Banking Interface - Zepto

Installation and Processing Guide

Version 1.04
13th April 2023

CONTENTS

DISCLAIMER

finPOWER Connect, includes functionality to cater for an updated Banking Interface from version 3.04.01 onwards (Australian Databases only) and from version 4.00.01 to include New Zealand databases.

As per your Software License Agreement, it is your responsibility to make sure finPOWER Connect is fit for your purposes and you should seek independent professional advice from sources such as Lawyers, Accountants and Government Agencies.

This is a guideline only. It is not intended to be definitive and should not be used in place of legal advice. You are responsible for staying up to date with legislative changes.

This document is correct as at time of writing, but subsequent changes may affect the relevance of the contents.

REVISION HISTORY

Date	Version	By	Details
27/05/2022	1.00	AC	Created
15/11/2022	1.01	AC	Added in Webhook URL format
08/02/2023	1.02	AC	Export Bank transactions information
10/03/2023	1.03	AC	Update Webhooks section
13/04/2023	1.04	AC	Updated to include New Zealand databases and other minor wording changes.

OVERVIEW

This document covers finPOWER Connect changes to cater for Zepto (formerly known as Split) included in the 'Banking Interface'. It does not cover any Zepto dashboard screens.

This is a web-based API system for Banking Transactions and is available for Australian and New Zealand databases only.

Please note: the service is also referred to as 'Split' (or Split Payments) as it was incorporated into finPOWER Connect prior to the name being updated to Zepto.

SUMMARY

Zepto is the first Web API based 'Banking Interface' service to be integrated into finPOWER Connect.

Please note, where 'Other Party' is mentioned within the document, this refers to finPOWER Connect Clients and External Parties such as Dealers and Brokers.

LICENCE REQUIREMENTS

- Advanced Banking.
- Cost Centres – only required if using more than one Cost Centre.
- Web Services and Automation* – if Webhooks are being used to notify events.

*It is assumed that Web Services is configured before attempting to use 'Callback WebHooks'. The following link contains documentation to download to assist you in configuring Web Services: https://www.intersoft.co.nz/Developer/Default.aspx?id=Developer.WebServices

ADDITIONAL ZEPTO INFORMATION

Account Float

An Account Float is a special 'Virtual' Bank Account that needs to be set up and configured by Zepto. This is not a real Bank Account.

The Account Float should contain **pre-cleared Funds**; therefore, it must be **actively** maintained to make sure funds are available to pay Direct Credits.

- Why is a Float Account needed?
  If a Direct Credit is paid via your Bank Account, Zepto will need to clear funds from your Bank Account before they can pay the Other Party – this may take 2-3 days.

  Using an 'NPP' type Float Account will mean that the payment will be made within a few seconds any day or time, from your **pre-paid Float Account** balance.

- Account Floats can be setup to use either NPP or BECS or a hybrid.
  - The New Payments Platform (NPP) in Australia allows Direct Credits to be instantly settled.
  - BECS Account Float can still take several hours and does not operate on non-Banking days.

  We assume most Finance Companies will want to use NPP, given its advantages.

Account Verification (AV)

A key Zepto requirement is to correctly identify and prove the Bank Account is valid and accessible by the Client and/or External Parties.

Know Your Customer (KYC)

If a Finance Company is recording Bank Account details, then the additional steps involved for 'AV' (section above), can be skipped. This means that the Finance Company does not need to go back to the borrower and have them complete the AV process.

Zepto allows KYC Trusted Accounts to onboard their Customers and Other Parties directly for Direct Debiting. Zepto must first activate this on the Finance Company's Account.

The requirements are as follows:
- Identification of Client conducted.
- Direct Debit Request/Service Agreement (DDR) is agreed to by 'Other Party'.
- Record and hold details of DDR.

For more information go to the following sites:
- https://help.zepto.money/en/articles/4212842-ddr-and-ddrsa-requirements
- https://help.zepto.money/en/articles/2866698-kyc-trusted-general

Contacts

A Zepto 'Contact' is created for each 'Other Party' in finPOWER Connect and must be setup before being able to pay or request payment from them.

Each Contact has a unique Contact Id generated by Zepto and is a GUID. When setting this up, if a Contact already exists in Zepto with the same details, the existing Contact Id is returned.

A Zepto 'Contact' is a unique combination of the following:
- Bank Account (including BSB)
- Name
- Email

All details being case sensitive.

Agreements

A Zepto Agreement is required to send Payment Requests i.e., a Direct Debit. If the Payment is within the agreed limits, (dollar and timeframe) the payment is approved for processing.
Please note, finPOWER Connect does not apply any limits.

Webhooks

Zepto supports Webhooks to notify events e.g., to notify when a Transaction's status changes.
For more information go to the following site:
- https://help.zepto.money/en/articles/3303626-webhooks

CONFIGURATION

COST CENTRES

Credentials Tab

The following describes how to set up Zepto within finPOWER Connect, Cost Centres.

1. Go to Menu option, Admin, Cost Centres and select GLOBAL. If you are using other Cost Centres, then set these up as appropriate.

