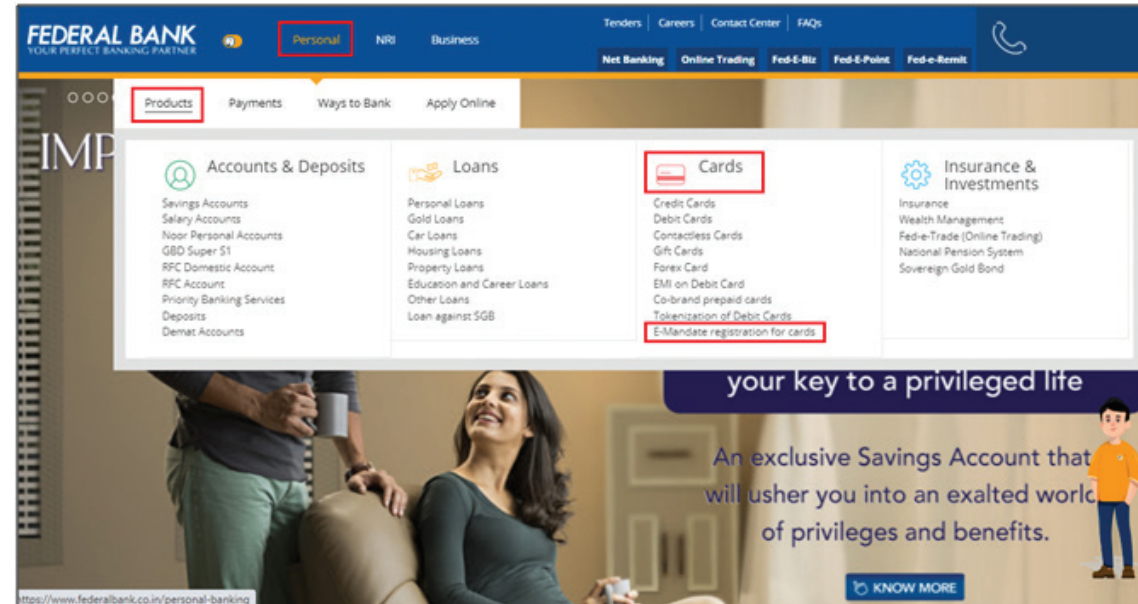


# User Manual :

# Managing Recurring Payments

## e-Mandates can be managed via the Bank's Website.

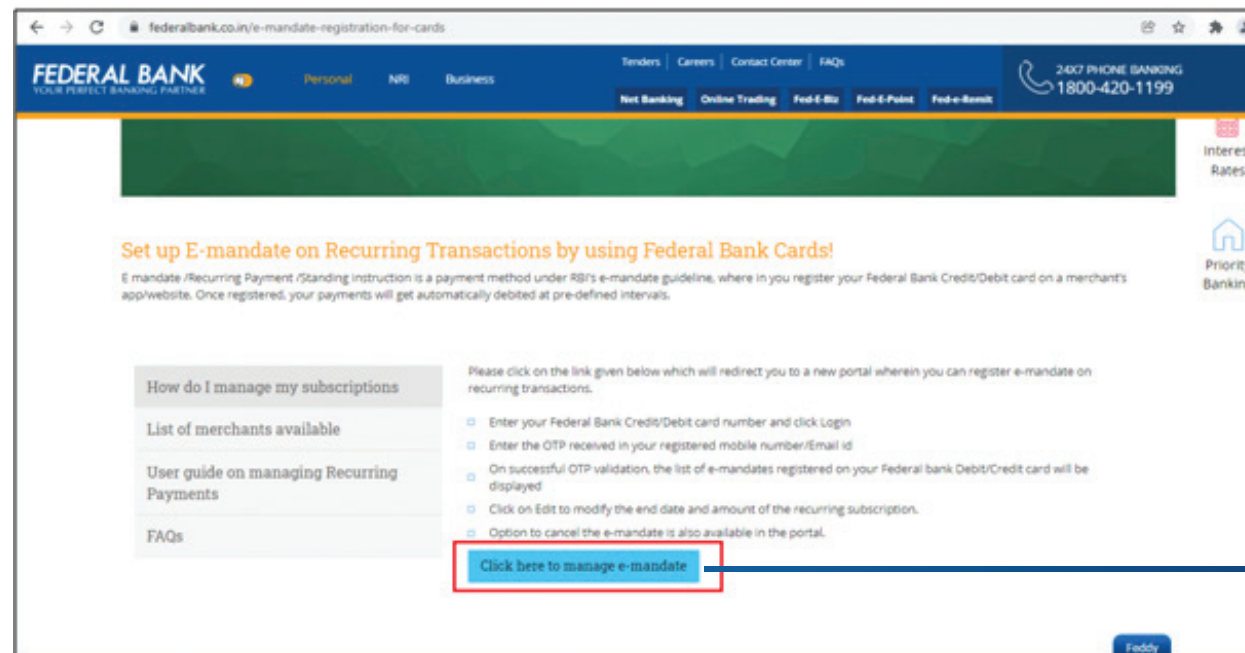
Follow the below given steps to manage E-mandates via Website:



