



CORPORATE  
ACCESS

# Service description

Corporate Access Payables – **Appendix Norway**

## Table of contents

<b>1</b>	<b>APPENDIX – NORWAY</b> .....	<b>3</b>
<b>2</b>	<b>GENERAL OVERVIEW OF THE NORWEGIAN PAYMENT INFRASTRUCTURE</b> .....	<b>3</b>
2.1	AVAILABLE PAYMENT TYPES .....	4
2.1.1	Payment with KID (OCR) or invoice references.....	4
2.1.2	Credit transfer with or without advice .....	5
2.1.3	Salary and pension payment .....	5
2.1.4	Money order.....	5
2.1.5	Intercompany payment.....	5
2.1.6	Cross border payments in general.....	5
2.1.7	Cross border payments including SEPA credit transfer .....	6
2.1.8	Cross border Express payment .....	6
2.1.9	Cross border Cheque payments .....	7
2.1.10	Cross border Intercompany payments .....	7
2.2	REGULATORY REPORTING .....	7
2.3	NORDEA ACCOUNT STRUCTURES.....	7
2.3.1	Structure of Debtor's account number in various messages.....	7
2.3.2	Structure of Creditor's account number in various messages.....	8
2.3.3	Structure for IBAN accounts .....	8
2.3.4	Structure of BBAN account numbers at debit level in payments.....	8
2.3.5	Structure for BBAN accounts on credit level in payments .....	8
2.4	USE OF NAME & ADDRESS PER PAYMENT TYPE .....	9
2.5	BOOKING PRINCIPAL .....	10
2.6	INSUFFICIENT FUNDS HANDLING BY NORDEA.....	10
2.7	CHARGES APPLIED BY NORDEA NORWAY .....	11
2.8	CURRENCY BASE DENOMINATION .....	11
2.9	CUT-OFF TIMES AND AVAILABLE CURRENCIES .....	11
2.10	USER SUPPORT.....	13

## 1 Appendix – Norway

This document is an appendix to the main document “*Service description Corporate Access Payables*”. The purpose of this document is to provide an insight into the Norwegian payment market and its infrastructure, as well as more detailed information of how Nordea Norway is integrated into the service provided by Corporate Access Payables.

This appendix is primarily targeting both technical (alongside Corporate Access Payables MIGs) and financial or administrative personnel, but it is also aimed for those who will implement messages and install the Corporate Access Payables service at the Company.

For further information concerning the business functionalities of Corporate Access Payables service in each country, requirements and how to get started, please contact your local Cash Management Advisor.

**This Appendix may be subject to changes.**

## 2 General overview of the Norwegian payment infrastructure

Invoice payments are the most common type of payments in Norway. Invoices are paid either through a bank's electronic banking system, or by presenting the common giro form for payment to a bank.

The standardisation of payment services and the development of the standard interbank payment system take place in cooperation with the members of the Norwegian Bankers' Association. The interbank standard has enabled the banks to exchange data electronically and forms the basis for the electronic communication between the banks and their customers.

Norwegian law stipulates that domestic payments must be given same-day value. If a payment is received after cut-off, it will be given next day value.

The majority of payments are cleared through Nets. and is the central for settlement of all paper-based payment products.

Exceptions are express payments that are sent directly to the receiving bank through the SWIFT system.

### **The cross border payment system**

Cross border payments are sent through the SWIFT system. SWIFT is short for Society for Worldwide Interbank Financial Telecommunication. It is a bank-owned international organisation, known for its secure communication capabilities and standard protocols. Most banks worldwide are members of the organisation.

SWIFT is the most widely used communication system for confirmed international messages, including foreign payments. The BIC / SWIFT address is an unambiguous verification of a bank or financial institution in the SWIFT network.

Payments to an account with an international bank are forwarded directly to the beneficiary's bank, if known. Should the beneficiary's bank be unknown, the payment will be sent to one of Nordea Bank AB's correspondent banks in the country of the beneficiary.

## 2.1 Available payment types

The payment information in this chapter can be combined with pain.001.001.03 in order to get an overview on what codes and different payment types that are available via the service, hereafter followed by a brief description of usage and characteristics for each payment type. Please also see chapter 9 for technical information about usage of codes in payment order.

