## Electronic Payment Acceptance & Fraud Prevention Boot Camp

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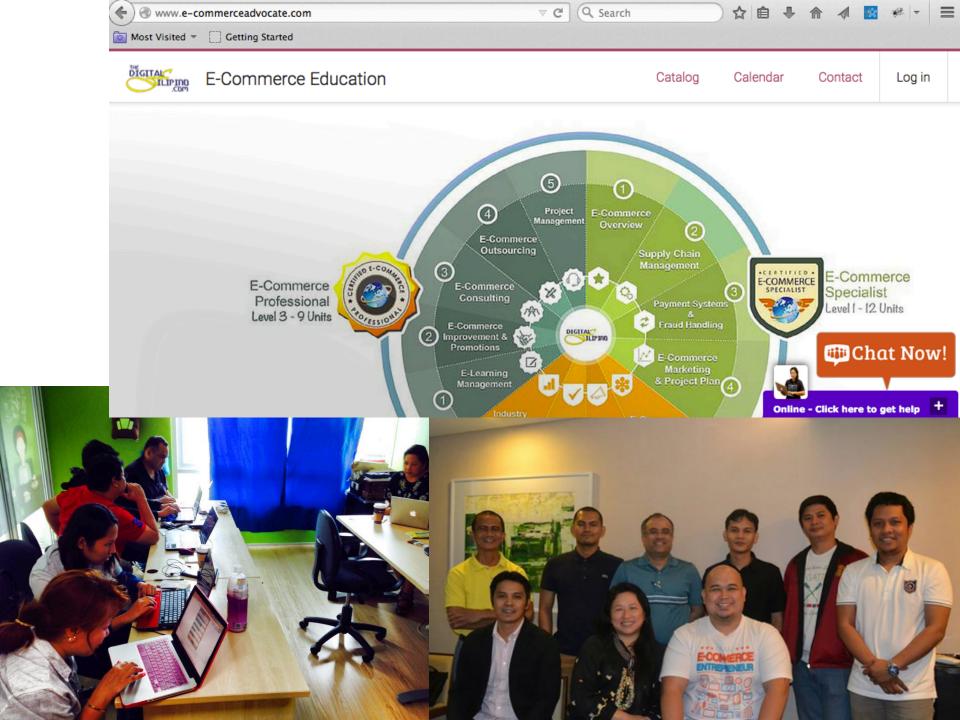




#### **PRESENTS**



E-Commerce Entrepreneur Level 2 - 15 Units

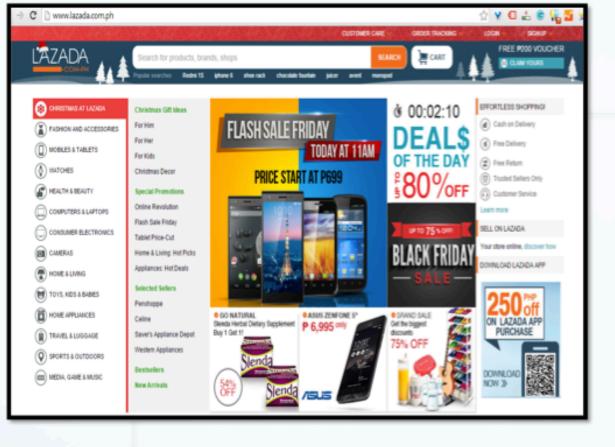


## State of E-Commerce in the Philippines



Engageme On Desktop, in Oct				
Estimated Visits	12.4M			
Time On Site	00:11:30			
Page Views	16.42			
➢ Bounce Rate	22.14%			
PEOPLE				
<b>1,910,906</b> likes				
# Engagement Rate: 0.22%				

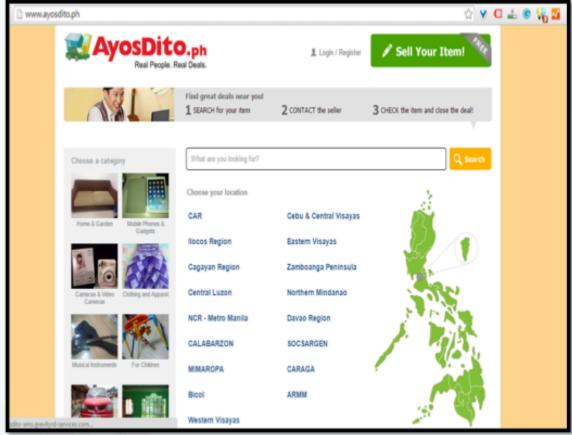
- Top 13<sup>h</sup> most visited website in PH.
- Presence in 106 countries. Founded in March 2006. currently owned by Naspers.
- Sulit rebranded to Olx.ph March 2014.
- Est. 100,000– 150,000 closed deals per month.
- Est. Regular Monthly visit coming from Fan Page 8,500 to 10,000 or 850 to 1,00 closed deals per month.
- Est. Organic and Paid Search Monthly visit of 5,000,000 to 7,500,000 or 50,000 to 75,000 close deals per month.



Engagement On Desktop, in October, 2014	
Estimated Visits	7M
♂ Time On Site	00:08:22
Page Views	6.92
➢ Bounce Rate	37.50%
PEOPLE	>
2,395,726 likes	

# Engagement Rate: 2.26%

- Top 17<sup>th</sup> most visited website in PH.
- Launched in PH March 2012.
- Est. 56,000 84,000 transactions per month.
- Est. Regular Monthly visit coming from Fan Page 110,000 or 1,100 to 1,500 transactions per month.
- Est. Organic and Paid Search Monthly visit of 2,000,000 to 3,000,000 or 40,000 to 60,000 transactions per month.



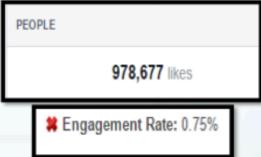
_	agement sktop, in October, 2	014
Estima	ited Visits	6.4M
Ů Tin	ne On Site	00:11:36
<b>■</b> Pa	ge Views	12.64
➢ Bounce Rate		28.91%
F	EOPLE	
<b>2,299,228</b> likes		
# Engagement Rate: 0.79%		

Top 20<sup>th</sup> most visited website in PH.

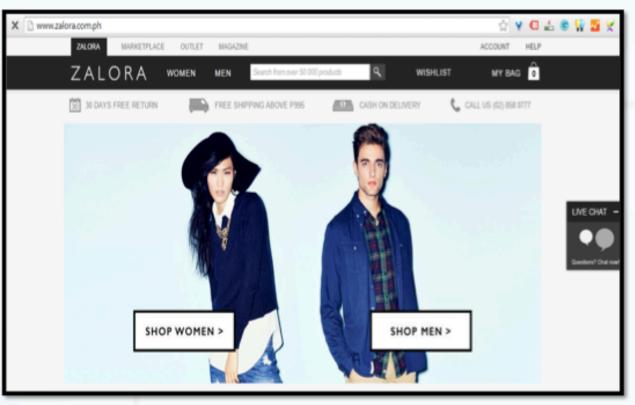
- \*Currently Owned & Operated by 701 Search Pte., Ltd., (Joint Venture of Singapore Press Holdings & Schibsted).
- Launched March 2009.
- Est. 52,000–78,000 closed deals per month.
- Est. Regular Monthly visit coming from Fan Page 37,000 to 42,000 or 380 to 430 closed deals per month.
- Est. Organic and Paid Search Monthly visit of 2,000,000 to 3,500,000 or 20,000 to 30,000 close deals per month.

