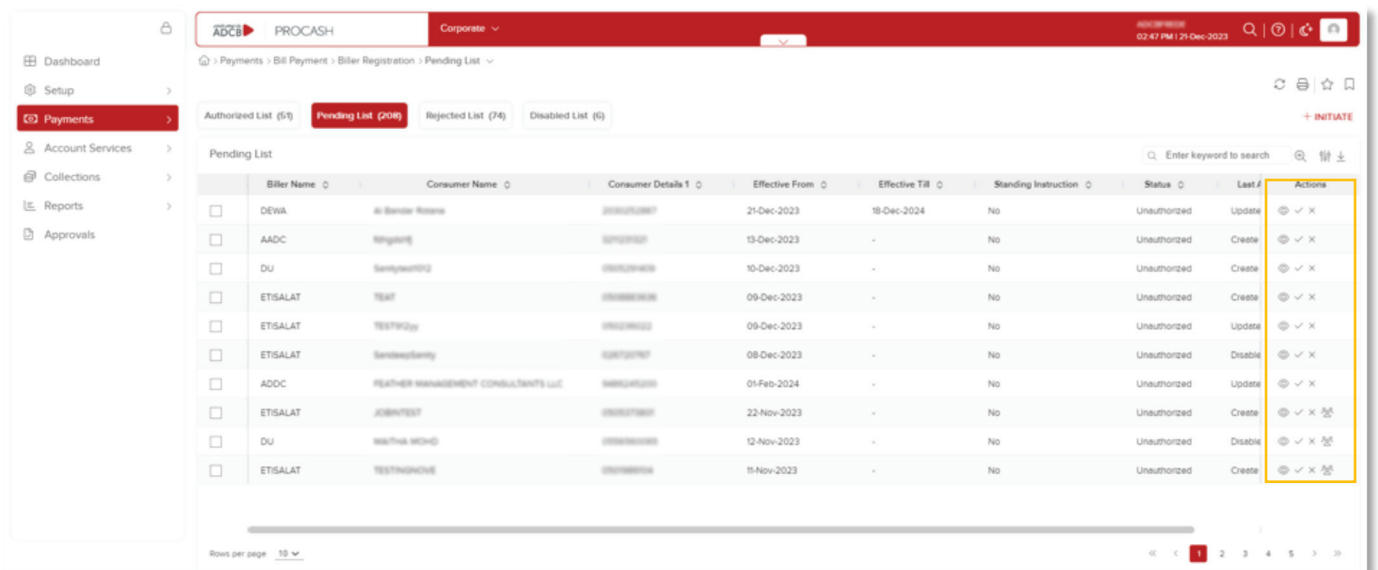


Image 17 – Biller Registration | Pending List – Actions column

Please note that you must authorise a registered biller before making any bill payment, otherwise the biller won't appear for you to pay the biller. You can also customise your columns and save the respective customisation any time.

### 1.1.4. Rejected List

Rejected List is a list that shows all rejected billers. Follow the steps given below to access this list (image 18):

- i) Select "Payments" tab on the left panel
- ii) Select "Biller Registration" option under Bill Payment module
- iii) Select "Rejected List" option