**Personal → Products → Cards → E-Mandate registration for cards**

## e-Mandate Login

A new page will open. Please scroll down and select “click here to manage e-Mandate”



Click here  
to manage  
E-Mandate

## e-Mandate Login

Customer will be directed to the e-Mandate page where she/he needs to enter card (Credit/ Debit) details

**FEDERAL BANK**

### Merchant e-Mandates

A Rs.2 refundable transaction is required to verify your card details.

Enter Card Number

→ Enter the details.

**LOGIN**

You will be redirected to Federal Bank's website to verify your card details - Please note that your card will not be debited



## e-Mandate Login

Customer shall enter the OTP sent to his/her registered mobile number/email address and click on Submit



### Merchant Details

Merchant Name	SIHUB
Date	Dec 22, 2021
Card Number	5555 XXXX XXXX 9332
Amount	<b>INR2.00</b>

### Enter OTP

Successfully sent OTP to your registered mobile number XXXXXX1634 and Email Address PRXXXXXXX@GMAIL.COM.

If you have recently updated your mobile number or e-mail address with the Bank, [Click here to refresh](#)

Resend OTP

**SUBMIT** CANCEL

Enter OTP

This screen will automatically time out after 300 seconds

## Merchant e-Mandate summary

Customer will see the List of all e-Mandate registered on Federal Bank Card

FEDERAL BANK

[Logout](#)

### e-Mandates

Card Number 555598XXXXXX9332

Merchant	Max Amount(₹)	End Date	SiHub ID		
<a href="#">NETFLIX</a>	101.00	18-Jun 2022	VknO7FpGks	<a href="#">Edit</a>	<a href="#">Cancel</a>
<a href="#">NETFLIX</a>	1250.00	17-Jun 2022	VkirNSomr0	<a href="#">Edit</a>	<a href="#">Cancel</a>
<a href="#">NETFLIX</a>	1200.00	16-Jun 2022	VkawrtfjN	<a href="#">Edit</a>	<a href="#">Cancel</a>

Option to Edit and  
view each mandate

[View Inactive e-Mandate](#)

**Note:** The list shown is limited to domestic merchant subscriptions

## e-Mandate



On clicking on edit option customer will be able to view:

**FEDERAL BANK**Logout

Card Number 555598XXXXXX9332

**e-Mandate**

Invoice

Merchant	NETFLIX	
Description	Mobile Number	
Start Date	18-Dec 2021	
End Date	18-Jun 2022	
Max Amount (₹)	101.00	
Amount Type	Variable	
Frequency	As Presented	
SiHub ID	Vkn07FpGks	
Status	Active	

Back

Cancel Mandate

[View Transaction History](#)

- e-Mandate enabled on that merchant
- Invoices
- Transaction History

## e-Mandate

Customer can view, edit and cancel the Subscriptions/ Recurring Payments

FEDERAL BANK

Logout

Card Number 555598XXXXX9332

e-Mandate	Invoice
Merchant	NETFLIX
Description	Mobile Number
Start Date	18-Dec 2021
End Date	18-Jun 2022
Max Amount (₹)	101.00
Amount Type	Variable
Frequency	As Presented
SiHub ID	VknO7FpGks
Status	Active

[Back](#)
[Cancel Mandate](#)

[View Transaction History](#)