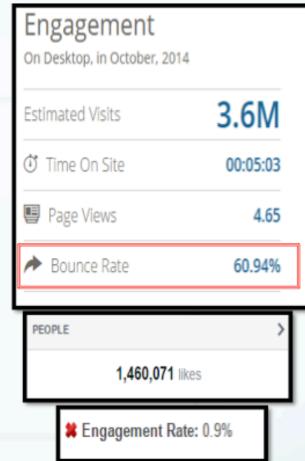


Engagement On Desktop, in October, 2014	
Estimated Visits	1.7M
♂ Time On Site	00:08:17
Page Views	5.35
➢ Bounce Rate	31.73%

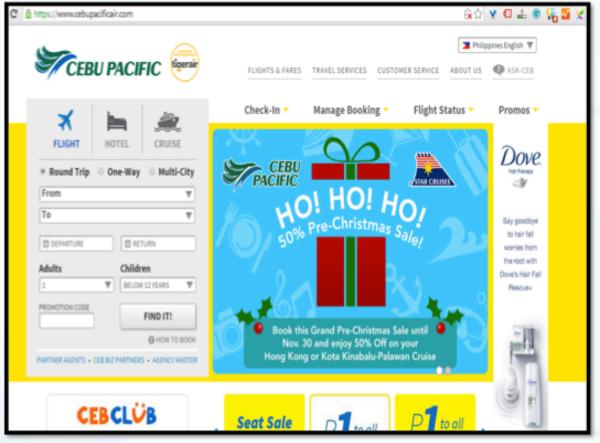


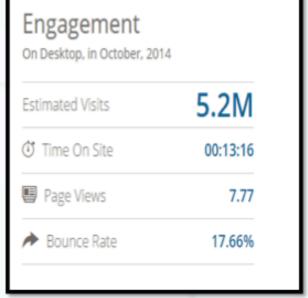
- Top 31th most visited website in PH.
- Est. 14,000–21,000 online transactions per month.
- Est. Regular Monthly visit coming from Fan Page 15,000 18,000 or 150 to 300 transactions per month.
- Est. Organic and Paid Search Monthly visit of 500,000 to 730,000 or 4,800 to 7,200 transactions per month.





- Top 45<sup>th</sup> most visited website in PH.
- Launched in May 2012.
- Est. 30,000 44,000 online transactions per month.
- Est. Regular Monthly visit coming from Fan Page 26,000 30,000 or 270 transactions per month.
- Est. Organic and Paid Search Monthly visit of 1,000,000 to 1,500,000 or 10,000 to 15,000 transactions per month.



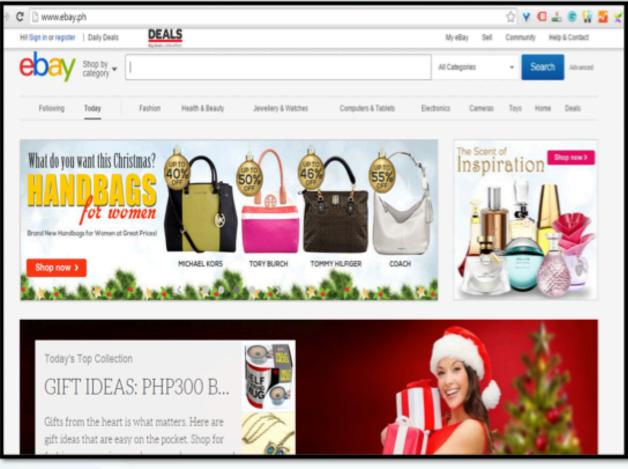


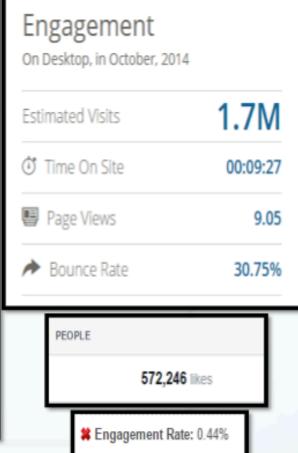


# Engagement Rate: 1.52%

Top 68<sup>th</sup> most visited website in PH.

- Launched in 1988. Took off later with the low cost carrier business model in 2005.
- Est. 41,000 62,000 online bookings per month.
- Est. Regular Monthly visit coming from Fan Page 50,000 60,000 or 700 bookings per month.
- Est. Organic and Paid Search Monthly visit of 1,400000 to 2,100,000 or 15,000 to 22,000 bookings per month.





- Top 128th most visited website in PH.
- Launched in 2007.
- Est. 14,000–21,000 online transactions per month.
- Est. Regular Monthly visit coming from Fan Page 5,000 6,000 or 50 to 60 transactions per month.
- Est. Organic and Paid Search Monthly visit of 500,000 to 730,000 or 4,800 to 7,200 transactions per month.

## e-commerce







## Global Internet Market 2016



\$4.27

5.3% of GDP

Source: Boston Consulting Group, EIU

## Global Internet Market 2016



Intensity	2009	2016
Total Internet	\$2.9	\$4.2
Market in Trillion		
% to GDP	2.95	5.3

Source: Boston Consulting Group, EIU

Online Purchases	Percent
#1: Airline Tickets and Reservations	59
#2: Clothing Accessories and Shoes	57
#3: Tourist and Hotel Reservations	53
#4: Event Tickets	50
#5: Mobile Phone	44
#6: Personal Care	43
#7: Cosmetics	43
#8: E-books	43
#9: Sporting Goods	42
#10: Electronic Equipment Source: Nielsen Global Survey, Q1 2014	41

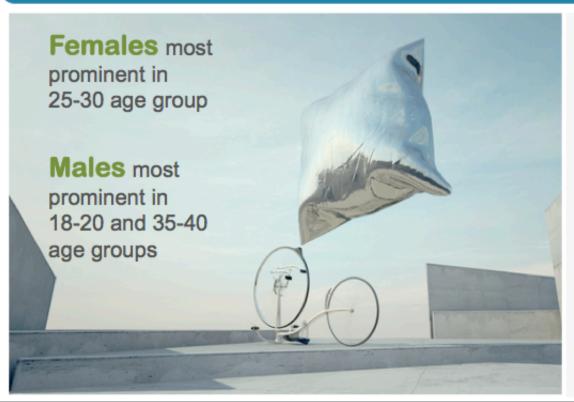
#### Meet the digital citizens of the emerging markets

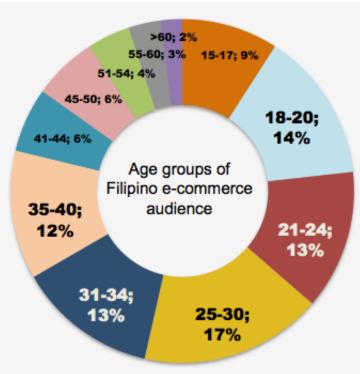




Source: Maria Java, EffectiveMeasure.com

#### Filipino e-commerce audience – who are they?

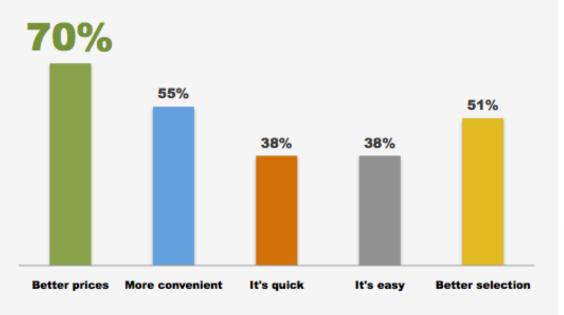






#### Competitive pricing is the key motivator to shop online

Q: Which of the following were your motivation(s) for making a purchase after seeing the product/service online?