2. Click on the **Zepto** page.

3. At the top of the page under the section, '**Does this Cost Centre define Zepto (formerly Split Payments) details**', tick the 'Use Service' checkbox to indicate that the Cost Centre defines the Service information.
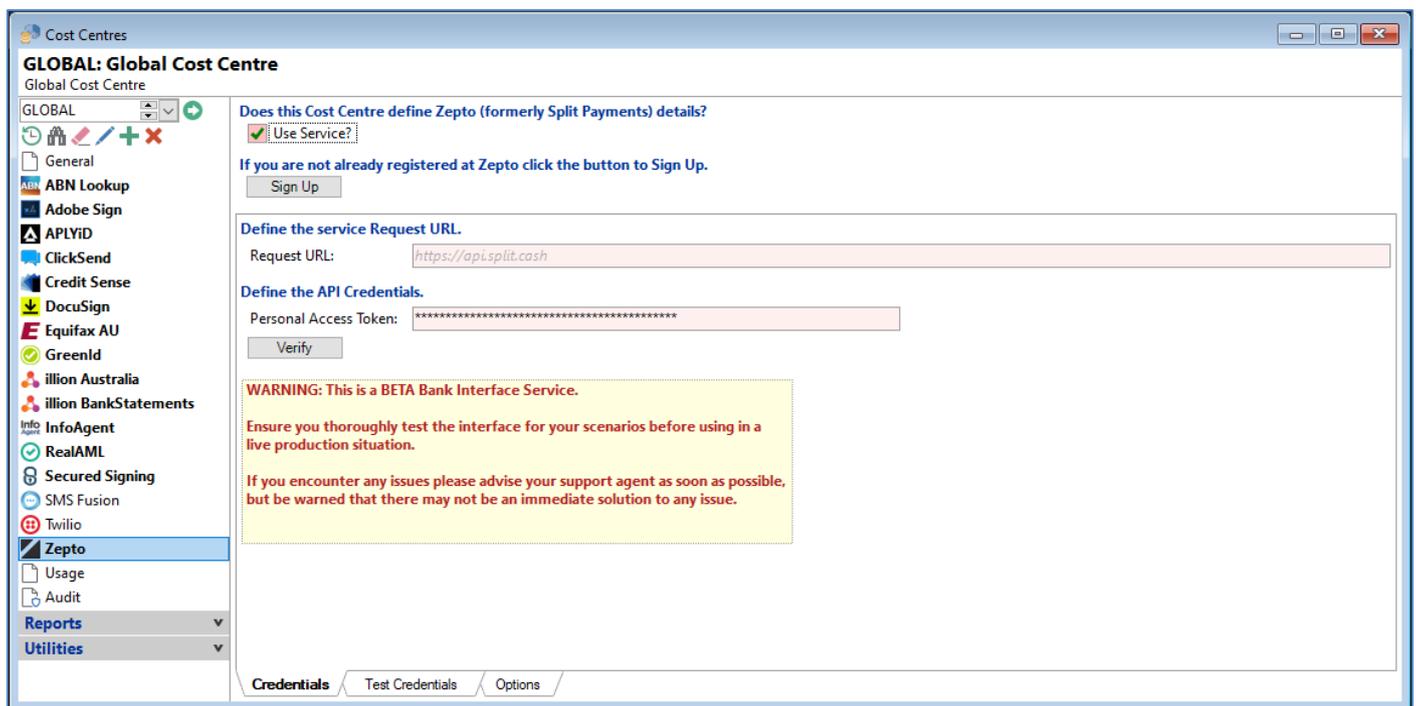
4. Click on the **Credentials** tab and fill in the following fields:

   o **Define the service Request URL** – leave blank; **only** enter a URL if specifically requested to.

   o **Define the API Credentials** - enter the 'Personal Access Token' which you will have obtained from Zepto.

5. Click the **Save** button; once out of edit Mode, the **Verify** will be available. Click the 'Verify' button to make sure the information entered is correct.

Test Credentials Tab

Credentials are **only** required on the Test Credentials page if you are doing UAT/Testing.

Note: **DO NOT** enter your Test Credentials in a Production database and **DO NOT** enter Production details into a Test Database as you may end up charging an actual Bank Account.
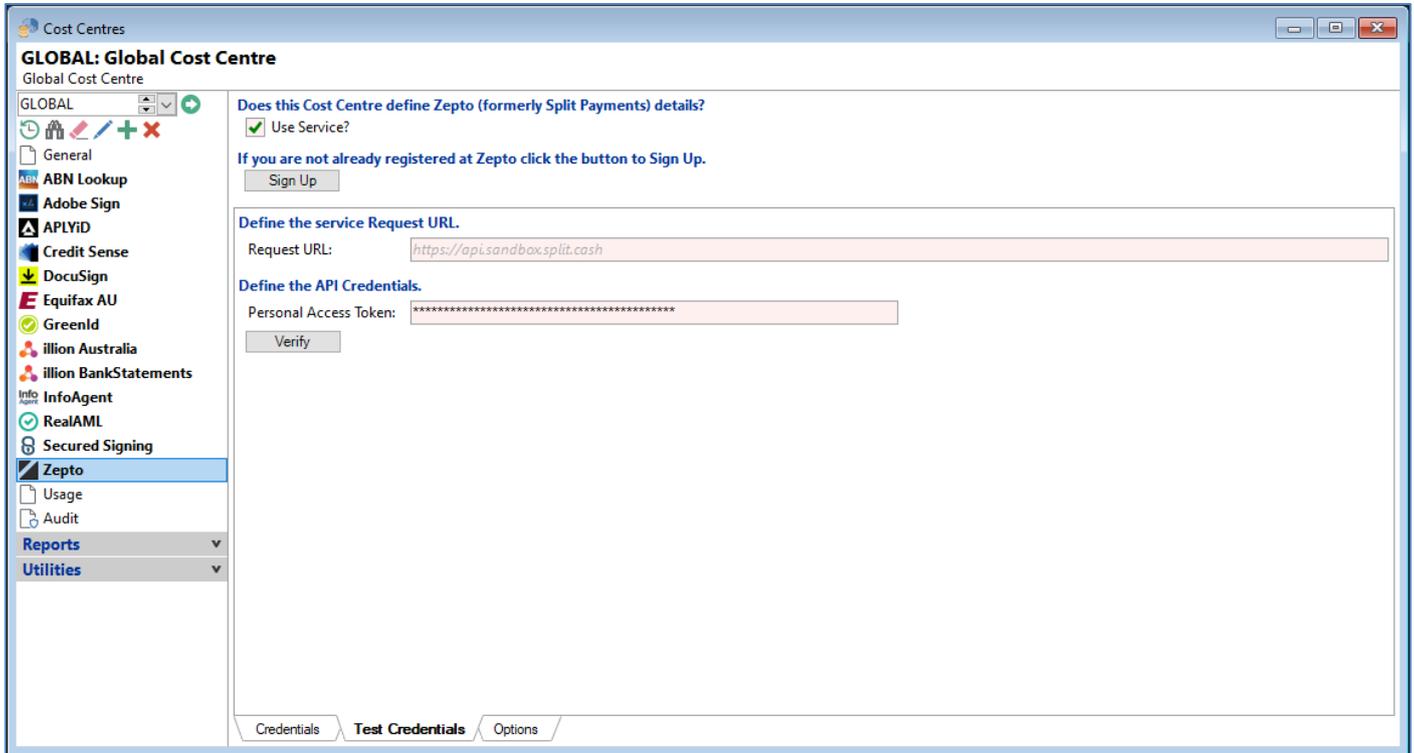
As per the production Credentials page, enter details as required but for Test Mode.
- **Verify Credentials** - As per the production Credentials page, but for Test Mode.