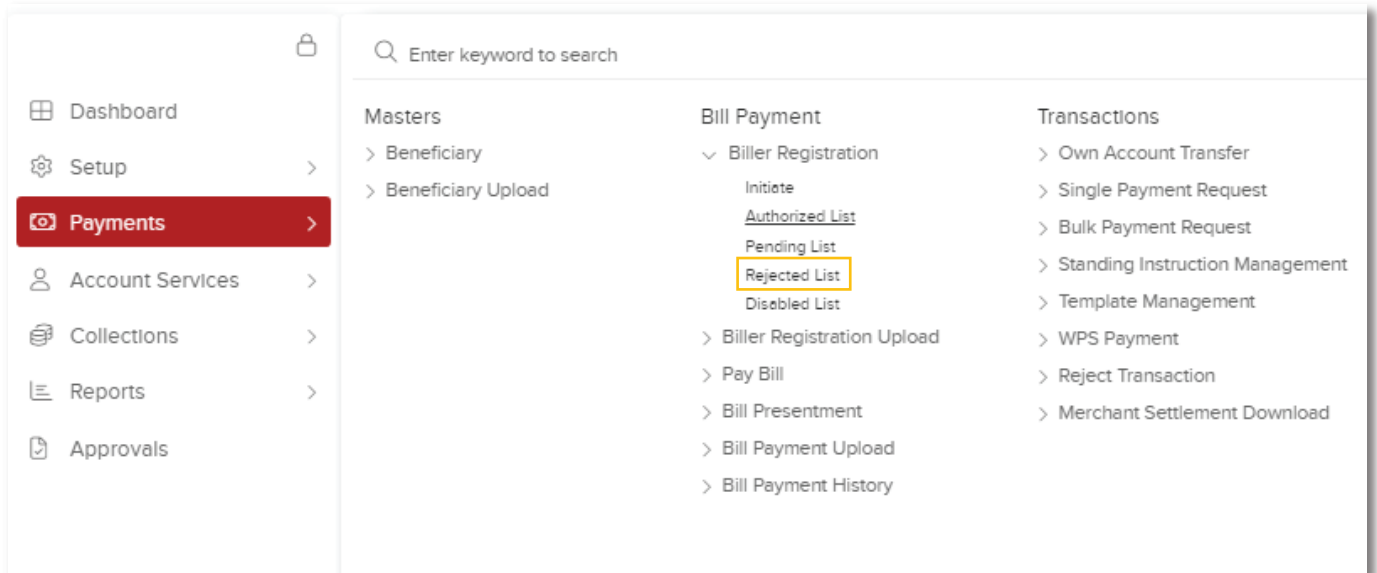


Image 18 – Biller Registration | Rejected List

After landing on the Rejected List page, you can see a list in a table format with all billers that were rejected. You can also perform some actions available in the last column of this table like accepting a rejection of a biller (only the maker that has created the biller can accept the rejection), view biller details and resubmit the biller for authorisation (Image 19).

