

“TRANSACTION RECONCILIATION AND DESPUTE RESOLUTION IN THE DIGITAL ERA”



The 5th Ethiopia Banking & ICT Summit 2018

“ ICT for Excellence & Innovation ”

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Presenter:

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ABOUT FINTECH

Over 250
Employees in 6
Countries

LOITA 

Over \$ 200M
in Revenues

fintech
transformative technology

LOITA TRANSACTION SERVICES

LOITA CAPITAL PARTNERS

**Fintech
International**

Fintech Kenya

Fintech Uganda

Fintech Rwanda

Fintech Zimbabwe

Fintech Malawi

DIT

EFT CORP



ZamLink
(Zambia)

ZimSwitch
(Zimbabwe)

Loita Capital
Partners S.A.

Loita Management
Services
(Mauritius)

Loita Asset
Management
Ltd

- ✓ Established in 1993 (over 24 years of experience)
- ✓ ISO 9001.2008 certification for “quality management systems”,
- ✓ Oracle gold partner
- ✓ Project management methodology and process are accredited by KPMG & ACCENTURE
- ✓ Over 2000 successful project in Africa

RECONCILIATION

Reconciliation helps you identify any unusual **transactions** that might be caused by fraud or accounting errors

Emerging Issues

- Integrated solutions
- Shared payment platforms
- Settlement procedures
- Unstable connectivity
- Downtimes and Service interruptions

Payments transaction switching



CASH

- Nostro
- Card Processing
- Mobile Wallet
- ATM
- Client money
- Confirmations
- RTGS
- Collective instruments
- Combined cash and stock

