

ECI SMS Notify

Eurogiro offers an SMS notification service for Eurogiro Cash International® (ECI). This flexible service enables notification of a pending ECI to the Receiving customer, as well as notification of pay-out to the Sending customer. At the same time it can facilitate both an automated generation of standardised SMS message types as well as free-format text messages. ECI SMS Notify enriches the customer experience that payment handlers can offer to the ECI customers, and reduces administrative costs for situations such as exception handling or reporting. The operation may be streamlined by building on existing, automated ECI messaging standards.

Primary service features

- SMS notification to the Receiving customer conveniently replaces the need for the Sending customer to directly notify the Receiver, as well as the paper notification issued via mail
- SMS notification can be sent to the Sending customer that the ECI transaction has been paid to the Receiving customer
- Several levels of flexibility, from a free-format text message created by the Sender to a combination of fixed message and information elements taken from the ECI transaction in either language of receiving organisation or in English (Latin characters)
- The SMS message is integrated into the ECI transaction process
- No SMS handling is required by the receiving Eurogiro ECI provider

Eurogiro SMS ECI Notify benefits

- Flexible. The Sending organisation decides what level of information detail it will offer and retains control of security issues and language
- Ease to notify multiple parties. Ability to notify the ECI Receiving customer, the ECI Sending customer, or both at the same time
- Efficient. The SMS ECI Notify has straight-through-processing benefits by initiating the SMS directly with the ECI message, and may be constructed automatically re-using information elements of the ECI message
- International Standards. The Eurogiro standards used to trigger the SMS are built on prevailing SWIFT standards and integrated into the ECI message
- Customer satisfaction. The SMS ECI Notify provides a better customer experience and convenience for the Sending and Receiving customers
- Competitive edge. The SMS ECI Notify offers its users a modern, state of the art notification service for many purposes attractive to new groups of customers

The Eurogiro SMS ECI Notify service is also available as part of the Eurogiro MultiLateral Framework service package.

SMS ECI Notify - Specifications

Service elements

SMS delivered to specified mobile number

- Free text message created by originating customer
- Fixed text message offered by sending organisation, with optional usage of fixed information elements from ECI transaction
- Option to use text provided by receiving organisation in its national language or in English (Latin characters)
- Maximum characters of message: 160
- Message issued with ECI, in same process
- SMS delivered to tele-network without delay
- Feedback if SMS cannot be delivered

Examples of messages

Using fixed elements:

- 'You have a cash payment of 'Amount' 'Currency'. Collect it in a branch of 'receiving organisation' from 'ECI Value Date'. Reference 'Transaction ID'
- Transaction with reference 'Transaction ID' has been paid out on 'Pay-out date'

Implementation requirements

- Implementation of Eurogiro Message type MT103-66 (ECI)
- Ability to pack transactions into Eurogiro Envelopes
- Participation in exchange of price, volume and quality information, as well as sharing of basic member data

Technical requirements

Installation of Eurogiro Local System (ELS), or Eurogiro SWIFT Middleware (ESM) or similar at agreed level
Must include set-up of relevant network connection and interface on ELS / ESM

Other information sources

The www.eurogiro.com is primary source of information. Consult this for:

- Eurogiro SMS Messaging Service
- Eurogiro Message type Specification
- Eurogiro Envelope Format Specification