Options Tab

The Options tab is where you 'Enable Bank Interface'.
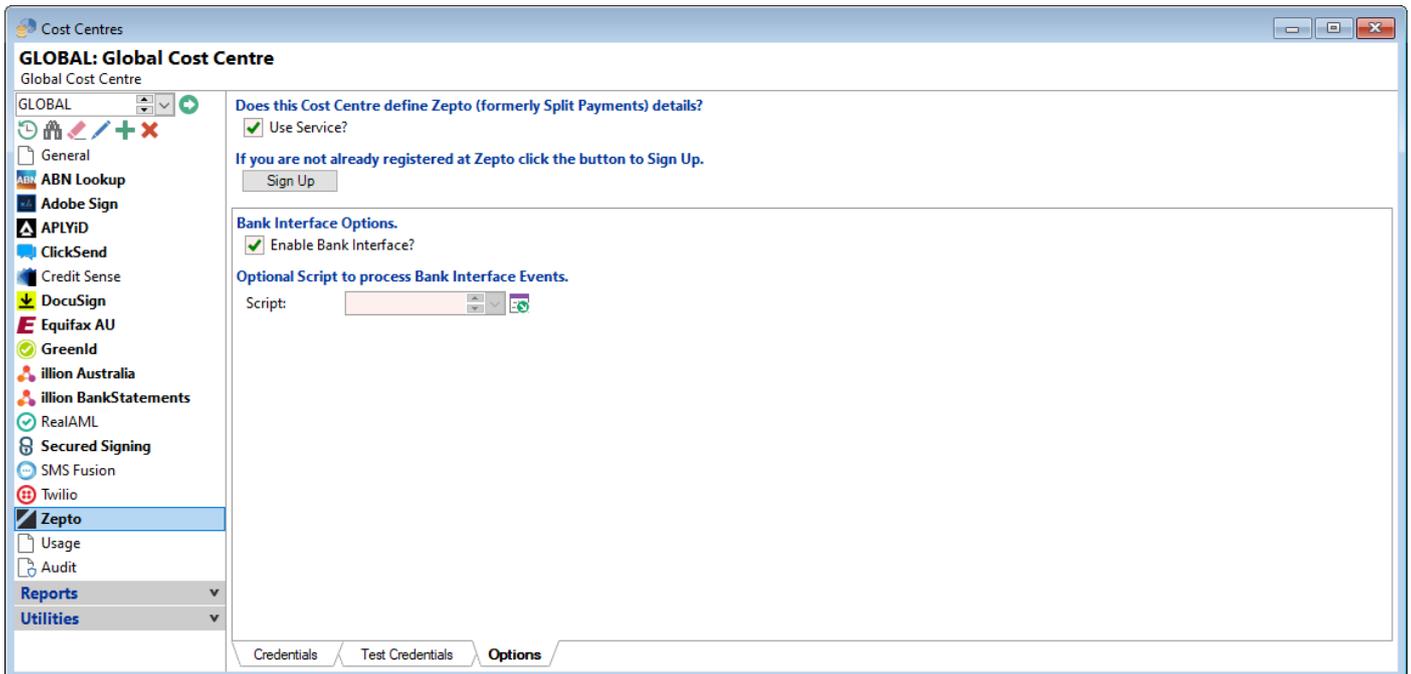
Click on the Options tab and fill in the following fields:

1. **Bank Interface Options –** tick the 'Enable Bank Interface' checkbox. Once you have done this an additional page will appear in the menu option, Admin, Bank Accounts, called **Zepto**.

2. **Optional Script to process Bank Interface Events** – If a Script has been written for any Bank Interface Events, select it from the dropdown list.

More information about Cost Centres can be found within the finPOWER Connect Help pages.

BANK ACCOUNTS

Go to menu option Admin, Bank Accounts.

1. **Float Bank Account and Main Bank Account.**
   If a Zepto 'Float Account' is to be used, then we suggest that you set up a separate Bank Account to your Main Bank Account:
   o Float Bank Account – set up a separate Bank Account with a DC Pay Method and link to the Zepto Float Account (further instructions in the document below).
   o Main Bank Account (existing) – use with DD Pay Method

   As already mentioned, a Float Account **must be** actively maintained within the Zepto Dashboard to make sure funds are available to make payments.

2. **General Page – Cost Centre.**
   If there is more than one Cost Centre being used within the database, then the Bank Account, General Page is where the Cost Centre **must** be defined.
   o If this field is left blank, the system will default to the **GLOBAL** Cost Centre, regardless of the Entity selected.
   o If the Cost Centre is defined and the Zepto details are not defined on that Cost Centre, the system will fall back to use the **GLOBAL** Cost Centre.

3. **Payment Methods page.**
   Within the two Bank Accounts create the Payment Methods as follows:
   • Zepto DD, Direction = Incoming
     Add this to the 'Standard Bank Account'.

