

Mandate Hub

Standing Instructions : User Guide

What are Recurring Transactions/Standing Instructions on customer's Card ?

Recurring Transactions or Standing Instructions on Cards are the type of transactions where customers have provided their card credentials to merchants that provide subscription-based services (Netflix, Amazon Prime etc.) for billing or where they have given instructions to the merchant to bill their card at a pre-defined frequency (insurance premiums, OTT subscriptions, SIP on Debit Cards etc.)

What are the important changes that customer should be aware of with regard to their recurring billings/Standing Instructions?

- Customers will receive a prior notification from the Bank (at least 24 hours before the date of debit) intimating them about the details of the transactions.
- Customers will have access on our Internet Banking and Mobile app to view, manage and approve their Recurring Transactions through the Mandate Hub.
- Customers will need to approve transactions greater than Rs.15000 or greater than the maximum amount with successful AFA. A notification to approve the transaction will be sent at least 24 hours prior to the debit date. Failure to approve the transaction will result in the customer's account not being debited/ transaction failure and possible disruption of services from your merchant.
- The notifications will be sent to the registered mobile number and email id of the customer.

What is Mandate Hub?

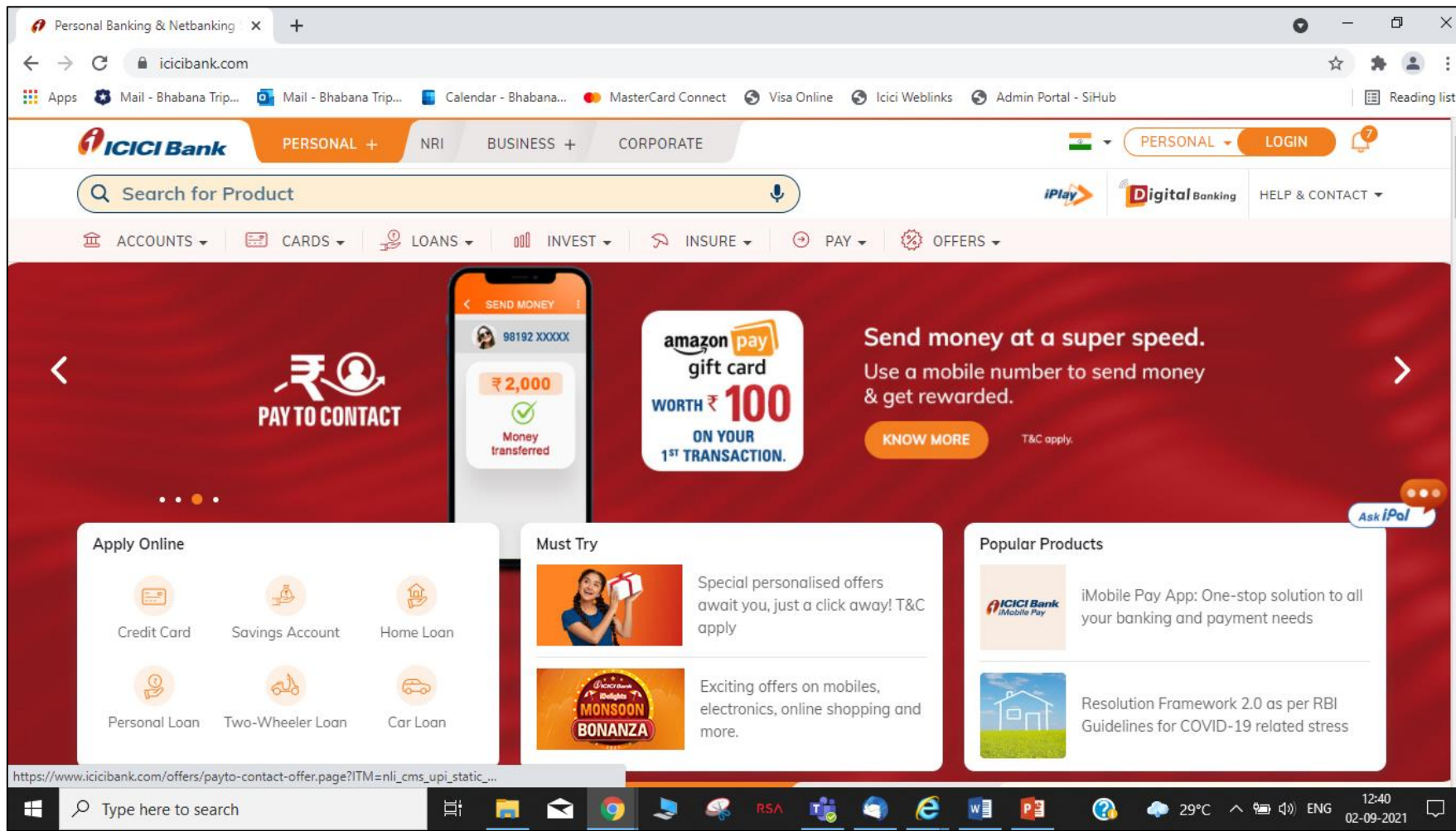
Mandate Hub is the interface where all ICICI Bank cardholders can view and manage their Standing Instructions. Customers can log in to the Mandate Hub by visiting www.icicibank.com > Cards > Credit Cards/ Debit Cards > Standing Instruction & Recurring Charges > Manage Standing Instructions.

Login

Customer logs in to the Mandate Hub to manage Standing Instructions

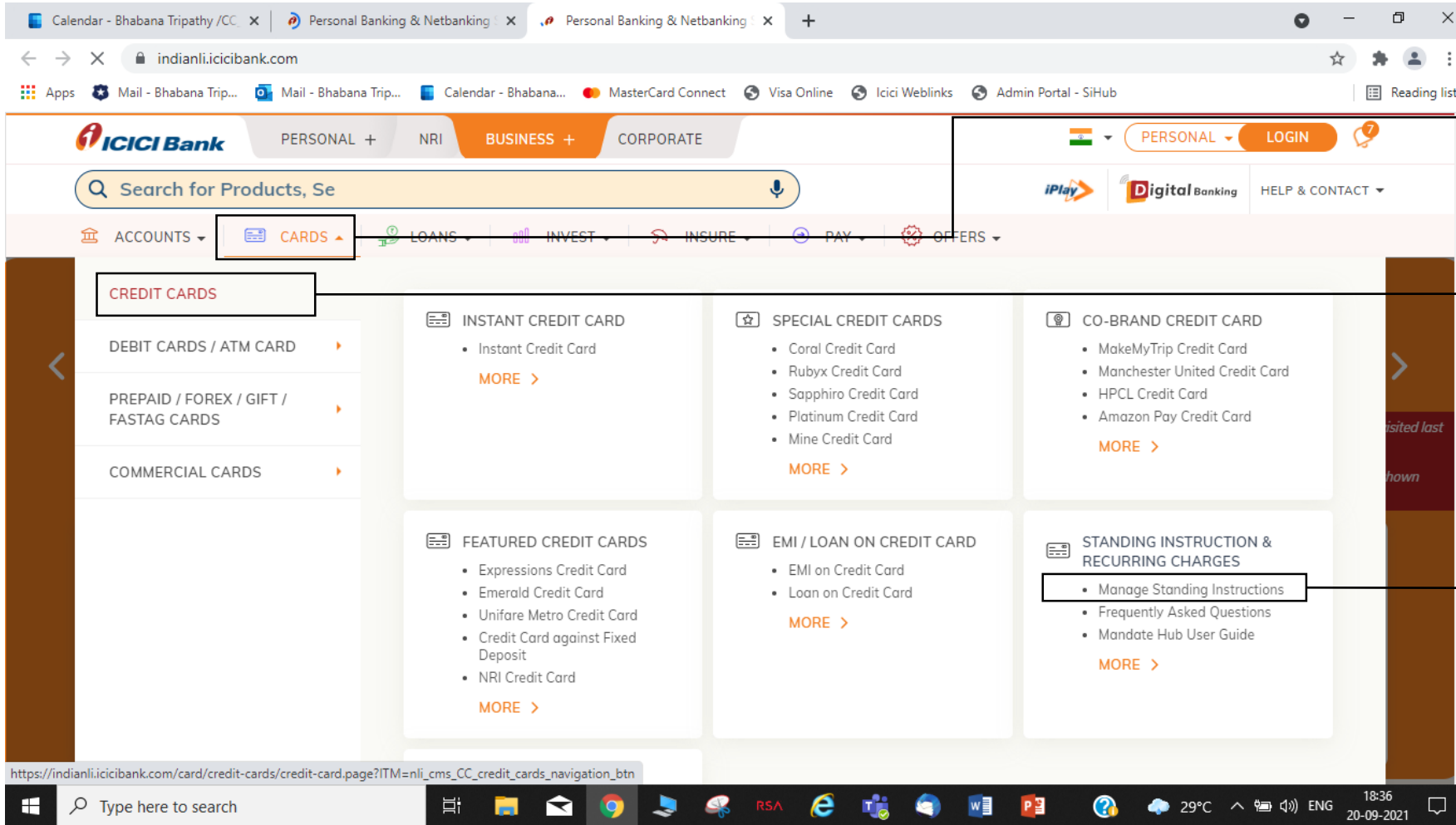
Customer visits
www.icicibank.com

Customer doesn't need
to log in to icicibank.com



Login

Customer logs in to the Mandate Hub to manage Standing Instructions



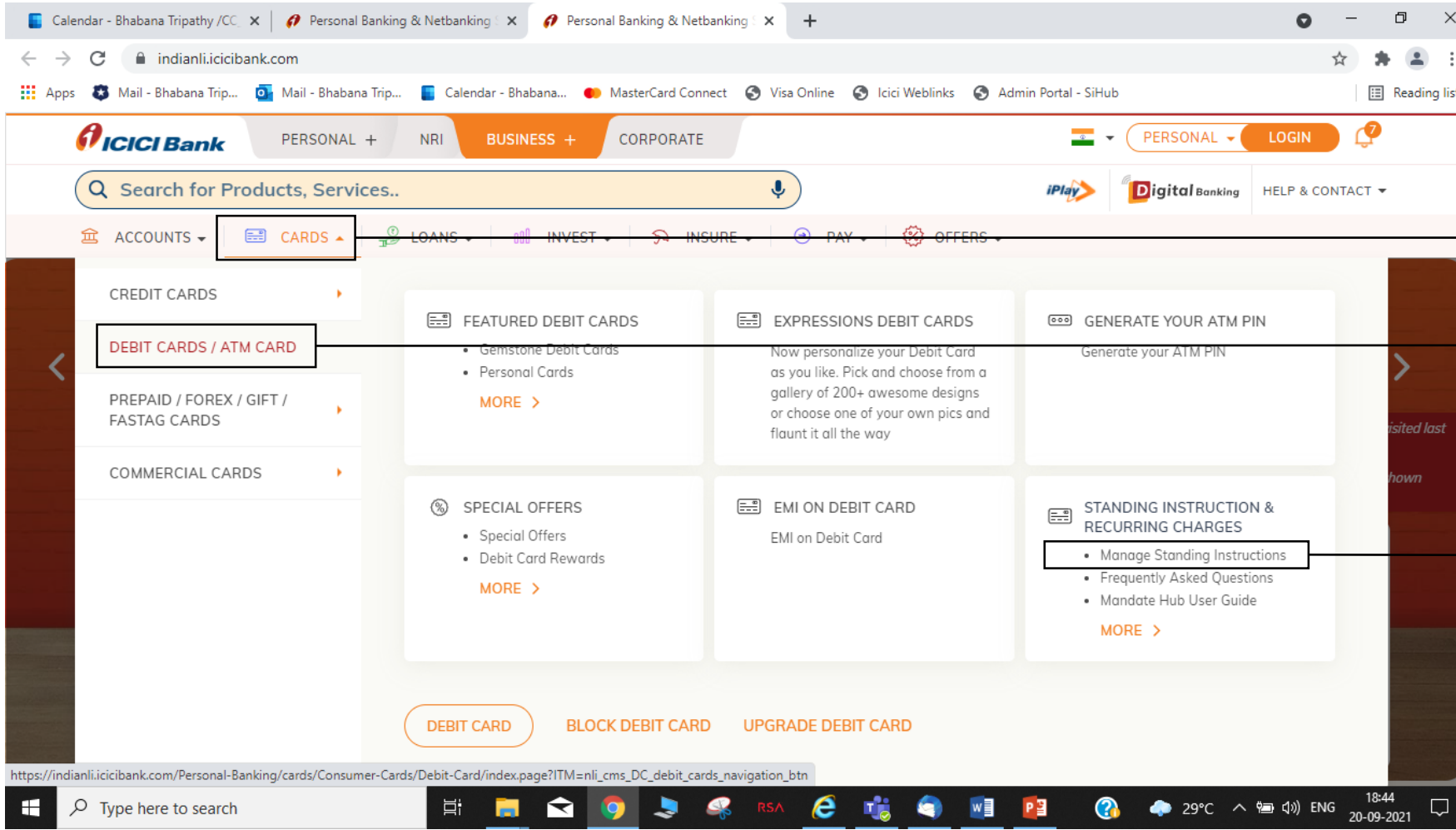
Customer hovers over the 'Cards' section

Then customer hovers over the 'Credit Cards' section

Customer then clicks on 'Manage Standing Instructions' of the grid 'Standing Instruction & Recurring Charges'

Login

Customer logs in to the Mandate Hub to manage Standing Instructions



Customer hovers over the 'Cards' section

Then customer hovers over the 'Debit Cards' section

Customer then clicks on 'Manage Standing Instructions' of the grid 'Standing Instruction & Recurring Charges'

Login – Merchant List webpage

Customer logs in to the Mandate Hub to manage Standing Instructions

ICICI Bank PERSONAL + NRI BUSINESS + CORPORATE

PERSONAL LOGIN NEW USER

Search for Products, Services.

ACCOUNTS CARDS LOANS INVEST INSURE PAY OFFERS APPLY ONLINE

Home Disclaimer Merchant Standing Instructions

Do you want to manage the Standing Instructions (e-mandate for processing of recurring payments) on your ICICI Bank Credit/Debit Card for the following listed merchants?