42

#### Philippines E-Commerce Index A Joint Project of



#### WITH THE SUPPORT OF







#### **METHODOLOGY**

**Simplicity** 

Regularity

Relevance

Repeatability

Reliability

**Cost-efficiency** 

**Scalability** 



Source: SOFSM/PMI

## Extent of Online Engagement in the Manufacturing Industry (Index Weighted to Actual Values, 12 months)

**Online Revenues** 



**Online Purchases** 



**Online Payments** 



## Extent of Online Engagement in the Retail/Wholesale Industry (Index Weighted to Actual Values, 12 months)

**Online Revenues** 



**Online Purchases** 



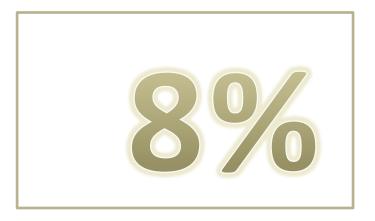
**Online Payments** 



## Extent of Online Engagement in the Services Industry (Index Weighted to Actual Values, 12 months)

**Online Revenues** 

**Online Purchases** 

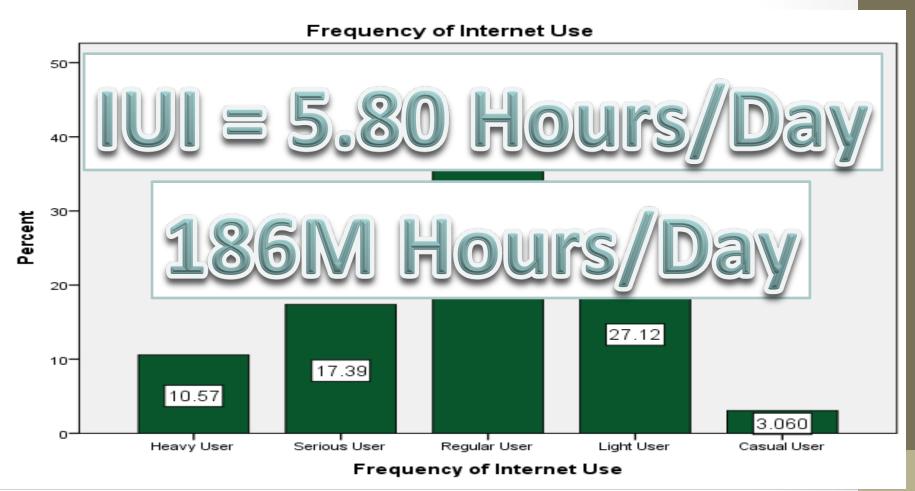




**Online Payments** 



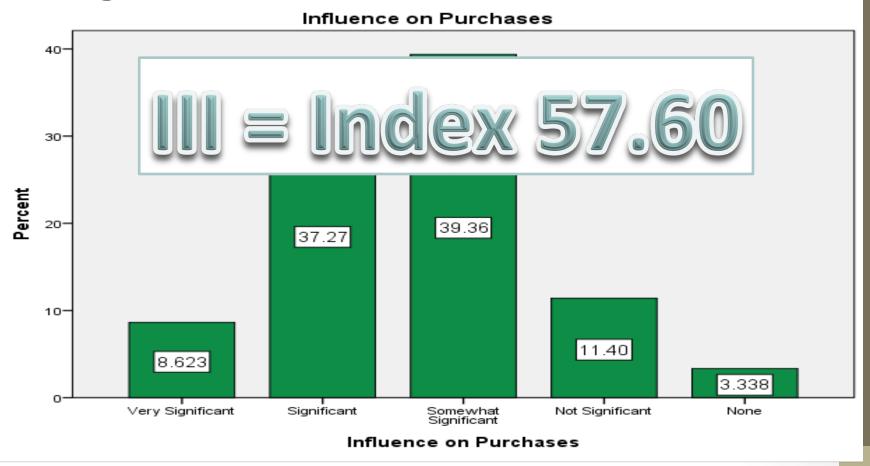
## Frequency of Internet Use as Stated by 719 Digital Stakeholders from Seven Events in 2014



Q1. How frequently do you use the internet (whether by phone or computer or other means) in a typical day)?

Source: DigitalFilipino/I-MetricsAsia Events in 2014

## Influence of Internet on Purchase Decisions as Stated by 719 Digital Stakeholders from Seven Events in 2014



Q2. To what extent does the internet (including search and social media) influence your actual purchases and decision to purchase?

Source: DigitalFilipino/I-MetricsAsia Events in 2014

Internet Purchase Intensity: Percent of Personal Purchases Done Online as Stated by 719 Digital Stakeholders from Seven Events in 2014

Per Capita Consumption at Constant 2000 Prices = \$1,000 in 2011

At 32M users, consumption is about \$32B or P1.4T

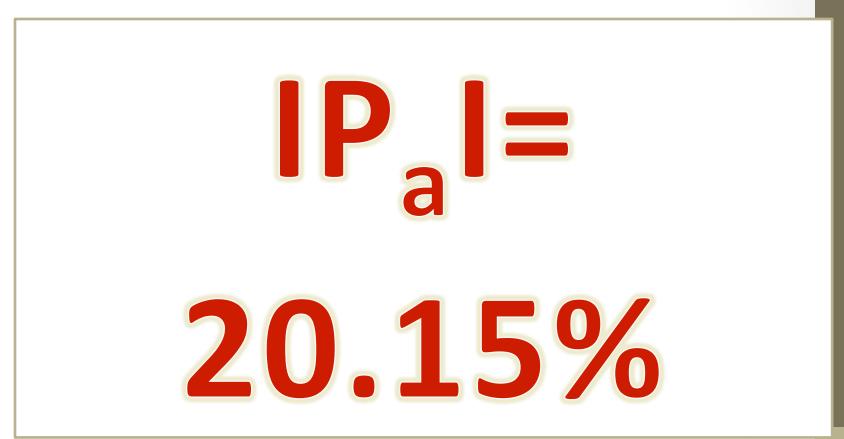
At 29.61%, consumption online is around P408B in 2011 or P486B in

Q3. Of the total amount that you yourself spent last month, about how many percent (whether for your personal use or for the household) were done online (including orders via email and/or debit, credit card, paypal)?

Source: DigitalFilipino Survey/I-MetricsAsia Events, 2014

2014

Internet Payment Intensity: Percent of Payments Done Online as Stated by 719 Digital Stakeholders from Seven Events in 2014

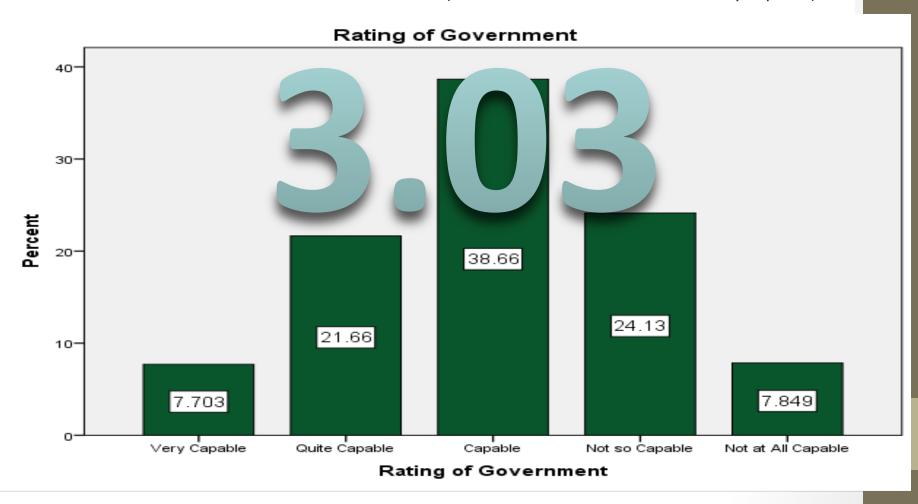


Q4. Of the total number of times that you paid a bill or bought something last month, how many percent were done using internet banking (including mobile, paypal, credit card) to pay for your bills and purchase online?

