



TEMENOS
Payments

Temenos Payments Request to Pay (R2P)

Request to Pay (R2P) is an exciting and, relatively, new service for many payments markets around the world. The service helps empower both billers and payers with a range of new payments options, addressing key collection challenges such as insufficient funds in accounts and cancellations of mandates.

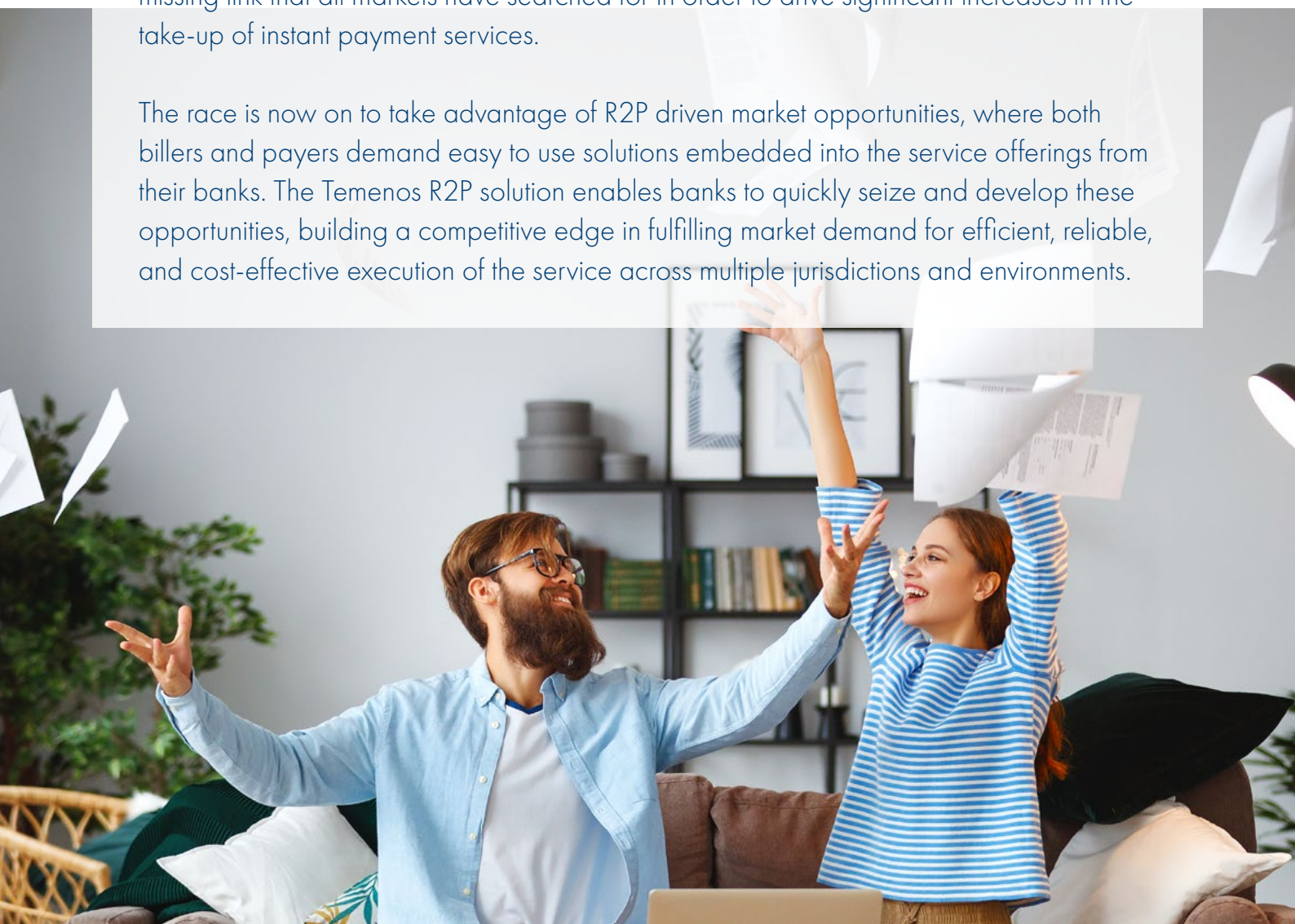
By elevating and standardizing the communication between billers and payers, R2P creates a dynamic and transparent flow of information that expedites the generation and execution of a payment.