Edit the End Date and Maximum Amount for that merchant

Cancel mandate

## Recurring e-Mandate : Edit End Date

Customer can edit the End Date with OTP authentication

FEDERAL BANK

Logout

Card Number 555598XXXXX9332

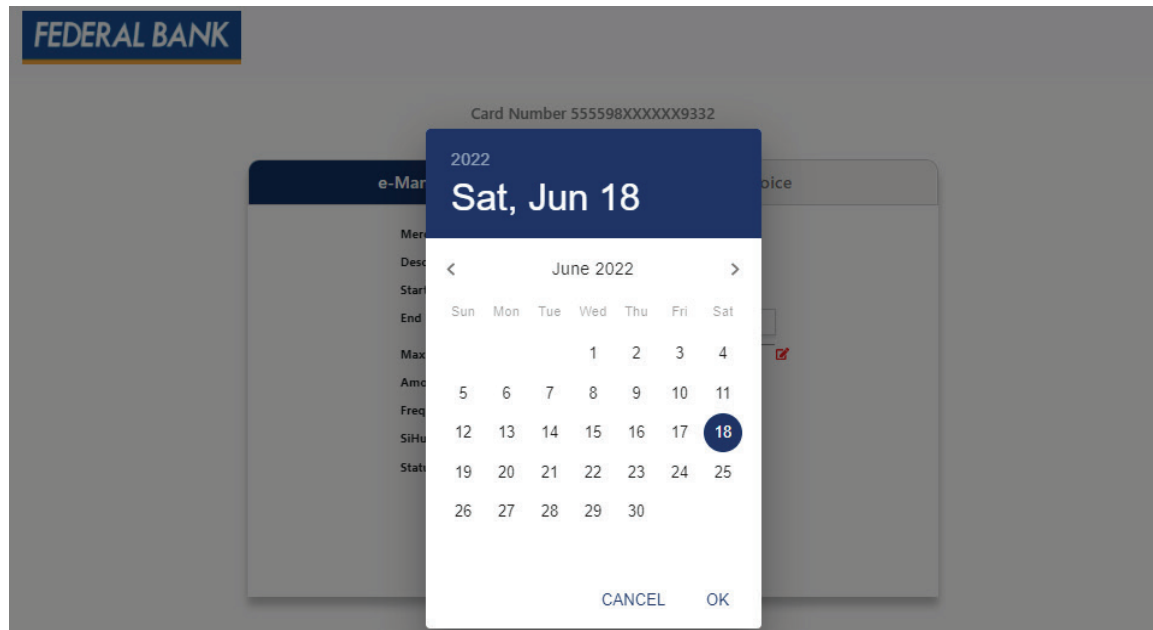
e-Mandate	Invoice
Merchant	NETFLIX
Description	Mobile Number
Start Date	18-Dec 2021
End Date	18-Jun 2022
Max Amount (₹)	101.00
Amount Type	Variable
Frequency	As Presented
SiHub ID	VknO7FpGks
Status	Active

[Back](#)
[Cancel Mandate](#)

[View Transaction History](#)

Click on the 'Edit' button next to 'End date'