   • Zepto DC, Direction = Outgoing
     Add this to the 'Float Bank Account'.
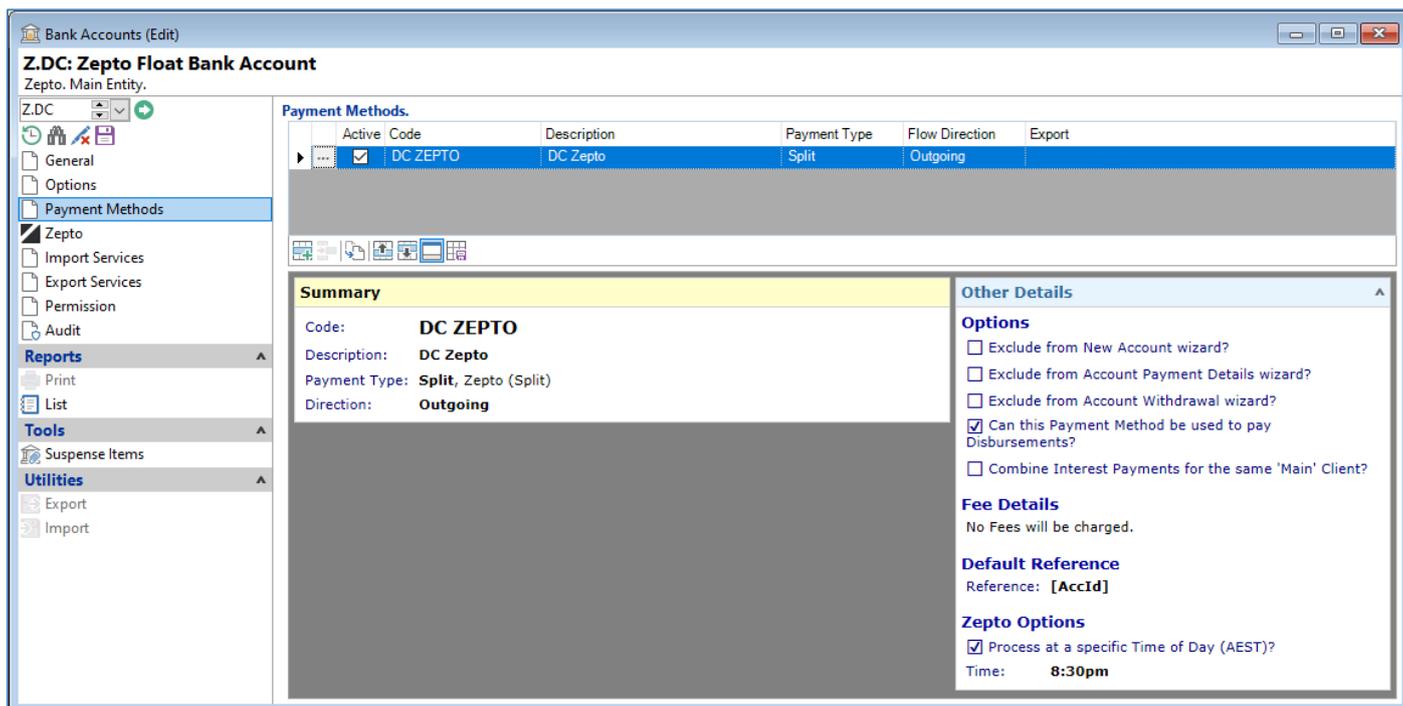
4. **Process at a specific Time of Day (AEST)**
   Within the Payment Method setup, a new option has been added on the 'Other' page of the wizard. If ticked, then a time of day can be specified for the transactions to Mature (within the Zepto system).
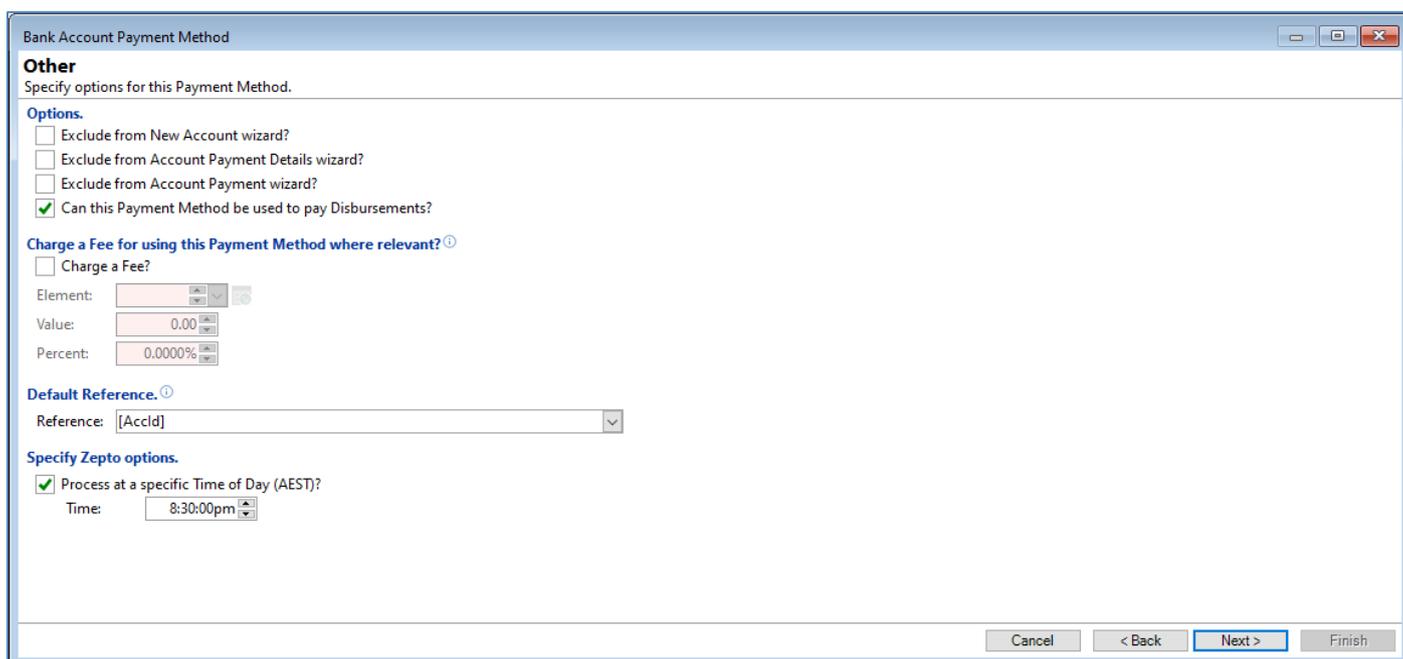
For example, it is recommended that Direct Debits mature at 8:30pm AEST to take best advantage of Banking exchange times. Therefore, if a Direct Debit Payment Method is setup to mature at 8:30pm, then if a Payment is created during the day, the actual transaction will mature at 8:30pm.

Note, if the time of day has already been passed the Transaction will mature immediately. For example, if the Payment Method Time of day is set as 2pm, and the transaction is created at 3pm, it will mature immediately.

5. Export Services page

There is no requirement to link Zepto Payment Methods to an 'Export Service'. However, a Lodgement type Export Service can be used to group Transactions for the GL export; this might be used if Zepto transactions are grouped together in your Bank Statement into one line.

If used, it is suggested that a new 'Lodgement type' export service is added so it is separate to the 'Lodgement' used for 'Cash'. To do this, go to 'Export Services' and click the 'Add' icon and work through the wizard:

- **Enter a description and details for this Service** page:
  Add in a Code, Description, and select that it will be a Lodgement.

- **Specify Lodgement details** page:
  Select the Lodgement document, so that you will have a record of the transactions that were grouped together.

- **Select the Payment Methods that are handled by this Service** page:
  Tick the checkbox for Zepto.

- Click Finish.

6. Zepto page

This page is visible if the 'Enable Bank Interface' checkbox on the Cost Centre is ticked.

- **Zepto (formerly Split Payments) options**

    o **Bank Account** - click the ⟳ 'Refresh' button and then the dropdown list.
    The dropdown list will show the Bank Accounts that are available to use; choose the correct one according to the 'Bank Account' e.g., Z.DC that you are currently adding the settings for.

