



SEPA Direct Debit Creditor

Service Description

Version 2.0

01/01/2016

Contents

1. SEPA Direct Debit	3
2. Prerequisites for implementation	4
2.1. Service agreement	4
2.2. Creditor Identifier (CI)	4
2.3. Channels available for collections	5
2.4. XML Files	5
2.5. Pre-notification process	6
2.6. Exception handling i.e. R-transactions	6
2.7. Creditor Request for Cancellation/Reversal	7
2.8. Request for an unauthorized collection	8
2.9. Request for information on an erroneous collection	9
3. Account bookings and cover check	9
4. Test	9
5. Schedules, rules summary	10
4.1. File sending cut-off times and due date changes	10
4.2. Cancellation & Reversal of collections	10
4.3. Other rules – summary	11
6. User support	11
7. Important links	13
7.1. General Information	13
7.2 Format description	13
7.3 Implementation Guidelines SDD	13
7.4 SEPA DD Mandate explanation, illustration and other EPC sources	13

1. SEPA Direct Debit

Nordea's SEPA Direct Debit Creditor service enables creditors (billers/payees) to debit the debtors' (payers') accounts in SEPA countries. As creditor you can use SEPA Direct Debit to collect funds from consumers and corporate customers.

This document provides you information to be used for implementing SEPA Direct Debit in accordance with the SEPA rulebooks. European Payments Council (EPC) is responsible for the development and maintenance of SEPA Direct Debit (SDD) Rulebooks. For more detailed information: <http://www.europeanpaymentscouncil.eu/>

SEPA Direct Debit consists of the following schemes:

- CORE for debit consumers and corporates
- B2B for debit corporates only

Main features

- A direct debit collection requires always a Mandate, which is a power of attorney from debtor to the creditor
- Each Creditor needs an unique Creditor Identifier
- Payments can only be executed in Euros
- The due date is the date on which the amount is debited from the debtor's account and credited on the creditor's account
- The debtor must be informed by pre-notification of the debit and payment date in advance
- The debtor must forward the B2B mandate to debtor's bank for registration and for checking the mandate details before allowing collections
- The debtor has refund right up to 8 weeks after due date in basic (CORE) direct debits and 13 months refund if collection has been unauthorized

Involved parties and main process

- **Creditor** (the biller) – is responsible for providing and archiving the Mandate signed by the Debtor and sending a Pre-notification of the collection to the Debtor. The collection information is sent to the Creditor bank.
- **Debtor** (the payer) – is responsible for returning the signed Mandate to the Creditor and open the direct debit service in debtor bank. The debtor needs also to have the B2B Mandates registered in the debtor bank before the first collection.
- **Creditor bank** – is responsible for forwarding the collection to the Debtor Bank and to credit the creditor account.
- **Debtor bank** – debits the Debtor's account on due date and forwards the payment to the Creditor Bank.

This Service Description is available on Nordea's website www.nordea.com

Changes to this Service Description are possible. See also the separate Service Description for Mandate.

2. Prerequisites for implementation

2.1. Service agreement

The creditor has to sign an agreement with Nordea in order to get access to the SEPA Direct Debit Creditor service including the collection type to be used (Core and/or B2B). Service ID, channels and accounts to be used are stated in the agreement. The accounts attached to the service must be located in Nordea Finland.

2.2. Creditor Identifier (CI)

The Creditor Identifier (CI) is a unique identifier of a Creditor. Each CI refers to one Creditor only. The combination of the CI with the unique mandate reference (Service Description Mandate) forms the unique SDD mandate key. The CI enables Debtors and Debtor Banks to identify a Creditor independently from its account relationship with any Creditor Bank.

The details of the CI have been decided on country level and the practice varies from country to country.

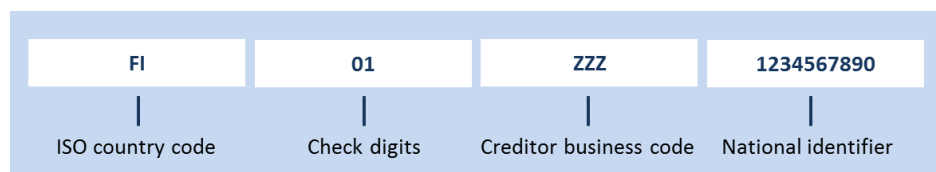
- Companies registered in the Nordic countries will receive the CI from Nordea
- Companies registered in other countries need to apply the CI according to EPC instructions
- Companies registered outside SEPA area should contact Nordea for the CI.