Source: DigitalFilipino/I-MetricsAsia Events, 2014

### E-COMMERCE MATURITY SCORECARD: Local Government

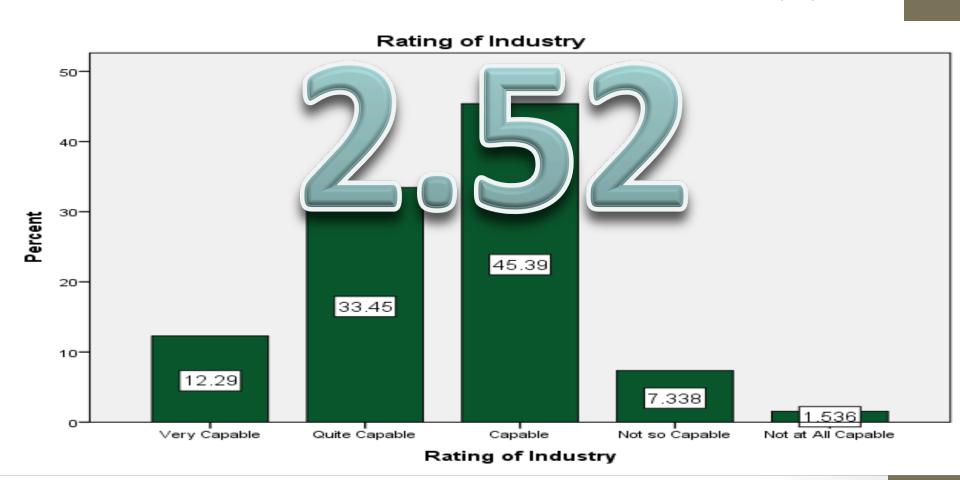
Perceived E-Commerce Readiness of the Local Government as Evaluated by 719 Digital Influencers from Seven Events in 2014 (on a scale from 1 to 5 with 1 as very capable)



Source: DigitalFilipino /I-MetricsAsia Events in 2014

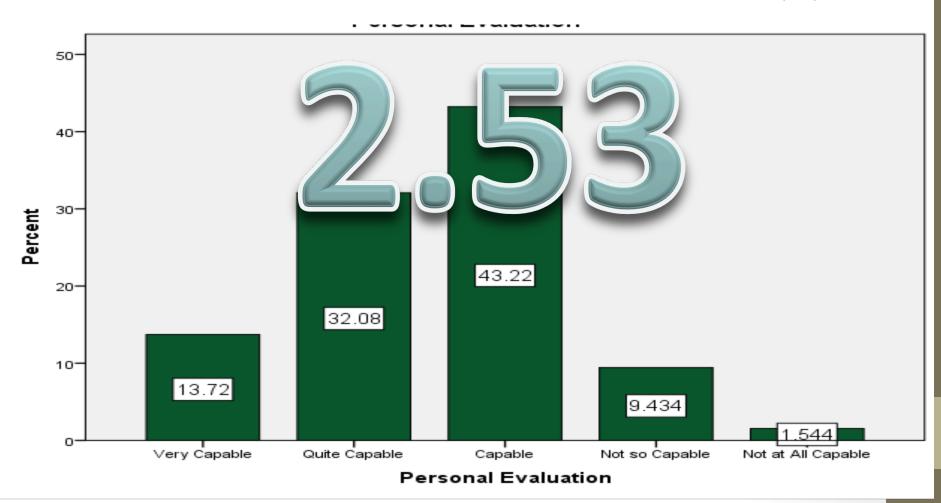
## E-COMMERCE MATURITY SCORECARD: Local Companies

Perceived E-Commerce Readiness of the Local Government as Evaluated by 719 Digital Influencers from Seven Events in 2014 (on a scale from 1 to 5 with 1 as very capable)



### E-COMMERCE MATURITY SCORECARD: Personal Assessment

Perceived E-Commerce Readiness of the Local Government as Evaluated by 719 Digital Influencers from Seven Events in 2014 (on a scale from 1 to 5 with 1 as very capable)



Source: DigitalFilipino/I-MetricsAsia Events in 2014

## Ph Internet Market 2014



P1.0T

8 to 13% of GDP

Source: I-Metrics Asia-Pacific Corporation

## Ph Internet Market 2014



## P.157?

1.5% of GDP

## Framework for the Promotion of E-Commerce in the Philippines\*

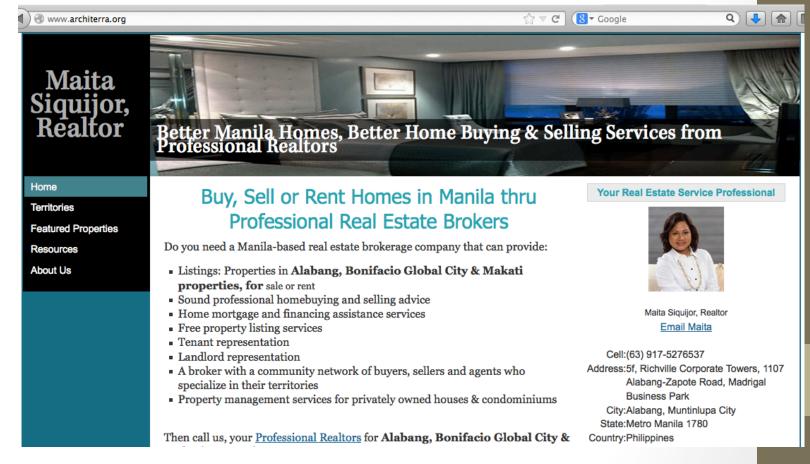


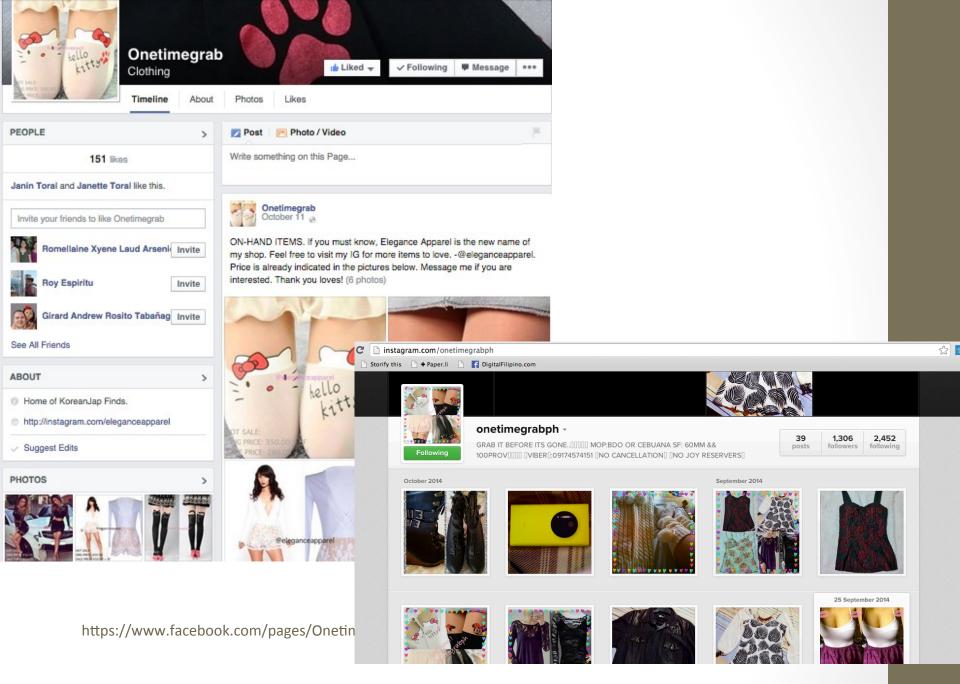
# How people sell and accept payments online?