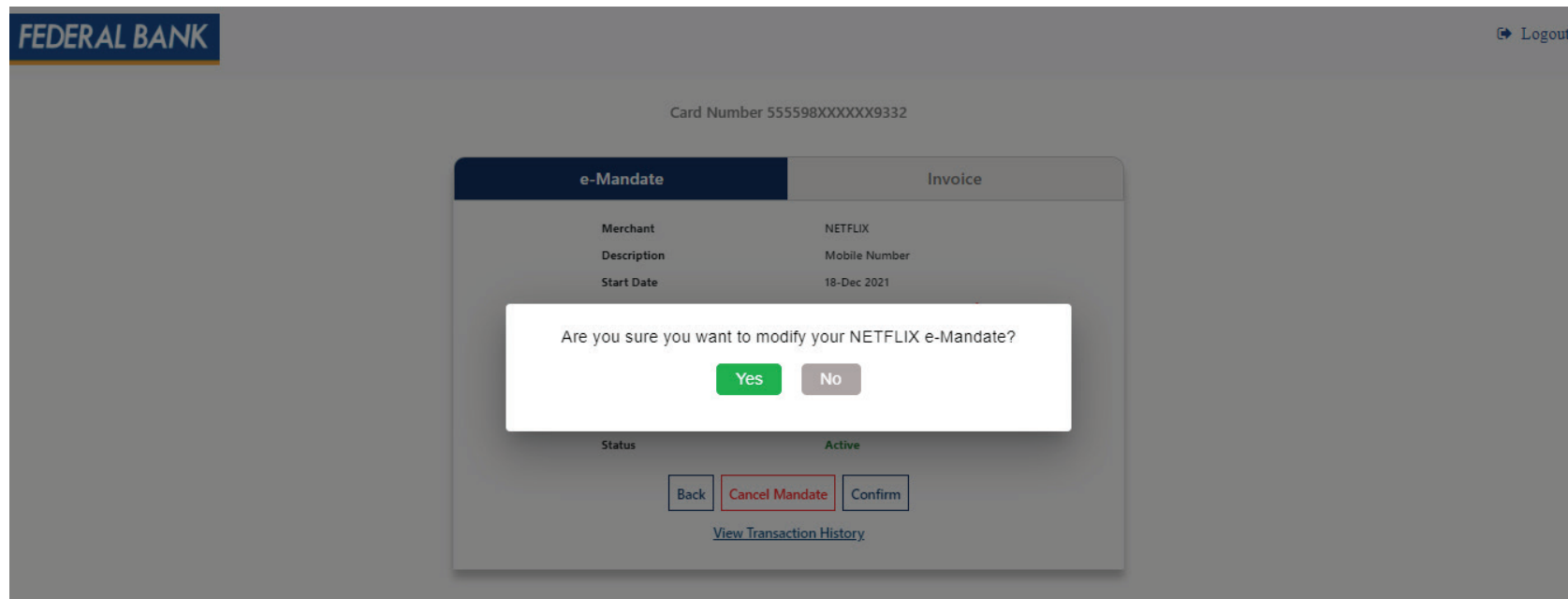
## Recurring e-Mandate: Edit End Date



- A calendar pops up
- Customer can select the Subscription/Recurring Payment end date

## Recurring e-Mandate: Edit Max Amount

On editing the Max amount field, the system prompts for confirmation



The screenshot displays the Federal Bank e-Mandate management interface. At the top, the Federal Bank logo is on the left, and a 'Logout' link is on the right. Below the logo, the card number '555598XXXXXX9332' is displayed. The main content area is divided into two tabs: 'e-Mandate' (selected) and 'Invoice'. Under the 'e-Mandate' tab, there is a table with the following details:

Merchant	NETFLIX
Description	Mobile Number
Start Date	18-Dec 2021

Below the table, a confirmation dialog box is displayed with the text: 'Are you sure you want to modify your NETFLIX e-Mandate?'. The dialog has two buttons: 'Yes' (green) and 'No' (grey). Below the dialog, the status 'Active' is shown. At the bottom, there are three buttons: 'Back', 'Cancel Mandate' (highlighted with a red border), and 'Confirm'. A link 'View Transaction History' is also present at the bottom.

# Recurring e-Mandate : Edit End Date

OTP based validation for modification of e-Mandate

MasterCard.  
SecureCode.

FEDERAL BANK

Merchant Details

Merchant Name

SIHUB

Date

Dec 22, 2021

Card Number

5555 XXXX XXXX 9332

Amount

INR2.00

Enter OTP

Successfully sent OTP to your registered mobile number XXXXXX1634 and Email Address PRXXXXXX@GMAIL.COM.

If you have recently updated your mobile number or e-mail address with the Bank, [Click here to refresh](#)

Enter OTP Here


Resend OTP

SUBMIT

CANCEL

This screen will automatically time out after 300 seconds

Powered by



On entering the correct OTP the e-Mandate modification will be successful.