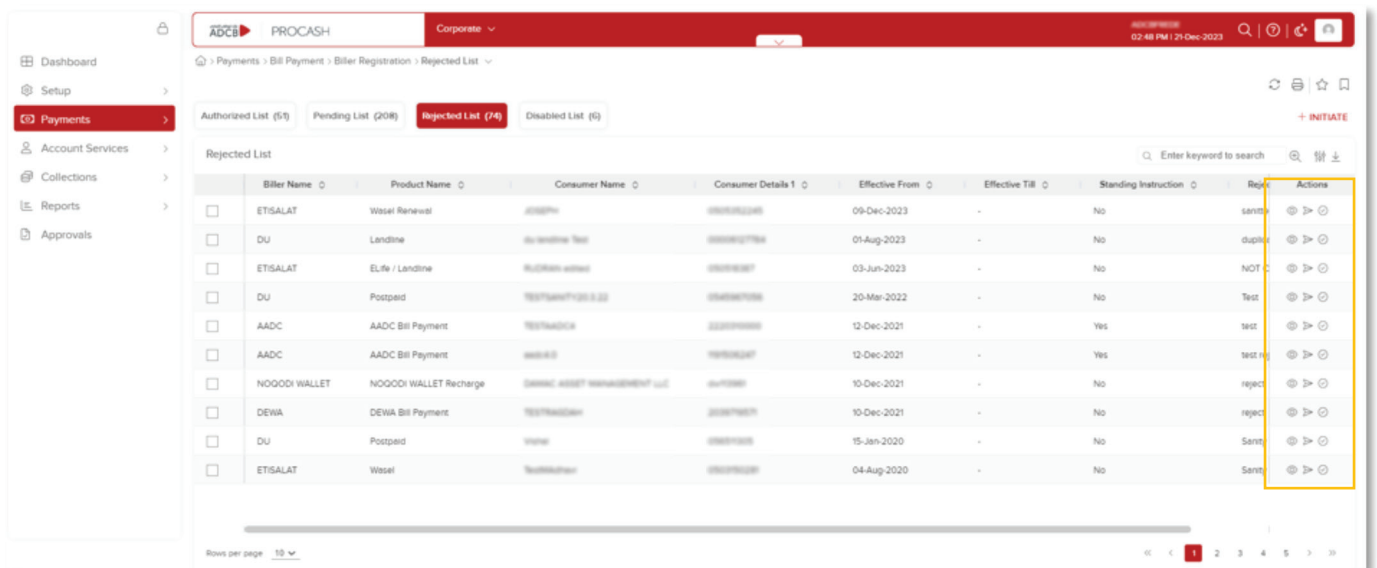


Image 19 – Biller Registration | Authorized List – Actions column

### 1.1.5. Disabled List

Disabled List is a list that shows all billers that were Disabled. Follow the steps given below to access this list (Image 20):

- i) Select "Payments" tab on the left panel
- ii) Select "Biller Registration" option under Bill Payment module
- iii) Select "Disabled List" option

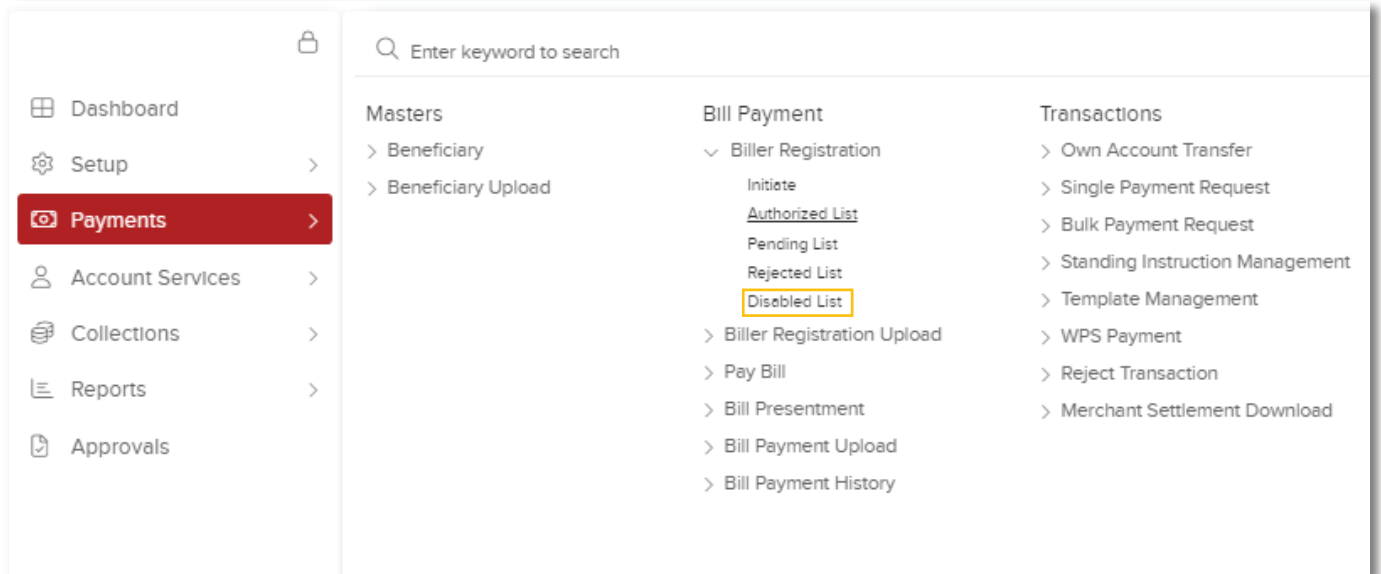


Image 20 – Biller Registration | Disabled List

In the Disabled List page, you can see a list in a table format of all disabled billers. In this page, you can also perform some actions available in the last column (Image 21) of this table like enabling a biller again and seeing its details. Also, you can customise your columns and save the respective customisation at any time.