#### Reputation – Relevance – Meet customer goals

'ave a website

http://www.architerra.org/





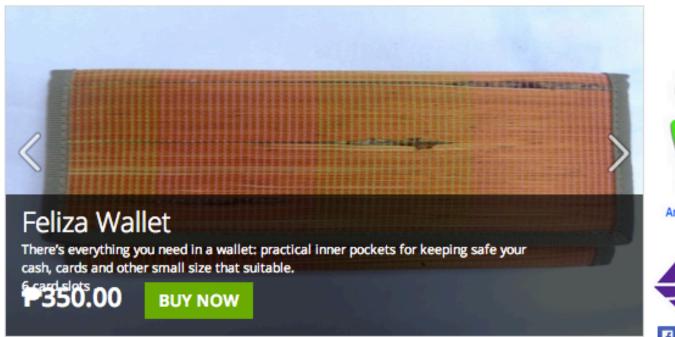


Search for products...

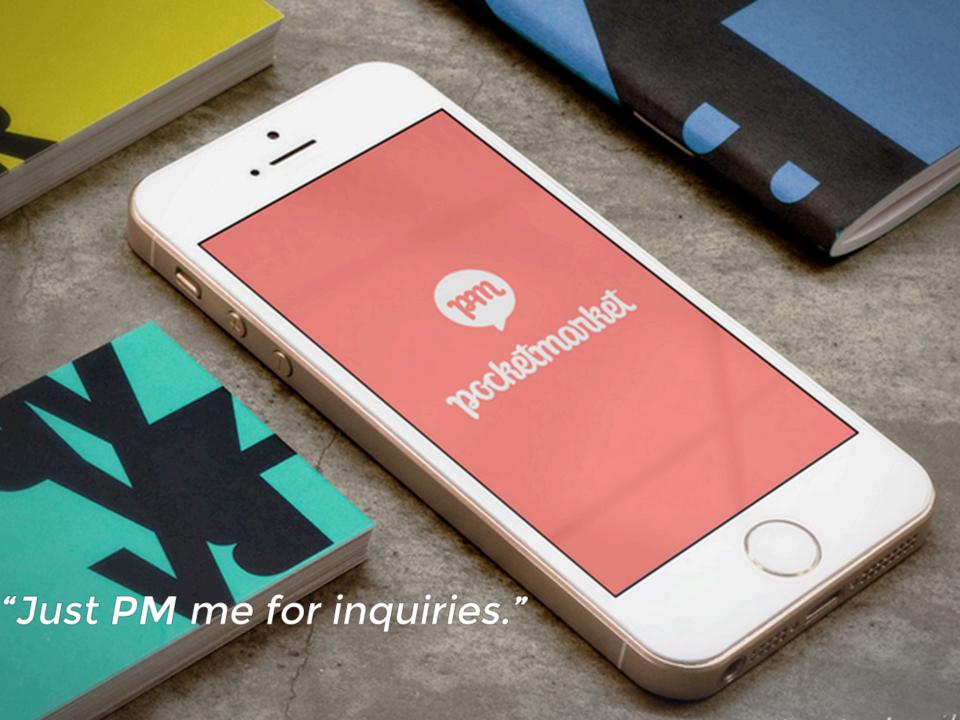
SEARCH



HOME OCCIDENTAL MINDORO ORIENTAL MINDORO MARINDUQUE ROMBLON PALAWAN ALL SELLERS

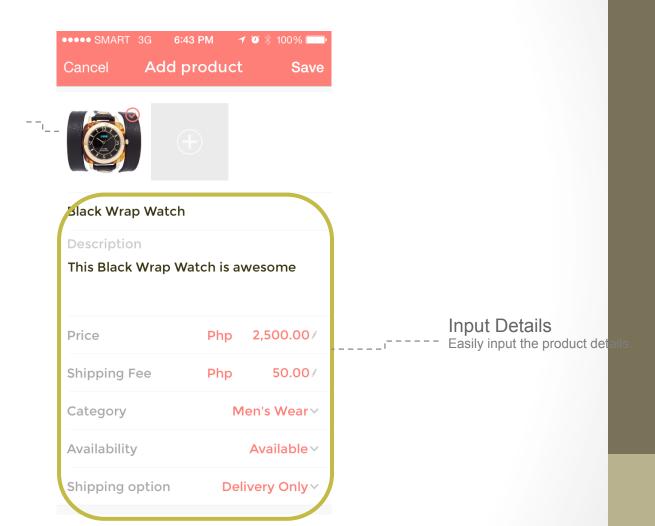




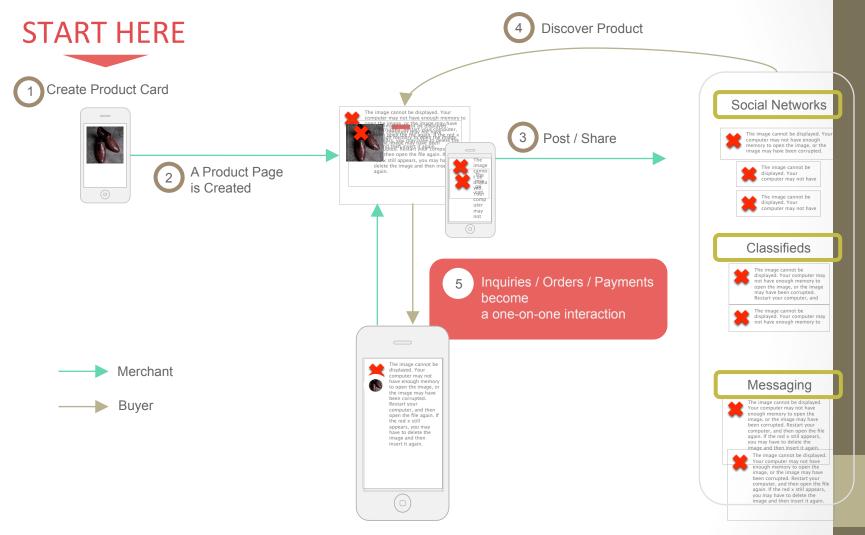


### **Just Snap and Sell!**

Snap Photos of your Product Use your iPhone's brilliant camera. No need to transfer files.



### Product is portable to almost any channel By sharing the product URL.

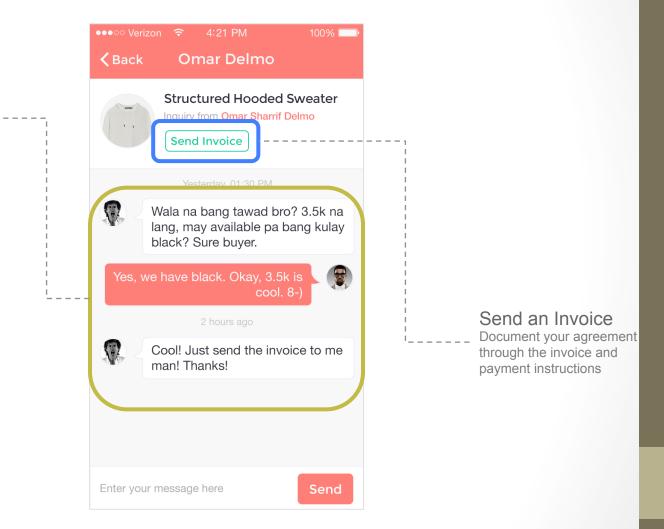


Integrated posting to Facebook, Twitter and soon, Instagram.