## Recurring e-Mandate: Edit Max Amount

FEDERAL BANK

[Logout](#)

Card Number 555598XXXXX9332

e-Mandate	Invoice
Merchant	NETFLIX
Description	Mobile Number
Start Date	18-Dec 2021
End Date	18-Jun 2022
Max Amount (₹)	<input type="text" value="101.00"/>
Amount Type	Variable
Frequency	As Presented
SiHub ID	VknO7FpGks
Status	Active

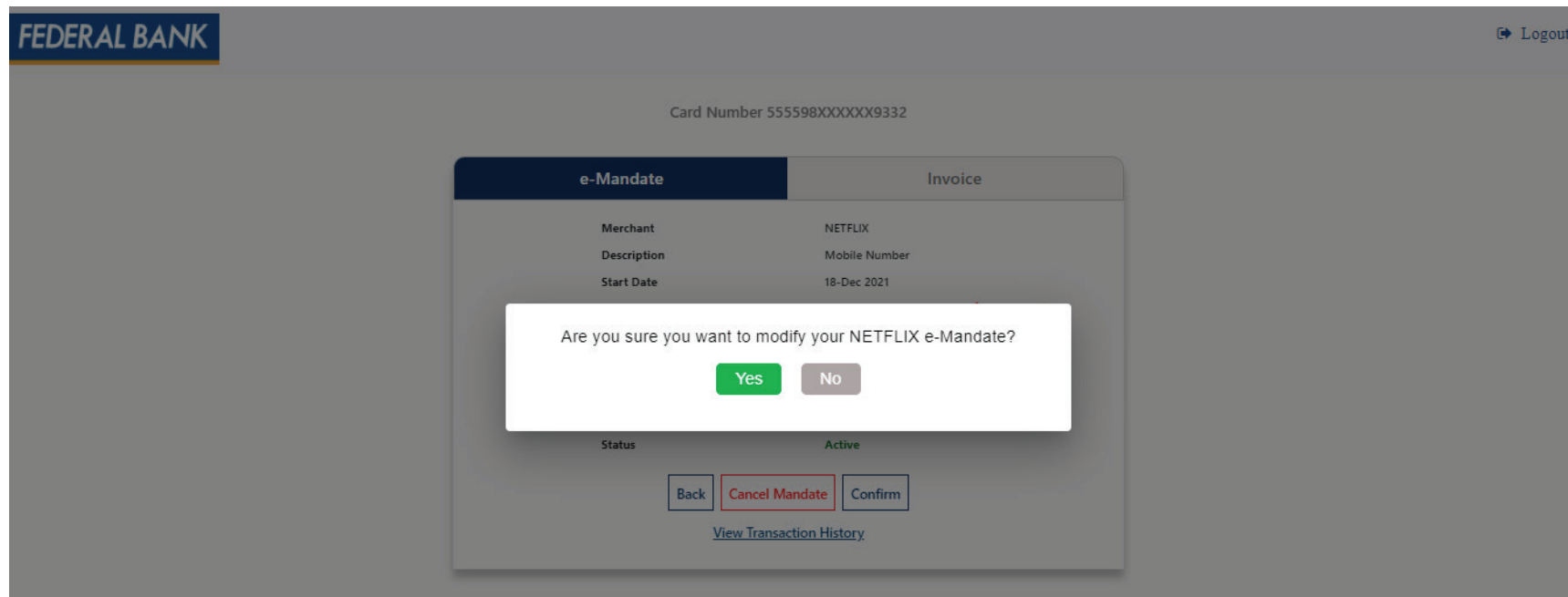
[Back](#) [Cancel Mandate](#)

[View Transaction History](#)

Click on the edit button next to max amount and edit the maximum amount

## Recurring e-Mandate: Edit Max Amount

On editing the Max amount, system will prompt confirmation followed by OTP authentication



The screenshot displays the Federal Bank e-Mandate management interface. At the top, the Federal Bank logo is on the left, and a 'Logout' link is on the right. Below the logo, the card number '555598XXXXXX9332' is displayed. The main content area is divided into two tabs: 'e-Mandate' (selected) and 'Invoice'. Under the 'e-Mandate' tab, there is a table with the following details:

Merchant	NETFLIX
Description	Mobile Number
Start Date	18-Dec 2021

A confirmation dialog box is centered on the screen, asking: 'Are you sure you want to modify your NETFLIX e-Mandate?'. It has two buttons: 'Yes' (green) and 'No' (grey). Below the dialog, the status 'Active' is shown. At the bottom, there are three buttons: 'Back', 'Cancel Mandate' (highlighted with a red border), and 'Confirm'. A link 'View Transaction History' is also present.

# Recurring e-Mandate: Edit Max Amount

OTP based validation for modification of e-Mandate

MasterCard.  
SecureCode.