    - Select the **Float Account** from the dropdown list, for the Float Bank Account and therefore Direct Credits.
    - Select the **Bank Account**, in our example "AU 111111…", for the Standard Bank Account and therefore Direct Debits.
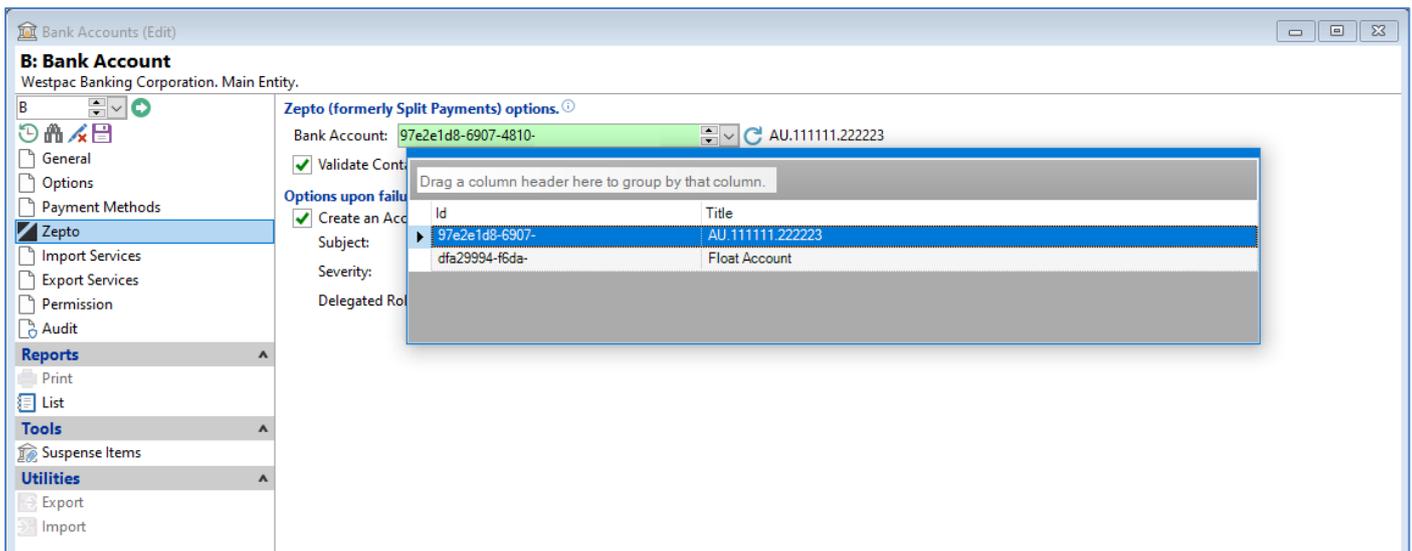
    o **Validate Contact details before sending Transactions to Zepto** – tick this checkbox to make sure that the Bank details, i.e., BSB, Account Number, Account Name and Email stored on the Bank Transaction matches the 'Contact' within Zepto.

    If a mismatch is detected the Bank Transaction will not be sent to Zepto.

- **Options upon failure** – enter the fields, if you would like to create a Log when a Bank Transaction fails – this includes any dishonoured transactions.
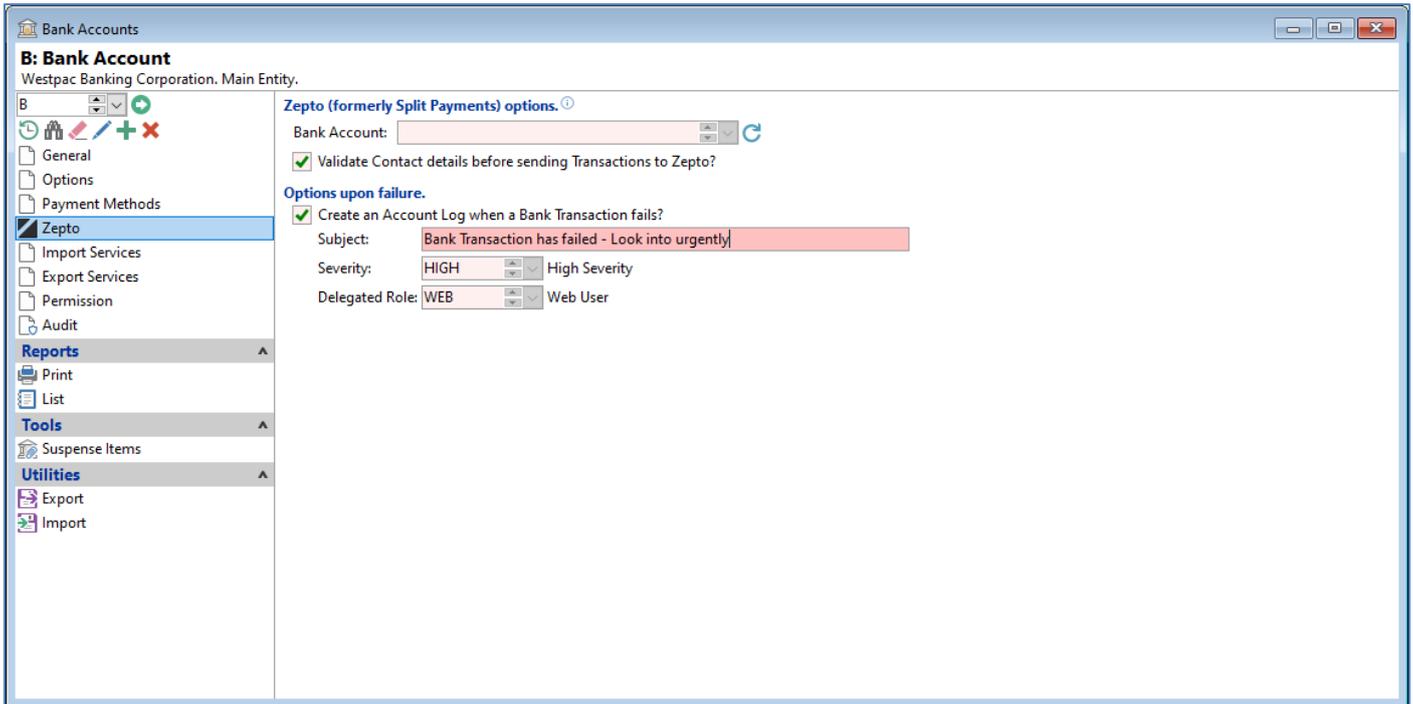
These logs can be found by going to the Task Manager, **Tasks** Folder, of a User that is in the Role that was selected as the **Delegated Role** and will also show on the 'Logs page' of the Account.