1. Sony Pictures networks India private limited
2. Rentomojo
3. Zoho
4. Big Rock
5. Hostgator
6. SUN TV NETWORK LIMITED
7. Bluehost India
8. Shopify Commerce Singapore Pte. Ltd.
9. Eros Now International
10. HT DIGITAL STREAMS LTD
11. Reseller club
12. AEGON LIFE INSURANCE COMPANAY LIMITED
13. WeFast
14. KodeKloud
15. Royal Brothers
16. Coursera
17. CureFit
18. Isha Foundation
19. Printline Media Private Limited

Quick Actions

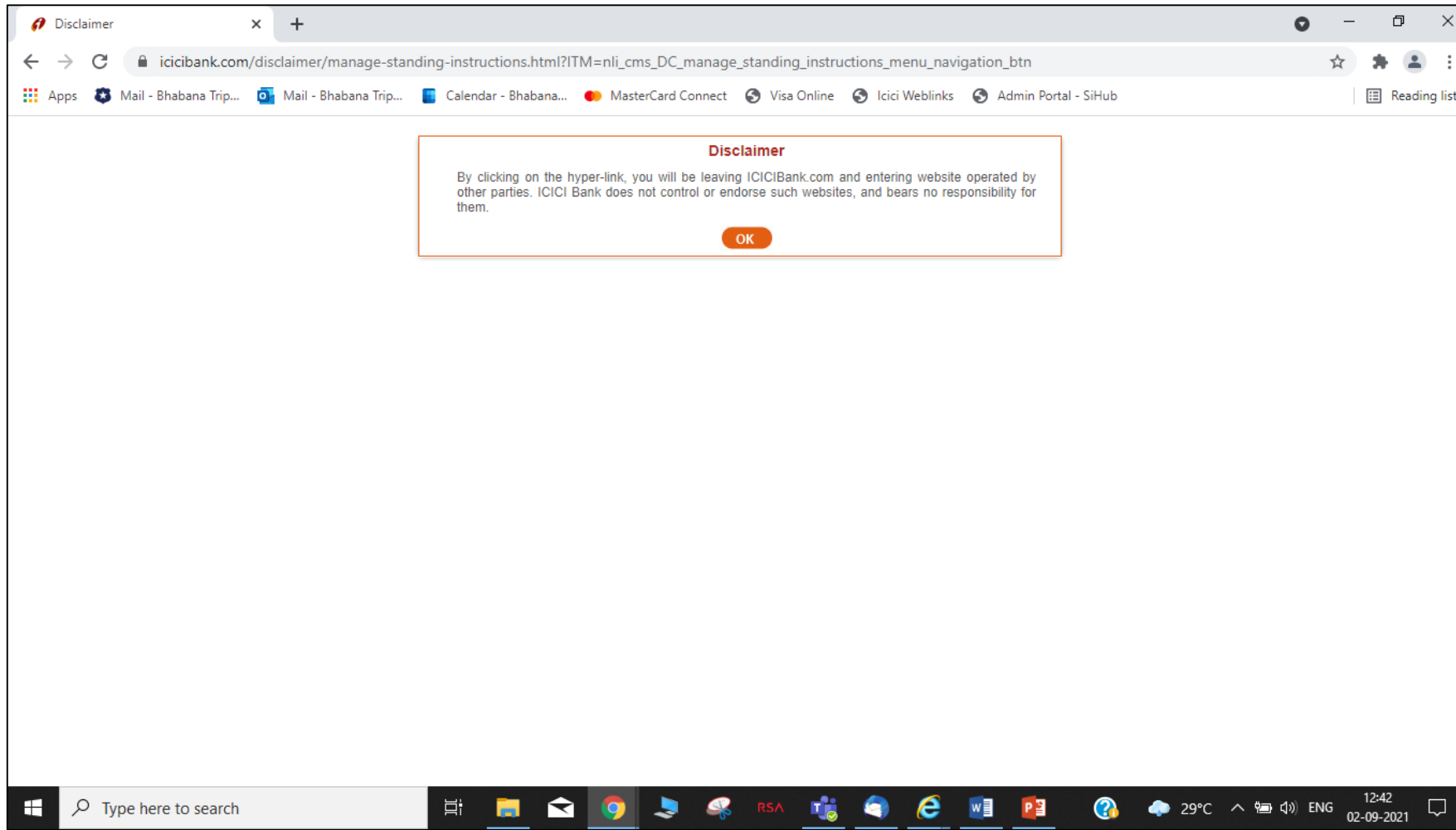
YES, MANAGE FOR THESE MERCHANTS NO, MANAGE FOR OTHER MERCHANTS

If the customer wants to manage the mandate of the merchant(s) displayed, they click “Yes”

If the customer does not want to manage the mandate of the merchant(s) displayed, they click “No”

Login

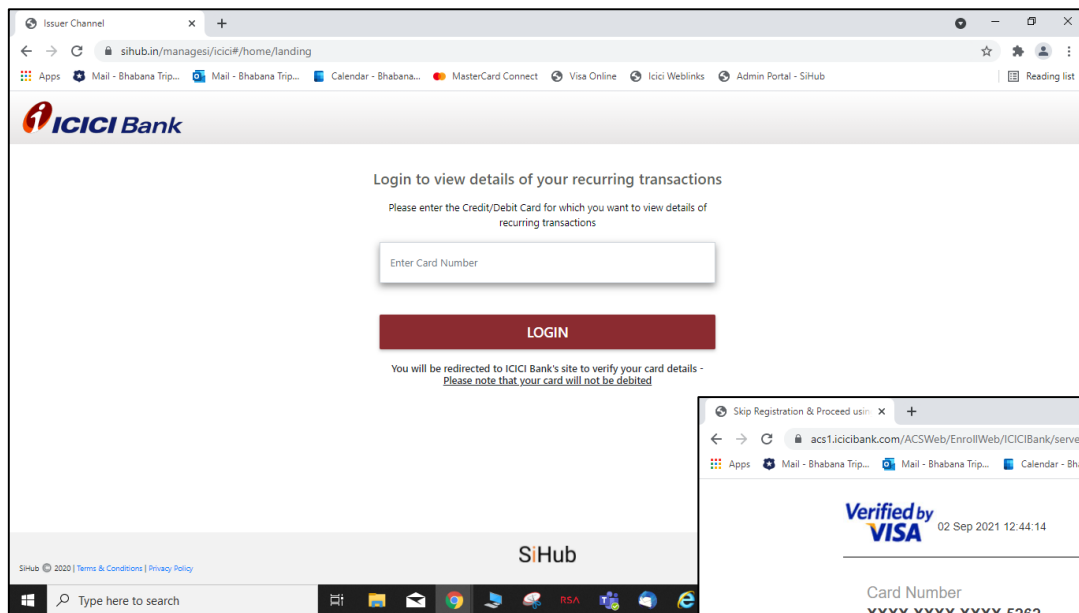
Customer logs in to the Mandate Hub to manage Standing Instructions



A new page opens up and customer clicks on 'Ok' to enter the Mandate Hub

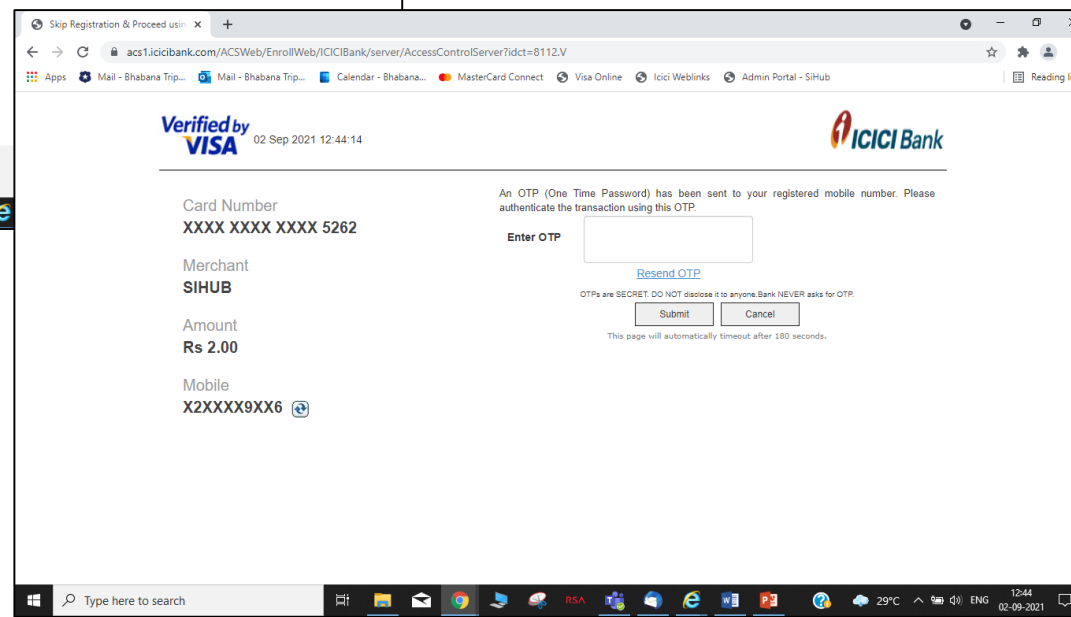
Login - SiHub

Customer logs in to the Mandate Hub to manage Standing Instructions



The customer is redirected to SiHub after clicking “No” on the merchant list webpage

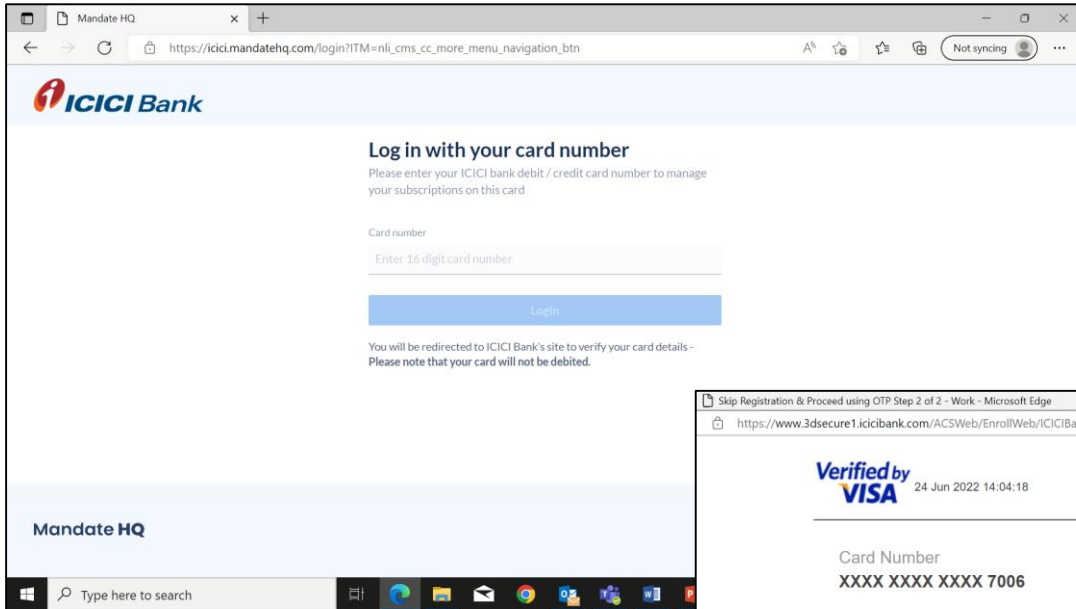
Customer enters the card no. (Credit/Debit) for which s/he wants to manage the Standing Instructions



Customer enters the OTP generated on the registered mobile no.

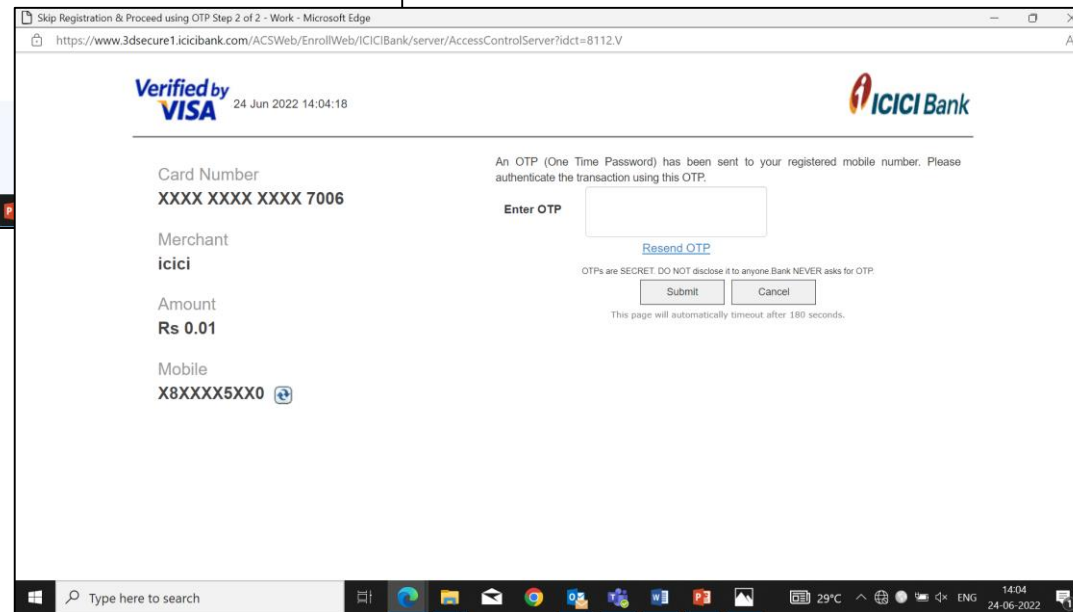
Login - MandateHQ

Customer logs in to the Mandate Hub to manage Standing Instructions



Customer is redirected to MandateHQ after clicking "Yes" on the merchant list webpage

Customer enters the card no. (Credit/Debit) for which s/he wants to manage the Standing Instructions



Customer enters the OTP generated on the registered mobile no.