FEDERAL BANK

Merchant Details

Merchant Name	SIHUB
Date	Dec 22, 2021
Card Number	5555 XXXX XXXX 9332
Amount	INR2.00

Enter OTP

Successfully sent OTP to your registered mobile number XXXXXX1634 and Email Address PRXXXXXX@GMAIL.COM.

If you have recently updated your mobile number or e-mail address with the Bank, [Click here to refresh](#)

Enter OTP Here

Resend OTP

SUBMIT

CANCEL

This screen will automatically time out after 300 seconds

Powered by

wibmo

On entering the correct OTP the e-Mandate modification will be successful.

## Recurring e-Mandate : Cancel

FEDERAL BANK

Logout

Card Number 555598XXXXXX9332

e-Mandate	Invoice
Merchant	NETFLIX
Description	Mobile Number
Start Date	18-Dec 2021
End Date	18-Jun 2022
Max Amount (₹)	101.00
Amount Type	Variable
Frequency	As Presented
SiHub ID	VknO7FpGks
Status	Active

[Back](#) [Cancel Mandate](#)

[View Transaction History](#)

Click on the  
“Cancel mandate”  
tab to cancel the  
e-mandate registration

## Recurring e-Mandate : Cancel

The system will prompt for confirmation and customer needs to enter remarks for cancellation followed by OTP authentication

The screenshot displays the Federal Bank e-Mandate management interface. At the top left is the Federal Bank logo, and at the top right is a 'Logout' link. The main content area shows a card number '555598XXXXX9332'. Below this, there are two tabs: 'e-Mandate' (selected) and 'Invoice'. The 'e-Mandate' tab displays a table with the following details:

Merchant	NETFLIX
Description	Mobile Number
Start Date	18 Dec 2021

A modal dialog is centered on the screen, asking for confirmation to cancel the NETFLIX e-Mandate. It includes a text input field for 'Enter Cancellation Remark' and two buttons: 'Yes' and 'No'. Below the modal, there are two buttons: 'Back' and 'Cancel Mandate' (highlighted in red). At the bottom, there is a link for 'View Transaction History'.

## Recurring e-Mandate : Cancel

OTP based validation for cancelling e-Mandate

MasterCard.  
SecureCode.

FEDERAL BANK

### Merchant Details

Merchant Name	SIHUB
Date	Dec 22, 2021
Card Number	5555 XXXX XXXX 9332
Amount	INR2.00

### Enter OTP

Successfully sent OTP to your registered mobile number XXXXXX1634 and Email Address  
PRXXXXXX@GMAIL.COM.

If you have recently updated your mobile number or e-mail address with the Bank, [Click here to refresh](#)

[Resend OTP](#)

SUBMIT

CANCEL

This screen will automatically time out after 300 seconds

Powered by  
wibmo

## Recurring e-Mandate : Cancel

Mandate has been successfully cancelled

### e-Mandates

Card Number 555598XXXXXX9332

Thank you! Your e-Mandate has been cancelled successfully.

Merchant	Max Amount(₹)	End Date	SiHub ID		
<a href="#">NETFLIX</a>	101.00	18-Jun 2022	VknO7FpGks	<a href="#">Edit</a>	<a href="#">Cancel</a>
<a href="#">NETFLIX</a>	1250.00	17-Jun 2022	VkirNSomr0	<a href="#">Edit</a>	<a href="#">Cancel</a>

[View Inactive e-Mandate](#)

**Note:** The list shown is limited to domestic merchant subscriptions

## Recurring e-Mandate : Invoice

Customer can view all the invoices associated with Subscriptions/ Recurring Payments

FEDERAL BANK

[Logout](#)

Card Number 469353XXXXXX0879

e-Mandate		Invoice	
Merchant	Debit Date	Amount (₹)	Status
NETFLIX	30-Dec 2021	5002.00	Pending <a href="#">Approve</a>
NETFLIX	29-Dec 2021	5002.00	Pending <a href="#">Approve</a>
<a href="#">Back</a>			
<a href="#">View Transaction History</a>			

- Status 'Pending' in the Invoice tab means the customer has not yet approved the transaction
- Status 'Approve' in the Invoice tab means the customer has approved the transaction

## Recurring e-Mandate : Invoice Approve

Customer can also click on Approve on the Mandate Summary Page and follow the same steps for approval of invoice for the Subscriptions/ Recurring Payments