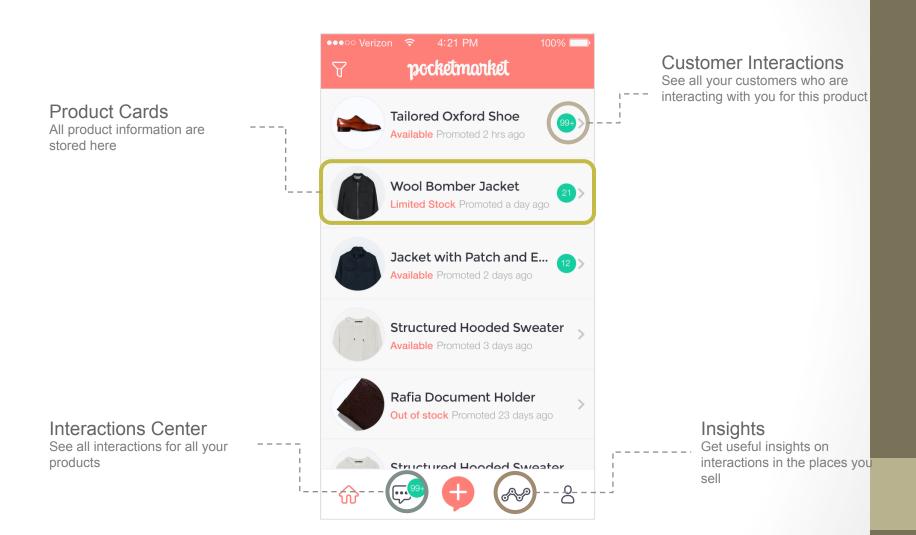
#### Transactions driven by engagement

#### Chat with the buyer Reply to inquiries, answer

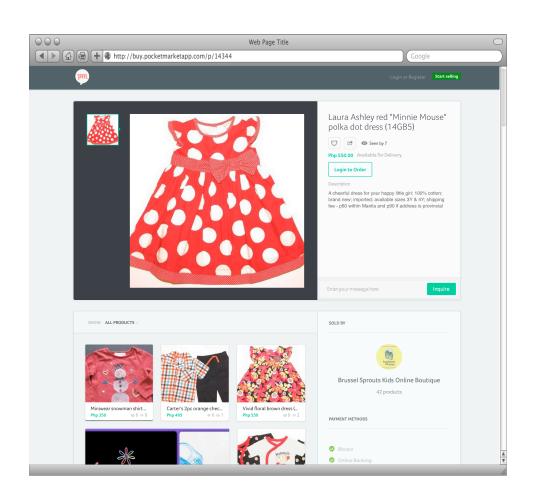
bargains, give special offers, etc.

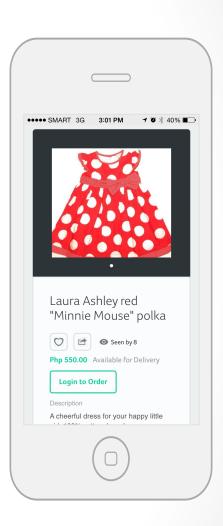


### Manage all interactions with your thumb

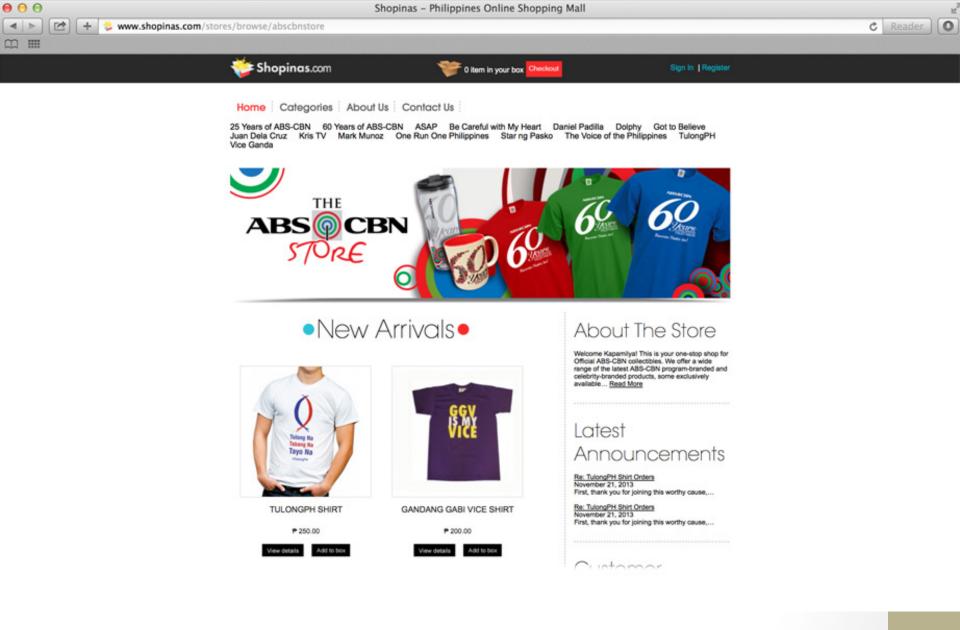


### Buyers can access it in any device





They don't need to have the app installed.



Source: Sheila Lina, Shopinas.com #ecomsummit



Email

Keep me logged in

Password
Forgot your Password?

Login

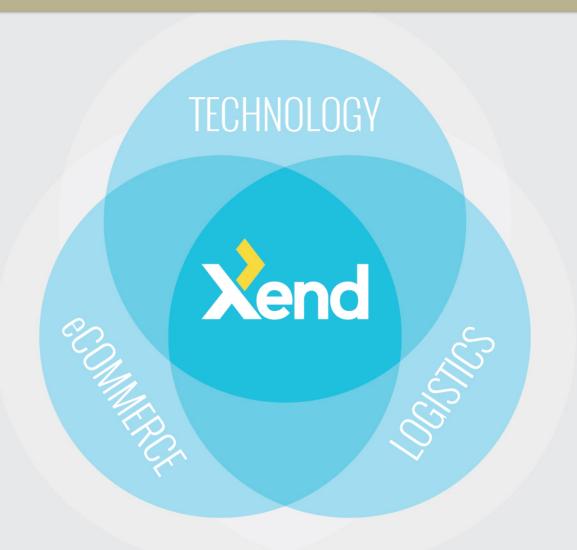
#### ONLINE



F Like 10 Tweet 2

powered by: or8v web solutions
Cargohaus Building Old MIA Road, Barangay Vitalez Parañaque City 1700 Philippines i +632 854-2100
Copyright @ 2013 Airfreight 2100 Inc. All Rights Reserved.
Secured by RapidSSL® 256-Bit Encryption with 2048-Bit Root

### XEND



### Plans for 2014

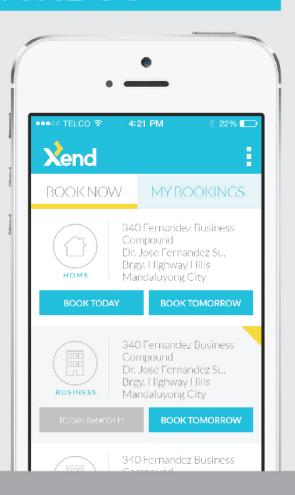
#### **BOOKING ON THE GO**

FROM
2 HOURS TO
2 MINUTES TO
2 SECONDS

**AVAILABLE FOR** 



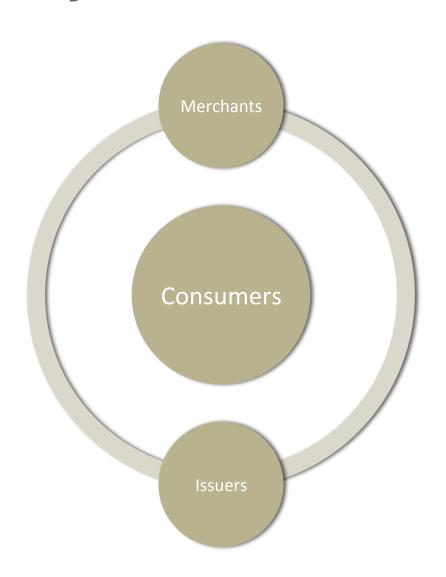






## Can I accept payments online?

### Online Payment Food Chain



### Online Payment Food Chain

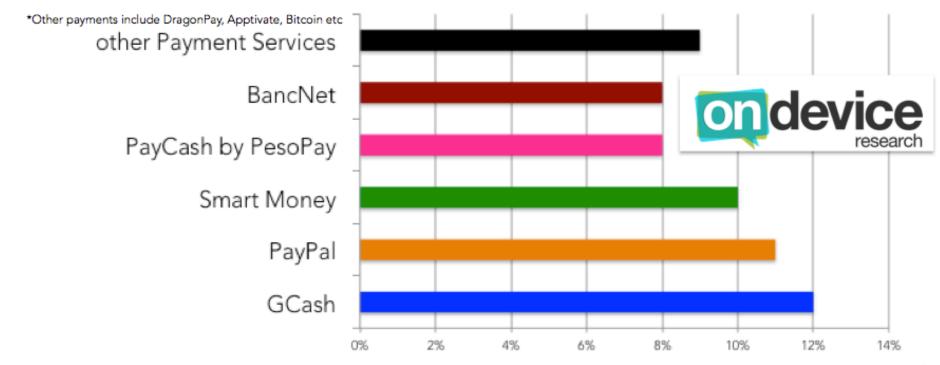


### **Facts**

- •97% of Filipinos have no credit card.
- 73% are unbanked.
- 23% mobile payment adoption (Mastercard Mobile Readiness Report)