<b>pain.001.001.03 &lt;PmtTpInf&gt;</b>	<b>&lt;PmtMtd&gt;</b>	<b>&lt;CtgyPurp&gt;</b>	<b>&lt;SvcLvl&gt;</b>	<b>&lt;LclInstrm&gt;</b>
<b>Domestic payment types – Norway:</b>		<b>&lt;Cd&gt;</b>	<b>&lt;Cd&gt;</b>	<b>&lt;Cd&gt;</b>
Credit transfer with or without advice (low value)	TRF	SUPP	NURG	
Payment with KID (OCR-service) or invoice references	TRF	SUPP	NURG	
Money order (payment advice) (low value) <sup>1</sup>	CHK or TRF	Not used or SUPP	NURG	
Pension payment (low value)	TRF	PENS	NURG	
Salary payment (low value)	TRF	SALA	NURG	
Intercompany <sup>2</sup> payment	TRF	INTC	SDVA	
<b>Cross border payment types - Norway:</b>				
Cross border payment, incl. SEPA CT (low value)	TRF	SUPP	NURG	
Cross border Express payment (high value)	TRF	SUPP	URGP	
Intercompany <sup>2</sup> payment (high value)	TRF	INTC	SDVA	
Cross border cheque (low value)	CHK	Not used	NURG	

### 2.1.1 Payment with KID (OCR) or invoice references

Credit payment with KID or other references make it possible for the remitter to pay several invoices in one payment. The creditor sends the remitter one or several invoices with KID or other references printed on them.

Supplier payments with a structured reference (SCOR), OCR (Optical Character Reading), are often used by the B2C market. The OCR reference is a maximum of 25 digits, including a control digit calculated by modulus 10 or modulus 11.

KID is a unique reference. The KID reference is used by the creditor to identify the remitter and give information about the payment.. A maximum of 999 occurrences of SCOR reference is allowed within one payment, and cannot be combined with other structured references. .

The KID reference will be validated when received by the bank; this is not the case with other structured references. Still, they are all essential for the automatic reconciliation process of accounts receivable.

If a single Transaction level within a payment order Message contains more than just one KID reference and one or more of the KID references are found to be wrong during validation, the whole Transaction level will be rejected.

Information about which of the KID references that are actually rejected can't be transmitted within the feedback Message if more than one KID reference is sent within one transaction.

<sup>1</sup> For domestic Money order either PaymentMethod <PmtMtd> CHK or TRF may be used.

<sup>2</sup> Nordea use Intercompany payment for transfer between accounts within a company or a company group. The Intra company payment functionality is part of Intercompany payment.

**Use of structured invoices (code CINV)**

Structured invoice information may be facilitated by using the structured remittance information. The credit entry specification may be used for both invoices and credit notes and a credit entry may contain a maximum of 25 credit/debit entries whereof minimum of one CINV per credit entry must be used. The information will be passed on in full to beneficiary.

**Use of credit notes (code CREN)**

The structured credit note information may be facilitated by using the structured remittance information. Credit notes enable you to send information in a structured and reconciliation friendly way towards your suppliers. If credit note used then minimum one structured invoice (CINV) must be present.

**Note:** The total sum at credit entry/C-level may be zero.

### 2.1.2 Credit transfer with or without advice

When a credit transfer with advice is made in a payment order Message, a separate advice is sent to the beneficiary. The advice is sent by the beneficiary's bank either on paper or electronically. The advice is a free-format text containing up to maximum 1.000 (25\*40) characters. The advice makes it possible for the remitter to send information to the creditor concerning the payment. It thus makes it easier for the creditor to identify the remitter. Receivers of advice will receive the remitter information in the credit advice report. It is also possible to make a credit transfer without remittance details. No details of the purpose of payment will then be sent to beneficiary.

### 2.1.3 Salary and pension payment

Salary and pension payment must be instructed in the payment order Message under its own Payment Information level. Payment with advice can be used for both Salary and Pension payments with a free-format text containing up to maximum 1.000 (25\*40) characters, see further description in the chapter above.

### 2.1.4 Money order

For this payment it may be instructed in the payment order Message as either a cheque (CHK) or as standard transfer (TRF) on Payment Information level. If standard transfer (TRF) used then creditor account must be present with information "NOTPROVIDED" or "NOT PROVIDED", any other value will be rejected. This type of transfer is used when the remitter does not have the creditor's account number. A money order is sent to the creditor. The creditor can cash the money in any Norwegian bank against a fee or have it credited to its account.

A free text of a maximum of 1.000 (25\*40) characters can be used. The creditors name and minimum post code and town name must always be stated for this payment type. Beneficiary country code must always be present.