Crucially, it removes harmful ambiguity from the initiation process and enables suppliers of all sizes to become proactive and immediate, thus building stronger, more interactive relationships with their customers. For buyers, it provides more control and flexibility in how they settle invoices and manage their cash flows, be they businesses or individuals.

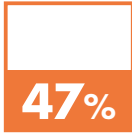
The particular service details can change between different markets, such as the need for prior mandates or the range of payments options available to the buyer be it full, partial, decline, or delay. However, there is a multi-market consistency for most service themes and so a single cross market, configurable solution can accommodate the needs of disparate jurisdictions.

R2P services also go hand-in-hand with instant payments, leveraging these clearing rails to complete the dynamic, rapid execution of the transaction, providing immediate value to the biller and finality for the payer. Consequently, R2P has long been lauded as the missing link that all markets have searched for in order to drive significant increases in the take-up of instant payment services.

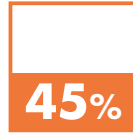
The race is now on to take advantage of R2P driven market opportunities, where both billers and payers demand easy to use solutions embedded into the service offerings from their banks. The Temenos R2P solution enables banks to quickly seize and develop these opportunities, building a competitive edge in fulfilling market demand for efficient, reliable, and cost-effective execution of the service across multiple jurisdictions and environments.



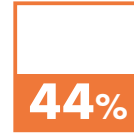
The breadth of payment collection challenges impacting different industries are illustrated by the following statistics from Pay.UK:



of rental bills failed to be paid on time



of UK bill payers do not use direct debit to pay utilities bills



of donors cancel their direct debits to charities

Each failed collection costs approximately £15 to £20

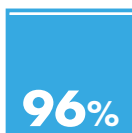
The UK Government faces £3bn in unpaid council tax annually

These are issues faced in every market, often increased by the pandemic:

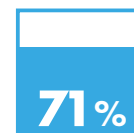


abandoned a purchase in the pandemic due to financial situation (Galitt, France)

Hence, the market appetite for R2P services is significant:



of businesses are interested in European R2P services (EBA-PPI Survey, SEPA zone, Europe)



of consumers are interested in R2P partial and delay payment options (Galitt, France)

How we Address your Goals and Challenges?

The Temenos R2P Server is a fully functioning engine that supports the automation of communication flows between the biller and the payer, leading to the generation of a successful payment order to be processed and the real time updating of all parties involved in the transaction.

Our aim is to make it as easy as possible for any bank or payment service provider (PSP) to implement, rollout, maintain, and evolve Request to Pay services across their business. Hence, a number of key themes underpin the Temenos offering:

