

Nordea

Guideline for support

Corporate eGateway

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Version change history

Version	Date	Description of the changes
Version 4.0	2017-02-15	Update in chapter 3.4 Cover control. Negative status report for domestic payments Sweden updated “No negative status report will be provided from Sweden, except for payments made as domestic High value”.
Version 4.1	2018-01-05	Update in chapter 3.4 Cover control. Sweden (domestic payments – for payments via a PlusGiro account) 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. This process will be repeated for a maximum of 5 banking days, after which the remaining payments from the file will automatically be rejected.
Version 4.2	2019-06-25	Update in chapter 2.6 Blocking of services
Version 4.3	2020-11-02	Baltic countries deleted. Minor wording corrections.

1 Purpose of this document

The purpose of this document is to give the users of Corporate eGateway an overall understanding and overview of Corporate eGateway’s Service Support provided by the Nordea Group (“Nordea”).

2 Corporate eGateway – Service Support

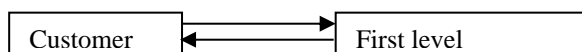
2.1 General information on Corporate eGateway

Corporate eGateway gives you the tools to centrally control your payments and collections. At the moment the service makes it possible for you to make bulk payments as well as cross-border payments from accounts held with Nordea Companies in the Nordic countries, as well as in Great Britain, United States and Canada. In addition you can collect disbursements, credit advises and account information from accounts held with these Nordea Companies. For more information, see *Main Product Description*.

2.2 One point of entry

Corporate eGateway follows the concept of “One point of entry”, meaning that Nordea Bank Abp is the global point of entry for you. We offer one support entry for all issues related to Corporate eGateway. As the service spans over several countries, the support is divided into first and second level support.

2.3 Corporate eGateway Service Support



Opening hours	Mondays – Fridays 07.00-18.00 CET (Closed on Christmas Day & New Year’s day)
Telephone number	+46 771 77 69 75
E-mail	egatewaysupport@nordea.com

2.3.1 First level support

In general all problems related to Corporate eGateway must be reported to Service Support. If the problem is not related to Corporate eGateway or Service Support is not involved in supporting the specific problem, you will be redirected.

Nordea provides Service Support on business days, Mondays - Fridays from 7.00 to 18.00 (CET). For information about cut-off times for the different message types sent through Corporate eGateway, see *Cut-off times list*.

Service Support will register every new contact as a case in a log database. When a problem has been solved, Service Support will provide feedback to you.

2.3.2 Second level support

As Corporate eGateway covers several countries a second level support is required in each relevant Nordea Company. If a case cannot be solved directly upon contact with Service Support, Service Support (first level support) will contact the second level support. Upon contact, the second level support will investigate and gather the necessary information and report to Service Support. Finally, Service Support will contact you to give feedback.

2.4 Contacting Corporate eGateway Service Support

There are two ways of contacting the Service Support, by telephone or by e-mail (please note **that all communication by e-mail is unsecured communication and is not protected from outside access**). For telephone number and e-mail addresses, see the contact list. When you contact Service Support, the agent will need information to be able to start acting on the problem. Some of the information that the agent may ask for is specified below in 2.5. In order to make the handling of all e-mail enquires more smooth and efficient, a specific form could be filled in when contacting Service Support by e-mail. See appendix 1.

2.5 Information on the problem

Service Support needs a description of your problem. For instance an account statement may be missing or you may have a question about a rejected payment. In addition, Service Support may need more specific data depending on the nature of the problem. In most cases it is enough for the Service Support agent to get some of the information specified below:

General information

- ❖ Company name
- ❖ Contact person
- ❖ Telephone number
- ❖ E-mail address
- ❖ Problem description

Specific information

- ❖ Unique file transfer identification
- ❖ Unique ordering customer file reference
- ❖ Unique single payment order reference
- ❖ Due date for your Message run
- ❖ Execution date of payments
- ❖ In what currency
- ❖ Amount of single payments
- ❖ Debit account
- ❖ Credit account

2.6 Blocking of services – Payments & Direct Debit

In case of detected security breach or if other immediate action is required, Corporate eGateway offers blocking services for our payment and/or direct debit services. This blocking service is available all banking days, non-banking days and normal weekends between 00.00-24.00 CET.