### 2.1.5 Intercompany payment

See chapter 2.2.10

### 2.1.6 Cross border payments in general

Cross border payments are sent via the SWIFT network.

It is important that the paying Company provides the sending bank with sufficient information regarding the creditor, e.g. the creditor's full name and bank connection preferably the creditor's account number in IBAN format as well as the BIC/SWIFT<sup>1</sup> code of the creditor bank. Of course the payment order must carry the

---

<sup>1</sup> For SEPA credit transfers this will be abolished by 31 October 2016

amount and the currency code in the ISO format among other vital information. For information about available currencies for this payment type, please see chapter 10.1 *Cut-off time and available currencies*. In some countries a clearing code or branch code can be used instead of a BIC / SWIFT code (e.g. Fed Wire for the USA).

Information for the beneficiary can be stated in a free text field/tag of 140 characters (4x35)

**Note:** IBAN will always be required for payments, incl. SCTs, to a country part of the SEPA area. This requirement applies irrespectively of which currency is used.

➤ **Use of structured invoices/references**

Structured invoice information may be facilitated by using the structured remittance information. The credit entry specification may be used for both invoices and credit notes and a credit entry may contain a maximum of 4 credit/debit entries whereof minimum of one CINV per credit entry must be used. It is possible to combine invoices (CINV), structured references (SCOR) and credit notes (CREN). If a credit note amount (CREN) is used than minimum one remitted amount (CINV/SCOR) must be present.

**Please note:** The total sum at credit entry **cannot** be zero.

For information about available currencies for cross border payments, please see chapter 2.10 *Cut-off time and available currencies*.

### 2.1.7 Cross border payments including SEPA credit transfer

A cross border payment (low value) is subject to a lower fee than express payments but usually the float is longer.

#### **SEPA credit transfer**

If the cross border payment is in EUR and between banks located in member states of the European Union, it will be considered a SEPA credit transfer by Nordea. The full criteria for a SEPA credit transfer are described below:

- The transfer amount is in Euro
- Charges are shared between originator and the creditor
- Both the creditor's bank and the payer's bank are located within the SEPA region (the EU, the EEA countries and Switzerland)
- The creditor's account number is in IBAN format (International Bank Account Number)
- The BIC (Bank Identifier Code) of the creditor's bank is present <sup>1</sup>
- Beneficiary's bank is able to receive and process SEPA credit transfers

ISO (International Standardisation Organisation) reserved for ISO 11649 international creditor's reference. Only used for cross border/cross-currency payments.

### 2.1.8 Cross border Express payment

A cross border express payment is sent through SWIFT. Normally with a shorter float compared to an ordinary payment. Express payments are also known as urgent payments.

An express payment is executed subject to the same rules as those applicable to ordinary payments. The only difference is the cut off and value dating. Please note the difference in charges; an express payment is more expensive than an ordinary payment.

---

<sup>1</sup> For SEPA credit transfers this will be abolished by 31 October 2016

### 2.1.9 Cross border Cheque payments

Cheque payments will be handled as a “SWIFT-to-cheque” payment, which is a payment order sent to a pre-agreed bank. It follows the rules of those applicable to an ordinary payment. The receiving bank will issue a local cheque/draft and send it to the beneficiary.

However, when a SWIFT-cheque is ordered, it is of utmost importance that the ordering Company provides Nordea with the name and complete address/location of the beneficiary. A minimum of 2 address lines (unstructured) or post code, town name and country code is required. Please note that SWIFT cheques cannot be sent everywhere and only in major currencies.

**Please always contact your local cash management adviser before you start using cross border cheque payments.**

### 2.1.10 Cross border Intercompany payments

An intercompany payment is a transfer between two entities of the same group. The funds are transferred to the creditor’s bank with value the same day. Ordering Company’s account and creditor’s account can either be within the same bank (Nordea) or be held by different financial institutions. Nordea will provide same day value towards the beneficiary bank for Intracompany payments but the final settlement is between the beneficiary and the beneficiary’s bank.

## 2.2 Regulatory reporting

For Norway it is special regulations for centralised reporting e.g. “Regulatory reporting”.

All outgoing cross border transfers that exceed NOK 100,000.00 will be reported to the Norwegian Custom and Excise. The correct regulatory reporting code and explanatory text must be stated in the payment order (< RgltryRptg>), in order for Nordea to automatically report this information to Norwegian Custom and Excise. If code and text is missing the the transfer will be rejected by Nordea.