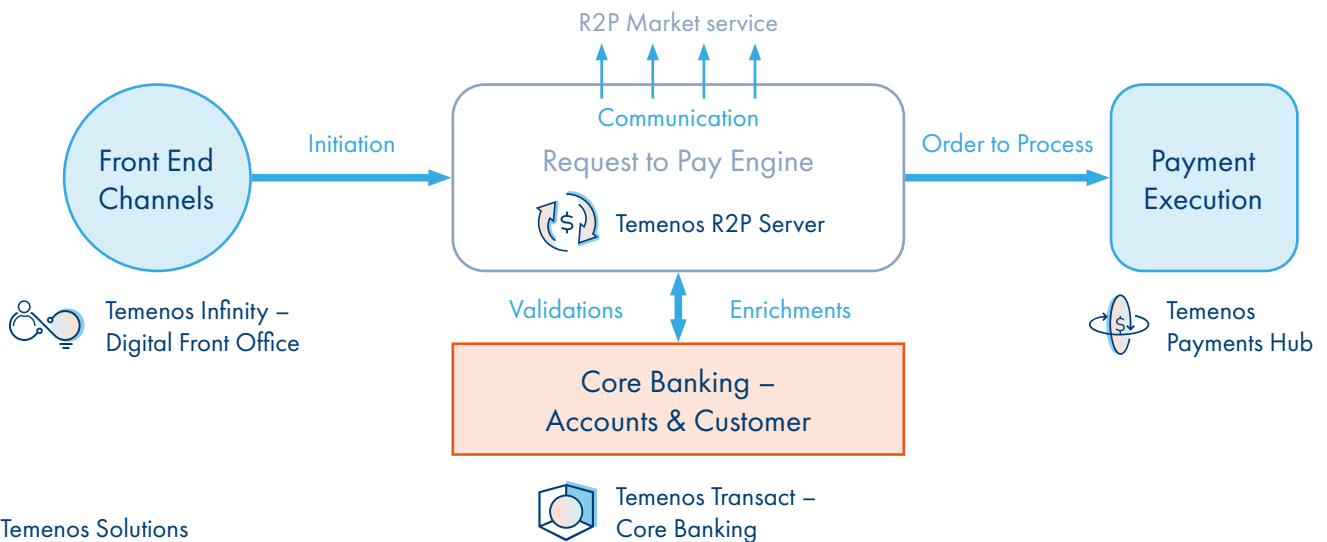


- **System Agnostic** – can be implemented to work with any system, any environment. No pre-requisites required. This will augment your current capabilities.
- **Minimal Footprint** – available through SaaS to minimize the impact and strain on your current environment. Also available for cloud or on-premise deployment.
- **Plug & Play** - pre-built processes fully supporting the required communication flows between biller and payer.
- **Multiple Schemes** – out-of-the-box support for multiple market schemes (including EBA and Pay.UK). Commitment to maintain and support scheme changes.
- **API Driven** – all services accessed and driven by easy to use, published APIs adhering to open banking and industry standards. Simple & rapid on-boarding of channels and customers.
- **Proven, Scalable Engine** - provides the highly-performant backbone for an enterprise scalable, real time, 24x7 service, supporting the expansion and growth of your business.

What Our Solution Covers and Features

The Temenos R2P Server is built to seamlessly plug into a bank's system landscape where it acts as the processing engine for the secure and successful communication between the buyer and the payer. When that communication is successful, the server generates a payment order to be processed by the payment execution platform within the bank. Ideally, this will be routed to an instant payment rail to ensure that the Biller and Payer receive the immediate, premium service that R2P seeks to deliver. However, some payments may be executed through non-instant rails depending on the services available to the bank.

Request to Pay Environment – Bank System Landscape

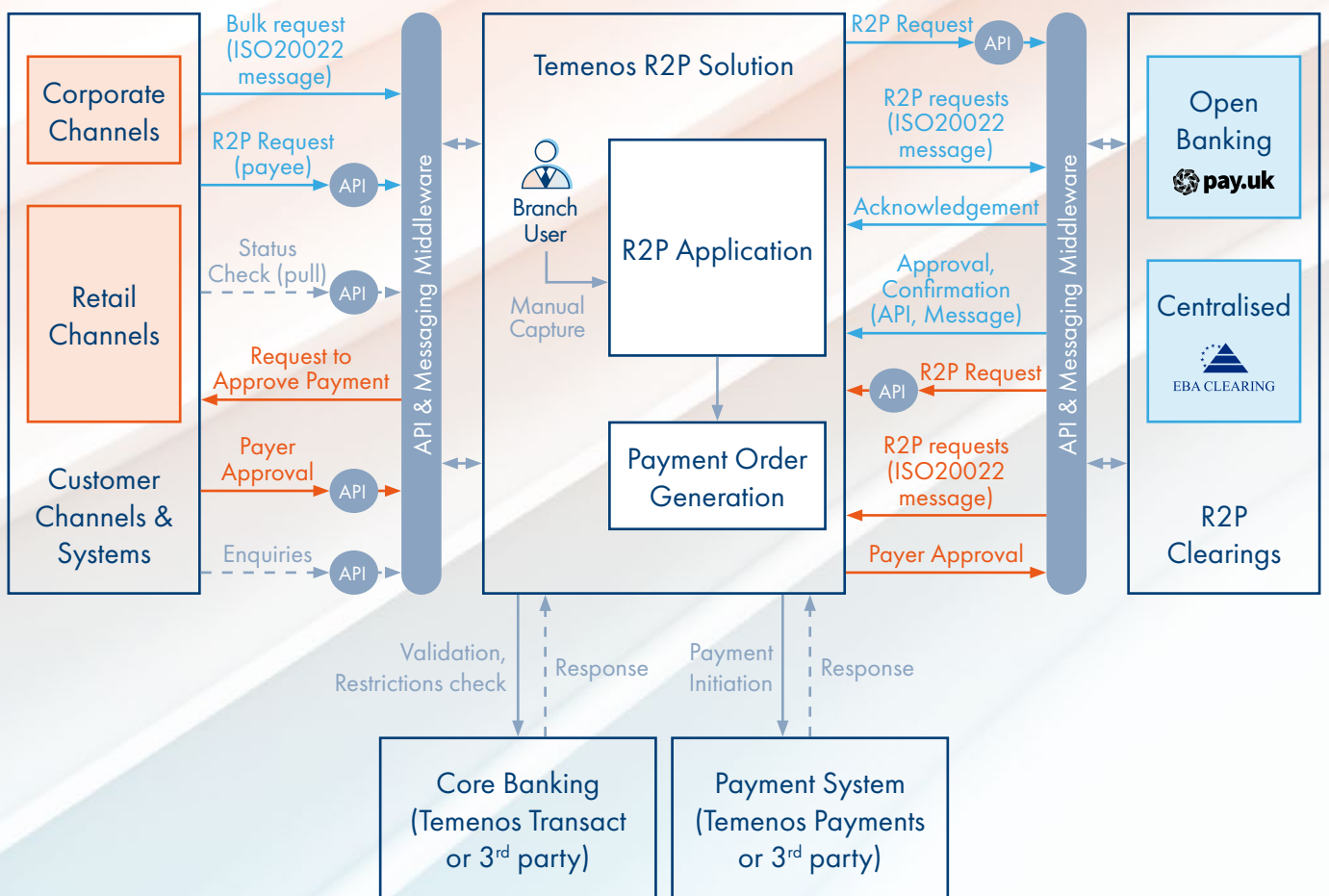
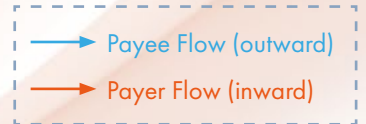