Overview of Creditor Identifiers - EPC Listing for different countries can be found: www.europeanpaymentscouncil.eu (search EPC262-08).

Example CI: FI01ZZZ12345678

- Position 1-2 (*FI*) ISO country code (DK, FI, NO, SE)
- Position 3-4 (*01*) Check digit according to ISO 7064 Mod 97-10
- Position 5-7 (*ZZZ*) ZZZ (see below)
- Position 8 - (12345678) Country specific part of the identifier being a national identifier of the Creditor.

Denmark: Danish CVR Number, applied from your bank
 Finland: Finnish Business ID, applied from your bank
 Germany: a number from Deutsche Bundesbank. Applied from Bundesbank with a specific form <https://extranet.bundesbank.de/scp/>
 Norway: Norwegian National Organization Number, applied from your bank
 Sweden: Swedish National Organization Number, applied from your bank



Creditor Business Code in the CI (ZZZ)

The calculation of the check digit in position 3-4 does not include the Creditor Business Code (ZZZ).

The CI is generated with ZZZ as default Creditor Business Code. The Creditor may choose to use the default code or may replace it with any three characters such as location of its service unit, business line or for any other reasons for its own purposes. The Creditor Business Code can be changed over time according to the needs of the Creditor.

The Debtor Bank is not obliged to verify if the calculation of the CI is correct.

2.3. Channels available for collections

The collections can be delivered to Nordea through various channels.

The customer needs to open a channel agreement or update the existing channel agreement with Nordea to include the SDD Creditor service, file formats and possible file intermediators.

The following channels are available for file delivery and file feedback:

- Corporate Netbank (CN)
- WebServices (WS)
- eGateway (protocols: SFTP, FTP, SWIFTNet, AS2)

2.4. XML Files

The customer needs to ensure that the collection file is developed according to ISO 20022 message standards and Nordea Message Implementation Guidelines (MIG) listed in table below.

Also the Mandate information must be dematerialized by the customer. See Mandate information in the separate Service Description for Mandate.

XML files process

- The customer sends the collection file to Nordea (pain.008.001.02)
- Nordea identifies the sender and verifies the sender's authorisation
- Nordea provides feedback messages (pain.002.001.03):
 - Successful schema reception message (ACTC)
 - Successful reception message on batch level, agreement check (ACCP)
 - Unsuccessful reception message (RJCT)
 - Rejection message - if debtor or debtor bank has rejected the collection up to due date (RJCT)
- Customer downloads the feedback message (pain.002.001.03)
 - If a batch or a transaction(s) is rejected, the feedback includes the reason code of the rejection
- Nordea has the right to correct the following
 - erroneous BIC code
 - due date if the cut-off time for sending passed, see sections 3. Account booking and 4.1 cut-off times

File	File format	Implementation guide
Collection file	Pain.008.001.02	Message Implementation Guide (MIG) www.nordea.com
Feedback file	Pain.002.001.03 <ul style="list-style-type: none"> • ACTC Accepted schema check • ACCP Accepted customer profile 	Message Implementation Guide (MIG) www.nordea.com

	<ul style="list-style-type: none"> • RJCT Rejected 	
Account statement	Camt.053 / KTO	
Credit advice file / Reference file (Finland) *)	Camt.054 Credit / KTL	Message Implementation Guide (MIG) www.nordea.com

*) Note: Batch booking is based on account settings and there is one booking per day including all transactions with a Finnish reference number or International Creditor reference
Transactions without reference will be booked as single booking

2.5. Pre-notification process

The creditor must send a pre-notification to the debtor before sending the collection to the creditor bank. A pre-notification may for example be an invoice, which must be sent to the debtor at least 14 calendar days before the due date, if not otherwise agreed between the debtor and the creditor. In case of recurring collections, the pre-notification may be sent only once when it includes the amounts and due dates.

A pre-notification is mandatory, but it is not the bank's responsibility to ensure that a pre-notification has been sent.

Pre-notification information:

- Creditor Identifier
- Mandate reference, which can also be informed later but latest before collection
- Amount to be debited (mandatory)
- Due date (mandatory)

The Pre-notification could also include:

- The schedule of payments for recurring direct debits for an agreed period of time
- An individual advice of a Collection for collection on a specified Due Date

2.6. Exception handling i.e. R-transactions

When implementing SDD the customer needs to prepare for exception handling supported by different R-transactions, each named differently depending on the initiating party and activation time.