For further information, please contact your local cash management adviser in Nordea.

## 2.3 Nordea account structures

The purpose of this chapter is:

- A) To provide an overview of the possibilities for the customer to send and receive BBAN and IBAN account numbers
- B) To explain the various debit and credit accounts and structures within Nordea, when sending payment instructions or receiving debit advices from Nordea

### 2.3.1 Structure of Debtor’s account number in various messages

Below is an overview of available IBAN and BBAN structures within Nordea. The overview shows the possible use of IBAN and BBAN account numbers for debtors account.

**For XML:** Debtor Account <DbtrAcct> in pain.001 or Account <Acct> in camt.054 Debit Notification Messages

Transfer flow:	Payment order		Debit Notification	
XML message:	pain.001.001.03		camt.054.001.02	
Country	BBAN	IBAN	BBAN	IBAN
Norway	x	x	x	x

### 2.3.2 Structure of Creditor's account number in various messages

The below overview describes how a creditor account may be structured. This overview describes **creditor** account structures for both **domestic and cross border** payments.

**For XML:** Creditor Account <CrdtAcct> in pain.001 or Creditor Account <CrdtAcct> in camt.054 Debit Notification.

Transfer flow:	Payment order		Debit Notification	
XML message:	pain.001.001.03		camt.054.001.02	
Country	BBAN	IBAN	BBAN	IBAN
Norway	x	x <sup>1</sup>	x	x <sup>1</sup>

### 2.3.3 Structure for IBAN accounts

For information about structure of IBAN account numbers at Nordea, please see enclosed overview or follow enclosed link to Nordea common site.

List of the European IBAN countries		
Country	Length	Examples
Norway	15 an	NO9386011117947
For other countries, please use the following link: <a href="#">Nordea IBAN</a>		

### 2.3.4 Structure of BBAN account numbers at debit level in payments

The below description shows how the BBAN is structured for debtor's account at Nordea. Clearing number is not used in Norway, it's included as part of the account number.

**For XML:** Debtor Account <DbtrAcct> in pain.001 Messages

XML message:	pain.001.001.03
Country	Instruction usage of BBAN for Debit Account Holder
Norway	Bank account number must be 11 digits

### 2.3.5 Structure for BBAN accounts on credit level in payments

The below description shows how the BBAN number is structured for beneficiary's account at Nordea. Clearing number is not used in Norway, it's included as part of the account number.

**For XML:** Credit Account <CrdtAcct> in pain.001 Messages

XML message:	pain.001.001.03
Country	Instruction usage of BBAN for beneficiary Account Holder
Norway	Bank account number must be 11 digits

<sup>1</sup> Only applicable for cross-border/cross-currency payments



## 2.4 Use of Name & address per payment type

Each payment type has its own rules and ability of informing the creditor about involved parties in a payment, i.e. name & address of Debtor, Ultimate Debtor, Creditor and Ultimate Creditor. The limitations are dependent on local, EBA or SWIFT clearing capability.

Below you will find an over-view of which parties that will provide which information towards the Creditor in a payment executed by Nordea. The name and address information provided in the payment order Message from the Company will be returned by Nordea in the Debit Notification Message.

Payment type Norway	Debtor <sup>1</sup>		Ultimate Debtor		Creditor		Ultimate Creditor	
	Name	Address	Name	Address	Name	Address	Name	Address
<b>Domestic payments</b>								
Credit payment with or without advice	Yes	No	Yes	Yes	No	No	No	No
Credit payment with KID (OCR-service)	Yes	No	Yes	Yes	No	No	No	No
Money order (payment advice)	Yes	Yes	Yes	Yes	No	No	No	No
Salary & Pension payment	Yes	No	No	No	No	No	No	No
Intercompany payment	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<b>Cross border payments</b>								
Cross border payment	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
SEPA Credit transfer	Yes	Yes	Yes	No	Yes	Yes	Yes	No
Cross border Express payment	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Intercompany payment	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Cross border cheque	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes

### Name:

For domestic payments max. 30 characters can be used.

Max 35 characters in ultimate debtor (only in use for cross border payments).

For Cross border/Intercompany payments max. 70 characters can be used in blocks of 35 characters. If Ultimate Creditor name is used then max. 35 characters can be used for Creditor name.

For Ultimate Creditor only name can be used, maximum 35 characters. If ultimate creditor is used, beneficiary name can be maximum 35 characters. Ultimate Creditor cannot be used for international cheques.