SiHub

Customer is redirected to SiHub after clicking “No” on the merchant list webpage

Mandate Summary - SiHub

Customer can view all the Standing Instructions associated the card no.

ICICI Bank

Logout

Recurring e-Mandates

Card Number 401704XXXXX5262

Merchant	Max Amount(₹)	End Date	Mandate ID		
NETFLIX	100.00	22-Oct 2021	VYLai81KRN	Edit	Cancel
NETFLIX	200.00	30-Sep 2021	VYLW1n03Kj	Edit	Cancel

[View Cancelled Recurring e-Mandate](#)

Note: The list shown is limited to domestic merchant subscriptions

SiHub

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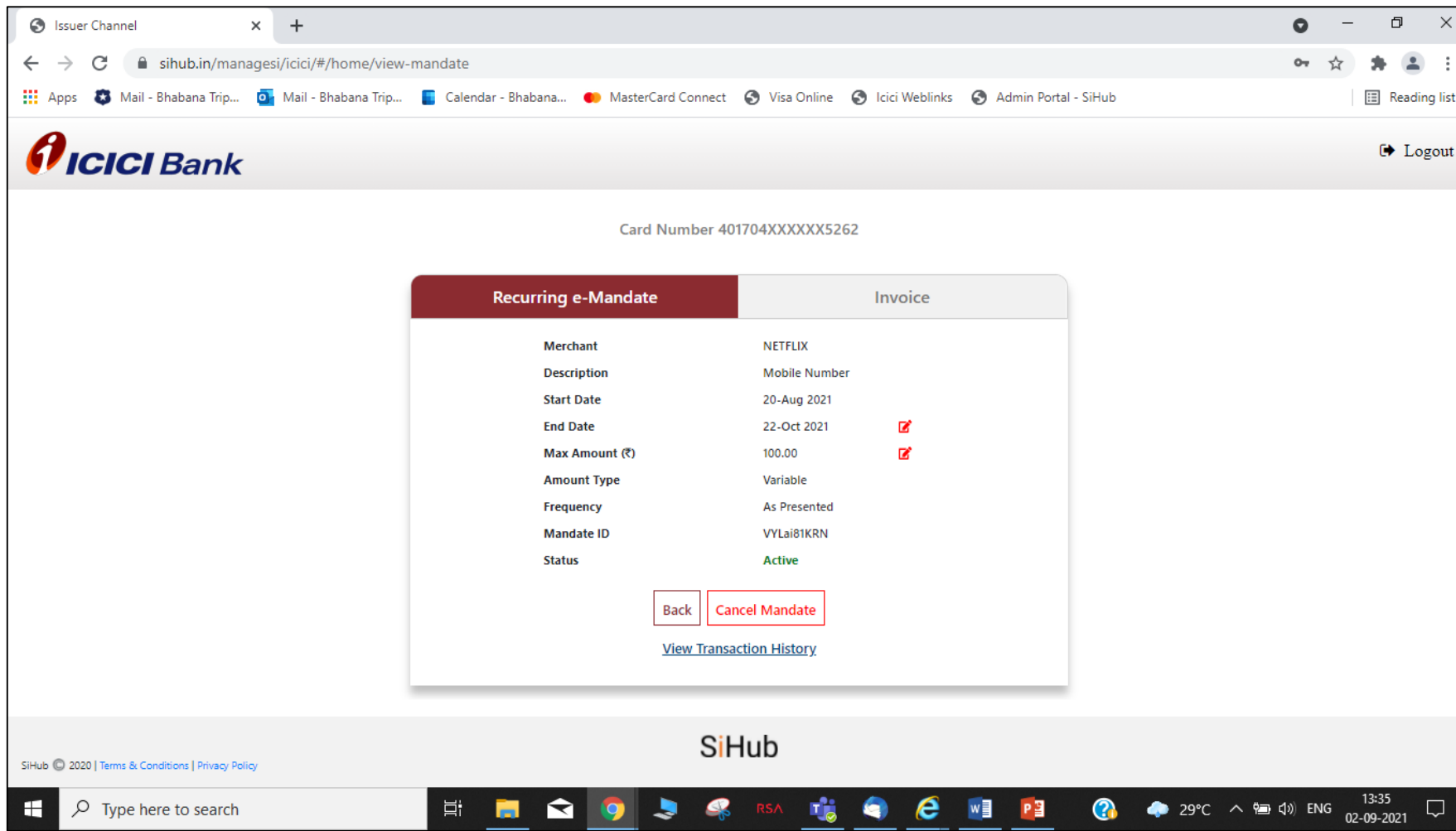
Customer gets the overview of the Standing Instructions

It displays the amount to be paid and due date with the option to Approve (where approval is required) or View

Customer can Edit or Cancel Standing Instructions

SiHub

Customer can view and manage all the details of Standing Instructions



The screenshot shows a web browser window with the URL `sihub.in/managesi/icici/#/home/view-mandate`. The page displays the ICICI Bank logo and a "Logout" button. Below the logo, the card number `401704XXXXX5262` is shown. The main content area features a modal window with two tabs: "Recurring e-Mandate" (selected) and "Invoice".

Recurring e-Mandate		Invoice
Merchant	NETFLIX	
Description	Mobile Number	
Start Date	20-Aug 2021	
End Date	22-Oct 2021	<input checked="" type="checkbox"/>
Max Amount (₹)	100.00	<input checked="" type="checkbox"/>
Amount Type	Variable	
Frequency	As Presented	
Mandate ID	VYLai81KRN	
Status	Active	

At the bottom of the modal, there are two buttons: "Back" and "Cancel Mandate". Below these buttons is a link: [View Transaction History](#).

The footer of the page includes the SiHub logo, copyright information (© 2020), and links for Terms & Conditions and Privacy Policy. The Windows taskbar at the bottom shows the search bar, task icons, system tray (29°C, 13:35, 02-09-2021), and language (ENG).

Mandate has 3 sections:

- Recurring e-Mandates
- Invoice
- Transaction History

SiHub – Recurring e-Mandate

Customer can view, edit and cancel the Standing Instructions

Recurring e-Mandate section provides all the details of the Standing Instructions

Customers can only edit the End Date and Maximum Amount

Customers can cancel Standing Instructions

SiHub – Recurring e-Mandate : Edit End Date

Customer can edit the End Date following successful AFA

The screenshot shows a web browser window with the URL `sihub.in/managesi/icici/#/home/view-mandate`. The page displays the ICICI Bank logo and a 'Logout' link. Below the header, the card number `401704XXXXX5262` is shown. The main content area features a modal window with two tabs: 'Recurring e-Mandate' (selected) and 'Invoice'. The 'Recurring e-Mandate' tab contains a table with the following details:

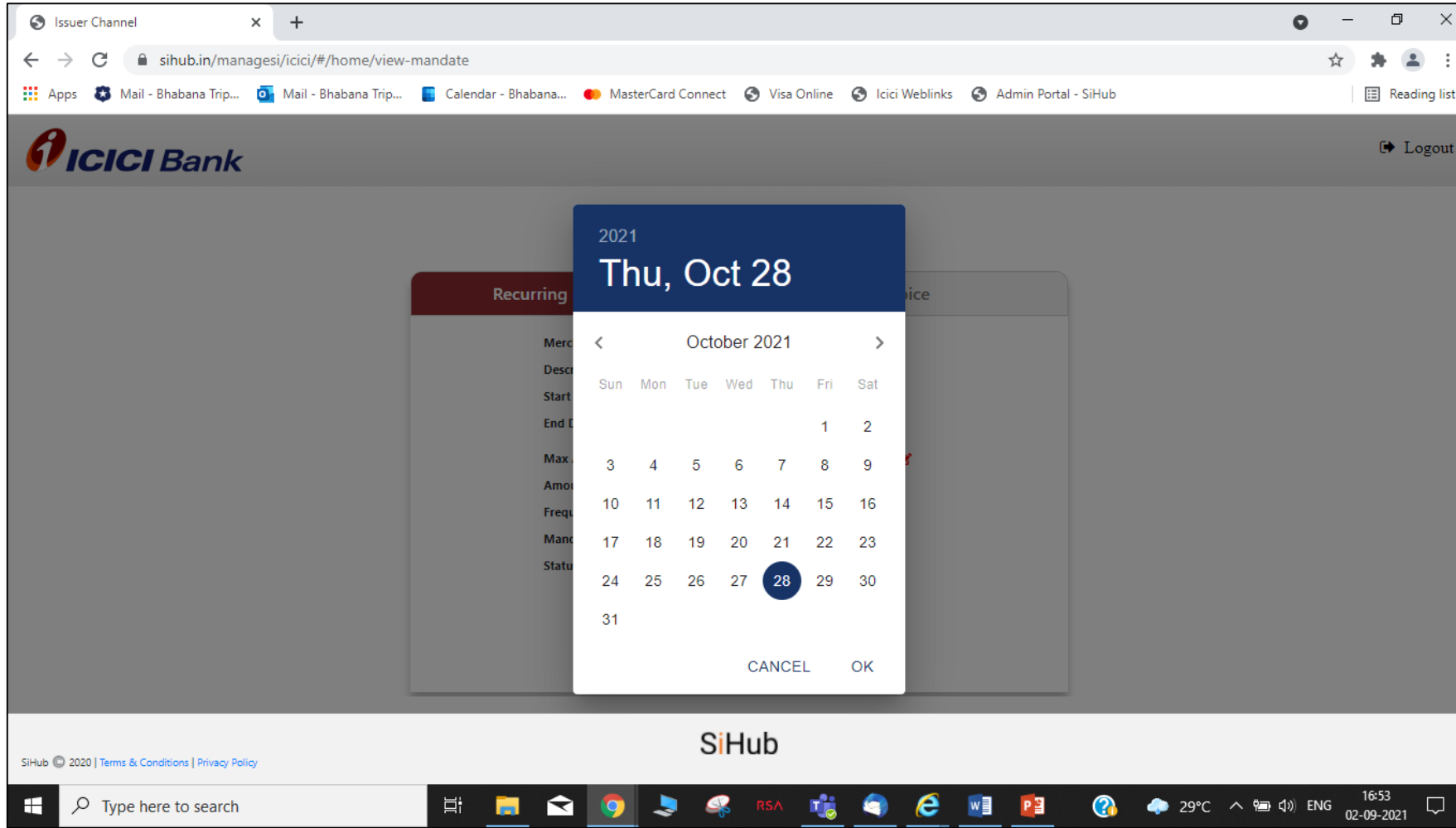
Field	Value
Merchant	NETFLIX
Description	Mobile Number
Start Date	20-Aug 2021
End Date	22-Oct 2021
Max Amount (₹)	100.00
Amount Type	Variable
Frequency	As Presented
Mandate ID	VYLai81KRN
Status	Active

Below the table, there are two buttons: 'Back' and 'Cancel Mandate'. A red 'Edit' icon (a pencil) is positioned to the right of the 'End Date' field. An arrow points from this icon to the text on the right. At the bottom of the modal, there is a link for 'View Transaction History'. The footer of the page includes 'SiHub © 2020 | Terms & Conditions | Privacy Policy' and the 'SiHub' logo. The Windows taskbar at the bottom shows the search bar, taskbar icons, and system tray with the date `02-09-2021` and time `13:35`.

Customers clicks on the 'Edit' button next to 'End date'

SiHub – Recurring e-Mandate : Edit End Date

Customer can edit the End Date following successful AFA



A calendar pops up and customer selects the desired end date

SiHub – Recurring e-Mandate : Edit End Date

Customer can edit the End Date following successful AFA

The screenshot shows the SiHub interface for editing a recurring e-mandate. The page title is "Recurring e-Mandate" and "Invoice". The card number is 401704XXXXX5262. The merchant is NETFLIX. The description is Mobile Number. The start date is 20-Aug 2021 and the end date is 28-Oct 2021, with a red pencil icon indicating it is editable. The max amount is 500.00, amount type is Variable, frequency is As Presented, mandate ID is VYLai81KRN, and status is Active. At the bottom, there are buttons for Back, Cancel Mandate, and Confirm. A red box highlights the Confirm button, and an arrow points from it to the right towards the text "Customer clicks on 'Confirm'".