Before due date	Service	Schema	Initiated by
Rejection	Mandatory	Core, B2B	Creditor Bank, Debtor bank, CMS (clearing)
Refusal	Mandatory	Core, B2B	Debtor
Request for cancellation	Optional	Core, B2B	Creditor - Contact Nordea support, as Camt.055 is not supported by Nordea
After due date	Service	Schema	Initiated by
Refund	Mandatory	Core	Debtor, up to 8 weeks after due date
Return	Mandatory	Core, B2B	Debtor Bank - Max 2 interbank business days after due date (B2B) - Max 5 interbank business days after due date (CORE) - Max 2 interbank business days after 8 weeks due date (CORE)
Reversal	Optional	Core, B2B	Creditor

			- Max 5 interbank business days after due date Contact Nordea support, as Pain.007 is not supported by Nordea
Revocation	Optional	Core, B2B	Creditor - Not supported by Nordea

R-transactions are informed/provided to creditor:

- By file Pain.002.001.03
- If a credit booking has been made; a debit booking on the account and account statement

Main Reason Code description for R-transactions can be found on Nordea's website www.nordea.com

The rejected Transaction Reason Codes are also listed under ISO 20022 web pages: [ISO 20022 Reason Codes](#)

Typical reasons for a Reject are as follows:

- Operation code/transaction code/sequence type incorrect, invalid File format
- Bank identifier incorrect (i.e. invalid BIC)
- Debtor deceased
- Account identifier incorrect (i.e. invalid IBAN)
- Account closed
- Direct debit forbidden on this account for regulatory reasons
- Account blocked
- Reason not specified
- Insufficient Funds
- Mandate data missing or incorrect
- No Mandate
- Regulatory reason
- Account blocked for Direct Debit by the Debtor
- Specific service offered by the Debtor Bank
- Duplicate collection
- Refusal by the Debtor
- Identifier of the Creditor incorrect
- Direct debit type incorrect (to be used only in relation with short time cycle direct debits)
- Creditor Bank not registered under this BIC in the CSM
- Debtor Bank not registered under this BIC in the CSM

Typical reasons for a Return are as follows:

- Account identifier incorrect (i.e. invalid IBAN or account number does not exist)
- Account closed
- Debtor deceased
- Direct debit forbidden on this account for regulatory reasons
- Duplicate collection

2.7. Creditor Request for Cancellation/Reversal

In case Creditor needs to cancel a transaction or several transactions, either as Request for Cancellation before due date or Reversal after due date, Customer Support should be

contacted. See also table above 2.6 and cut-off times under 4.2.

2.8. Request for an unauthorized collection

Core – within 13 months from due date

If the Debtor submits a claim within 13 months from due date to the Debtor Bank together with any supporting evidence if available, the Debtor Bank must examine the request received, and must decide to accept or to reject the request.

When accepted, the Debtor Bank must forward the claim without any supporting evidence to the Creditor Bank, who must forward the claim to the Creditor.

Four types of request can be distinguished:	The Creditor must investigate the request, and take one of the following actions:
1. A copy of the Mandate is requested by the Debtor Bank, the copy must be provided, except in cases where the Creditor accepts the claim without more.	<ol style="list-style-type: none"> 1. Accept the Refund claim of the Debtor (for all types of Refund requests). In this case, the Creditor does not have to send a copy of the Mandate for a Refund request of type 1. For type 2 Refund requests, the Creditor must always forward a copy of the Mandate. 2. Dispute the claim of the Debtor. In this case, the Creditor must provide a copy of the Mandate (for types 1 and 2 Refund requests).
2. A copy of the Mandate is requested by the Debtor Bank, the copy must be provided, even if the Creditor accepts the claim.	<ol style="list-style-type: none"> 1. Accept the Refund claim of the Debtor (for all types of Refund requests). In this case, the Creditor does not have to send a copy of the Mandate for a Refund request of type 1. For type 2 Refund requests, the Creditor must always forward a copy of the Mandate. 2. Dispute the claim of the Debtor. In this case, the Creditor must provide a copy of the Mandate (for types 1 and 2 Refund requests).
3. A copy of the Mandate is not requested by the Debtor Bank as, according to the Debtor, the Mandate has already been cancelled by the Debtor.	<ol style="list-style-type: none"> 3. Dispute the claim of the Debtor (for the types 3 and 4 of Refund requests). In this case, the Creditor may provide supporting information.
4. A copy of the Mandate is not requested by the Debtor Bank as the Mandate should have been cancelled by the Creditor following 36 months of inactivity since the last Collection.	<ol style="list-style-type: none"> 3. Dispute the claim of the Debtor (for the types 3 and 4 of Refund requests). In this case, the Creditor may provide supporting information. <ul style="list-style-type: none"> • The answer must be sent to the Creditor Bank