![finPOWER CONNECT logo]
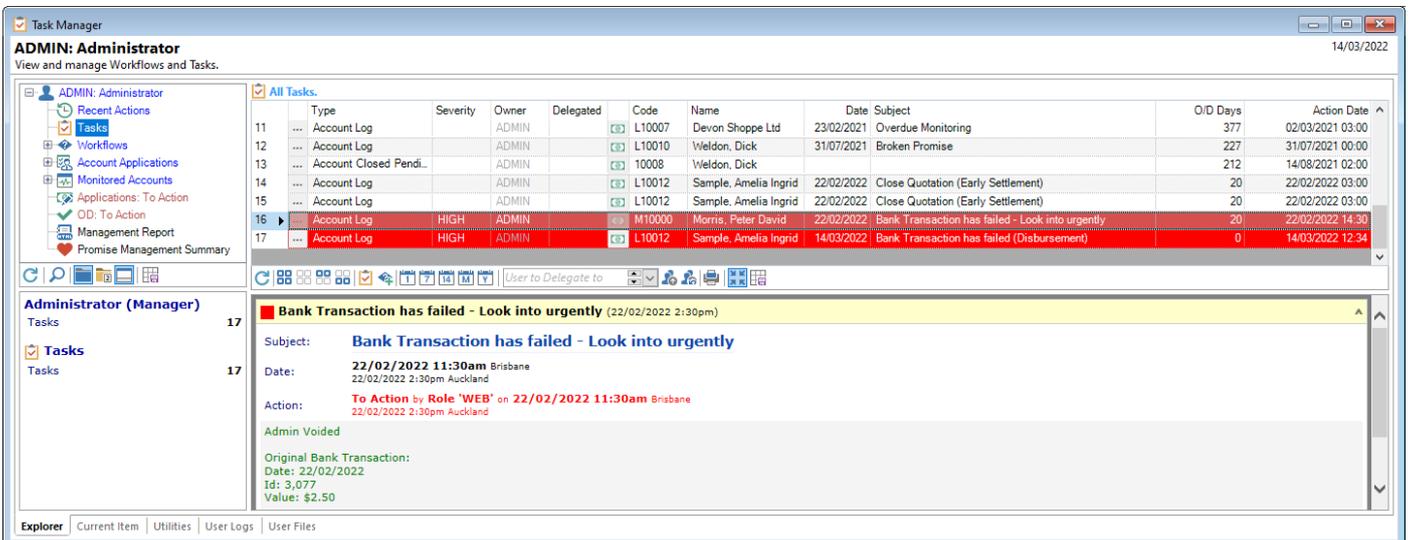
CLIENT

The Client can be setup with a 'Zepto' payment type. However, the 'New Client' wizard does not support Zepto bank accounts; you will need to set this up after the Client has been saved.

Go to the Client, Tax & Banking Page, click the ![icon] icon at the bottom of the page.

This will open a new wizard; select the 'Zepto Bank Account Contact' option and click **Next**.
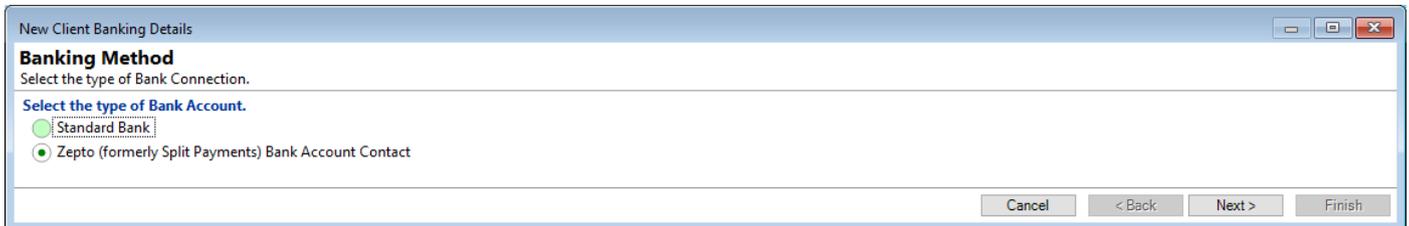
The **Zepto** page of the wizard is where the Banking details are entered and the Contact with Zepto created and/or activated.
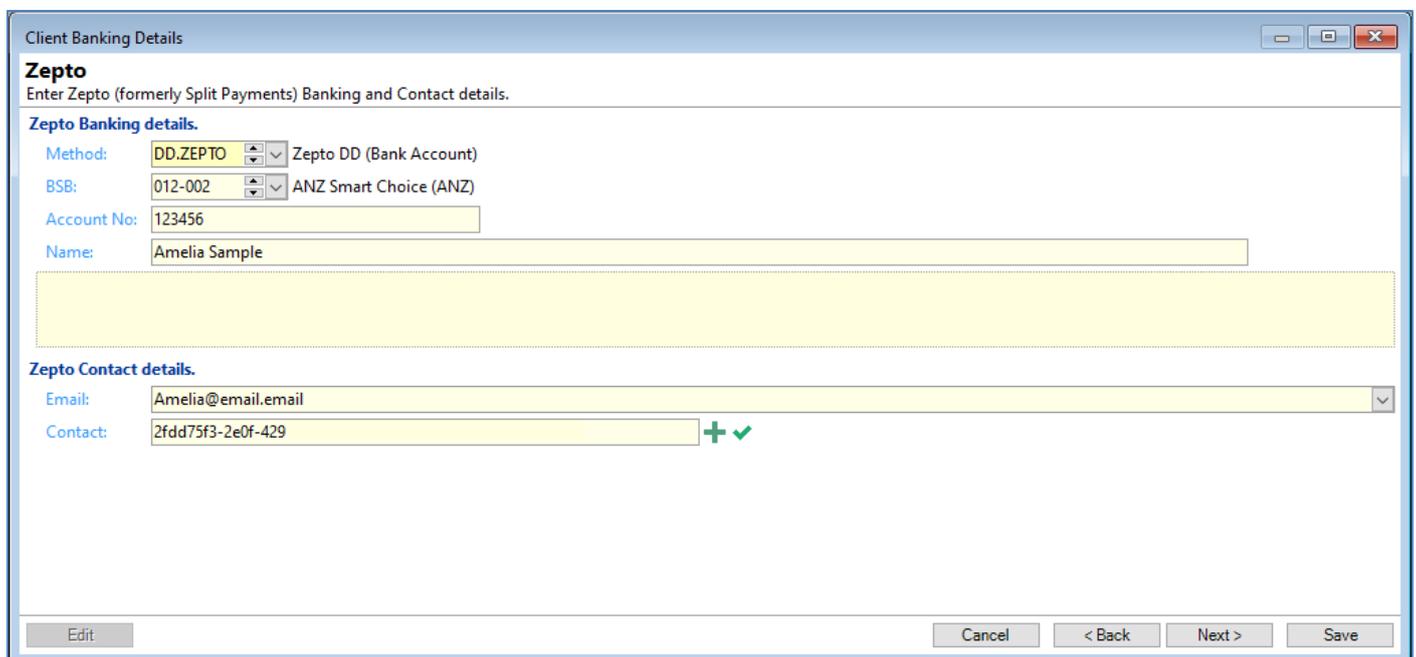
- **Zepto Banking details.**
    - Select the 'Zepto' payment method that was set up via 'Admin, Bank Accounts' pages.
    - Fill in the BSB, Account Number and Name.

- **Zepto Contact details.**
    - Fill in the email address for the Client/Other Party.
    - **DO NOT** fill in the 'Contact', instead click the ✚ 'Add' button to create the Zepto Contact. This will send a message to Zepto:
        - If a Contact with the same Bank Account, Name and Email already exists, the existing Contact is returned.
        - If the Client does not exist, it will create a new Contact.
    Either way a 'Zepto GUID' will be returned and automatically fill in the 'Contact' field.