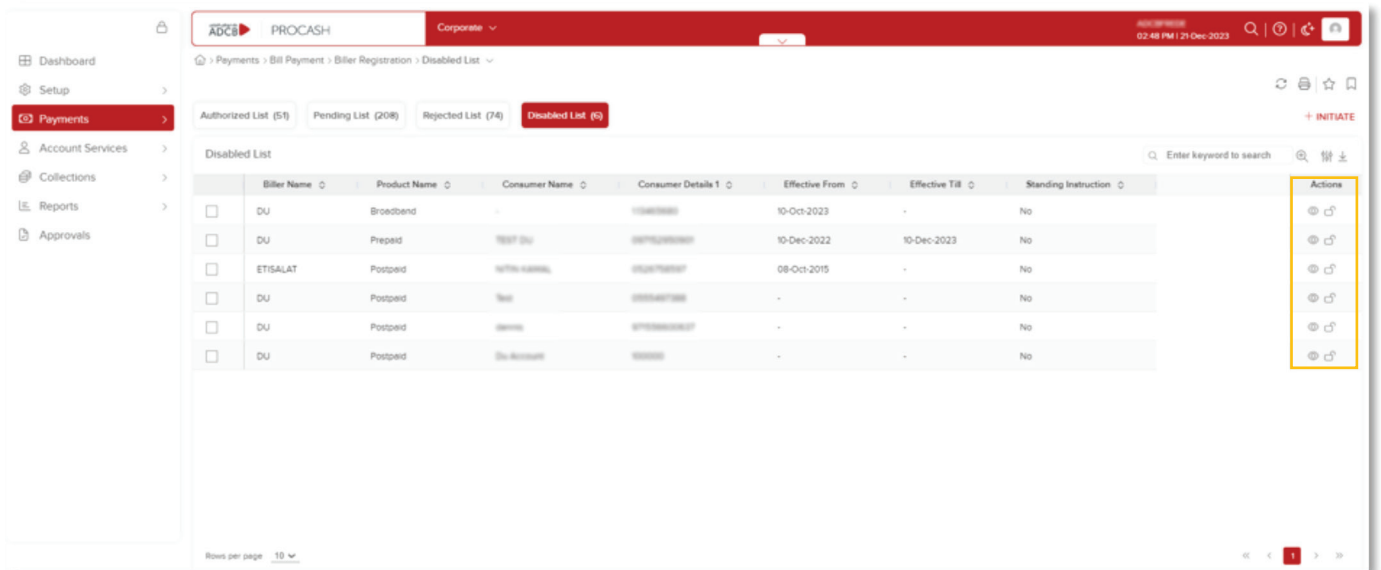


Image 21 – Biller Registration | Authorized List – Actions column

## 1.2. Biller Registration Upload

In addition to registering a biller at the time, with ProCash, you can register more than one biller at one time through the Bulk Registration option. This chapter will illustrate how this can be done.

### 1.2.1. Upload Billers

If you have to register more than one biller, you can use the Biller Registration Upload option. Follow the steps given below to access this feature (Image 22):

- i) Select "Payments" tab on the left panel
- ii) Select "Biller Registration Upload under Bill Payment module
- iii) Select "Disabled List" option