FEDERAL BANK

Logout

### e-Mandates

Card Number 469353XXXXXX0879

Merchant	Max Amount(₹)	End Date	SiHub ID		
<a href="#">NETFLIX</a>	886.00	28-Jun 2022	VlqtAeCueZ	<a href="#">Edit</a> <a href="#">Cancel</a>	Rs. 5002.00 <a href="#">Approve</a> Due On : 30-Dec 2021
<a href="#">NETFLIX</a>	340.00	24-Jun 2022	VIR3yQW7wD	<a href="#">Edit</a> <a href="#">Cancel</a>	Rs. 5004.00 <a href="#">Approve</a> Due On : 30-Dec 2021
<a href="#">NETFLIX</a>	459.00	29-Jun 2022	VlvpTygOeW	<a href="#">Edit</a> <a href="#">Cancel</a>	
<a href="#">NETFLIX</a>	887.00	28-Jun 2022	VlquBpL9Jj	<a href="#">Edit</a> <a href="#">Cancel</a>	
<a href="#">NETFLIX</a>	605.00	22-Jun 2022	VIEIRKF93J	<a href="#">Edit</a> <a href="#">Cancel</a>	
<a href="#">NETFLIX</a>	344.00	27-Jun 2022	VlJYbVXGIF	<a href="#">Edit</a> <a href="#">Cancel</a>	Rs. 3.50 <a href="#">View</a> Due On : 29-Dec 2021

[View Inactive e-Mandate](#)

Approve button is displayed when approval is required for amount greater than Rs. 5000

## Recurring e-Mandate : Invoice Approve

Customer confirmation

**FEDERAL BANK** Logout

**e-Mandates**  
Card Number 469353XXXXXX0879

Merchant	Max Amount(₹)	End Date	SIHub ID		
<a href="#">NETFLIX</a>	886.00	28-Jun 2022	VlqtAeCueZ	<a href="#">Edit</a> <a href="#">Cancel</a>	Rs. 5002.00 <a href="#">Approve</a> Due On : 30-Dec 2021
<a href="#">NETFLIX</a>	340.00			<a href="#">Cancel</a>	Rs. 5004.00 <a href="#">Approve</a> Due On : 30-Dec 2021
<a href="#">NETFLIX</a>	459.00			<a href="#">Cancel</a>	
<a href="#">NETFLIX</a>	887.00			<a href="#">Cancel</a>	
<a href="#">NETFLIX</a>	605.00	22-Jun 2022	ViERXf93J	<a href="#">Edit</a> <a href="#">Cancel</a>	
<a href="#">NETFLIX</a>	344.00	27-Jun 2022	VjYbVXXGf	<a href="#">Edit</a> <a href="#">Cancel</a>	Rs. 3.50 <a href="#">View</a> Due On : 29-Dec 2021

[View Inactive e-Mandate](#)



**Note:** The list shown is limited to domestic merchant subscriptions

Are you sure you want to approve your NETFLIX Invoice ?

[YES](#) [NO](#)

Note: Amount will be debited on due date automatically.

## Recurring e-Mandate : Invoice Approve

### Merchant Details

Merchant Name	SIHUB
Date	Dec 29, 2021
Card Number	4693 XXXX XXXX 0879
Amount	INR2.00

### Enter OTP

Successfully sent OTP to your registered mobile number XXXXXX1634 and Email Address PRXXXXXXX@GMAIL.COM.


If you have recently updated your mobile number or e-mail address with the Bank, [Click here to refresh](#)

Resend OTP

SUBMIT

CANCEL

This screen will automatically time out after 300 seconds

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On entering the correct OTP the e-Mandate transaction approval is completed.  
Customer will receive approval notification on his/her registered mobile number.

## Notifications for Customers

- Registration notification while registering at the merchants app/Subscriptions/Recurring Payments
- Modification notification while modifying the End Date or Maximum Amount
- Cancellation notification while cancelling the Subscriptions/ Recurring Payments
- Upcoming Payment notification for all the upcoming transactions
- Transaction Approval notification when an invoice is approved by the customer
- Transaction Successful notification when the transaction amount has been successfully charged by the merchant
- Transaction Failure notification when the transaction couldn't be successfully charged by the merchant