Temenos Solutions

The Temenos R2P Server is truly system agnostic and can perform its role with any supporting systems and infrastructure. In addition to the R2P Server, Temenos provides leading end-to-end solutions to support processing systems within the bank i.e. Channels, Core Banking, and Payments.

Controlling the communication between the parties requires the sending and receiving of messages through APIs and middleware, that then link into multiple process flows pre-built within the R2P Server. These internal process flows manage the validation and routing of requests for processing as well as the updating of the parties involved in each transaction, whether they are the biller or the payer. The Temenos R2P Server supports both aspects and thus enables a bank or PSP to provide R2P services to both billers and payers.

Temenos Payments – R2P Solution Architecture



The R2P Server itself provides the operations staff within the bank with a range of features and functions enabling the setup and configuration of services.



Supports multiple flexible payment options

- Pay All, Pay Partial
- Seek extension of due date
- Decline, decline & block
- Exchange notes

Can initiate using Proxy Identifiers

- Mobile number, email address
- External repository
- Manual initiation also available

Supports exchange of invoice information.

Automatically generates unique transaction identifier and maintains throughout the end-to-end flows.

Ability to define and calculate fees and charges

- Produce extracts for external billing

Dashboards and drill-down enquiries support the active monitoring of client activity.

Exceptions are automatically identified and managed.

Leverages event driven architecture and cloud native technologies, with ISO 20022 compliant data model and messaging, available through open, information rich APIs.

Benefits

Quick & Easy Implementation and Rollout

- Plug & Play, pre-built process flows
- Full scheme rules support out-of-the-box
- Easy to use APIs for integration
- SaaS consumption option removes infrastructure setup and maintenance issues