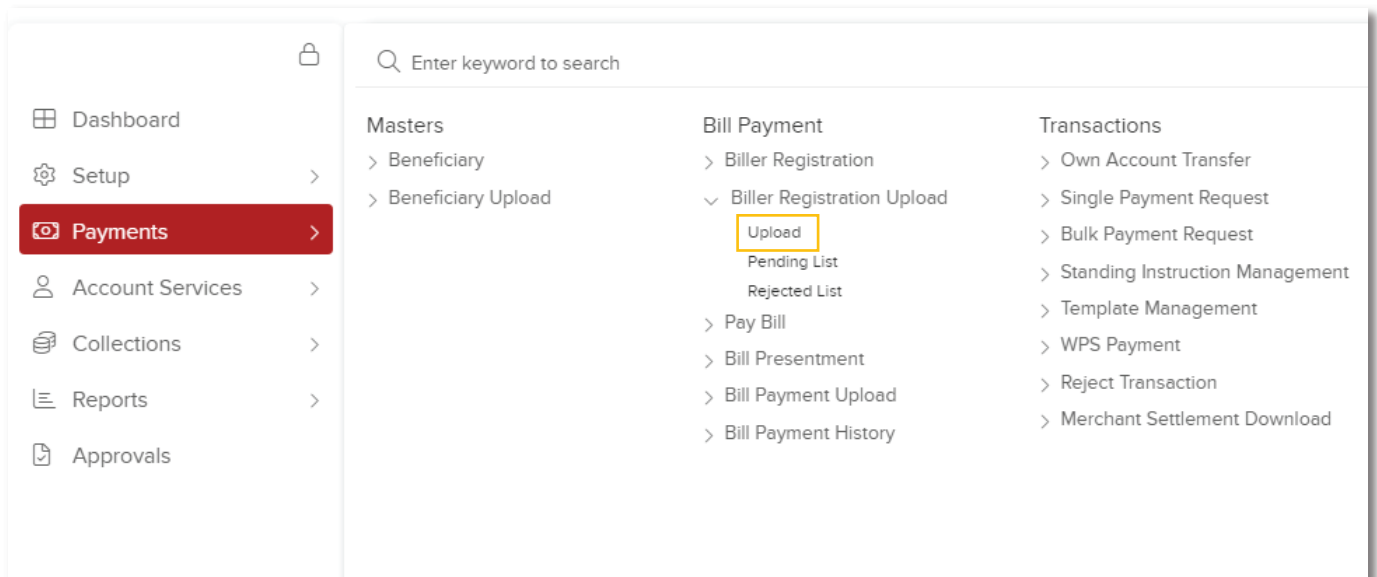


Image 22 – Biller Registration Upload | Upload

Once you are in the Biller Upload page, you will be required to upload a file with all billers and respective details that you want to approve (Image 23).

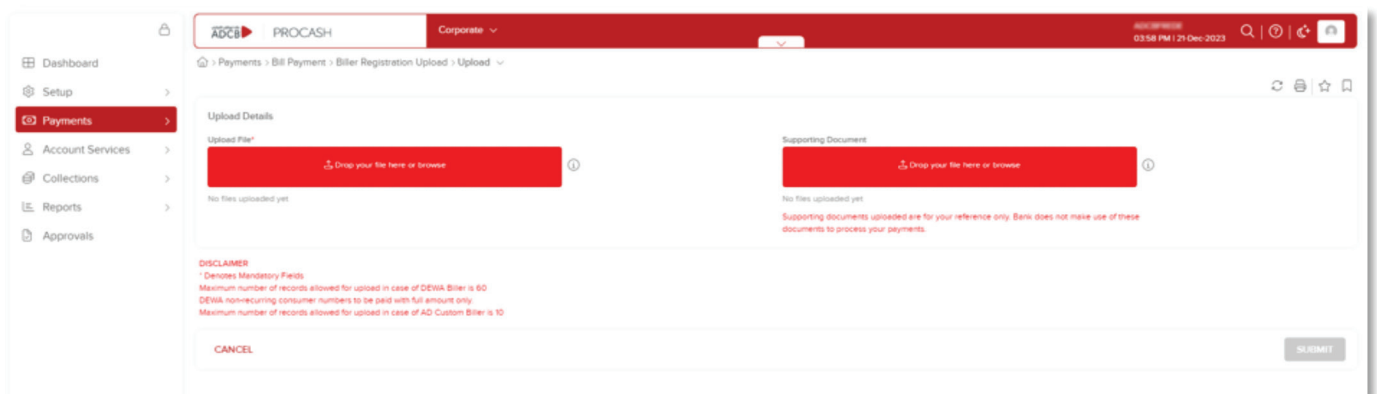


Image 23 – Biller Registration Upload | Upload Details

The file format for the file upload will be provided by the bank and you need to prepare your file (in text format) according to the given format only.