Time schedule:

- The Creditor must response within Maximum 7 Banking Business Days of receiving the request from Creditor Bank. If the Creditor does not provide a response the Debtor Bank may determine the claim and proceed.
- The Debtor Bank must make a decision regarding the Refund claim after receipt of the response from the Creditor Bank. The decision is final for all participants and must be made within maximum 4 Inter-bank Business Days.
- If the claim is accepted the Creditor Bank account will be debited and Creditor Bank will

debit the Creditor account.

If the Creditor does not agree with the Refund, the Debtor must be contacted by the Creditor to handle the claim.

2.9. Request for information on an erroneous collection

B2B – after due date

The principle is that the Creditor handles the disputed Collection directly with the Debtor, without involvement of the banks. However, the Creditor Bank may receive an inquiry from Debtor bank on behalf of the Debtor.

The Creditor bank will handle the inquiry according to EPC Rulebook instructions. The procedure will require the Creditor Bank to support the Debtor Bank in the investigation of such refund request. If the Creditor Bank finds elements of proof that the refund request was the result of its own errors or those of its Creditor client, the Inquiry Procedure may lead to a reimbursement of the Debtor Bank by the Creditor Bank. The Inquiry Procedure is not an ‘automatic’ refund procedure. The procedure does not guarantee that the inquiry procedure will be followed by a Settlement for the refund of the inquired Collection by the Creditor Bank.

When requested by the Creditor Bank, the Creditor must investigate the request, and responds to the Creditor Bank with appropriate information. The Creditor must response **within 7 Banking Business Days** of receiving the request.

In the B2B service unauthorised transactions should not occur, due to the requirement for the Debtor Bank to check the existence of a B2B mandate. In case a dispute arises, the proposed procedures in the B2B Direct Debit Rulebook will be followed.

3. Account bookings and cover check

The collections are credited on the account on the due date. Refunds of the already credited collections are debited from the account on refund date even if it results the account becoming overdrawn.

The Creditor can decide on single or batch booking, this is chosen on account level. If batch booking on account level is chosen Reference number (see MIG) needs to be included in each transaction otherwise the booking will be booked as single booking.

Booking Due dates	Rule
Saturday, Sunday	The next available TARGET day
Non-TARGET day	The next available TARGET day
Non-local-banking day	If TARGET day, booking will take place

4. Test

Before testing, Nordea recommends to validate the collection file XML pain.008.001.02

against the schema to ensure that the message structure is correct.

The customer or the software supplier can validate the collection files by using Nordea test tool available on Nordea's website www.nordea.com

Nordea feedback example files XML pain.002.001.03 are available on Nordea's website www.nordea.com

5. Schedules, rules summary

Nordea processes the SDD files according the following schedule presented below. Times are Finnish time (Eastern European Time, EET).

4.1. File sending cut-off times and due date changes

Sending Collections to bank	Type	File Delivery	Cut-off Time
XML file	Core: FRST, OOFF	Max 14 calendar days before due date Latest 6 bank business days before due date	17:00 CET 18:00 EET
XML file	Core: RCUR, FNAL	Max 14 calendar days before due date Latest 3 bank business days before due date	17:00 CET 18:00 EET
XML file	B2B: all types	Max 14 calendar days before due date Latest 6 bank business days before due date	17:00 CET 18:00 EET
XML file	All types	As of November 21, 2016: Max 14 calendar days before due date Latest 2 bank business day prior to due date	17:00 CET 18:00 EET
Due date change	All types	The bank has the right to change the due date if - the file has been sent after cut-off time or - due date is not TARGET day If the due date is in the past or current day after cut-off the file will be rejected	

4.2. Cancellation & Reversal of collections

Cancellation Actions	Type	Contact	Cut-off Time
Before due date – Request for single transaction cancellations	All types	Nordea Support*	before due date 17:00 CET 18:00 EET
After due date – Reversal of single transactions	All types	Nordea Support*	4 days after due date 17:00 CET 18:00 EET
File Cancellation/Reversal	All types	Nordea Support*	Above cut-off times, depending on file size

* Nordea does not offer electronical Cancellation and Reversal services, however manual Cancellations and Reversals are offered on best effort basis.