Merchant	NETFLIX
Description	Mobile Number
Start Date	20-Aug 2021
End Date	28-Oct 2021
Max Amount (₹)	500.00
Amount Type	Variable
Frequency	As Presented
Mandate ID	VYLai81KRN
Status	Active

[View Transaction History](#)

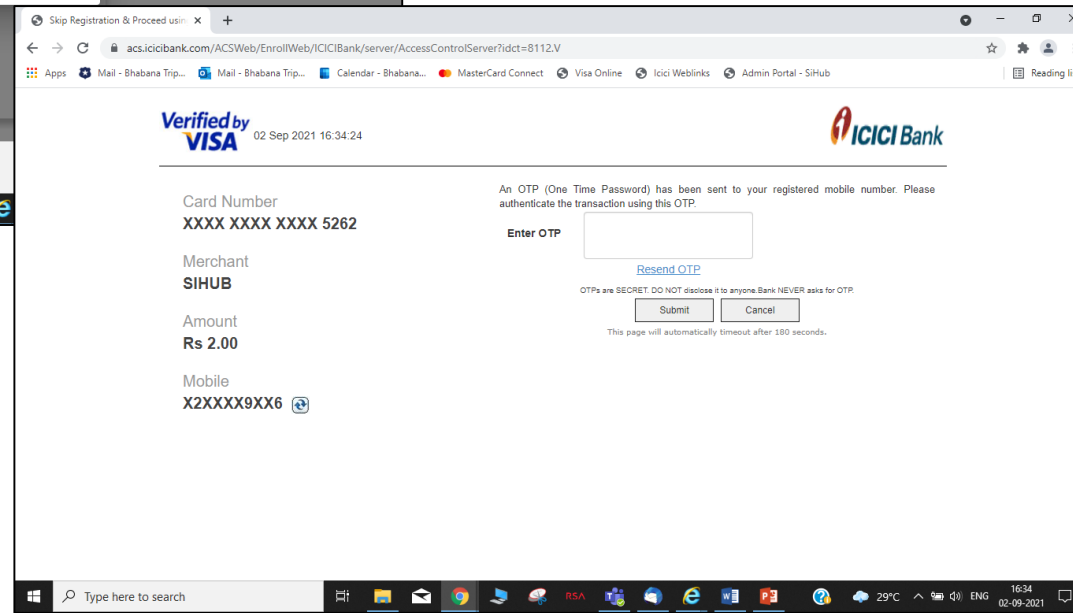
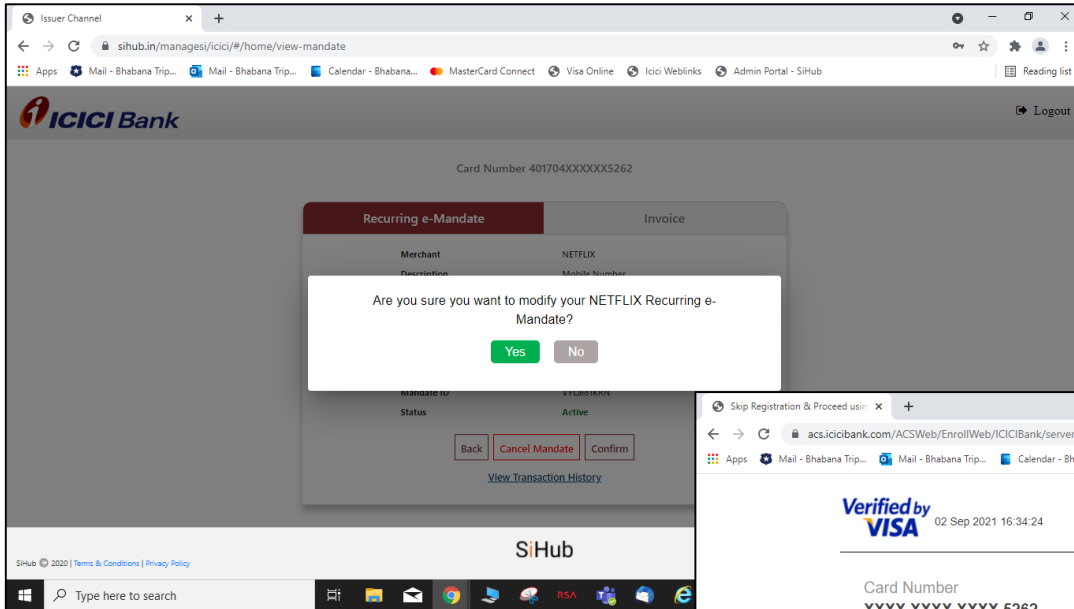
Recurring e-Mandate page is displayed with an updated End Date

Customer clicks on 'Confirm'

SiHub – Recurring e-Mandate : Edit End Date

Customer can edit the End Date following successful AFA

On the pop-up, the customer clicks 'Yes'



Customer enters the OTP generated on the registered mobile no. and the end date is modified

The customer will receive Modification Notification on the registered mobile no. and e-mail ID after successful modification of the end date. *The customer can also click on Edit on the Mandate Summary Page and follow the same steps for modification of end date of the SI*

SiHub – Recurring e-Mandate : Edit Max Amount

Customers can edit the maximum amount following successful AFA

The screenshot shows the ICICI Bank SiHub interface. At the top, the ICICI Bank logo and 'Logout' button are visible. Below the header, the card number '401704XXXXX5262' is displayed. The main content area features a modal window titled 'Recurring e-Mandate' with an 'Invoice' tab. The modal contains a table with the following details:

Merchant	NETFLIX
Description	Mobile Number
Start Date	20-Aug 2021
End Date	22-Oct 2021
Max Amount (₹)	100.00
Amount Type	Variable
Frequency	As Presented
Mandate ID	VYLai81KRN
Status	Active

Below the table, there are 'Back' and 'Cancel Mandate' buttons, and a link for 'View Transaction History'. An 'Edit' button (represented by a pencil icon) is located to the right of the 'Max Amount' field. An arrow points from this button to the explanatory text on the right.

The customer clicks on the 'Edit' button next to 'Max Amount'

SiHub – Recurring e-Mandate : Edit Max Amount

Customers can edit the maximum amount following successful AFA

Card Number 401704XXXXX5262

Recurring e-Mandate Invoice

Your Recurring e-Mandate for NETFLIX has been modified successfully

Merchant	NETFLIX
Description	Mobile Number
Start Date	20-Aug 2021
End Date	30-Oct 2021
Max Amount (₹)	500
Amount Type	Variable
Frequency	As Presented
Mandate ID	VYLai81KRN
Status	Active

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

[View Transaction History](#)

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Windows taskbar: Type here to search, 29°C, 16:35, 02-09-2021

Customer edits the maximum amount

SiHub – Recurring e-Mandate : Edit Max Amount

Customers can edit the maximum amount following successful AFA

Card Number 401704XXXXX5262

Recurring e-Mandate		Invoice
Merchant	NETFLIX	
Description	Mobile Number	
Start Date	20-Aug 2021	
End Date	28-Oct 2021	✍
Max Amount (₹)	500.00	✍
Amount Type	Variable	
Frequency	As Presented	
Mandate ID	VYLai81KRN	
Status	Active	

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

[View Transaction History](#)

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Windows taskbar: Type here to search, 29°C, 16:53, 02-09-2021

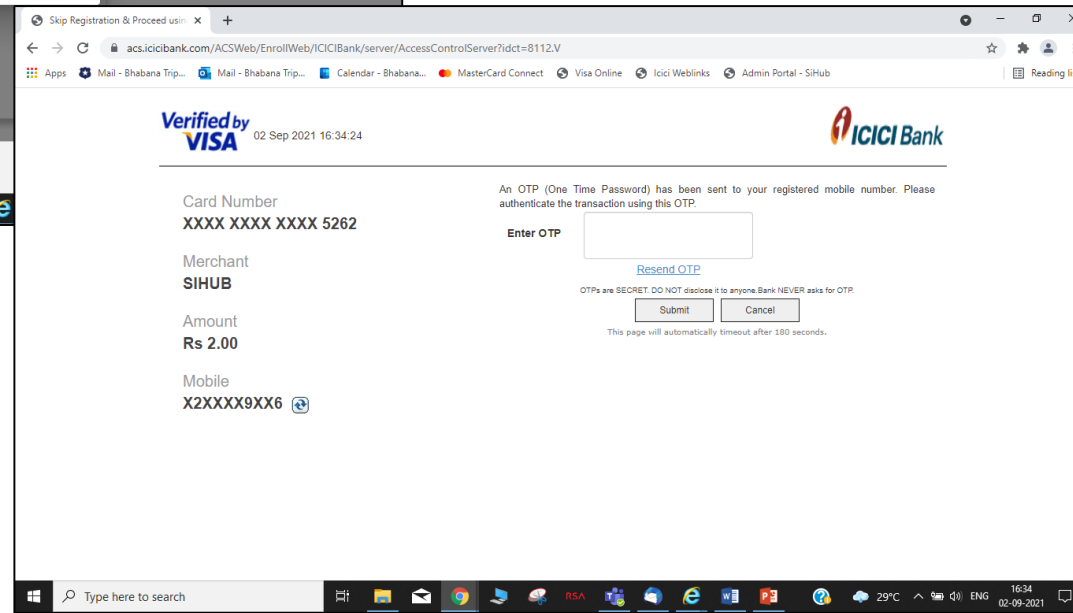
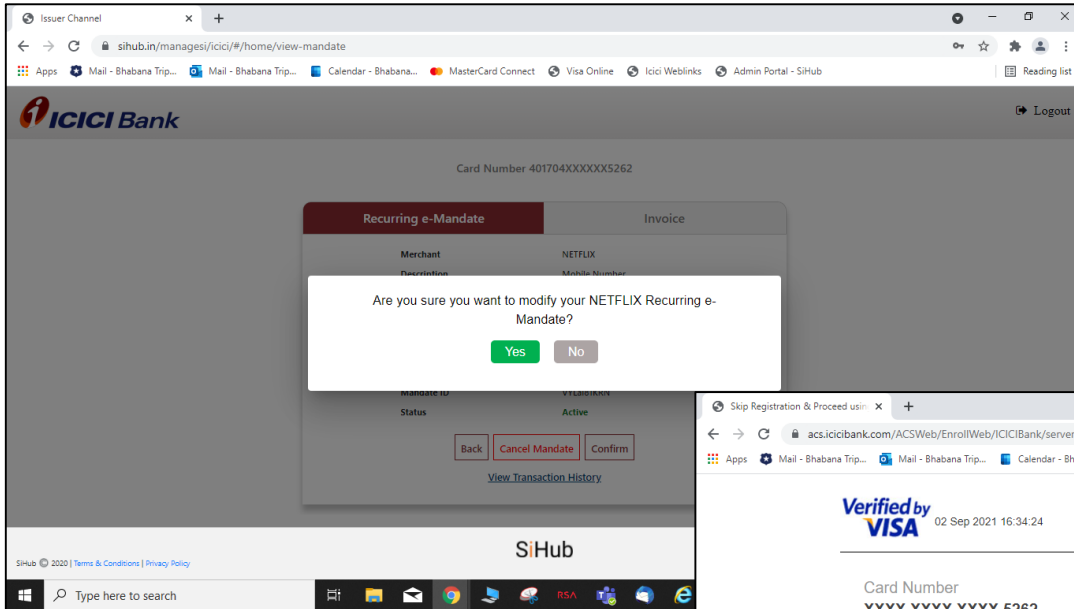
Recurring e-Mandate page is displayed with updated Max Amount

Customer clicks on 'Confirm'

SiHub – Recurring e-Mandate : Edit Max Amount

Customers can edit the maximum amount following successful AFA

On the pop-up, the customer clicks 'Yes'



Customer enters the OTP generated on the registered mobile no. and the maximum amount is modified

Customers will receive the Modification Notification on the registered mobile no. and the e-mail ID after successful modification of the maximum amount. *Customers can also click on Edit on the Mandate Summary Page and follow the same steps for modification of the maximum amount*

SiHub – Cancel

Customer can cancel Standing Instructions following successful AFA

Card Number 401704XXXXX5262

Recurring e-Mandate		Invoice
Merchant	NETFLIX	
Description	Mobile Number	
Start Date	20-Aug 2021	
End Date	22-Oct 2021	✗
Max Amount (₹)	100.00	✗
Amount Type	Variable	
Frequency	As Presented	
Mandate ID	VYLai81KRN	
Status	Active	

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

[View Transaction History](#)

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Windows taskbar: Type here to search, 29°C, 13:35, 02-09-2021

Customer clicks on the 'Cancel Mandate' button

SiHub – Cancel

Customer can cancel Standing Instructions following successful AFA

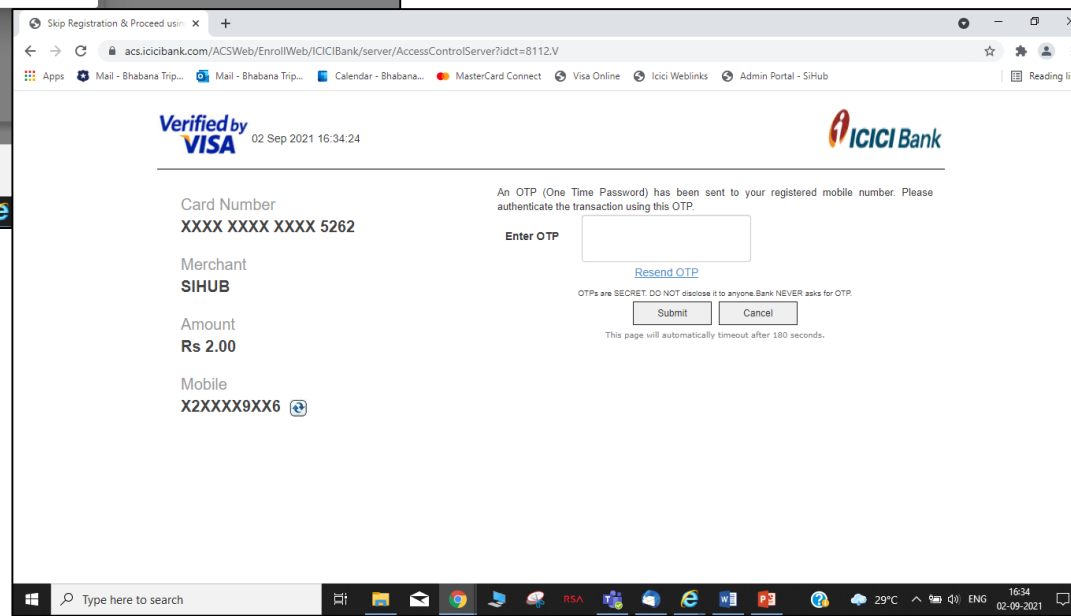
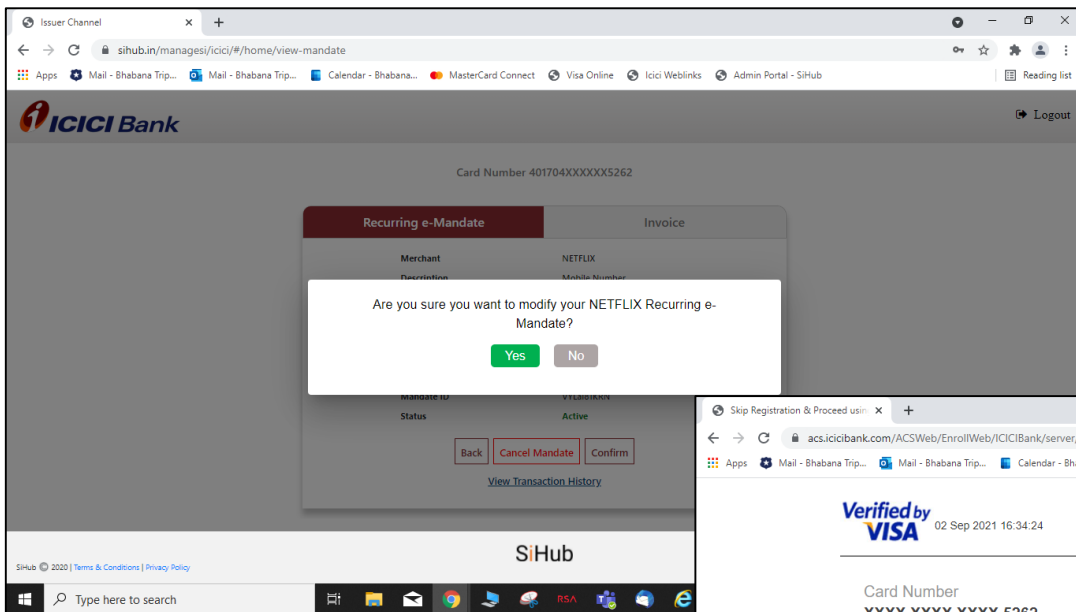
The screenshot shows a web browser window with the URL `sihub.in/managesi/icici/#/home/view-mandate`. The page displays the ICICI Bank logo and a 'Logout' link. Below the header, the card number `401704XXXXX5262` is visible. The main content area is divided into two tabs: 'Recurring e-Mandate' (selected) and 'Invoice'. Under the 'Recurring e-Mandate' tab, the merchant is listed as 'NETFLIX'. A modal dialog box is open, asking: 'Are you sure you want to cancel your NETFLIX Recurring e-Mandate?'. Below the question is a text input field containing 'Cancel Mandate'. There are two buttons: 'Yes' (green) and 'No' (grey). Below the dialog, the status is shown as 'Active'. At the bottom of the dialog, there are 'Back' and 'Cancel Mandate' buttons, and a link for 'View Transaction History'. The footer of the page includes 'SiHub © 2020 | Terms & Conditions | Privacy Policy'. The Windows taskbar at the bottom shows the search bar, task view, and various application icons, along with system tray information: 29°C, 22:37, 02-09-2021.