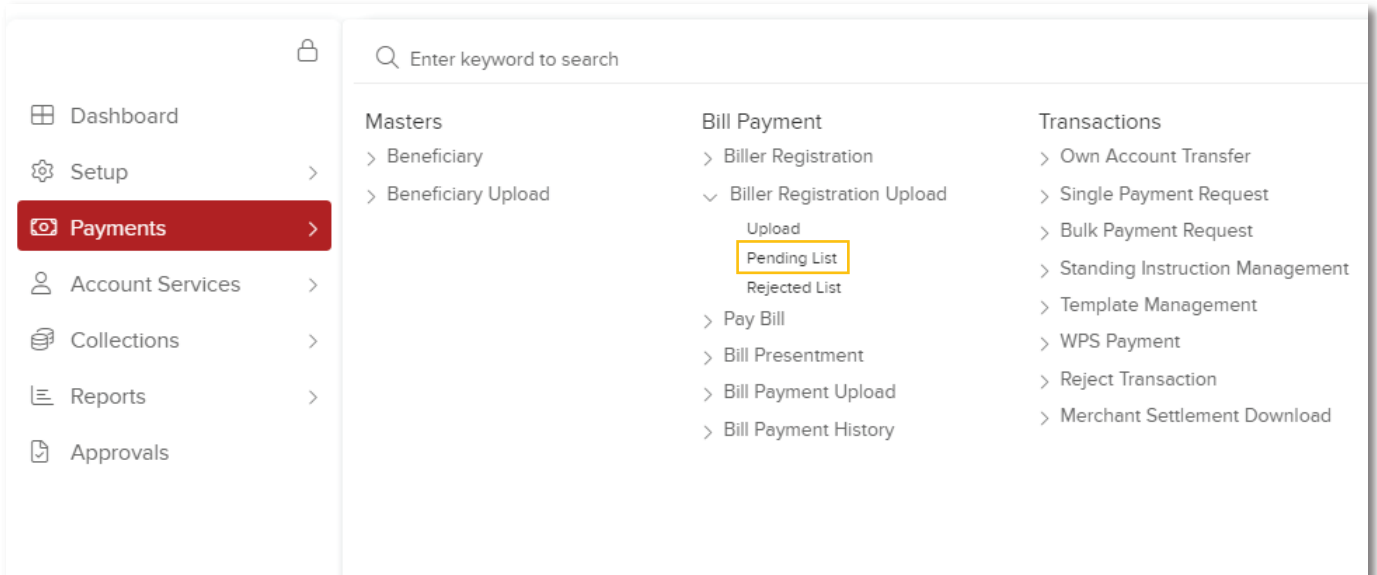
To proceed with the registration, you need to click on "Upload" after selecting the file location by clicking the "Browse" button. Then, if the file is accepted, it will show as 'pending status' and the authoriser needs to approve the file.

To approve the file, the authoriser needs to go to the Pending List and authorise it from there.

### 1.2.2. Pending List

Pending List is a list that shows all the billers that are yet to be authorised or rejected. Follow the steps given below to access this list (Image 24):

- iv) Select "Payments" tab on the left panel
- v) Select "Biller Registration Upload" option under Bill Payment module
- vi) Select "Pending List" option



**Image 24 – Biller Registration Upload | Pending List**

After landing on the Pending List page, you can see a list in a table format with all bulk registration requests that are pending to be authorised. You can also perform some actions available in the last column of this table like view any errors, re-upload the file, view the file records and delete (Image 25).