4.3. Other rules – summary

Other rules	Type	Rule	Time
Pre-notification		To be sent before due date latest:	14 calendar days before due date
Mandate expiry	Core, B2B	The Mandate expires 36 months after the last initiated collection	36 months after due date
Request a copy of Mandate	Core, B2B	Creditor response time after receiving the request	7 Bank business days
Archiving original Mandate and amendments		Creditor is required to archive the Mandate	14 months
Unauthorized collection	Core, B2B	Period for unauthorized collection request	13 months
Request for an unauthorized collection	Core	Provide answer to Creditor Bank based on Debtor bank request	7 Bank business days
Request for information on an erroneous collection	B2B	Debtor Bank requires information, Creditor must answer within	7 Bank Business days

6. User support

If you have any questions, please contact our corporate support. Note that the opening hours are in Finnish time (EET).

E-support for Corporate Customers

- assists you with your company's electronic payment transfers
- check-ups related to file transfer and retrieval

Contact details can be found from Nordea.fi:

Finnish:

<http://www.nordea.fi/tietoa-nordeasta/tietoa-nordeasta/maksuliikeneuvonta.html>

Swedish:

<http://www.nordea.fi/sv/om-nordea/om-nordea/betalningsradgivning.html>

English:

<http://www.nordea.fi/en/about-nordea/about-nordea/e-support-for-corporate-customers.html>

- On short banking days (New Year's Eve and Maundy Thursday) 9.00 - 14.00 (EET)
- Call charge local network charge/mobile call charge, from abroad international call charge.

7. Important links

7.1. General Information

EPC European Payment Council SEPA information:

<http://www.europeanpaymentscouncil.eu/index.cfm>

SEPA Direct Debit Core Rulebook

<http://www.europeanpaymentscouncil.eu/index.cfm/knowledge-bank/epc-documents/sepa-direct-debit-core-rulebook-version-8/>

SEPA Direct Debit B2B Rulebook

<http://www.europeanpaymentscouncil.eu/index.cfm/knowledge-bank/epc-documents/sepa-direct-debit-business-to-business-rulebook-version-70/>

Rejected Transaction Reason Codes ISO 20022

https://www.iso20022.org/standardsrepository/public/wqt/Description/mx/dico/codesets/_YsS_xdp-Ed-ak6NoX_4Aeg_-819075130

7.2 Format description

ISO20022 Message Archive http://www.iso20022.org/message_archive.page

7.3 Implementation Guidelines SDD

SEPA Direct Debit Core Scheme Customer-to-Bank Implementation Guideline

<http://www.europeanpaymentscouncil.eu/index.cfm/knowledge-bank/epc-documents/sepa-direct-debit-core-scheme-customer-to-bank-implementation-guidelines-version-70/>

SEPA Direct Debit B2 B Scheme Customer-to-Bank Implementation Guidelines

<http://www.europeanpaymentscouncil.eu/index.cfm/knowledge-bank/epc-documents/sepa-direct-debit-business-to-business-scheme-customer-to-bank-implementation-guidelines-version-6/>

7.4 SEPA DD Mandate explanation, illustration and other EPC sources

SEPA Direct Debit Core Mandate Translations

http://www.europeanpaymentscouncil.eu/content.cfm?page=core_sdd_mandate_translations

SEPA Direct Debit B2B Mandate Translations

http://www.europeanpaymentscouncil.eu/content.cfm?page=sepa_b2b_dd_mandate_translations

SEPA Direct Debit B2B Mandate Illustration

<http://www.europeanpaymentscouncil.eu/documents/EPC112-11%20SDD%20B2B%20Mandate%20Illustration.pdf>

SEPA Direct Debit Core Mandate Illustration

<http://www.europeanpaymentscouncil.eu/index.cfm/knowledge-bank/other-sepa-information/the-sepa-core-direct-debit-rulebook-mandate-illustration-epc111-11/>