Nordea

Corporate Payment Service

Service description

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Content

Corporate Payments Service

Nordea's Corporate Payments Service allows companies to pay all payments made via credit transfer using one international message standard.

In Finland the service covers the bill payment service, salaries and pensions and cross-border payments.

Customers can upload payment messages using Web Services, the file transfer service in Corporate Netbanks or SWIFTNet FileAct. The authentication method depends on the used channel.

This service description may be subject to changes.

1 Message descriptions

The messages used in the service comply with the payment message structures of the ISO 20022 process. Finance Finland (FFI) has published a guide (in Finnish) which describes the message elements and their data content used in SEPA payments. Users must also observe Nordea's instructions on the data content of the messages.

The messages support batch processing, so payment instructions must be given in a Payment Information batch sorted by debit account and due date and bunched on Group level. One Payment Information level must include all transactions on Credit Transfer Transaction Information level to be debited to the same account on the same date. Salary transactions must be bunched into their own Payment Information level batch so that their (aggregate) debit will be reported on the account statement in accordance with the batch formed by the customer. For further information, see the example appendices to the service description.

The guide for banks operating in Finland is available on the website of the Federation of Finnish Financial Services at: www.fkl.fi

Nordea's guide is available at http://www.nordea.fi under Corporate customers.

The service is based on the messages of the international ISO 20022 standard. For further information on the messages, see www.iso20022.org.

1.1 Payment order from customer to Nordea

The message used in payment orders is "**Customer Credit Transfer Initiation**".

Its technical name is "**pain.001.001.02**" (version 2) or "**pain.001.001.03**" (version 3).

The file type sent to Nordea's file transfer is "**NDCORPAYS**".

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1.2 Feedback from Nordea to customer

Nordea returns a feedback message called "**Payment Status Report**".

Its technical name is "**pain.002.001.02**" (version 2) or "**pain.002.001.03**" (version 3).

The file type downloaded from Nordea's file transfer is "**NDCORPAYL**".

1.3 Payment cancellation request

A payment can be cancelled if it has been acceptably received and not been forwarded or paid. A cancellation request is given using the message "**Payment Cancellation Request**".

Its technical name is "**pain.006.001.01**".

The file type sent to Nordea's file transfer is "**NDCORCANS**".

2 Prerequisites

The payer makes an agreement with Nordea on using the service. The agreement states the applied service ID, debit accounts and file mediators. On the basis of the agreement the customer can upload payment orders and cancellation requests and download feedback.

When uploading cross-border payments to banks that do not process SEPA payments in a currency other than the euro or from an account which is not a euro account, you must also have made an agreement on the transfer of foreign currency payments.

Nordea has published a service description of Web Services, which explains the distribution and adoption of the certificate.

The service description is available at www.nordea.fi under Corporate customers. www.nordea.fi

Before uploading messages to Nordea you must confirm from the schema (either pain.001.001.02 or pain.001.001.03) that the message structures are correct, and test the messages.

2.1 Testing

The customer or the software supplier can test the files using its own agreement. So far this testing is only possible with version 2. The service ID and accounts used in testing are the customer's actual accounts that are used in production. There are two alternatives to test using own agreement.

- The service agreement between the customer and Nordea is updated into test status when the agreement is opened. When testing is over, the customer informs Nordea to change the status into production status.
- Information indicating testing is given in a Web Services message. See for instructions in the Web Services service description.

Nordea also provides a general test certificate which you can use to upload payment orders and cancellation requests and to download test feedback through Web Services.

Further information on testing is available at www.nordea.fi under Corporate customers. For further information, you can also contact E-support for Corporate Customers; see under User support.

3 Uploading and downloading messages

The measures involved in uploading and downloading messages depend on the used channel and software.

Message processing by Nordea's file transfer service is described in the below section.

Once Nordea has received a payment order, the payer can only delete it by sending a cancellation request. After a payment has been effected, it can no longer be deleted.

3.1 Message processing

- The customer uploads payment orders or cancellation requests concerning files sent earlier.
- The customer must ensure that the message structure and content comply with the ISO 20022 standard and Nordea's instructions.
- Nordea identifies the sender and verifies the sender's authorisation to upload the file type in question.
- Nordea gives a file transfer acknowledgement indicating whether the transmission succeeded or failed and whether the message structure was correct or not.
- Nordea forms a feedback message indicating successful reception of the files or possible errors. Payment orders of version 2 get version 2 feedback and payment orders of version 3 get version 3 feedback.
- Customer downloads a feedback message. If a batch or some of the transactions are rejected in the bank's system, the customer receives an error code or a notification in the feedback.

3.1.1 Structure of uploaded files

Payment orders are formed into messages, the structure of which is described below.

- Message identification is indicated on Group level.
- Payment Information level is formed of the payment orders by due date, debit account and payment type. The service IDs in the debit batches on the Payment Information level included in the message may be different, in which case files of several payers are included in the same message.
- Transaction Information level includes the information on a single payment order, and that is what Nordea uses to enter the credit transfer into the beneficiary's account with Nordea or transmits it to another bank.

