ZEEPAY
F.A.Qs

SALARIES

INSURANCE PREMIUMS

TAX PAYMENTS

TRADE PAYMENTS

BILL PAYMENTS

YOU HAVE SUCCESSFULLY PAID YOUR SALARIES

ZIMSWITCH

Switching you on to financial flexibility.

1. What is ZEEPAY?

ZEEPAY is an Electronic Funds Transfer (EFT) system which facilitates the interchange of credit and debit payments. The ZEEPAY EFT Credits payment stream allows for processing of single and bulk funds transfers (e.g. salaries, pensions, trade payments, insurance premiums, tax payments etc.)

2. How do I enrol and access the system?

ZEEPAY is offered through Zimswitch Member banks. The system is accessible via web browser making use of the link provided during registration. The system is also accessible through customised integrations for selected cases.

3. Which file format is used to upload a ZEEPAY batch?

ZEEPAY makes use of CSV Comma Delimited or xml. Your bank can provide the template to use.

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FILE UPLOAD

BILL PAYMENTS

INDIVIDUAL

INSURANCE COMPANIES

CORPORATE CUSTOMER

GOVERNMENT AGENCIES

BANK

ZIMSWITCH

UTILITY COMPANIES

4. What are the ZEEPAY charges?

Zimswitch charges a standard fee and member banks levy an additional fee. For Zimswitch charges refer to https://www.zimswitch.co.zw/fees

5. I have forgotten my log in credentials, or I received log in credentials, but I am failing to log in?

Contact your bank to reset your log in credentials.

6. I sent funds to the wrong account, what should I do?

ZEEPAY provides the functionality to recall funds through a 'Cancellation Request' service. Search for the payment that you want to recall through its End-to-End ID or Reference and initiate the 'Cancellation Request'. In need, please contact your bank to get further instructions on how to recall funds.
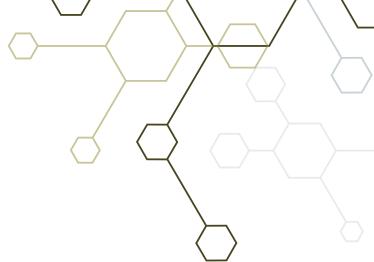
7. My beneficiary claims to have not received funds transferred through ZEEPAY?

ZEEPAY provides for same day or futured date processing. Ensure you choose the right option when you are processing payments. ZEEPAY also provides the functionality to follow up with the beneficiary bank through a 'Claim Non-Receipt' service. Search for the relevant payment through its End-to-End ID or Reference and initiate the 'Claim Non-Receipt'. Please contact your bank to get further instructions on how to initiate and follow up the 'Claim Non-Receipt'.

8. I have an enquiry that has taken too long to be resolved, what should I do?

All banks are expected to resolve queries within 48 hours. Queries that have taken longer than the 48 hours can be escalated to Zimswitch through the helpdesk@zimswitch.co.zw email. In such instances, please provide details of the bank staff dealing with your case, the End-To-End ID or transaction reference and information that will assist Zimswitch to quickly attend to your issue.
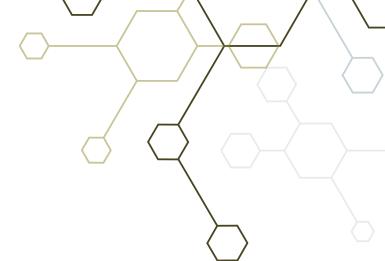
9. Can ZEEPAY handle both ON-US and OFF-US transactions

Yes, ZEEPAY batches can include both ON-US (payment to the same bank used to originate transactions) and OFF-US transactions (payment to a different bank than one used to originate the transaction).

10. What is the ZEEPAY batch size?

Currently you can upload up to 5 000 transactions per batch. There is no limit to the number of batches that you can send.

11. What is the Item Limit?

For OFF-US transactions, currently each payment or item in the batch should not exceed ZWL 5 000 000. The item limits are revised regularly and you should always check with your bank in need. There are no item limits imposed on ON-US transfers.
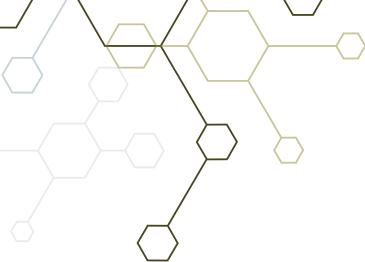
12. How long does a payment take to process?