### Address:

Structured address must be used for domestic payments.

For cross border payments either structured, unstructured or “combined” addresses can be used.

See table below for which rules applies for each structure.

<sup>1</sup> Name and address will be retrieved from Nordea’s internal records

	Rule
Unstructured address	One line of <AdressLine> (70 characters in blocks of 35 characters) or two lines with max. 35 characters per line. <b>Note:</b> If full length of “Creditor Name” used (i.e. 70 characters) then max. 35 characters of 1 <sup>st</sup> <AddressLine> can be used.
Structured address	StreetName (70 characters) + TownName (35 characters) can be used <b>Note:</b> If full length of “Creditor Name” is used (i.e. 70 characters) then StreetName cannot exceed 35 characters.
Combined address	One line of <AdressLine> (70 characters in blocks of 35 characters) or two lines with max. 35 characters per line can be used in combination with PostCode + TownName. <b>Note:</b> If full length of “Creditor Name” used (i.e. 70 characters) then max. 35 characters of 1 <sup>st</sup> <AddressLine> can be used.
Please also note previous table about processing of name and address information.	

## 2.5 Booking principal

Customers can in the pain.001 file request if transactions shall be booked in a batch or as single transactions. If no information is stated in the pain.001 batch booking is default value for domestic (incl. salary & pension) payments. Single booking will always apply for cross border/cross-currency payments.

Domestic payments are reported as one or more batches per day on the account statement. The number of batches depends on when Nordea receives the payment order instructions. In Norway there are several settlement runs between the banks during the day. Transactions will be batch booked per each clearing run. Text displayed on account statement for payments processed through Corporate Access Payables is “Transfer”.

Please also see document “*User guide & Message flow*”, chapter 7.2

## 2.6 Insufficient funds handling by Nordea

In case insufficient funds occur on payment day, Nordea will process each individual payment up till the moment no more funds are possible to cover for the remaining payments. On the actual payment day Nordea will at first cover control send a status report Message (pain.002.001.03) to inform the Company about the pending transaction due to lack of funds on the account. The information will also be available via Corporate Netbank.

Cover control for available funds will be performed by Nordea several times during the banking day(s) until the payment is executed or rejected by Nordea.

By the end of banking day 6 i.e. (day 0+5) the outstanding payments will be rejected by Nordea and a status report Message will be sent to inform the Company about the rejected payments. The same information will be available via Corporate Netbank.

## 2.7 Charges applied by Nordea Norway

For domestic payments remitter pays all costs related to the transaction.

For cross border payments there are two options for distributing payment charges. Either the remitter pays all costs related to the transaction or each party pays its own local charges. Charges applied by Nordea will not be reported in Debit Notification Message (camt.054.001.02).

**Note:** If charge information for cross border payments is not present, Nordea will apply the standard rule: "Each party pays its own local charges".

In Norway all accounts need to be set up with accumulation of fees. You may choose accumulation of fees on a daily, weekly and monthly basis.

## 2.8 Currency base denomination

Nordea Norway uses currency base denomination "1" for all major currencies, which will apply when reporting currency exchange rate information in Debit Notification (camt.054.001.02) whenever a currency exchange has occurred for International (cross border/cross-currency) incl. SEPA and Intercompany payments.

## 2.9 Cut-off times and available currencies

Below you will find information about cut-off times applied by Nordea for each payment type, including available currencies.

The below table will under the column "Debit account" describe when Nordea will book the payment instruction in relation to the requested Payment day.

The column "Available by Creditor" includes information concerning when the payment amount is made available to the beneficiary's bank.

The following explanations apply:

Day -1 = The Business Day prior to the Payment day

Day 0 = The Payment day

Day 1 = The Business Day after the Payment day

**Note:** If cut off time is passed, the date will roll to the next business day.

If the currency is closed due to bank holiday, the date will roll to the next business day.

### Additional information about cross border payments:

The table shows value dating rules and cut-off times for each payment type, currency and whether beneficiary's bank is Nordea or not.

Value dates for outgoing payments are expressed in number of Business Days after execution day. The indicated credit value date is for the Nordea correspondent bank (in case the beneficiary bank is not a Nordea bank). In case a bank holiday will occur for the country of the beneficiary, where the currency applies, the beneficiary will be credited the first following banking day.