3.1.2 File transfer reception feedback

After reception, Nordea's system forms a feedback message. The feedback may concern the whole message (Group level) or the debit batch (Payment Information level) or crediting (Credit Transfer level). The feedback messages are described in the example appendix.

- The payment message has been received, accepted technically and transactions are forwarded for further processing:
    - The Group Status of the feedback message is **ACTC**.[1]
    - The feedback message includes the identification information (**MessageIdentification and CreationDateTime**) of the original message.
- The entire payment message is rejected:
    - The Group Status of the feedback message is **RJCT**.
    - The feedback message includes the identification information (**MessageIdentification and CreationDateTime**) of the original message.
- Part of the batches in a payment message were rejected:
    - The Group Status of the feedback message is **PART**.
    - The feedback message includes the identification information (**MessageIdentification and CreationDateTime**) of the original message.
    - The identification information (**PaymentInformationIdentification**) of the rejected batch is in the feedback message[2]
- An unconfirmed batch in file transfer in Corporate Netbank is rejected:
    - The status of the batch is **RJCT**.
    - The feedback message includes the identification information (**MessageIdentification, CreationDateTime** and **PaymentInformationIdentification**) of the original message.

3.1.3 Feedback formed in further processing

After reception, payment orders are forwarded for further processing where they are checked again and feedback on a more detailed level is formed.

Further processing determines the content of the feedback. In version 3, the feedback on one payment file is gathered into one feedback message.

- All payment orders have been acceptably received and are forwarded for payment on the due date they have been instructed to be debited:
    - The Group Status of the feedback message is **ACCP**.
    - The feedback message includes the identification information (**MessageIdentification** and **CreationDateTime**) of the original message.
    - The **ACCP** feedback in version 3 is always given on the debit level (**Payment Information** level)
- The payment orders have been confirmed and approved at different times (eg in file transfer in Corporate Netbank) and they have been forwarded for payment on the due date:
    - The status of the feedback message is **ACCP**.

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[1] For descriptions of the Status codes, see the Example appendix.
[2] PaymentInformationIdentification is the identifier of the debit batch; not obligatory but recommended in version 2 and obligatory in version 3.

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- o The feedback message includes the identification information (**MessageIdentification, CreationDateTime** and **PaymentInformationIdentification/PaymentIdentification**) of the original message.
- Part of the payment orders have been accepted and part of them have been rejected. The acceptance or rejection may concern one batch, in which case the identifier **PaymentInformationIdentification** of the debit batch is returned, or it may concern an individual payment in which case **PaymentIdentification** is returned.
  - o The Group Status of the feedback message is **PART**.
  - o The feedback message includes the identification information (**MessageIdentification** and **CreationDateTime**) of the original message.
  - o The feedback on accepted payment orders is given on the debit level with the status **ACCP**. The feedback message includes the identification information (**MessageIdentification, CreationDateTime** and **PaymentInformationIdentification**) of the original message.
  - o The feedback on rejected payment orders is given on the transaction level; their status is **RJCT**. The feedback message includes the identification information (**MessageIdentification, CreationDateTime** and **PaymentInformationIdentification/PaymentIdentification**) of the original message. **[3]**

3.1.4 Feedback formed in payment processing

When making the agreement, the customer chooses whether to receive payment feedback for all transactions or only for those rejected. In SEPA credit transfers the feedback is given for each debit and in foreign currency payments for each credit transaction.

- A Credit Transfer transaction has been paid
  - o The batch or transaction status is **ACSC**.
  - o The feedback message includes the identification information (**MessageIdentification** and **CreationDateTime**) of the original message.
  - o The feedback message includes the identification information (**PaymentInformationIdentification / PaymentIdentification**) of the original message.
- A Credit Transfer transaction has been rejected:
  - o The batch or transaction status is **RJCT**.
  - o The feedback message includes the identification information (**MessageIdentification** and **CreationDateTime**) of the original message.
  - o The feedback message includes the identification information (**PaymentInformationIdentification / PaymentIdentification**) of the original message.
- A Credit Transfer transaction is pending for cover.
  - o The batch or transaction status is **PDNG**.

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[3] PaymentIdentification contains EndToEndIdentification and InstructionIdentification identifying the credited amount.
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- o The feedback message includes the identification information (**MessageIdentification** and **CreationDateTime**) of the original message.
- o The feedback message includes the identification information (**PaymentInformationIdentification / PaymentIdentification**) of the original message.
- o The exception are foreign currency payments, which are subject to the pending procedure for electronic foreign currency payments. PDNG feedback is not formed for these.

3.1.5 Processing of cancellation requests

Cancellation requests are processed when they concern payments that have been acceptably received and for which ACCP feedback has been formed, and have not yet been paid or forwarded to the payment system of foreign currency payments. A precondition for a cancellation request is that the original payment had the reference of the debit batch (PaymentInformationIdentification).