    Clicking the ✔ 'Verify' button will show additional detail about the Account including, Name, Email and Bank Account number.

Click the **Next** button to move to the next page of the wizard.

Enter 'Other' options as required on this page of the wizard.

- Specify a Friendly Name to identify this Bank Account.
- Specify the period for which these details are valid.
- Specify other options.
- Enter Notes

Click **Finish** to complete the wizard.

Other Client Information

At the bottom of the Client, Tax & Banking page, there is an 'Update Accounts' button 🏦.

This button is used to update and copy any Bank Account information to other Client Accounts, however, is not available where a Bank Account is not already in place on an Account.

ACCOUNT

You will likely need to update Account 'Payment Details' with the Zepto information.
To do this, go to the Account, Payments page and click the 'Edit' button in the 'Payment Details' section.

Fill in the appropriate details and click **Next** to move to the next page.

The Payment Details page of the wizard shows the Banking details and the option to 'Add new Zepto Contact'.

- **Zepto Banking details.**
    - Select the 'Zepto' payment method that was set up via the 'Admin, Bank Accounts' pages.
    - Fill in the BSB, Account Number and Name.

- **Zepto Contact details.**
    - Fill in the email address for the Client/Other Party.
    - **DO NOT** fill in the 'Contact', instead click the **Add** ✚ button.
    This will send a message to Zepto:
        - If a Contact with the same Bank Account, Name and Email already exists, the existing Contact is returned.
        - If the Client does not exist, it will create a new Contact.

    Either way a 'Zepto GUID' will be returned and automatically fill in the 'Contact' field.

    Clicking the ✔ **Verify** button will show additional detail about the Account including, Name, Email, Bank Account number and whether a Direct Debit agreement is in place.

Click **Finish** to complete the wizard.

WEBHOOKS

There is the option to use Webhooks to update the status of Transactions. This is set up within the Zepto Dashboard, rather than in finPOWER Connect. These are not mandatory but make for a cleaner process within finPOWER Connect.

The Webhook URL will look like the following:
>   https://**[WebServiceURL]**/api/Callback/Webhook?serviceid=split
>   Substitute **[WebServiceURL]** to your web server base URL.

If not used, the Zepto API needs to be polled to check the status of a Transaction. This is done via the 'Pending Service Request' wizard or individually for each transaction.

Webhooks have many events that can be intercepted; however we suggest that they are all selected. To do this, go to the Zepto dashboard, click on the Account name (top left-hand corner), where you will see a menu that includes 'Webhooks', click on this and add in the relevant information, for example:

- Add or Edit a Webhook/set callback URL.
- Filter Events – we suggest that you click on 'Select all' checkbox.

When a Webhook is received the Event is inspected, and only relevant Events are handled.

Additional information for Zepto Webhooks can be found here:
https://help.zepto.money/en/articles/3303626-webhooks

RECEIVING PAYMENTS

A payment made via the Zepto method should be no different to any others, for example you can receive an Ad-Hoc payment and Process the Direct Debits as normal i.e., via menu option Transaction, Process Direct Debit Payments. The advantage being that you can track the payment in real-time.

For example: click on the '**View Bank Transaction**' button found in the HTML Summary of the Transaction within the Account.

Then click on the '**Update Status**' button to refresh the screen and update the Status of the payment.

You can view the process that occurs before the Payment is cleared.

Please note: the **Cancel** button can only be used up until and while the Payment is 'Maturing'; any other status will result in a 'Request Failed'. Additionally, if you Cancel a payment, this will not create any reversals (in the system) and therefore needs to be done separately i.e., using the 🖼 'Reverse Transaction' button found in the Button Strip.

Export Details

Service:	Split
Sent:	ADMIN on 15/03/2022 at 9:50:28am.
Reference:	PR.fmk7
Status:	Success
Settlement Date:	15/03/2022
Settlement Reference:	CT.rvcl

Service Log	Date	User	Type	Status
6452	15/03/2022 09:50:28	**ADMIN**, Administrator	RequestPayment	Approved
6453	15/03/2022 09:51:45	**ADMIN**, Administrator	ListTransactions	Maturing
6454	15/03/2022 09:52:57	**ADMIN**, Administrator	ListTransactions	Matured
6455	15/03/2022 09:53:50	**ADMIN**, Administrator	ListTransactions	Processing
6456	15/03/2022 09:54:53	**ADMIN**, Administrator	ListTransactions	Cleared

Lodgement Details

ⓘ Not yet lodged.

The status updates will only show in full if you click the 'Update Status' button regularly. Else you will see only the 'Approved' and 'Cleared' status lines.

The other option that can be used to update the status on an Account Transaction is the menu option Process, Pending Service Requests. This will update all transactions in bulk.

Tick the '**Include**' checkbox for all the Accounts that need updating and then click '**Execute**'.

This will refresh the transactions and check whether they have been cleared.

Important note: To Direct Debit via Zepto, you must have a valid Agreement with your Client. Since this relies on a valid Zepto Agreement, created via either an AV or KYC, you cannot add a new Contact when processing an ad-hoc payment. In other words, the Client must have followed the normal process and agreed to DDR Service Agreements etc. See the 'Additional Zepto Information' section near the top of this document.

PAYMENT FAILURES AND DISHONOURS

As already mentioned, any failed transactions which includes Dishonours, will be notified as a log within the Task Manager on a User that is assigned to the Role that was selected as the 'Delegated Role' – this is described under the section 'Bank Accounts'. This log will also show on the affected Account.

To view the log, click on the '…' drilldown and view the notes.
The log will also show on the Account in the 'Logs' page.

You may need to act accordingly, for example my message states that 'Admin voided', which means the User reversed the transaction, without first cancelling the Bank transaction.

Any Payments that have dishonoured will be automatically reversed in the Account.

Within Global Settings, Accounts, General page, there is a section called 'Specify default actions to perform in the Payment Reversal Wizard'.

Normally the actions set, will be performed when reversing a 'Payment transaction' within the Account, using the 'Payment Reversal Wizard'. However, with any Zepto payments that have been automatically reversed, these options will be set in motion without 'User' intervention.

You can see from the following screenshot the transaction has been reversed and a fee charged. Additionally, the 'Account Payment Dishonour' letter is waiting to be Published Documents wizard.

The reason the payment has failed has also been included in the Notes column.

Please note: there are exceptions to the above and it is recommended to also review the 'Exporting Transactions' section for other 'Failed' transactions.

WITHDRAWAL AND DISBURSING PAYMENTS

This is no different to the normal method of sending or Disbursing a Payment, whether this is direct to the Client or via an External Party.

As per the 'Receiving Payments' section, the advantage is that you can view the progress of the Payment in real time.