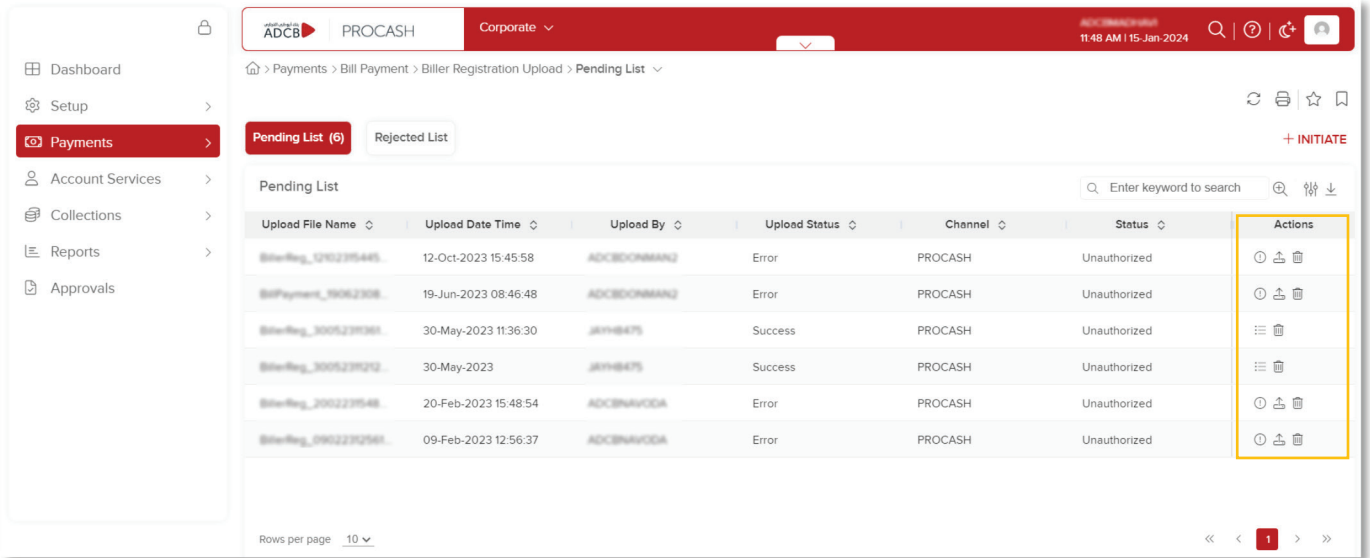


Image 25 – Biller Registration Upload | Pending list - Action column

### 1.2.3. Rejected List

Rejected List is a list that shows all the bulk requests that were rejected. Follow the steps given below to access this list (Image 26):

- iv) Select “Payments” tab on the left panel
- v) Select “Biller Registration Upload” option under Bill Payment module
- vi) Select “Rejected List” option

