

# Snapshot: Retailers and the NPP

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**Speed**  
payments in near real-time



**Always on**  
24 hours a day, seven days a week, 365 days a year



**Data enriched**  
more remittance information with payments



**Simple addressing (PayID)**  
use an easy-to-remember identifier

The New Payments Platform is a fast, versatile, data-rich payments system available any time of the day, any day of the year.

## Opportunity for the Retail Industry

The New Payments Platform presents a significant opportunity for the retail industry. The Platform's combination of "always on" availability and enriched data capability provides the potential to create additional sales opportunities and deliver new shopping experiences.

The New Payments Platform could enable:

- Real time payments without chargeback risk
- Reduced cash handling in cash intensive environments, reducing security risks and hygiene concerns
- Respond to the global trend towards digital payments, regardless of retail environment – physical or online
- The matching of purchase information with customers and their behaviour eg SKU level data
- The ability to capture additional sales via 'order ahead', 'pay later', and 'pay by instalment' functionality
- Support 'self checkout' or 'no checkout' frictionless shopping experiences
- Tailored, customer specific offers and rewards programs, including redemption at the point of sale

The New Payments Platform uses the ISO 20022 message schema, which is the global standard for electronic data interchange between financial institutions. Retailers and technology providers could utilise this messaging to overcome many of the shortcomings associated with legacy payments systems, resulting in new and superior customer experiences.

## Retail Example – Checkout experience at Online Retailer

### Today's experience

1. Payment process usually involves handling sensitive credit card details which are manually entered by customers, or
2. Customer leaves the site to complete the purchase via an external online wallet
3. Chargebacks are common and can occur for up to 180 days post purchase

The screenshot shows a payment form titled 'Payment' with a step indicator '3'. It has two tabs: 'Credit Card' (selected) and 'PayPal'. Under 'Credit Card', there are fields for 'CARD NUMBER' (4242424242424242), 'EXP MONTH' (05), 'EXP YEAR' (2017), and 'CVC' (323). There are logos for Mastercard, Visa, Discover, and American Express. Below the fields, it says 'Transactions are secure and encrypted.' At the bottom, there is a red error message: 'Your order can't be completed because of an issue with the merchant payment setup. Please contact us about this issue.'



### Future experience using the NPP

1. Payments are cleared funds, made in real time, with no chargeback risk
2. PayID can be used to eliminate the need to handle credit card or bank account details online