Customer enters remarks for cancellation

SiHub – Cancel

Customer can cancel Standing Instructions following successful AFA

On the pop-up, the customer clicks 'Yes'



Customer enters the OTP generated on the registered mobile no. and the Standing Instructions is cancelled

Customer will receive a Cancellation Notification on the registered mobile no. and the e-mail ID after successful cancellation. *Customers can also click on Cancel on the Mandate Summary Page and follow the same steps for cancellation of the Standing Instructions*

SiHub – Invoice

Customers can view all the invoices associated with a Standing Instruction

Invoice section displays the records of invoices for the upcoming transaction and past transactions of the Standing Instruction

Card Number 401704XXXXXX5262

Merchant	Debit Date	Amount (₹)	Status
NETFLIX	28-Aug 2021	5001.00	Pending
NETFLIX	26-Aug 2021	5001.00	Pending
NETFLIX	24-Aug 2021	5001.00	Approved

Back

View Transaction Hist

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Status 'Pending' in the Invoice section means that the customer has not approved the transaction yet

Status 'Approve' in the Invoice section means that the customer has approved the transaction

Status '-' in the Invoice section means that customer approval is not needed for the transaction

SiHub – Invoice

Customers can view all the invoices associated with a Standing Instruction

The screenshot shows the 'Invoice' section of the SiHub interface. It features a table with columns for Merchant, Debit Date, Amount (₹), and Status. The table contains three rows of transactions from NETFLIX. The first two rows have a status of 'Pending' and each has an 'Approve' button. The third row has a status of 'Approved' and has a 'View' button. A 'Logout' button is visible in the top right corner. Below the table, there is a 'Back' button and a link for 'View Transaction Hist...'. The footer includes 'SiHub © 2020 | Terms & Conditions | Privacy Policy' and the SiHub logo.

Merchant	Debit Date	Amount (₹)	Status	Action
NETFLIX	28-Aug 2021	5001.00	Pending	Approve
NETFLIX	26-Aug 2021	5001.00	Pending	Approve
NETFLIX	24-Aug 2021	5001.00	Approved	View

Approve – Approve button is displayed when customer approval is required for the transaction of the Standing Instruction, i.e., the amount is greater than Rs 15,000 or greater than the maximum amount

View – View button is displayed for Standing Instructions where the transaction is lesser than Rs 15,000 and lesser than the maximum amount

It is also displayed when the customer provides the approval or approval is not needed at that moment

SiHub – Invoice : Approve

The customer approves Standing Instructions following successful AFA

Card Number 401704XXXXX5262

Recurring e-Mandate Invoice

Merchant	Debit Date	Amount (₹)	Status	Action
NETFLIX	28-Aug 2021	5001.00	Pending	Approve
NETFLIX	26-Aug 2021	5001.00	Pending	Approve
NETFLIX	24-Aug 2021	5001.00	Approved	View

Back

[View Transaction History](#)

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Customer clicks on the 'Approve' button for the invoice of the Standing Instruction

SiHub – Invoice : Approve

The customer approves Standing Instructions following successful AFA

Card Number 401704XXXXXX5262

Recurring e-Mandate	Invoice
Merchant	NETFLIX
Mandate ID	VYLai81KRN
Invoice Id	9JZ4CK7L5RGL4K
Amount (₹)	5001.00
Debit date	26-Aug 2021

[View Transaction History](#)

Back Approve

SiHub

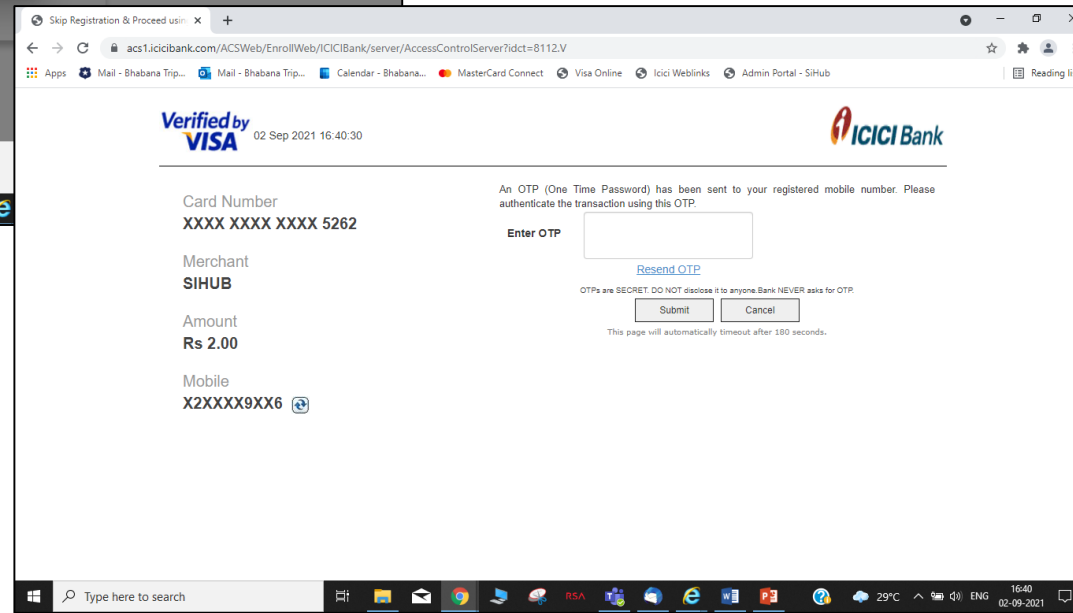
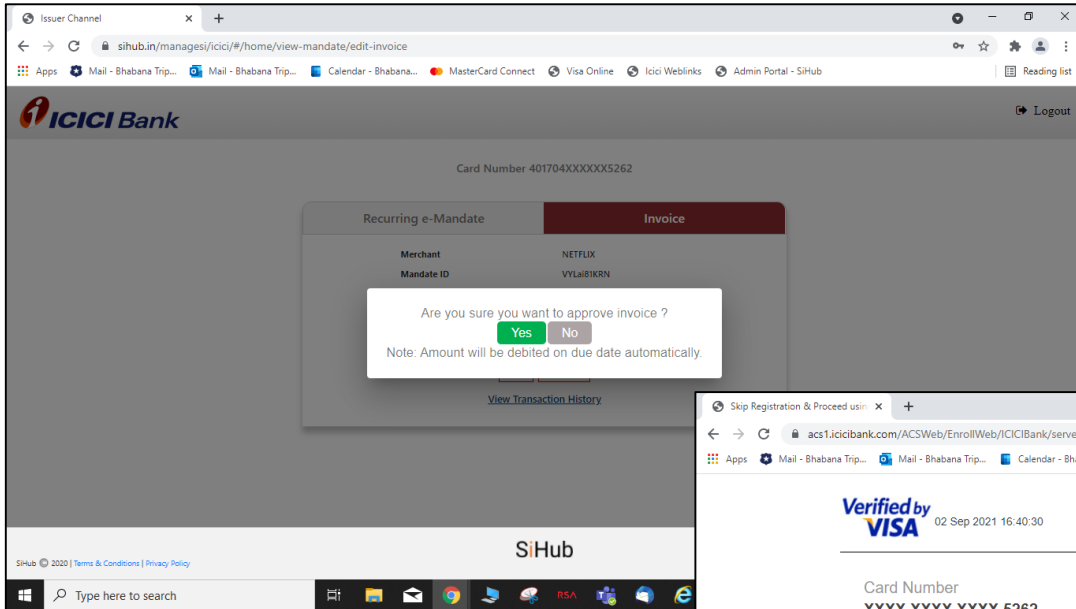
Details of the invoice for the Standing Instruction are displayed

Customer clicks on the 'Approve' button

SiHub – Invoice : Approve

The customer approves Standing Instructions following successful AFA

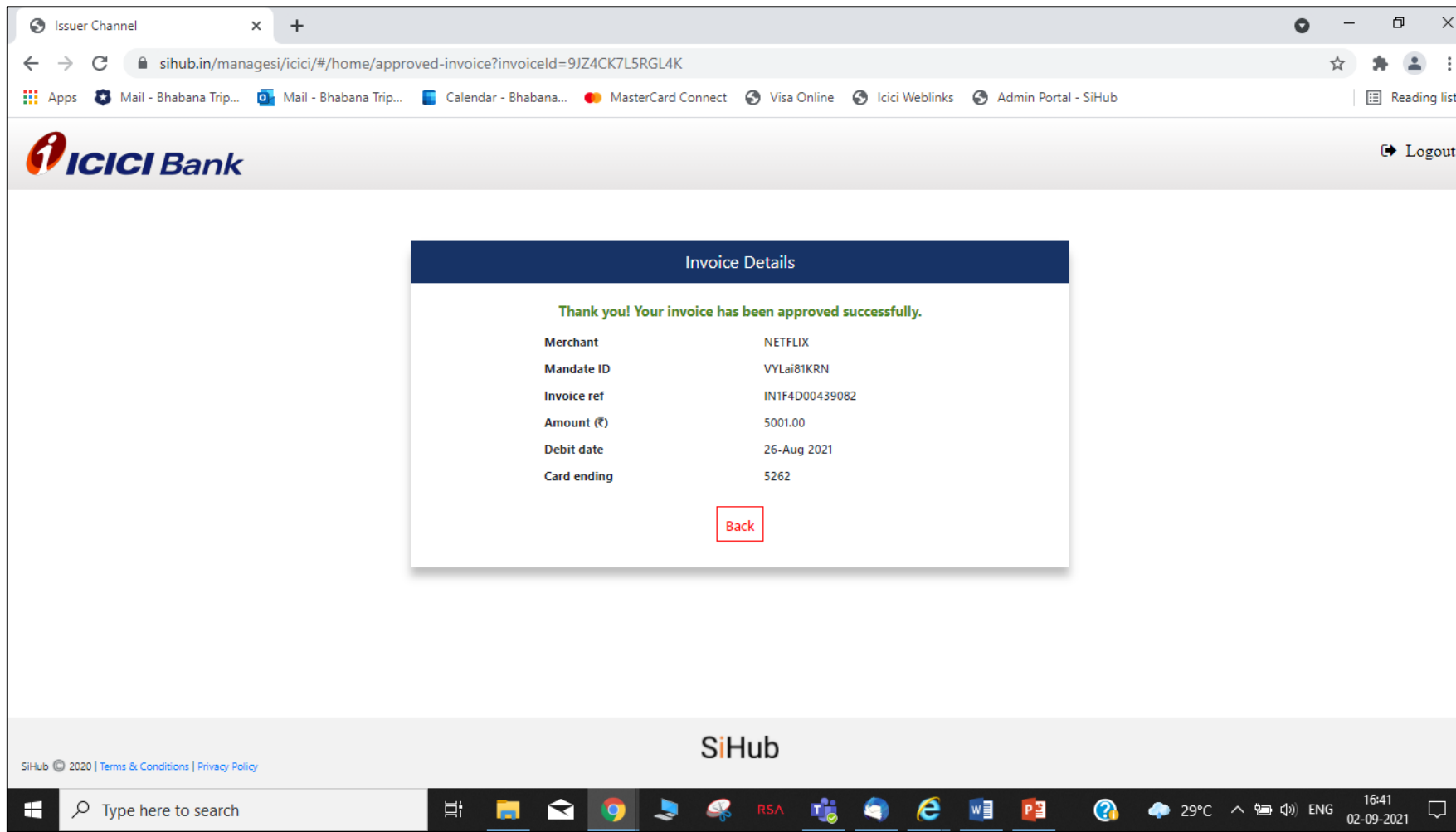
On the pop-up customer clicks 'Yes'



Customer enters the OTP generated on the registered mobile no. and the invoice is approved

SiHub – Invoice : Approve

Customer approves an invoice following successful AFA



An approval message is displayed to the customer with all the details of the Standing Instructions

Customer will receive an Approval Notification on the registered mobile no. and the e-mail ID after approval has been successfully provided. *Customers can also click on Approve on the Mandate Summary Page and follow the same steps for the approval of the invoice for the SI*

SiHub – Transaction History

Customers can view all the transactions associated with a Standing Instruction

Date	Transaction Ref No	Amount(₹)	Remarks
26-Aug-2021	TCY40214696549	5001.00	(Failure)
25-Aug-2021	TCY40213257813	5001.00	
20-Aug-2021	TCY10208363167	2.00	