Source: Gretchen Veran, Payswitch

#### Q: Which payment services have you used in the last 3 months?



On a survey conducted with 900 mobile internet users in the PH by On Device Research last June 2014, it was found out that over half used online payments services in the last 3 months, using these channels

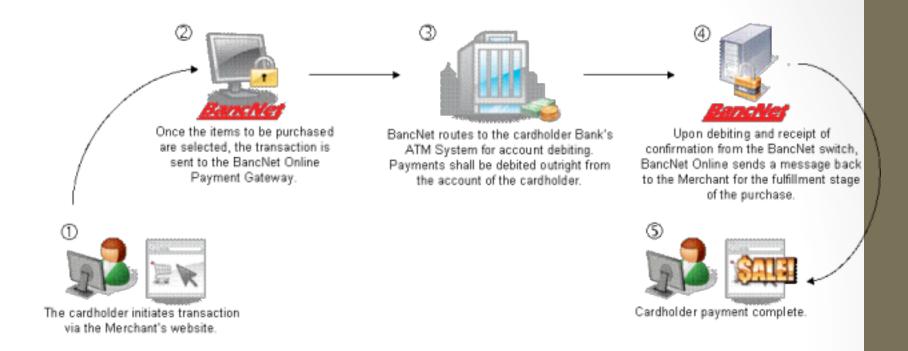


Source: Gretchen Veran, Payswitch

### BancNet Online Shopping Member Banks

- Asia United Bank
- Bank of Commerce
- China Bank
- Chinatrust Bank
- Citystate Savings Bank
- Eastwest Bank
- Malayan Bank
- Maybank Philippines
- Metrobank

- PBCom
- Philippine National Bank
- PSBank
- RCBC
- Security Bank
- Standard Chartered Bank
- Sterling Bank



#### **BancNet Internet Payment Gateway**

https://www.bancnetonline.com/ BancnetWeb/ goToOnlineShoppingMerchantPage.do

#### Please enter your ATM PIN.

(Click the onscreen keypad.)

****				
6	4	3		
9	1	0		
5	8	7		
CE	2	Clear		

### BancNet requirements for accreditation

- DOCUMENTARY REQUIREMENTS:
  - Properly signed-up Merchant Info Sheet.
  - Signed and notarized Memorandum of Agreement.
  - Corporation:
    - copy of SEC Registration and BIR Form 1901 or Audited Financial Statement (first 5 pages)
  - Single Proprietor:
    - BIR Form 1901 and Mayor's Permit

### BancNet Criteria for Accreditation

- CRITERIA:
  - Merchant must show gross sales of PHP250,000/ month (cash/ card sales) Merchant should be willing to pay the commission or merchant discount rate.
- Risk criteria
  - High Risk Business Model:
    - BancNet will not allow connecting to the BancNetOnline Internet Payment Gateway.
  - Medium Risk Business Model:
    - BancNet will review the specific business model and potential threats on a case to case basis and will require compensating controls to become acceptable for connection to the BancNet Online Payment Gateway.
  - Low Risk Business Model:
    - BancNet will allow for interconnection with the BancNetOnline Internet Payment Gateway.

https://www.bancnetonline.com/BancnetWeb/

goToRequirementsForAccreditationOnlinePage.do

### BancNet Risk Criteria

- Identification of e-merchant / sub-merchant
- Identification of customer
- Secured fulfillment / delivery
- Financial

### BancNet Risk Criteria

Risk groups	High risk	Medium risk	Low risk
Identification of Merchant/ Sub-Merchant	Unclear business model. Allows for transfer to other negotiable instruments. No clear company registration and identification process.	Clear company documentation	Existing and stable Business Model (Bills/Invoice Presentment). No sub-merchant/ company.
Identification of Customer	Anonymous & Electronic only	Non-repudiation (i.e. physical registration & documentation)	Non-repudiation (i.e. physical registration & documentation)

### BancNet Risk Criteria

Risk groups	High risk	Medium risk	Low risk
Fulfillment / Delivery	Electronic Fulfillment, Instantaneous and Irreversible transaction	Electronic Fulfillment, Non-Instantaneous	Physical Fulfillment / Reversible transaction
Financial	Incomplete Financial or Corporate documents OR Company Financials indicate liquidity or stability concerns	Start-up company	Top 5000 Philippine Corporations / Company. Financial documents support healthy financial liquidity and stability
Example	Mobile phone airtime loads	Prepaid Internet Access, Auction sites	B2B companies, Schools, Utilities, Club Memberships

https://www.bancnetonline.com/BancnetWeb/pages/PDF/EMerchantInfoPage.jsp

### Prohibited goods and services

- Anything illegal under existing laws and Philippines Constitution.
- Infringes on any patent, trademark, trade secret, copyright, or other proprietary right of any party, including, but not limited to, the unauthorized copying and posting of trademarks, pictures, logos, software, articles, musical works and videos;
- Offers fraudulent goods, services, schemes, or promotions that promises and promotes get-rich-quick schemes through chain letters, pyramid or ponzi schemes, matrix programs, and certain multi-level marketing programs;

### BancNet Goods / Services subject to review / pre-approval

- Electronic wallets (i.e., "e-wallets") or any similar payment type;
- Gambling or lottery type services such as online or offline casino games, sports betting, horse or greyhound racing, lottery tickets, games of skill, and other services that facilitate gambling;
- Donation collections for charity and non-profit organization;
- Sale of stored value cards for telecommunications (i.e. International Call cards, Call & SMS cards, ISP Internet cards, etc.) and online gaming purposes; and
- Direct Marketing and Multi-level marketing products and services

### Fees

- P56,000 integration fee
- P10 transaction fee

## 24k Members' Login Email Address Password LOGIN Forgot your password?

#### Not yet registered?



Sign up to check the status of your transactions, compute for appraisal or interest rates, transfer reward points, and more.

SIGN UP





Moving money anywhere in the Philippines can be a delicate thing. You need it fast, safe, convenient. Since pioneering pera padala, we continue to look for more ways to move money efficiently for you.













We process NSO Certificates (birth, death, marriage, CENOMAR) & POEA Balik-Mangagawa Exit Clearances!

### There is a HUGE & UNTAPPED MARKET in the COUNTRYSIDE ...

There's this huge and untapped market in the countryside for Online Merchants... untapped because they have no internet access or lack the means for internet payment



# RURALNET INC. IS BUILDING A NATIONWIDE NETWORK OF RURAL BANKS, and COOPERATIVES...

... For Government and Private Sector Services.



...RuralNet Inc. will transform Rural
Banks and Cooperatives into Order
and Payment Centers (OPCs)
for products and services of
Online Merchants

Rural

### WHY THE RURAL BANKS...

It is natural to tap the Rural Banks (RB) because...