INSURANCE

- Cash collections
- Payments and disbursements

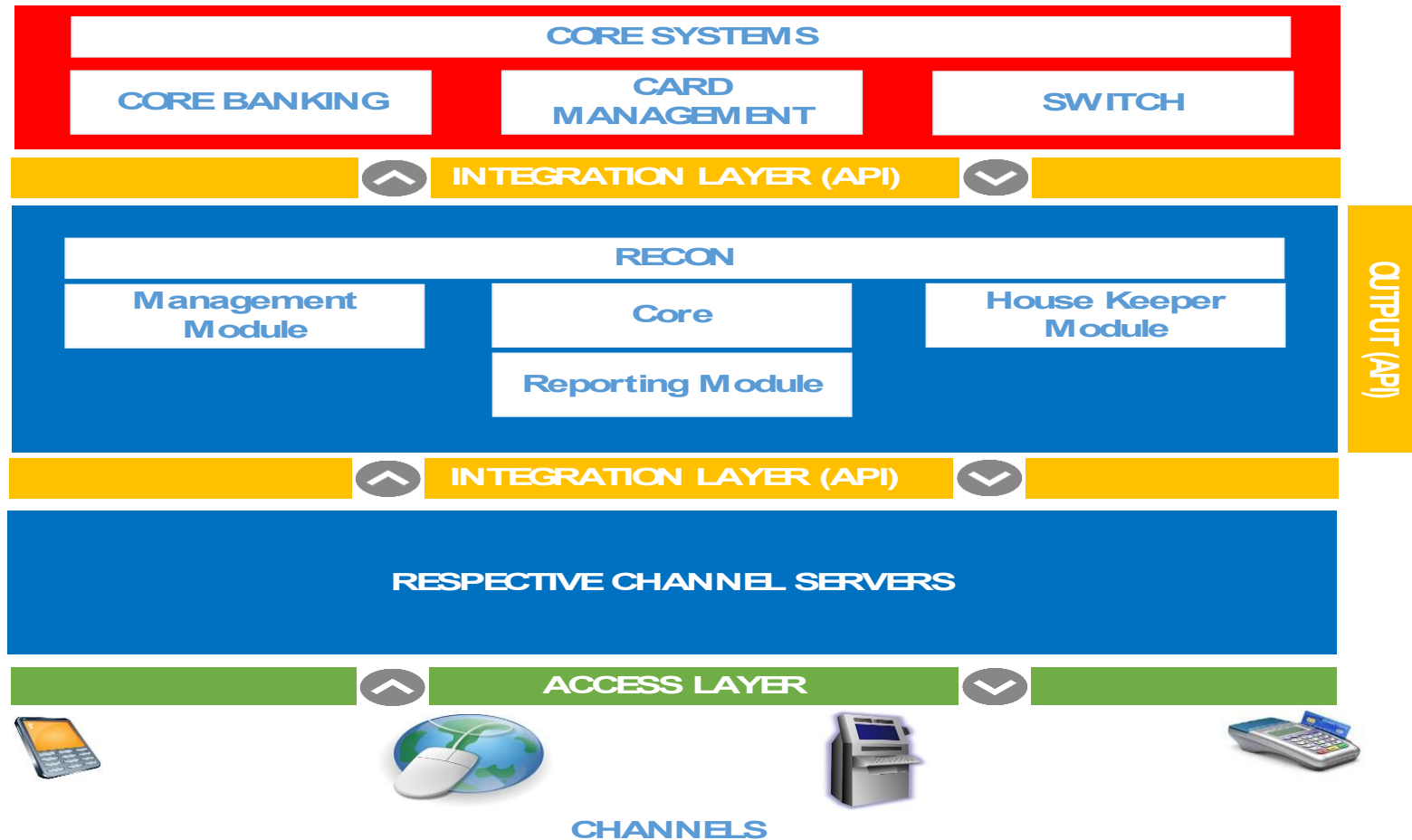
FINANCE

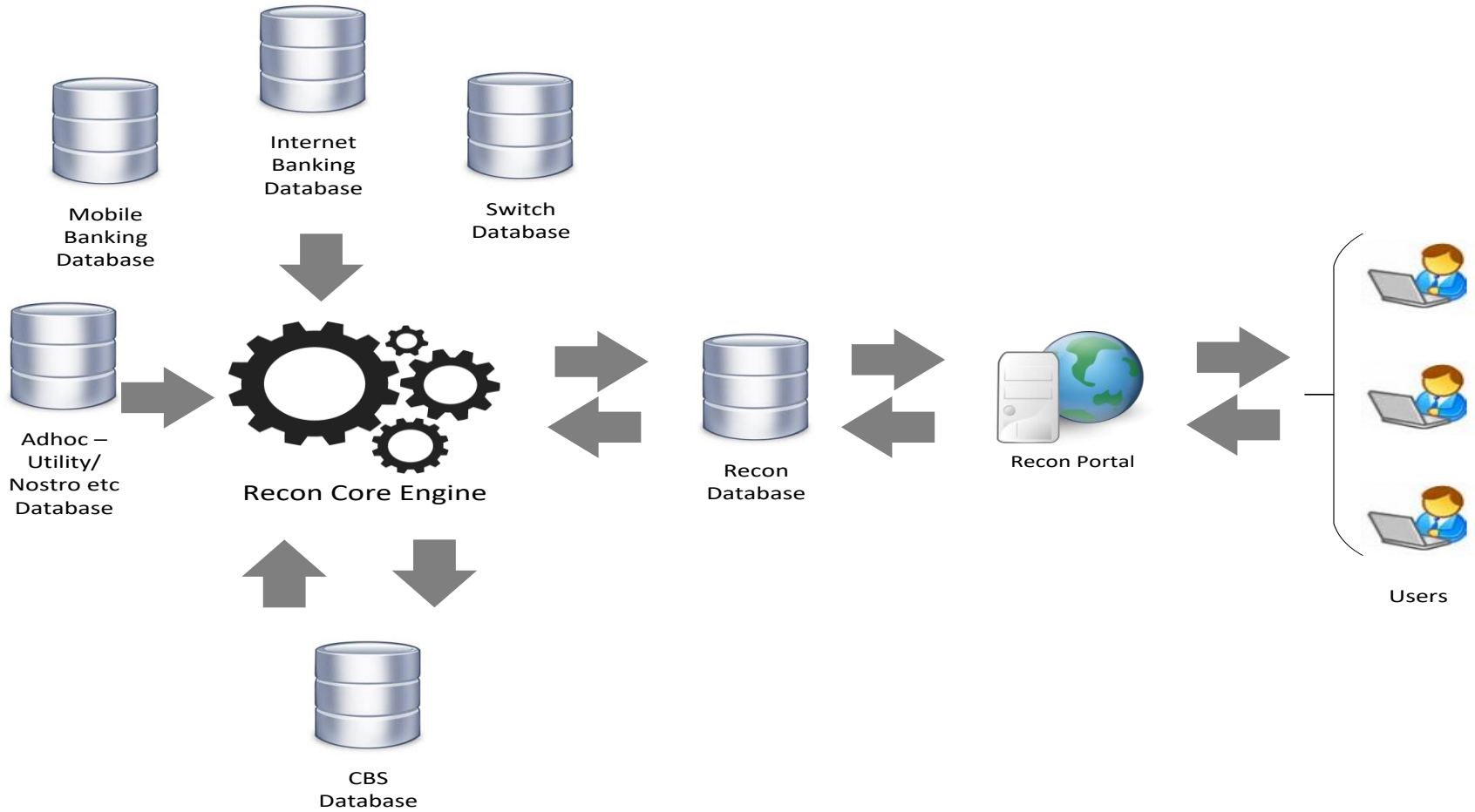
- Loans and deposits
- Balance sheet
- Collections
- Fees and commissions
- General Ledger validation
- Suspense accounts

REFERENCE DATA

- Security master records
- Client and counterparty details
- Standard settlement instructions
- Data migration