Amount Type: Variable
Frequency: As Presented
Mandate ID: VYLai81KRN
Status: Active

Buttons: Back, Cancel Mandate
Link: [View Transaction History](#)

Transaction History displays records of all the transactions for the Standing Instruction

In case a transaction has failed, 'Failure' is updated in the Remarks section

SiHub – Cancelled Mandates

Customers can view details of the cancelled Standing Instructions

ICICI Bank

Logout

Recurring e-Mandates

Card Number 401704XXXXX5262

Merchant	Max Amount(₹)	End Date	Mandate ID		
NETFLIX	500.00	28-Oct 2021	VYLai81KRN	Edit	Cancel Rs. 5001.00 Approve Due On : 28-Aug 2021
NETFLIX	200.00	23-Sep 2021	VYLW1n03Kj	Edit	Cancel Rs. 2.00 View Due On : 02-Sep 2021

[View Cancelled Recurring e-Mandate](#)

Note: The list shown is limited to domestic merchant subscriptions

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Type here to search

28°C 19:19 02-09-2021

Customer clicks on the 'View Cancelled Recurring e-mandate'

SiHub – Cancelled Mandates

Customers can view details of the cancelled Standing Instructions

Merchant	Max Amount(₹)	End Date	Mandate ID		
NETFLIX	500.00	30-Oct 2021	VYLai81KRN	Edit Cancel	Rs. 5001.00 Approve Due On : 28-Aug 2021
NETFLIX	200.00	30-Sep 2021	VYLW1n03Kj	Edit Cancel	Rs. 2.00 View Due On : 02-Sep 2021
NETFLIX	400.00	20-Aug 2022	VYkeEkiKDZ		
NETFLIX	700.00	25-Aug 2023	VYLYxpRoAI		

All the cancelled Standing Instructions are displayed below the active Standing Instructions

Customer selects the cancelled Standing Instruction s/he wants to view

SiHub – Cancelled Mandates

Customers can view details of the cancelled mandates

The screenshot shows the ICICI SiHub interface for a cancelled mandate. The browser address bar shows the URL `sihub.in/managesi/icici/#/home/view-mandate`. The page header includes the ICICI Bank logo and a 'Logout' link. The main content area displays the card number `401704XXXXXX5262` and a table with the following details:

Recurring e-Mandate	Invoice
Merchant	NETFLIX
Description	Mobile Number
Start Date	24-Aug 2021
End Date	20-Aug 2022
Max Amount (₹)	400.00
Amount Type	Variable
Frequency	As Presented
Mandate ID	VYkeEkiKDZ
Status	Cancelled
Cancelled On	26-Aug 2021

Below the table, there is a 'Back' button and a link to 'View Transaction History'. The footer of the page includes the SiHub logo, copyright information for 2020, and links to Terms & Conditions and Privacy Policy. The Windows taskbar at the bottom shows the system tray with the date `02-09-2021` and time `16:42`.

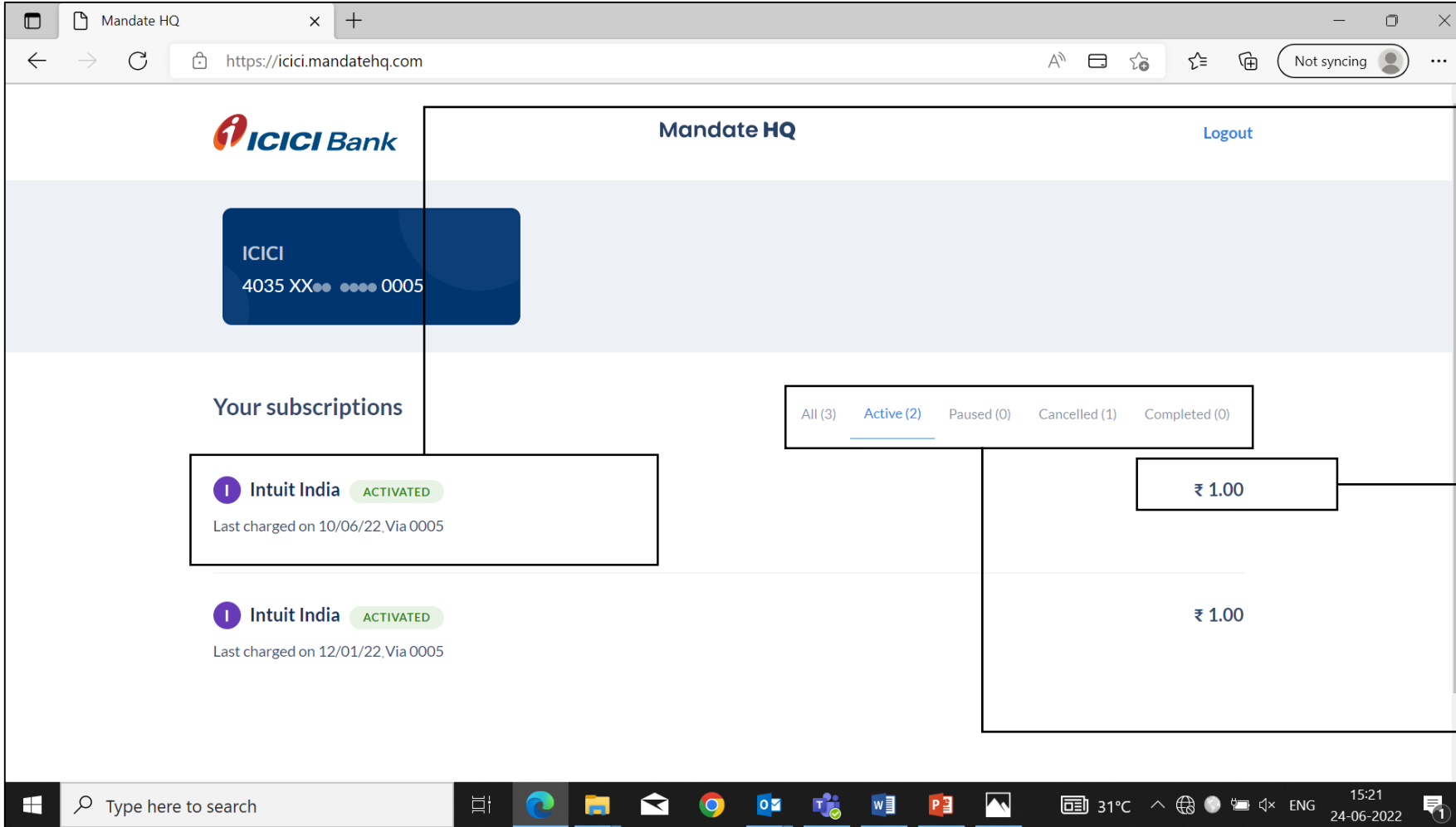
It displays all the details of the cancelled Standing Instruction

MandateHQ

The customer is redirected to the MandateHQ after clicking “Yes” on the merchant list webpage

Mandate Summary - MandateHQ

Customers can view all the Standing Instructions associated with the card no.



Customer gets the overview of the Standing Instructions

It displays the amount to be paid and due date with the option to Approve (where approval is required) or View

Customer can see "All", "Active", "Paused", "Cancelled" and "Completed" Standing Instructions in different tabs

MandateHQ

Customers can view and manage all the details of Standing Instructions

The screenshot shows the MandateHQ interface for an ICICI Bank mandate. The page title is "Mandate HQ" and the user is logged in as "Intuit India" (status: ACTIVATED). There are buttons for "Pause Subscription" and "Cancel Subscription". The mandate details are as follows:

Mandate ID	ICI71ZCtFnQi8n
Card	VISA 0005
Amount	₹1.00
Max Amount	₹5,000.00
Frequency	As & when presented
Next due in	--
Started on	10/06/2022
Ends on	31/10/2028

There is an "Edit subscription" button at the bottom of the details section. The "Payments" tab is active, showing a "Previous charges" table:

Payment Date	Status	Amount
10/06/2022 at 03:59 PM	PAID	₹ 1.00

The "Approval History" tab is also visible but not active. The browser address bar shows the URL: https://icici.mandatehq.com/mandates/ICI71ZCtFnQi8n. The Windows taskbar at the bottom shows the time as 16:29 on 24-06-2022.

Mandate has 2 sections:

- Payments Tab
- Approval History Tab

MandateHQ – Payments Tab

Customers can view and manage all the details of the Standing Instructions

The screenshot shows the MandateHQ interface for a standing instruction. The header includes the ICICI Bank logo, the title 'Mandate HQ', and a 'Logout' link. Below the header, the user 'Intuit India' is shown with an 'ACTIVATED' status. Two buttons, 'Pause Subscription' and 'Cancel Subscription', are located at the top right of the main content area. The main content area is divided into two tabs: 'Payments' (selected) and 'Approval History'. Under the 'Payments' tab, there is a 'Previous charges' section with a single entry: a green checkmark, the date '10/06/2022 at 03:59 PM', a green 'PAID' label, and the amount '₹ 1.00'. On the left side, there is a list of details for the mandate: Mandate ID (ICI71ZCtFnQi8n), Card (VISA 0005), Amount (₹1.00), Max Amount (₹5,000.00), Frequency (As & when presented), Next due in (--), Started on (10/06/2022), and Ends on (31/10/2028). An 'Edit subscription' button is located at the bottom left of the details section. The Windows taskbar is visible at the bottom of the screen.

Customers can Cancel the Standing Instructions

Customers can Pause the Standing Instructions

Customers can Edit the Standing Instructions

MandateHQ – Edit Subscription

Customers can edit the End Date following successful AFA

The screenshot displays the MandateHQ interface for editing a subscription. A modal dialog titled "Updating subscription" is open, containing a warning message: "Updating your current subscription could disrupt your services. Please check with your service provider, in case you've any questions." Below the warning are two input fields: "Max. amount" with a value of "0.00" and "End date" with a placeholder "DD/MM/YYYY". At the bottom of the dialog are "Cancel" and "Update" buttons. The background interface shows the subscription details for "Intuit India" with a "PAID" status and an amount of ₹ 1.00. The browser address bar shows the URL "https://icici.mandatehq.com/mandates/ICI71ZCtFnQi8n/edit".

Customers can edit the Max Amount or End Date of the Standing Instructions

MandateHQ – Edit End Date

Customers can edit the End Date following successful AFA

The screenshot shows a web browser window with the URL <https://icici.mandatehq.com/mandates/ICI71ZCtFnQi8n/edit>. The page displays details for a mandate with ID ICI71ZCtFnQi8n, a VISA 0005 card, and a payment amount of ₹1.00. A calendar pop-up is centered on the screen, showing the month of June 2022. The date 27 is selected, and a tooltip indicates the next date is July 6, 2022. The calendar has navigation arrows and a table of dates. Below the calendar are 'Cancel' and 'Update' buttons. The background interface includes an 'Intuit India' header, a list of mandate details, and a 'PAID ₹ 1.00' status indicator.

Su	Mo	Tu	We	Th	Fr	Sa
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	1	2
3	4	5	6	7	8	9

A calendar pops up and the customer selects the desired end date

MandateHQ – Edit End Date

Customers can edit the End Date following successful AFA

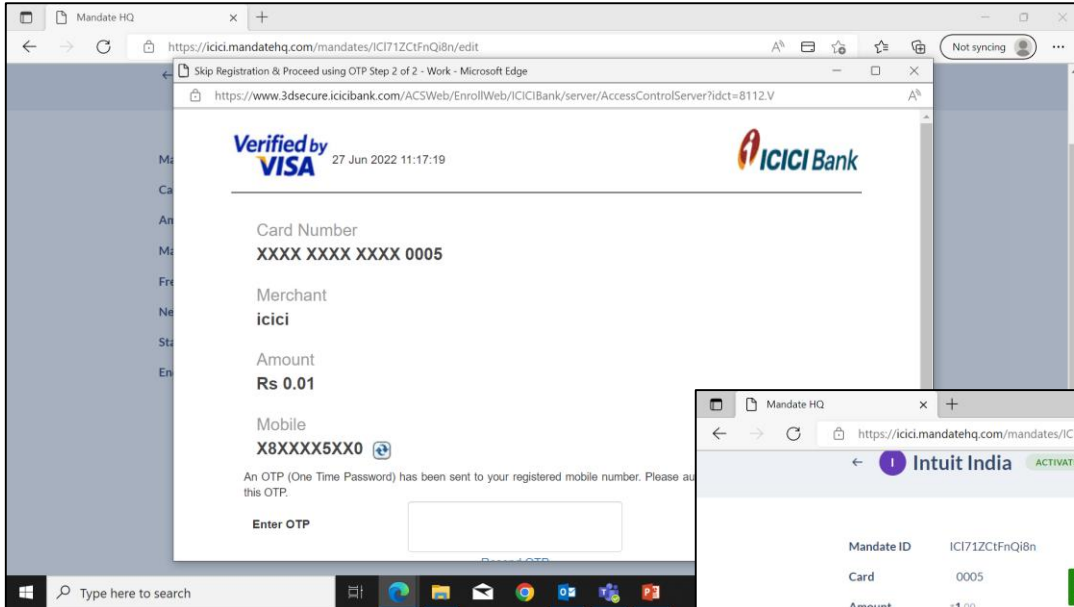
The screenshot shows the MandateHQ interface. On the left, a table lists subscription details: Mandate ID (ICI71ZCtFnQj8n), Card (VISA 0005), Amount (₹1.00), Max Amount (₹5,000.00), Frequency (As & when presented), Next due in (--), Started on (10/06/2022), and Ends on (31/10/2028). A blue 'Edit subscription' button is at the bottom of this table. In the center, a white dialog box titled 'Updating subscription' is open. It contains a warning message: 'Updating your current subscription could disrupt your services. Please check with your service provider, in case you've any questions.' Below the message are two input fields: 'Max. amount' with the value '0.00' and 'End date' with the value '06-07-2022'. At the bottom of the dialog are two buttons: 'Cancel' and 'Update'. The 'Update' button is highlighted with a red box. An arrow points from the 'Update' button to the text 'Customer clicks on 'Update''. The background of the dialog shows the 'Recurring e-Mandate' page with a 'PAID ₹ 1.00' status and an 'Approval History' section.

