

SEPA Direct Debit

Checklist for Creditors introducing SEPA Direct Debit (SDD)

Evaluate which SDD type should be implemented

- **Core** – refund possible up to 8 weeks, available in all banks within the Euro zone
- **B2B** – no refund possibilities, all banks might not offer this service

Evaluate your own systems

- Identify which systems, channels, and file formats are used today for invoicing and collecting receivables
- Assess needed technology changes and schedule resources

Evaluate changes in your collection processes

- Plan the new collection routine with your sales team and other stakeholders in your company
- Plan and decide your process for
 - sending pre-notifications to the customers
 - delivery of the direct debit files to the bank
 - reconciling the direct debit transactions
 - handling rejections, refusals, requests for cancellations, refunds, returns and reversals

Design the mandates

- Decide the mandate layout
- Decide the mandate reference structure and ensure that it is supported by the IT-systems, if needed
- Secure that the mandate includes mandatory wording and content
- Make necessary translations of the mandates

Mandate handling and management

- Create processes for issuing new mandates, changes to existing mandates and debtor ordering copies
- Decide how to archive the mandates

Plan internal training in your company

Sign SDD Creditor agreement with Nordea and apply for Creditor Identifier

Decide the channels to use for upload and download

- Check available channels for SDD
- Nordea supports ISO20022 CGI pain.008.001.02
- Ensure needed technology to receive and interpret feedback files pain.002.001.03
- Test the files
- Check that your ERP or respective systems are able to handle IBAN

FURTHER INFORMATION

For further information and advice please contact your local Nordea Adviser.

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