- RBs cover 85% of 143 cities (122).
- RBs also serve over 70% of all 1,491 municipalities (1,000+ towns).
- RBs serve over 5 million depositors and the rest of the Philippine public



### WHY THE COOPERATIVES...

It is natural to also tap Cooperatives because...

- There are 22,000 cooperatives with 11.6 Million members.
- RuralNet Inc. will initially focus on the top 2,000 coops (8 Million members).
- The membership in each coop is a tightly knit group, very loyal to their cooperative.



### Two National Payment Networks...

RuralNet Inc. is rolling out two national payment networks...

- Ruralnet is the network for Rural Banks
- Coopnet will be the network for Coops



### LARGELY UNTAPPED MARKET POTENTIALS...

RuralNet Inc. offers access to the following markets...

- Large countryside market thru Ruralnet;
- Close knit and loyal coop membership base thru Coopnet;
- Limitless potential of countryside mobile phone banking subscribers;



### ENDLESS POSSIBILITIES & OPPORTUNITIES

Rural

### For Government and Private Sector Products and Services ...

...For Collections Services

...For Payout Services

...For Orders and Payment

Services

#### RuralNet Inc.'s Order and Payment Portal

RURALNET INC NETWORKS

RURALNET (Rural Banks)



COOPNet (Cooperatives)



Settlement
Bank
(Land Bank)



RuralNet's
Transcation
Capture and
Settlement
Platform
(TCSP)



RuralNet Inc.'s

Mobile Phone
and Internet
Banking



# RuralNet 's Order & Payment System Raises the Level of Confidence Of its Partners...

- The RuralNet system has passed BSP's review in 2012.
- RuralNet Inc. screens and accredits suitable member Rural Banks, Cooperatives and Online Merchant Partners

## RuralNet 's Order & Payment System Raises the Level of Confidence Of its Partners...

- Settlement is on a daily basis.
- Approved transactions must be fully funded and will be issued unique Transaction Reference Numbers.
- Settlement accounts of member RBs and coops are more than sufficiently funded...



## RuralNet 's Order & Payment System Raises the Level of Confidence Of its Partners...

- RuralNet Inc. provides member Rural Banks, Coops and Online Merchants Partners with daily and monthly reports.
- Land Bank of the Philippines is our settlement bank partner.

## RuralNet's Order & Payment System Raises the Level of Confidence Of its Partners...

- It took two years for RuralNet Inc. to negotiate with Land Bank of the Philippines to become its settlement bank.
- Land Bank agreed to allow member RBs and Cooperatives... and its upcoming Online Merchants Partners to avail of LBP's internet banking system to replenish individual settlement accounts with RuralNet.

# RuralNet's Order & Payment System Raises the Level of Confidence Of its Partners...

- It also took three years for the RuralNet system to pass the review and scrutiny of the National Statistics Office.
- Consequently, RuralNet Inc. is one of only two major order and payment partners of NSO.



#### RuralNet Inc. provides the solution...

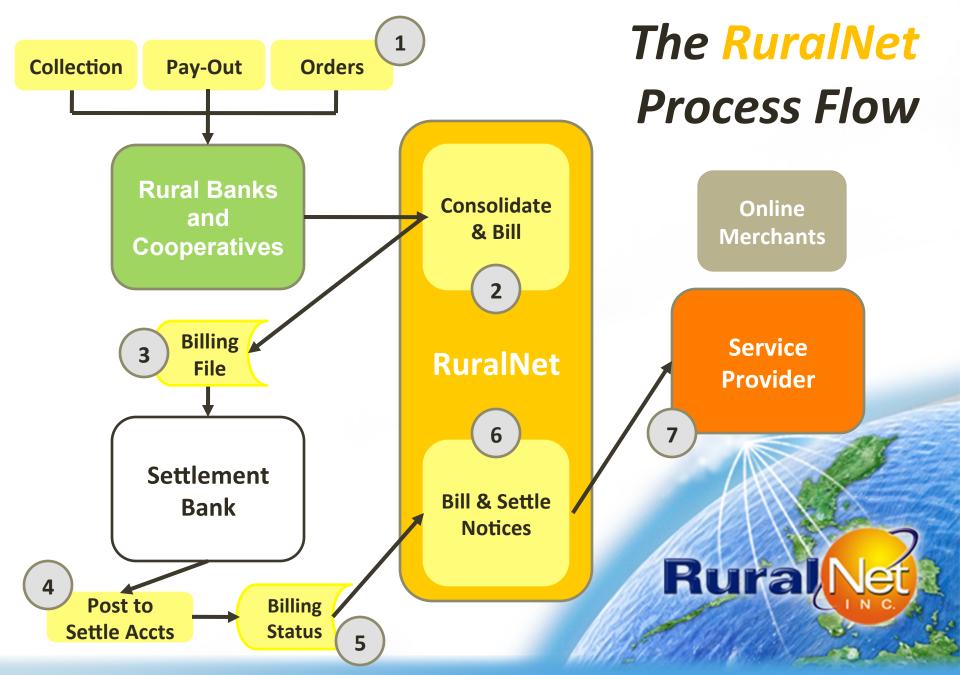
their products and services throughout the countryside.

... by utilizing Rural Banks and Cooperatives, as different Payment/Order and Payment channels.

... by providing its Transaction Capture and Settlement Platform (TCSP) that promptly and securely settles transactions on a daily basis

#### The Applications in RuralNet's TCSP...

**Transaction Capture & Settlement Platform GOVERNMENT APPS Rural Banks and Private Sector NSO** SSS LRA **HDMF** Cooperatives & Gov't Service **Providers CORE APPS Transactions Capture Engine** Online Merchants **Billing & Settlement Engine Reports Generation Engine** Settlement Online Insu-Whole **Telcos** Stores **Salers** Bank rance PRIVATE SECTOR APPS



### RuralNet's Rollout Plans (Service Provider Partners)



#### **Existing Partners for 2013**

- National Statistics Office
- Billers like PAL, PAL Express, telcos, electricity, water, cable, credit cards, insurance and etc.





**2GO** 



#### RuralNet Inc.'s Order and Payment Portal

RURALNET INC NETWORKS

RURALNET (Rural Banks)



COOPNet (Cooperatives)



Settlement
Bank
(Land Bank)



RuralNet's
Transcation
Capture and
Settlement
Platform
(TCSP)



RuralNet Inc.'s

Mobile Phone
and Internet
Banking



#### Possible Collaboration Models

RuralNet's two national payment networks...

- Both Ruralnet and Coopnet could be Collection Partners for Online Merchants.
  - already doing so with many Bills Payment Partners, both gov 't and private sector.



#### Possible Collaboration Models

RuralNet's two national payment networks...

- Both Ruralnet and Coopnet could be Order and Payment Partners for Online Merchants.
  - already doing so with NSO;
  - under discussions with many more gov 't and private sector partners.



#### Possible Collaboration Models

RuralNet's two national payment networks...

 RuralNet Inc. is willing to explore with the Online Merchant Industry on different possible models for collaboration...



#### Bridging the Digital Divide...

Ruralnet and Coopnet will provide the solution...

- Many Filipinos still don 't have credit cards;
- Those that do are still afraid to safely use their cards for internet transactions;
- Even more so for people in the countryside...

... we will make e-commerce work in the countryside!



#### Coins.ph

coins.ph Buy: PHP 26.111 | Sell: PHP 25.117

Merchants

Resources +

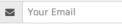
Careers

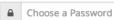
Sign up



Bitcoins are for everyone.

Join thousands of Filipinos who can easily buy, sell, and accept Bitcoins in Pesos safely.







#### What if all your customers can securely pay at any of these touchpoints, regardless of the name of the store?

**217,408** 

Pawnshops

★ 99.6%

of businesses are Micro, Small and Medium Enterprises

143,688

Travel and Administrative Services establishments

212,700,000 individual cooperative members

**1,000,000** Informal Retailers







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