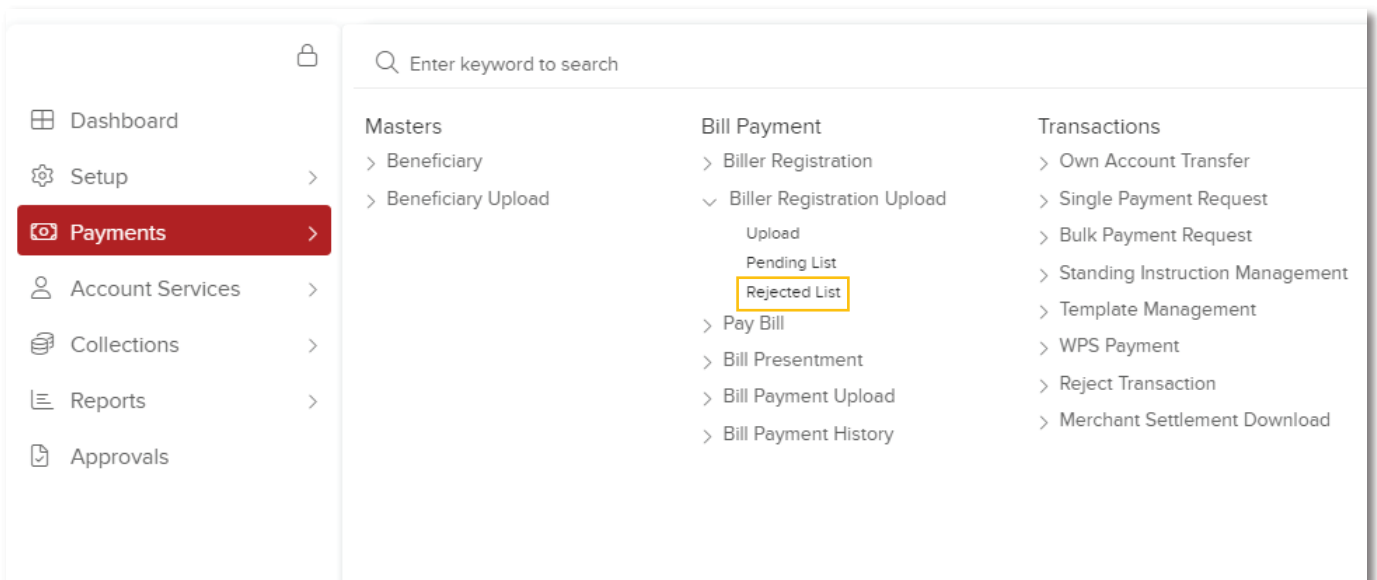


Image 26 – Biller Registration Upload | Rejected List

After landing on the Rejected List page, you can see a list in a table format with all the billers that have been rejected. You can also view which transactions are pertaining to the rejected batches by selecting the list icon under the Actions column (Image 27).

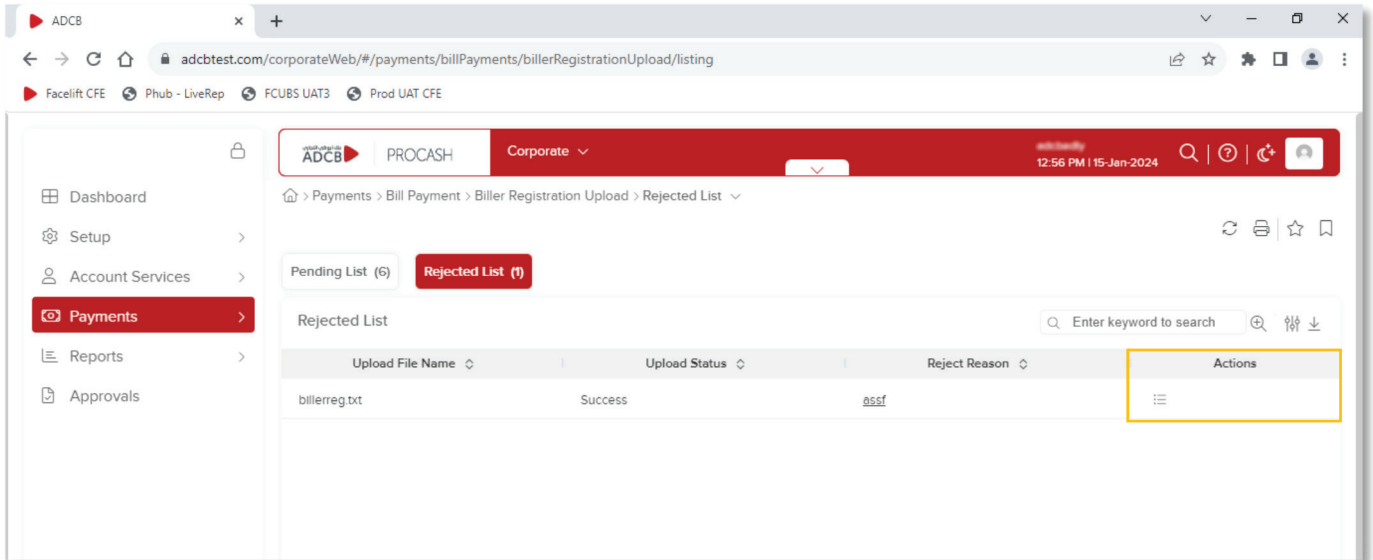


Image 27 – Biller Registration Upload | Rejected List – Actions column