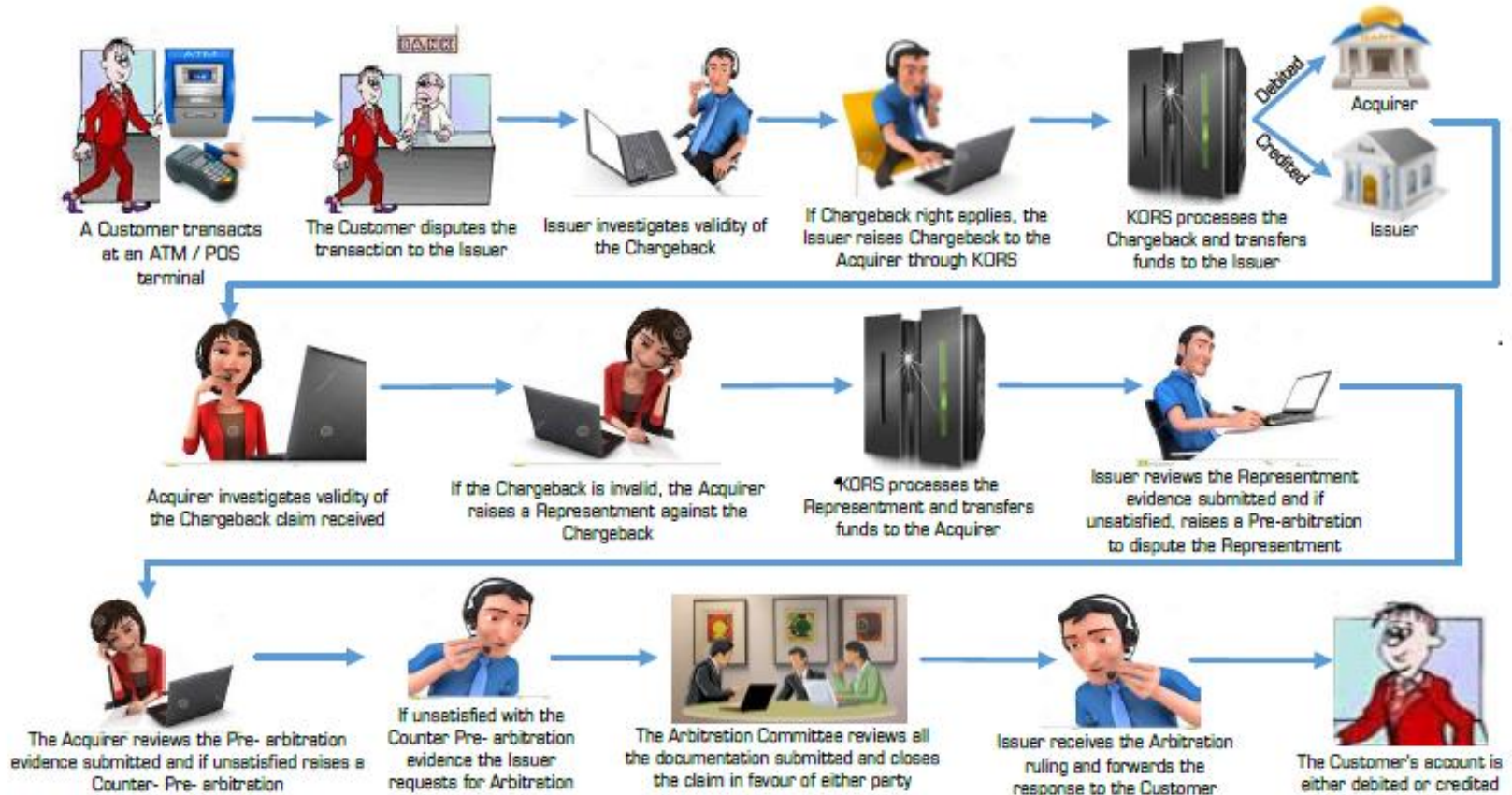
Reconciliation System High Level Solution Architecture





DISPUTE RESOLUTION

- **Charge Back** - a demand by a credit-card provider for a retailer to make good the loss on a fraudulent or disputed transaction
- **Re-presentment** - choose to fight the **chargeback** enter into the process of **representment**
- **Pre-Arbitration** - choose to fight the **representment** enter into the process of **pre-arbitration**
- **Counter Pre-Arbitration** - choose to fight the **pre-arbitration** enter into the process of **counter pre-arbitration**
- **Arbitration** – if the above steps have been followed and have all failed, the process goes to an **arbitration** process where a jury adjudicates.



The screenshot shows a web browser at localhost/kors/Welcome.aspx. The dashboard is for user Peter Kimani and displays the following metrics:

Metric	By Others	By Us
Chargebacks	0	0
Representments	0	0
Pre-arbitrations	0	0
Counter Pre-arbitrations	0	0
Arbitrations	1 Ongoing	1 Closed

Each metric card includes a 'More info' link with a dropdown arrow. The footer contains the text: Copyright © 2018 Kenswitch. All rights reserved. Version 1.0.0

- 1. Handle highly complicated matching scenarios**
- 2. Reduce work load on manual reconciliation**
- 3. Allows pro-active pick up of unmatched transactions round the clock**
- 4. Reduce manual reconciliation errors and their impact on the business**
- 5. Manage automatic variance adjustments intelligently**
- 6. Manage large volumes quickly**
- 7. Lower reconciliation costs**
- 8. Enhance compliance**
- 9. Achieve Operational excellence**
- 10. Enhance Customer experience**