Nordea

Guideline for support

Corporate eGateway

Table of contents

Contents

Version change history

Version	Date	Description of the changes
Version 4.5	2025-01-10	Minor wording corrections Update of broken links
Version 4.4	2022-06-10	EDIFACT terms removed. Deleted: If pain.002 not received within specified cut-off time, you should contact Service Support. Deleted: Cover control. The whole chapter is moved to document Functional specification for payments, published at Nordea.com

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")**.**

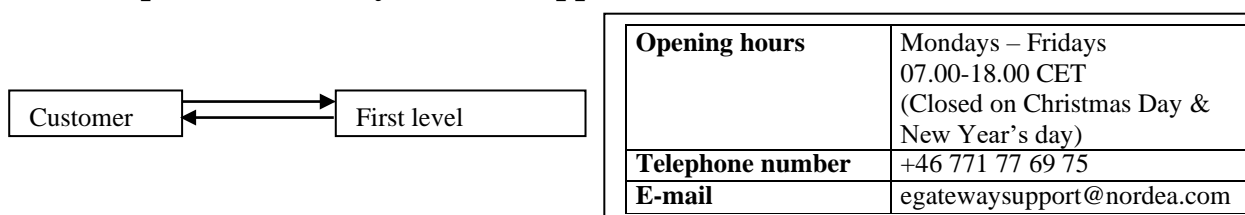# 2   Corporate eGateway – Service Support

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

Customer	⟷	First level

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, **unless TLS encryption is established**). 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)
• Which service you wish to block, e.g. payments (pain.001) and/or direct debit (pain.008/pain.009)
• 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   Subcription 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#service-status
   >Support > Subscription service for Corporate eGateway.

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 PGP

If there is a seal or integrity error in 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.

3.2 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.

3.3 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.

Nordea

Document Title **Guideline for support**

Version **4.5**

2025-01-10 Date

9(13) Page

Reference

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 will on a best efforts basis, try 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)	

(X)		(X)	
	Status report (pain.002)		
	Credit advice (camt.054)		Debit advice (camt.054)
	Direct debit (pain.008)		Account statement (camt.053)
	Payments (pain.001)		Other

Specification:

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**		*Note!*
Department	Corporate eGateway Service Support	**Time**		*Note!*
Tel	+46 771 77 69 75	**Page**		1 ()
E-mail	egatewaysupport@nordea.com			

From	*Customer name*
Tel	*Customer phone number*
E-mail	*Customer e-mail address*

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

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

Security-related issues including the handling of means of identification

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

IT-related issues

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