When in use of this blocking service - please make sure you have the following information at hand:

- Company name
- Bank party id (XML) or UNB-address (EDIFACT)
- Which service you wish to block, e.g. payments (pain.001/PAYMUL) and/or direct debit (pain.008/pain.009 or DIRDEB)
- Name of Administrator at the company. **Note:** Only Administrator, as defined in the Corporate eGateway agreement, may have the authority to block a service within Corporate eGateway.

Please be aware of that when using this blocking service Corporate eGateway may (dependent on how your company set-up is at Nordea) be totally blocked for use of any payment and/or direct debit service.

Nordea also recommend our customers to secure sufficient back-ups in terms of “Administrators” and to make sure that needed internal procedures are in place in order to utilize this service in the best efficient way.

If need of blocking of services outside office hours (16.00 – 07.00 CET), you need to contact Support at Cards 24-7 who will assist with blocking of services. Request must be initiated via email to kortservice@nordea.se

2.7 Subscription service

Corporate eGateway offers a Subscription service to provide information about updates, changes and general information about the Corporate eGateway services. To subscribe to the Subscription service, please go to <https://www.nordea.com/en/our-services/cash-management/support-contact>
>Service status > Service status subscription.

3 Routines - Corporate eGateway Service Support

In case of missing notification and for balance checks, cancellations and other business concerning the Corporate eGateway facility, you should contact Service Support. Please see below for the appropriate routines to be followed in specific cases.

3.1 CONTRL/pain.002

If the Customer does not receive a CONTRL/pain.002 notification within the specified cut-off time, you should contact Service Support.

If the Message Centre does not receive a CONTRL (not relevant for XML users) notification, Service Support will contact the Customer's help desk.

3.2 AUTACK / PGP

If there is a seal or integrity error in AUTACK (or PGP), Service Support will inform your company's relevant officer or department responsible for security or passwords (the administrator). If any action is required by you towards Nordea, this must be performed by the administrators (appointed by you in Schedule 3 to the Corporate eGateway agreement) and follow the processes described in the Service Documentation.

3.3 Syntax – File format errors

In case of syntax or other file format errors in files sent by the Message Centre to the Customer, the Customer must contact Service Support.

3.4 Cover control

The country where the Nordea Company in question is located	Time (CET)	Routine	Time (CET) Negative Staus report
Denmark (domestic payments)	00:00, 05:30, 12:00, 15:00 and 18:00 on the payment day	If payments have been sent for an account with insufficient funds, the payments will not be effected until sufficient funds are available in the account. Waiting payments will automatically be effected when sufficient funds are available in the account. In case of insufficient funds at the transfer date, the payments will automatically be effected (for up to ten Business Days following the transfer date) as soon as sufficient funds are available. If funds are still insufficient after 10 days, the payments will automatically be cancelled/rejected. However, payments to be made from an account with insufficient funds may be cancelled/rejected by Nordea Bank in Denmark at any time.	Negative status report will be provided in the evening of the day that the payment is cancelled/rejected due to insufficient funds.
Finland (SEPA payments)	06.00, 09.00, 12.00, 14.00, 16.30, 17.30 on payment day	Payments: in case of insufficient cover, the file is forwarded to the next payment run during the payment date. If the cover is still insufficient at the last payment run of the day (17:30 CET), the file will be rejected. For a file with insufficient cover Nordea charges a service fee according to the valid price list of the given time. The service fee transaction is shown on the account statement of the payment date and indicates the details of the unexecuted payment.	03.00 on the day after payment day.
Finland (SEPA salaries)	06.00, 09.00, 12.00, 14.00, 16.30, 17.30 on payment day	Files received by 17.30 on the payment date are processed on the same banking day and are credited to Finnish beneficiaries on the next banking day.	