The Recurring e-Mandate page is displayed with updated End Date

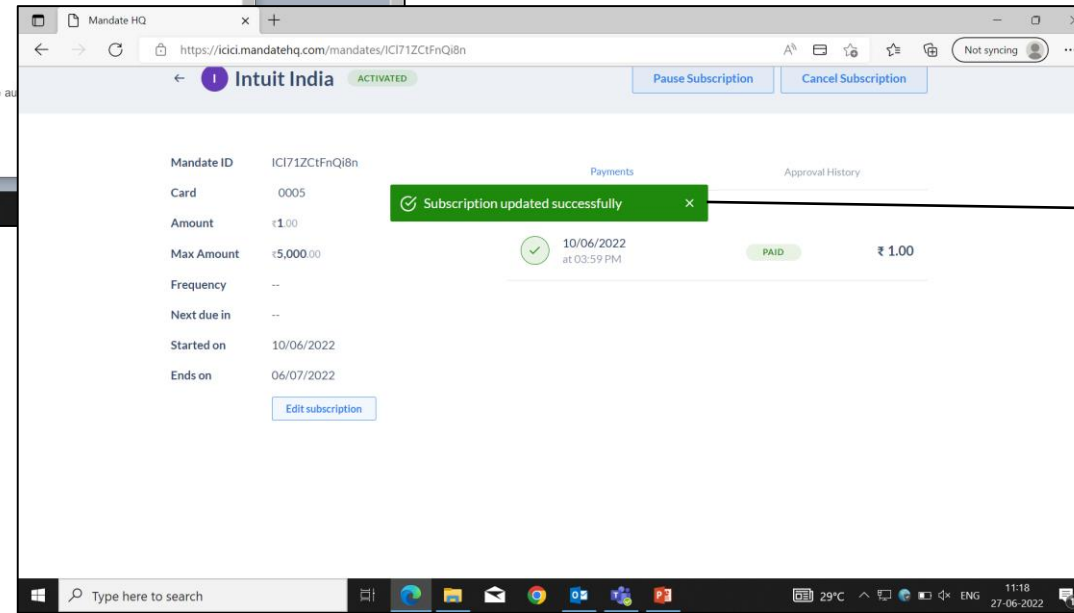
Customer clicks on 'Update'

MandateHQ – Edit End Date

Customers can edit the End Date following successful AFA



Customer enters the OTP generated on the registered mobile no. and the end date is modified



Customer gets a pop up saying “Subscription updated successfully”

The customer will receive a Modification Notification on the registered mobile no. and e-mail ID after successful modification of the end date

MandateHQ – Edit Max Amount

Customers can edit the maximum amount following successful AFA

The screenshot shows a web browser window with the URL <https://icici.mandatehq.com/mandates/ICI71ZCtFnQi8n/edit>. The page header includes the Intuit India logo and 'ACTIVATED' status, along with 'Pause Subscription' and 'Cancel Subscription' buttons. A modal titled 'Updating subscription' is open, displaying a warning: 'Updating your current subscription could disrupt your services. Please check with your service provider, in case you've any questions.' Below the warning, there is a 'Max. amount' input field with the value '500' and an 'End date' field with the placeholder 'DD/MM/YYYY'. At the bottom of the modal are 'Cancel' and 'Update' buttons. In the background, subscription details are visible: Mandate ID: ICI71ZCtFnQi8n, Card: 0005, Amount: ₹1.00, Max Amount: ₹5,000.00, Frequency: --, Next due in: --, Started on: 10/06/2022, Ends on: 06/07/2022. An 'Approval History' section shows a 'PAID' status for ₹ 1.00. An 'Edit subscription' button is located at the bottom of the subscription details. The Windows taskbar at the bottom shows the search bar, task view, and various application icons, with the system tray displaying 29°C, 11:24, and 27-06-2022.

Customer edits the maximum amount

MandateHQ – Edit Max Amount

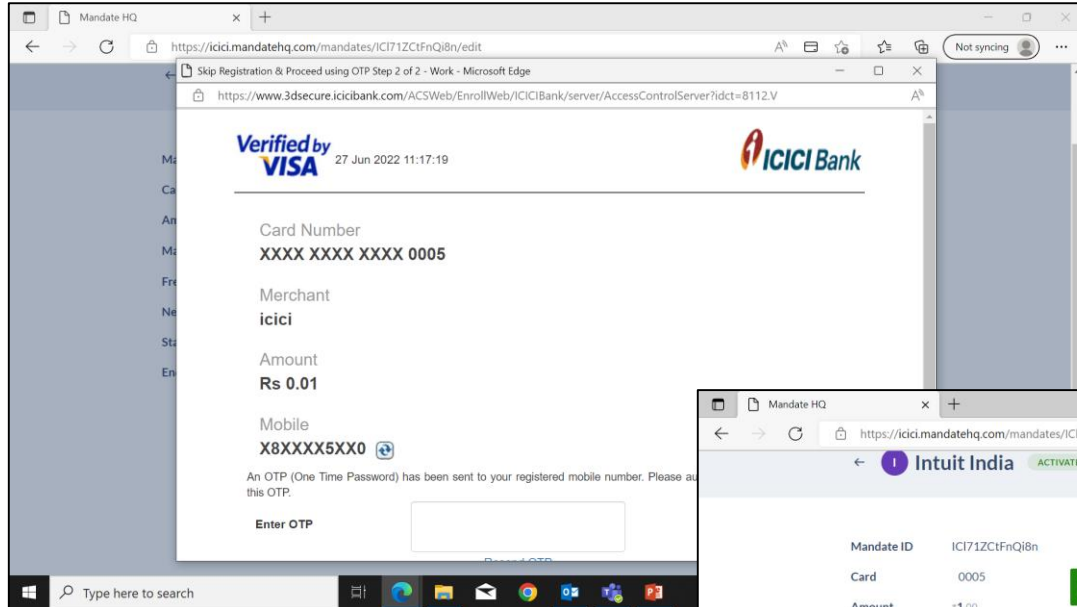
Customers can edit the maximum amount following successful AFA

The screenshot shows a web browser window with the URL <https://icici.mandatehq.com/mandates/ICI71ZCtFnQi8n/edit>. The page header includes the Intuit India logo and 'ACTIVATED' status, along with 'Pause Subscription' and 'Cancel Subscription' buttons. A modal dialog titled 'Updating subscription' is open, displaying a warning: 'Updating your current subscription could disrupt your services. Please check with your service provider, in case you've any questions.' Below the warning, there are input fields for 'Max. amount' (set to 500) and 'End date' (placeholder DD/MM/YYYY). At the bottom of the dialog are 'Cancel' and 'Update' buttons. The 'Update' button is highlighted with a red box. In the background, subscription details are visible: Mandate ID ICI71ZCtFnQi8n, Card 0005, Amount ₹1.00, Max Amount ₹5,000.00, Frequency --, Next due in --, Started on 10/06/2022, and Ends on 06/07/2022. An 'Approval History' section shows a 'PAID' status for ₹ 1.00. An 'Edit subscription' button is also present at the bottom of the main content area.

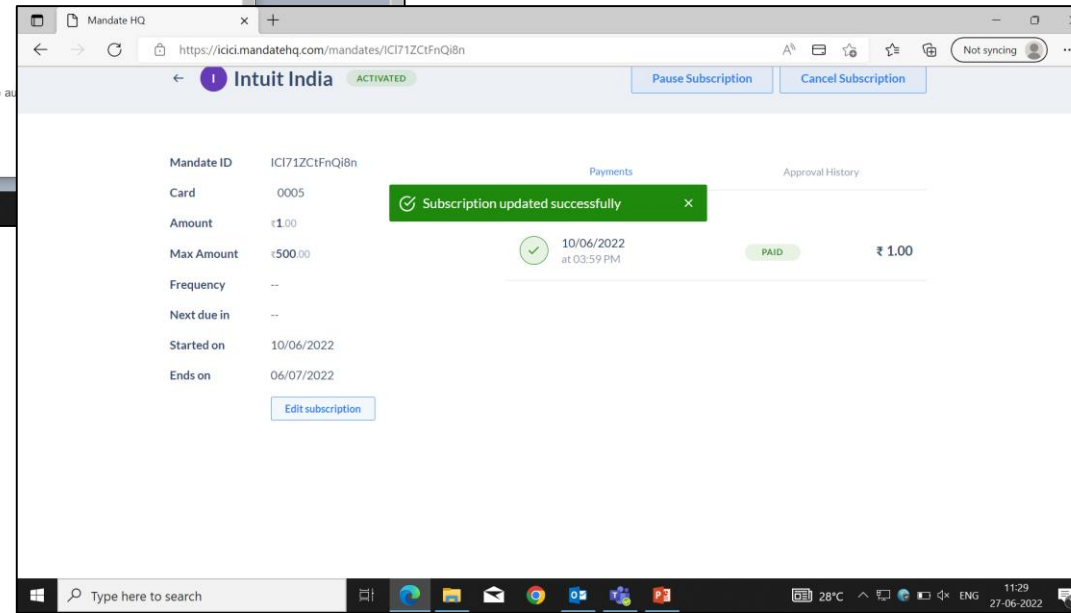
Customer clicks on "Update"

MandateHQ – Edit Max Amount

Customers can edit the maximum amount following successful AFA



Customer enters the OTP generated on the registered mobile no. and the Max Amount is modified



Customer gets a pop up saying “Subscription updated successfully”

The customer will receive a Modification Notification on the registered mobile no. and e-mail ID after successful modification of the Max Amount

MandateHQ – Cancel

Customers can Cancel the Standing Instructions following successful AFA

The screenshot shows the ICICI Bank MandateHQ interface. At the top, there is a navigation bar with the ICICI Bank logo, the text 'Mandate HQ', and a 'Logout' link. Below this, a breadcrumb trail shows 'Intuit India' with an 'ACTIVATED' status. Two buttons are visible: 'Pause Subscription' and 'Cancel Subscription'. The 'Cancel Subscription' button is highlighted with a black box, and an arrow points from it to the text 'Customer clicks on the 'Cancel Mandate' button'. Below the navigation bar, there is a table of details for the mandate. The table has two columns: 'Payments' and 'Approval History'. Under 'Payments', there is a row for 'Previous charges' with a green checkmark, the date '10/06/2022 at 03:59 PM', a green 'PAID' status, and the amount '₹ 1.00'. At the bottom of the page, there is a Windows taskbar with various application icons and system information.

Mandate ID	ICI71ZCtFnQi8n
Card	VISA 0005
Amount	₹1.00
Max Amount	₹5,000.00
Frequency	As & when presented
Next due in	--
Started on	10/06/2022
Ends on	31/10/2028

Payments	Approval History
Previous charges	
	10/06/2022 at 03:59 PM
	PAID
	₹ 1.00

Customer clicks on the 'Cancel Mandate' button

MandateHQ – Cancel

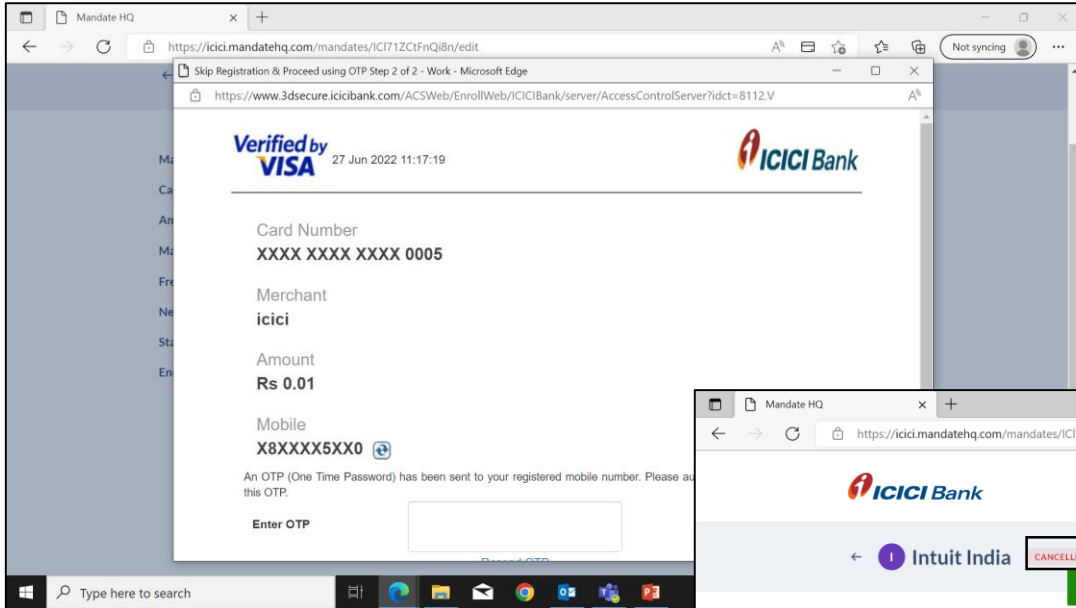
Customers can Cancel the Standing Instructions following successful AFA

The screenshot shows the ICICI Bank MandateHQ interface. At the top, there is a navigation bar with the ICICI Bank logo, the text 'Mandate HQ', and a 'Logout' link. Below this, the user's name 'Intuit India' is displayed with a status 'ACTIVATED'. Two buttons, 'Pause Subscription' and 'Cancel Subscription', are visible. A central pop-up dialog titled 'Cancel subscription?' is open, containing a warning message: 'Please note that cancelling your subscription is a permanent action and cannot be undone.' Below the message, it asks 'You will no longer be charged and your services will be stopped. Are you sure?' and provides two options: 'No, Don't' and 'Yes, Cancel'. The background interface shows subscription details for Mandate ID ICI71ZCtFnQi8n, including Card (0005), Amount (₹1.00), Max Amount (₹500.00), Frequency (--), Next due in (--), Started on (10/06/2022), and Ends on (06/07/2022). An 'Approval History' table shows a 'PAID' entry for ₹ 1.00. An 'Edit subscription' button is located at the bottom of the details section. The Windows taskbar at the bottom shows the search bar, task icons, system tray with temperature (28°C), time (11:38), and date (27-06-2022).