Cancellation requests are formed into a message, the structure of which is described below.

- Cancellation message identification is indicated on Group level. All cancellation requests on one Group level must have the same service ID.
- Original Group Information includes the identification of the original message.
- Transaction Information includes the identification of one or more batches or transactions.

After the batch or payment has been cancelled, a feedback message of version 2 is sent in reply to an acceptably received cancellation request. The feedback status is **ACCR**.

3.2 Schedules

Nordea processes files sent to file transfer according to the service-specific schedules presented below. Times are Finnish time (EET, East European Time zone).

Payment type	Time
SEPA payments	Files received by 18.30 on the payment date are paid on the same banking day. Corporate Netbank files must be confirmed by 18.00 at the latest. Files received after 18.30 on the payment date (debit date) are processed latest the next banking day. Files can be sent to wait for payment three months before the payment date. Credit transfers are transmitted to the payee's bank during the same day if the credit transfers have been received before 13.00 EET. This applies to all outgoing SEPA Credit transfers, except salary and pension payments

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	within Finland. Credit transfers received after this time will be transmitted to the payee's bank latest the next banking day.
SEPA salaries within Finland	Files received by 18.30 on the payment date (debit date) are processed on the same banking day.
	Files received after 18.30 on the payment date (debit date) are rejected.
	The cover of salary files must be in the payer's account by 18.30 on the debit date at the latest. However, we recommend that the cover is transferred in good time to ensure that the salaries are available on time.
Urgent payments to Nordea	Urgent payments to accounts with Nordea are processed during 7.00–18.30 on banking days.
Urgent payments to other Finnish banks	Urgent payments to other Finnish banks are processed during 8.00–15.30 on banking days.
	Urgent payments received after 15.30 and intended for payment on the same banking day are rejected.
	Exceptions are New Year's Eve and Maundy Thursday when files must reach Nordea by 12.30.
Foreign currency payments	Files received by 16.00 on the payment date are processed on the same banking day. Exceptions are New Year's Eve and Maundy Thursday when files must reach Nordea by 10.00.
	Payments received during 16.00–18.30 are processed, where possible, on the same day. If you want to be sure that payments are not processed on the date of transmission, send them to Nordea after 18.30.
Cancellation requests	Cancellation requests can be sent any time of the day and they are processed right away.

3.3 Cover check and payment

The customer's account must have cover for the entire file on the payment date. Cover is checked before payment processing. By default the file total is debited to the account, but each transaction can be debited separately if the customer so wishes.

Payments

- Payment runs that make a cover check, SEPA payments, start in the morning at 06:00 EET and are repeated every 20 minutes up to 18:30 EET. The times are indicative and can vary daily.
- Files uploaded on the payment date are transferred to the next consecutive payment run after reception.
- Urgent payments or file prioritisation can be used for balance transfers. With file prioritisation you can direct certain payments of your intercompany payments to be executed first. See further information in "Prioritise file processing" in the example appendix.
- For urgent payments you must use urgent payment, as payment runs are independent of each other. The credit entries of the previous payment run may not show in the account when the next run starts.
- Files with insufficient cover are transferred to the next payment run. If the debit account has no cover even in the last payment run of the day, the file is rejected.

Urgent payments

- Urgent payment files are forwarded for payment within about an hour after reception.
- Urgent payments lacking cover are rejected immediately and are not left for re-execution.

4 Deviations and investigations

The customer must download feedback always when it has been created. We recommend that you make an automatic download request regarding downloaded file types in accordance with the schedule given in the previous section.

E-support for Corporate Customers assists in investigations. When you call E-support, you will need your user ID (Web Services and Corporate Classic Netbank) or logon ID (Corporate Netbank).

4.1 Error messages

Error messages apply the rejection codes defined by the ISO 20022 standard. The NARR code is used when a suitable code is not available in the message standard. The NARR code includes an explanation which is given in the language registered in the agreement. The alternatives are Finnish, Swedish and English.

You can find the error messages in a separate table which lists the standard codes used by Nordea and the error messages transmitted via the NARR code, defined by Nordea. The table is included in the example appendix to the service description.

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5 Appendix

See further instructions on how to form payment files and cancellation requests in the example appendix to the Corporate Payments Service description.

6 User support

E-support for Corporate Customers 0200 67210 in Finnish

Open on banking days from 8.00 to 18.00, on short banking days from 8.00 to 14.00
Local network charge/mobile call charge

E-support for Corporate Customers 0200 67220 in Swedish

Open on banking days from 9.00 to 16.30, on short banking days from 9.00 to 14.00
Local network charge/mobile call charge

E-support for Corporate Customers 0200 67230 in English

Open on banking days 9.00–18.00; on short banking days 9.00–14.00
Local network charge/mobile call charge.

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