• Processing time depends on the number of transactions in the batch.

• A single ON-US payment is processed instantly, and a single OFF-US transaction takes an average of 8 minutes to process. All batches of 5000+ transactions are processed on average between 30min to 2hrs.

13. What is the ZEEPAY cut off processing time?

For ON-US payments ZEEPAY does not have a cut-off time. However, payments that are uploaded after cut-off time will be processed on the next business day. For OFF-US transactions ZEEPAY is currently available to process payments during weekdays only between 0800hrs and 1500hrs for OFF-US payments.
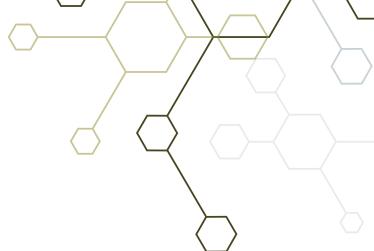
14. Does ZEEPAY allow for monitoring of transactions.

ZEEPAY shows the status of every transaction, as transactions go through the various stages of processing, until they are successful. ZEEPAY also provides reports to aid query resolution and reconciliations.

15. Does ZEEPAY support multi-banked corporates?

Yes, ZEEPAY supports multi-banked customers. Your bankers will provide you with their registration form. Multi-banked corporates can view their accounts on one dashboard and choose the relevant bank accounts to initiate payments from. Payments destined to the corporate's account with another bank are automatically exempted from the 2% tax.
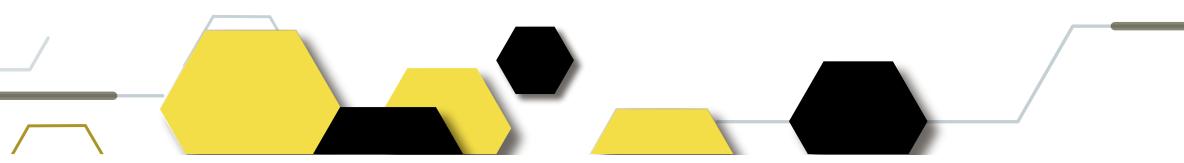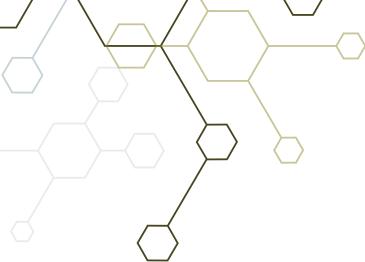
16. How does the ZEEPAY system depict whether the 2% tax is applicable for the transactions in a batch?

ZEEPAY provides different 'Transaction Purpose Codes'. Depending on the purpose code stated in the batch file, the system is able to tell whether the 2% tax is applicable or not.

17. Can I get a Proof of Payment through ZEEPAY?

Yes, as you process the payment select the option for a proof of payment to be sent to the desired email address.

18. Can I get my bank statement through ZEEPAY?

Yes, subject to bank policy.
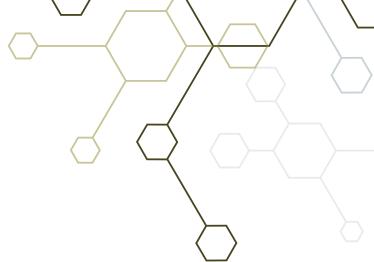
19. I require training on how to use ZEEPAY.

Contact your bank for assistance. Should you fail to get assistance from your bank, Zimswitch is available to conduct training.

20. Are there any interesting ZEEPAY initiatives in the pipeline?

Zimswitch is working on launching the following modules soon:
1. Debit Orders
2. ZIMRA Online Portal
3. NSSA Online Portal
4. ZIMDEF Online Portal
5. Support for Multi-Currencies.

For more information

🌐 www.zimswitch.co.zw
✉ info@zimswitch.co.zw

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