**Note:** All hours are defined as Central European Time (CET).

Payment type	Currency	Cut-off time (CET) <sup>1</sup>	Debit account	Available by Creditor (2)
<b>Domestic payments</b>				
Credit payment with or without advice	NOK	Day 0 13.30	Day 0	Day 0
Credit payment with KID (OCR-service)	NOK	Day 0 13.30	Day 0	Day 0
Domestic cheque or Money order (payment advice)	NOK	Day 0 13.30	Day 0	Day 0
Salary & Pension	NOK	Day 0 13.30	Day 0	Day 0
Intercompany	-	See cross border Intercompany	-	-
<b>Cross border payments</b>				
Ordinary within Nordea, without exchange	See below (3)	Day 0 14.30	Day 1	Day 1
Ordinary within Nordea, with exchange	See below (3)	Day 0 14.30	Day 0	Day 1
Ordinary within Nordea without exchange	Other currencies	Day 0 14.30	Day 2	Day 2
Ordinary within Nordea With exchange	Other currencies	Day 0 14.30	Day 0	Day 2
Ordinary outside Nordea Without exchange	EUR, GBP, NOK, USD	Day 0 14.30	Day 1	Day 1
Ordinary outside Nordea With exchange	EUR	Day 0 14.30	Day 0	Day 1
Ordinary outside Nordea Without exchange	Other currencies	Day 0 14.30	Day 2	Day 2
Ordinary outside Nordea With exchange	Other currencies	Day 0 14.30	Day 0	Day 2
Express	CHF, JPY	Day 0 15.00	Day 1	Day 1
Express	HUF	Day 0 07.30	Day 0	Day 0
Express	CZK, PLN	Day 0 09.30	Day 0	Day 0
Express	MXN, TRY	Day 0 10.30	Day 0	Day 0
Express	DKK	Day 0 13.00	Day 0	Day 0
Express	NOK	Day 0 14.30	Day 0	Day 0
Express	See below (4)	Day 0 13.30	Day 1	Day 1
Express	CAD, GBP, SEK	Day 0 15.00	Day 0	Day 0
Express	EUR, USD	Day 0 15.30	Day 0	Day 0
Express	Other currencies	Day 0 14.30	Day 2	Day 2

<sup>1</sup> When payment order/transaction must be received by Nordea and confirmed by Customer

Payment type	Currency	Cut-off time (CET) <sup>1</sup>	Debit account	Available by Creditor (2)
Cross border Swift cheque Without exchange	AUD, CAD, HKD, JPY, CHF	Day 0 14.30	Day 2	Day 2
Cross border Swift cheque With exchange	AUD, CAD, HKD, JPY, CHF	Day 0 14.30	Day 0	Day 2
Cross border Swift cheque Without exchange	DKK, EUR, GBP, PLN, SEK, SGD, USD	Day 0 14.30	Day 1	Day 1
Cross border Swift cheque With exchange	DKK, EUR, GBP, PLN, SEK, SGD, USD	Day 0 14.30	Day 0	Day 1
Intercompany within Nordea	SGD	Day 0 15.00	Day 1	Day 1
	DKK, GBP, NOK, PLN & SEK	Day 0 15.00	Day 0	Day 0
	EUR & USD	Day 0 15.30	Day 0	Day 0
Intercompany within Nordea Norway	NOK	Day 0 20.15	Day 0	Day 0
Intercompany outside Nordea	See below (5)	Day 0 13.30	Day 1	Day 1
	CHF, JPY	Day 0 15.00	Day 1	Day 1
	HUF	Day 0 07.30	Day 0	Day 0
	CZK, PLN	Day 0 09.30	Day 0	Day 0
	MXN, TRY	Day 0 10.30	Day 0	Day 0
	DKK	Day 0 13.00	Day 0	Day 0
	NOK	Day 0 14.30	Day 0	Day 0
	CAD, GBP & SEK	Day 0 15.00	Day 0	Day 0
	Other currencies	Day 0 14.30	Day 2	Day 2
	EUR & USD	Day 0 15.30	Day 0	Day 0

(2) Booking on Creditor account dependent on booking routines by Creditor bank

(3) DKK, EUR, GBP, NOK, PLN, SEK, SGD, USD

(4) AED, AUD, HKD, HRK, ILS, ISK, KWD, NZD, RON, RUB, SAR, SGD, THB, ZAR

(5) AED, AUD, HKD, HRK, ILS, ISK, KWD, NZD, RON, RUB, SAR, SGD, THB, ZAR

## 2.10 User support

For User support, see main document “Service description Corporate Access Payables”, chapter 10.