The country where the Nordea Company in question is located	Time (CET)	Routine	Time (CET) Negative Staus report
		Files received after 17.30 and intended for payment on the same banking day are rejected.	
Great Britain (domestic payments)	Cut-off time for each payment type as specified in <i>Cut-off Times List</i> for Corporate eGateway	Nordea's Cash Management department contacts the Customer before 15.00 (CET) on the payment day if account balances are insufficient. If funds are not received by 16.00 (CET), the payment will be rejected.	17.00 (CET) on payment day.
Norway (domestic payments)	Regurlary cover control during the day until 14.00 on the payment day	If payments have been sent for an account with insufficient funds, the payments will not be effected until sufficient funds are available in the account. Waiting payments will automatically be effected when sufficient funds are available in the account.If funds are still not received, the payment will be deleted in the morning on third Business Day. However, payments to be made from an account with insufficient funds may be cancelled manually by Nordea Bank in Norway at any time.	If funds are not received, the payment will be rejected manually. A negative status report message will then be provided.
Sweden (domestic payments – Bankgirot connected to a Nordea account)	06.00 on the payment day	Nordea's Cash Management department will contact the Customer before 09.30 (CET) on payment day if account balances are insufficient. If the funds are not received, all payments will be rejected in accordance with Nordea Bank in Sweden's normal procedure, eg 11.00 (CET).	No negative status report will be provided from Sweden, except for payments made as domestic High value. A paper list will be sent at 13.00 on the payment day for payments other than High value.
Sweden (domestic payments – Bankgirot connected to a PlusGirot account)	06.00 on the payment day	If there are insufficient funds in the account at the payment day, all payments will be automatically rejected.	No negative status report will be provided from Sweden. A paper list will be sent at 13.00 on the payment day.

The country where the Nordea Company in question is located	Time (CET)	Routine	Time (CET) Negative Status report
Sweden (domestic payments – for payments via a PlusGiro account)	Cut-off time for each payment type as specified in <i>Cut-off Times List</i> for Corporate eGateway	Nordea PlusGiro will process payments from the payment file as long as funds are available. 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. This process will be repeated for a maximum of 5 banking days, after which the remaining payments from the file will automatically be rejected.	No negative status report message will be provided from Sweden. A paper list will be sent at 22.00 on the payment day.
United States	Cut-off time for each payment type as specified in <i>Cut-off Times List</i> for Corporate eGateway	Nordea’s Customer Service will contact the Customer if account balances are insufficient. If cover is not provided, Customer Service may – based on the Customer relationship – reject the payment/the check presented	No negative status report message will be provided from USA.
All countries (international payments)	Cut-off time for each payment type as specified in <i>Cut-off Times List</i> for Corporate eGateway Denmark: 00:00, 05:30, 12:00, 15:00 and 18:00 on the payment day.	If account balances are insufficient on the payment day: Denmark: Same functionality as for domestic payment (page 8). Please note, that negative status report is also provided for Intl. payments. Finland: Rejected manually if there are still insufficient funds on the day after the requested execution date. Great Britain: The same rule as for domestic payments applies for international payments. Norway: If payments have been sent for an account with insufficient funds, the payments will not be effected until sufficient funds are available in the account. Waiting payments will automatically be effected when sufficient funds are available in the account. If funds are still not received, the payment will be deleted in the morning on the third business Day. However, payments to be made from an	If funds are not received, the payment will, if possible, be rejected with a status report in accordance with the Nordea Group’s normal procedure within each local country.
All countries			

The country where the Nordea Company in question is located	Time (CET)	Routine	Time (CET) Negative Staus report
(international payments) - continued		<p>account with insufficient funds may be cancelled manually by Nordea in Norway at any time.</p> <p>Sweden: Nordea's Cash Management department will contact the Customer on the payment day.</p> <p>If funds are not received, the payment will be rejected in accordance with each payment type's cut-off time and with Nordea Bank in Sweden's normal procedure.</p>	

3.5 Cancellation of payments

In Schedule 3 to the Corporate eGateway agreement or subject to the Nordea Group's approval the Customer must designate in a separate document the persons authorised to perform cancellation instructions on behalf of the Customer and the Participating Company. In order to ensure that the cancellation instructions sent by the Customer by e-mail are recognised in Service Support, the Customer must act in accordance with the following procedure:

- The Customer must contact Service Support in order to get the information required for the cancellation instructions before sending any cancellation instructions. The Customer must supply the information required for file identification and will be advised whether cancellation is still possible with reference to the cut-off times set out in *Cut-off Times List*.
- After contacting Service Support, you should send a duly completed e-mail cancellation form in accordance with appendix 1 to this document to the e-mail address stated in appendix 1. In the e-mail you must also include a scanned copy in accordance with appendix 2 in this document. Appendix 2 must be signed by the persons indicated in the document authorising them to perform cancellation instructions. Service Support will compare the signatures of the authorised persons with the specimen signatures of these persons that Nordea has received from the Customer (in the same document where the Customer has authorised the persons who are entitled to perform cancellation instructions unless otherwise agreed).
- Service Support will contact the Customer to confirm cancellation instructions.