To review the progress, either click on the 'View' button within the Account, Disbursements page or go to the menu option Process, Pending Service Requests, and update in bulk.

As you can see from the screenshot above, the cleared funds, is shown in real time.

EXPORTING BANK TRANSACTIONS

You will notice on the 'Export Bank Transactions' wizard, there is an additional option 'Send Bank Transactions via a Bank Interface (Web API) Service'. These will usually include the sorts of the Transactions that normally need to be authorised. However, they will also include transactions that have failed to be sent automatically (please see additional section below).
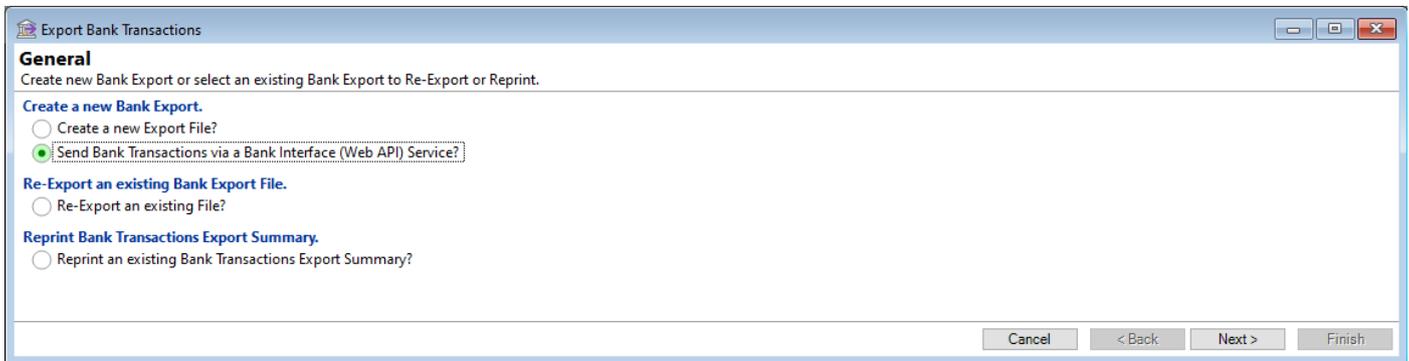
However, you may find that there are no files to Export, as these normally transact with Zepto immediately without the need to export.

Additionally, the transactions shown will also depend on the Permission Keys set for each User.

FAILED TRANSACTIONS THAT HAVE NOT REVERSED

There are several types of transactions sent to Zepto that will not automatically be reversed within the Account transactions; this is because they fail before they leave finPOWER Connect.

Some of the transactions that might fail include:
- The 'Contact Id' on the Account is not correct or does not match Zepto information.
- The Client has blocked Zepto – 'Authoriser contact bank account is blocked and not eligible'.

It is therefore recommended that this wizard be run on a regular basis, in order review any transactions that need further investigation and possible reversal. The summary section will contain additional information within the 'Export Details' section.

Additionally, you will see the following buttons:
- **Send** button, where you can resend the transaction. If there is an issue an error will appear; this will prompt the user to investigate further.
- **Reverse** button, on other transactions where there is a reason the transaction has failed and hasn't automatically reversed, a **Reverse** button is included. This allows you to manually reverse the transaction.

ZEPTO LODGEMENTS - EXPORTING TO THE GENERAL LEDGER

If you have linked the Payment Method of Zepto with the Export service of 'Zepto Lodgement', then bank transactions must be 'Lodged' first, to appear in the General Ledger export. To do this go to menu option Transaction, Bank Lodgements.

On the first page of the wizard, select the Bank Account and the 'Service', in this case 'Zepto Lodgement' and click 'Next'.

The Lodgements page will show all transactions including the following Statuses:
• Success
• Failed
• Cancelled and
• Aborted.

If a transaction has been 'Cancelled' or 'Aborted' and no manual reversing transaction has been made, then these will show in the Lodgement, however the 'include' checkbox will be unticked. To rectify this, reverse the Transaction in the Account; once this has been completed the Transaction will disappear from the Lodgement. It is therefore important to fix any transactions that are showing in the Lodgement before clicking the Finish button.

Tick the 'Include' checkbox for all the transactions you would like to 'Lodge'. This will send a Bulk transaction value to the GL, so you may need to keep a copy of the Lodgement schedule to reconcile later.

SCRIPTING

If required, scripting can intercept various events to handle additional processing.
The Script is defined on the Cost Centre.

Script Properties are as follows:
• Type = Object Events
• Object = Bank Interface

Script Events
• Status Change – The Bank Transaction's status has changed including:
  • Queued – After the Bank Transaction is first sent to Zepto, also after an update but the Bank Transaction is still Queued.
  • Complete – When the Bank Transaction has been successfully completed.
  • Failed – When the Bank Transaction fails. This will reverse the Bank Transactions; however, you can handle this yourself in the script and set "eventHandled=True"
  • Cancelled – When the Bank Transaction within Zepto is cancelled from within finPOWER Connect.
  • Aborted – This is a manual process within finPOWER Connect to abort a Service log.

PERMISSION KEYS

A number of Permission Keys have been added for the new Banking Interface area.
These include:

- Banking.BankInterface.AutoSend.ClosePayment
  Will automatically send Bank Transactions when an Account is 'Closed-Pending'.
  Default = Allow

- Banking.BankInterface.AutoSend.CloseWithdrawal
  Will automatically send Bank Transactions when an Account is 'Closed-Pending'.
  Default = Deny

- Banking.BankInterface.AutoSend.DirectDebits
  Will automatically send Bank Transactions immediately after processing Direct Debits.
  Default = Deny

- Banking.BankInterface.AutoSend.Disbursement
  Will automatically send Bank Transaction when an Account Disbursement is approved.
  Default = Deny

- Banking.BankInterface.AutoSend.DisbursementAccountPayments
  Will automatically send Bank Transaction when Disbursement Account Payments are processed.
  Default = Deny

- Banking.BankInterface.AutoSend.Payment
  Will automatically send Bank Transaction at the end of the Account Payment wizard.
  Default = Allow

- Banking.BankInterface.AutoSend.Withdrawal
  Will automatically send Bank Transaction at the end of the Account Withdrawal wizard.
  Default = Deny

- Banking.BankInterface.AutoSend.Refund
  Will automatically send Bank Transaction at the end of the Account Refund wizard.
  Default = Deny

- Banking.BankInterface.Requests.Abort
  Controls whether the User can abort Bank Interface requests.
  Default = Deny

- Banking.BankInterface.Requests.Cancel
  Controls whether the User can cancel Bank Interface requests.
  Default = Allow

- Banking.BankInterface.Requests.Update
  Default = Allow
  Controls whether the User can update Bank Interface requests.