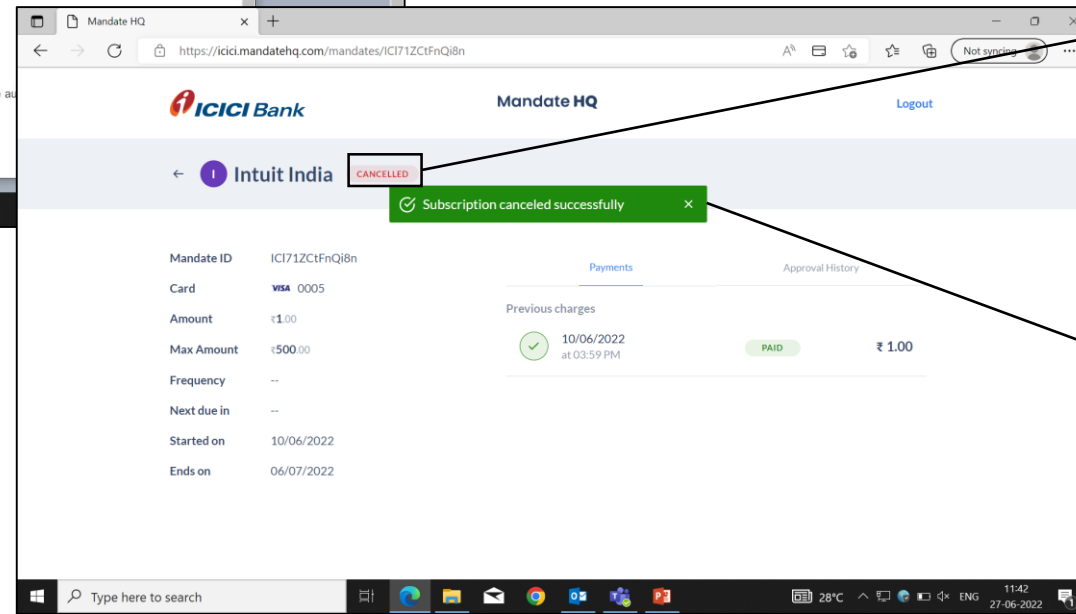
On the pop-up, the customer clicks on “Yes, Cancel”

MandateHQ – Cancel

Customers can Cancel the Standing Instructions following successful AFA



Customer enters the OTP generated on the registered mobile no. and the Standing Instruction is Cancelled



The mandate shows as "Cancelled"

Customer gets a pop up saying "Subscription canceled successfully"

The customer will receive a Cancellation Notification on the registered mobile no. and e-mail ID after successful Cancellation

MandateHQ – Approve

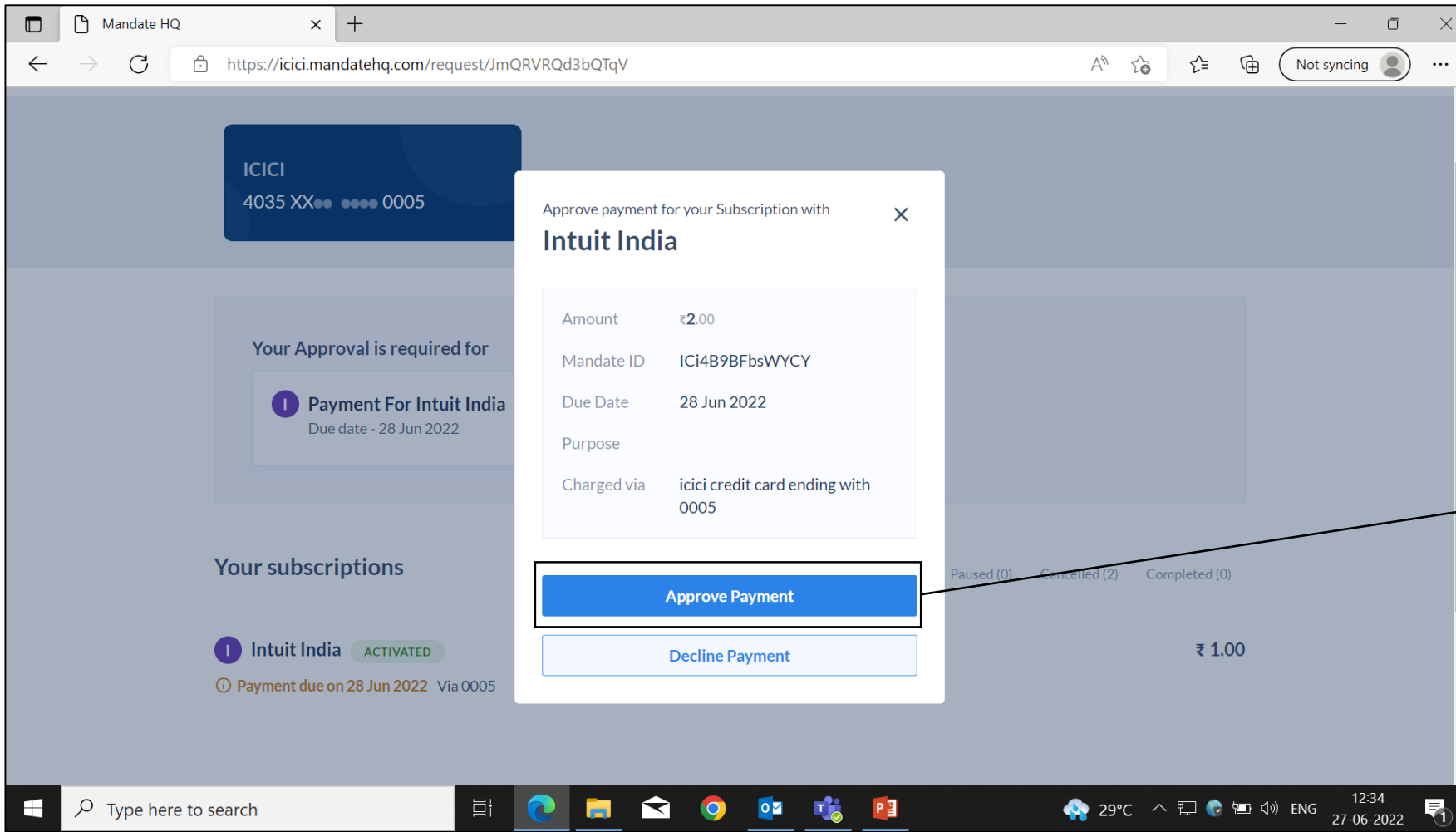
Customer approves the Standing Instructions following successful AFA

The screenshot shows a web browser window with the URL <https://icici.mandatehq.com/?status=activated>. The page header displays the ICICI logo and a masked card number: 4035 XX 0005. A central notification box titled "Your Approval is required for" contains a payment instruction: "Payment For Intuit India" for ₹2.00, due on 28 Jun 2022. Below this, the "Your subscriptions" section shows a table with one active subscription: "Intuit India" (ACTIVATED) for ₹1.00, with a note "Payment due on 28 Jun 2022 Via 0005". The Windows taskbar at the bottom shows the date as 27-06-2022 and the time as 12:29.

Approve – On the main page, the customer is prompted to approve the transaction when customer approval is required for transaction of Standing Instructions, i.e., the amount is greater than Rs 15,000 or greater than the maximum amount

MandateHQ – Approve

Customer approves the Standing Instructions following successful AFA

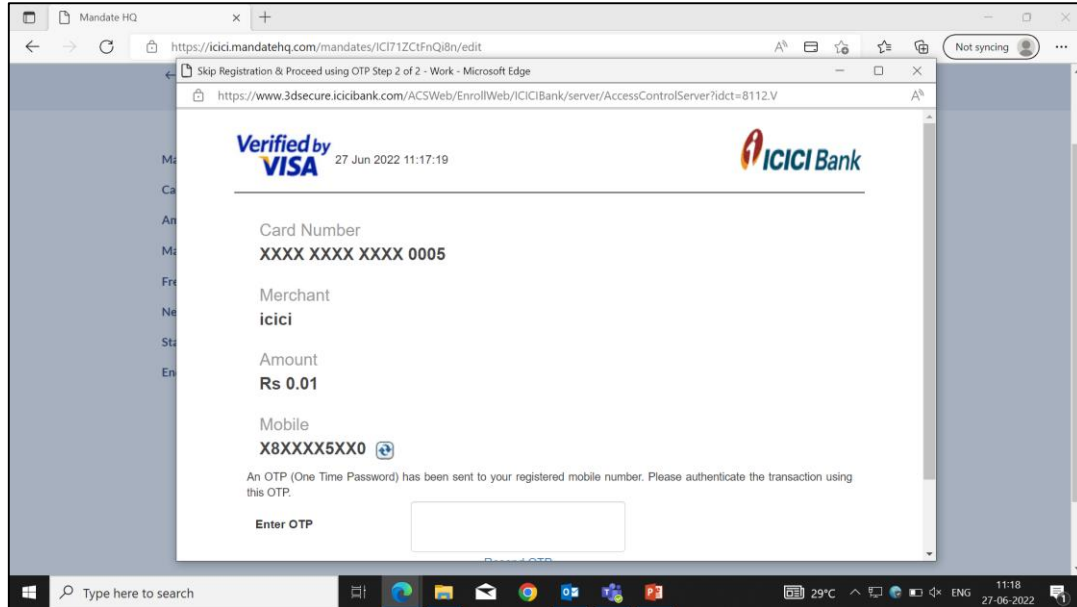


Details of the invoice for the Standing Instructions are displayed

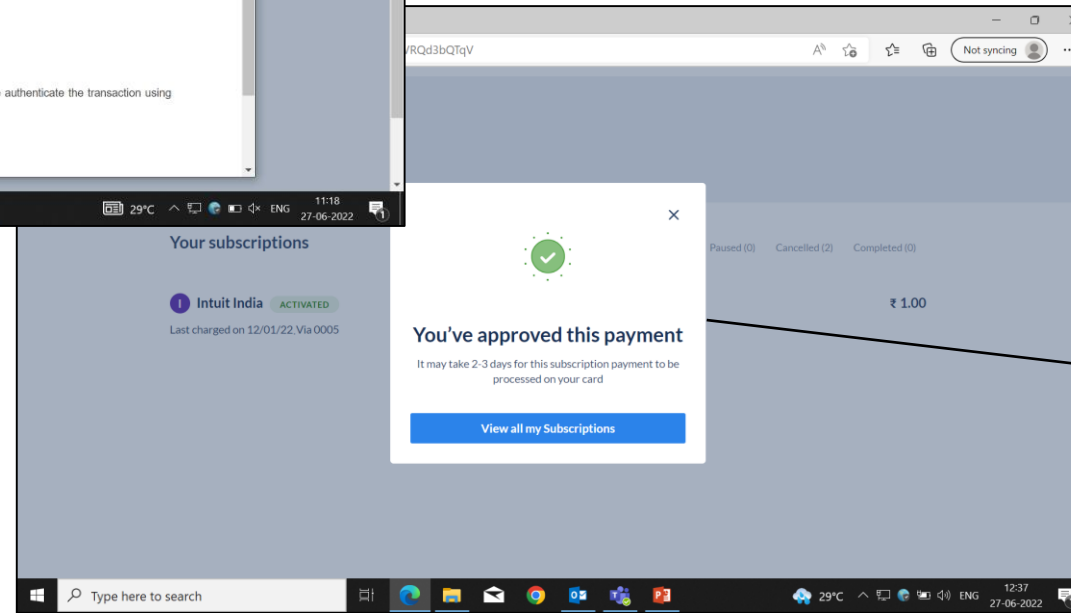
Customer clicks on 'Approve Payment' button

MandateHQ – Approve

Customer approves the Standing Instructions following successful AFA



Customer enters the OTP generated on the registered mobile no. to approve the transaction



Customer gets a pop up saying “You’ve approved this payment”

The customer will receive an Approval Notification on the registered mobile no. and e-mail ID after approval has been successfully provided

MandateHQ – Approval History Tab

Customers can view all the invoices associated with a Standing Instruction

The screenshot shows the MandateHQ interface for a standing instruction. The top navigation bar includes the ICICI Bank logo, the text 'Mandate HQ', and a 'Logout' link. Below this, the user's name 'Intuit India' is displayed with a status of 'ACTIVATED'. Two buttons, 'Pause Subscription' and 'Cancel Subscription', are visible. The main content area is divided into two sections: 'Payments' and 'Approval History'. The 'Approval History' section is active and shows a table of three approved transactions, each for ₹3.00 on 13/01/2022. A callout box highlights this table, with an arrow pointing to the explanatory text on the right. The left sidebar lists details for the mandate, including the ID, card type, amount, frequency, and dates.

Mandate ID	ICi4B9BFbsWYCY
Card	VISA 0005
Amount	₹1.00
Max Amount	₹4,781.00
Frequency	As & when presented
Next due in	--
Started on	12/01/2022
Ends on	21/08/2026

Approval History	
You approved • 13/01/2022	₹3.00
You approved • 13/01/2022	₹3.00
You approved • 13/01/2022	₹3.00

Customers can see the Approval History of all the transactions they have approved till date

Notifications for Customers

Customers will be notified of changes and transactions related to their Standing Instructions

Customers will receive the following notifications on their registered phone no. and e-mail ID regarding their Standing Instructions:

- Customer will receive a Registration notification when s/he registers at the merchant's site
- Customer will receive a Modification notification for modifying the End Date or Maximum Amount
- Customer will receive a Cancellation notification for cancelling the Standing Instructions
- Customer will receive an upcoming Payment notification for all the upcoming transactions
- Customers will receive a Transaction Approval notification when the invoice is approved by the customer
- Customers will receive a Transaction Success notification when the transaction amount has been successfully charged by the merchant
- Customers will receive a Transaction Failure notification when the merchant cannot successfully charge the transaction