Service Support will not execute the cancellation until all three stages have been completed. Nordea will, however, be entitled, but not obliged to execute cancellation instructions sent by e-mail also in the event

that the Customer has not contacted Service Support. The Customer bears the responsibility for transmitting any cancellation instructions.

When Service Support receives confirmation that the cancellation has been executed, you will receive a formal confirmation by e-mail.

Cut-off times for cancellation of messages from the Customer to Nordea are available in the document *Cut-off times list*.

If a cancellation instruction sent by the Customer is received by the Message Centre after the cut-off times set for cancellation instructions and the Message Centre or the relevant local bank has not started to process the instruction which should be cancelled, Service Support must make reasonable efforts to assist you during the opening hours of Service Support and the relevant local bank in executing such cancellation instruction.

Appendix 1: Message support form

E-mail form no:

Name clarification 1

Name clarification 2

Message Support form

Contact information:

Name of company	
Contact person	
Phone number	
E-mail	

Problem description:

Date (when did the problem occur)	
Time (when did the problem occur)	

<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	
	Status report (BANSTA, pain.002)		CONTRL (only EDIFACT)
	Credit advice (CREMUL, camt.054)		Debit advice (DEBMUL, camt.054)
	Direct debit (DIRDEB, pain.008)		Account statement (FINSTA, camt.053)
	Payments (PAYMUL, pain.001)		Other

Specification:

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Date of payment	
Unique file transfer identification	
Unique ordering customer file reference	
Unique single payment order reference	
Beneficiary account	
Amount	
Debit account	

Please send this information to egatewaysupport@nordea.com

If you wish to cancel a payment, you may also call +46 771 77 69 75

Please note that you must also fill in the cancellation form in Appendix 2 when ordering a cancellation

Appendix 2: Cancellation form

Corporate eGateway Service Support

Fax

To	Nordea Bank Abp	Date	<i>Note!</i>
Department	Corporate eGateway Service Support	Time	<i>Note!</i>
Tel	+46 771 77 69 75	Page	1 ()
E-mail	<u>egatewaysupport@nordea.com</u>		

From	<i>Customer name</i>
Tel	<i>Customer phone number</i>
E-mail	<i>Customer e-mail address</i>

Cancellation

Payment/ File to cancel: *To be filled in*

See e-mail form number: *To be filled in*

Signed:

Customer signature 1

Customer signature 2

Task executed by:

Corporate eGateway Service Support

Date:

Time:

Corporate eGateway Service Support signature 1:

Corporate eGateway Service Support signature 2:

Appendix 3: Contact List

This Contact List specifies each person, and his/her role, to be contacted concerning Corporate eGateway, both in the Nordea Group and in your company. If any changes occur, please contact your contact persons with Nordea or Service Support.

Contact persons within the Nordea Group

General business issues

Nordea Companies					
Country/ department	Name	Expertise/ role	Telephone	Opening hours	Mail box
[]				Office hours	
[]				Office hours	
[]				Office hours	

Nordea's Security Department concerning Authentication Procedures for Corporate eGateway (only for AUTACK & PGP)

Nordea's Security Department (mailbox for security keys ("Public keys") and other messages)					
Department	Name	Expertise/ role	Telephone/ fax	Opening hours	Mail box
Files	N/A	N/A	N/A	Office hours	files@nordea.com

Contact persons of the customer

Payments-related issues

<i>The Customer's financial service centre (as regards both incoming and outgoing payments)</i>				
Name	Expertise/ role	Telephone	Opening hours	Mail box
			Office hours	
			Office hours	

Security-related issues including the handling of means of identification

<i>The Customer's contact point for security related issues</i>				
Name	Expertise/ role	Telephone	Opening hours	Mail box
			Office hours	
			Office hours	

IT-related issues

<i>The Customer's IT department (as regards control messages and other syntax issues)</i>				
Name	Expertise/ role	Telephone	Opening hours	Mail box
			Office hours	
			Office hours	