Ability to Provide Both Billers and Payers With Premium Service

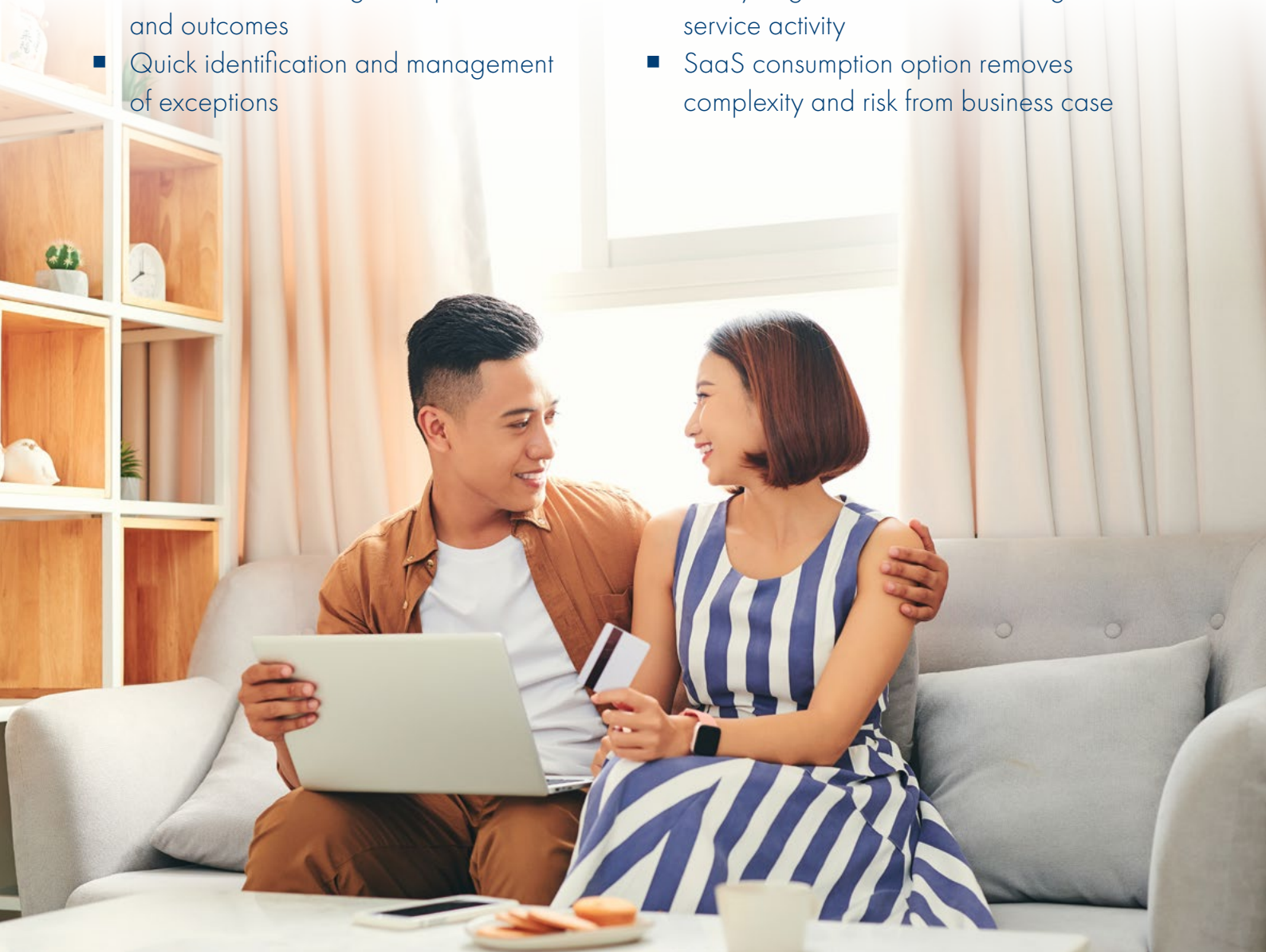
- Full range of payment method options available
- Support for proxy services
- Pro-active monitoring of requests and outcomes
- Quick identification and management of exceptions

Secure, Long Term Partnership

- Trusted provider committed to maintaining regulatory and scheme compliance
- Strong roadmap from leading, proven market player
- Wider ecosystem of integrated, supporting solutions

Excellent Return on Investment

- Ability to expand to support multiple services with one solution
- Minimal impact on existing infrastructure through small footprint and system agnostic
- Ability to generate fees and charges for service activity
- SaaS consumption option removes complexity and risk from business case





Get in touch

To find out more about Temenos Payments R2P, [contact us](#)

temenos.com

About Temenos

Temenos AG (SIX: TEMN) is the world's leader in banking software. Over 3,000 banks across the globe, including 41 of the top 50 banks, rely on Temenos to process both the daily transactions and client interactions of more than 500 million banking customers. Temenos offers cloud-native, cloud-agnostic and AI-driven front office, core banking, payments and fund administration software enabling banks to deliver frictionless, omnichannel customer experiences and gain operational excellence.

Temenos software is proven to enable its top-performing clients to achieve cost-income ratios of 26.8% half the industry average and returns on equity of 29%, three times the industry average. These clients also invest 51% of their IT budget on growth and innovation versus maintenance, which is double the industry average, proving the banks' IT investment is adding tangible value to their business.

For more information, please visit www.temenos.com.

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