EQUENS

PAYMENT SERVICES FOR EUROPE

Selectieve Incasso Blokkade (SIB)

User guide web application

Final

Classification: OPEN

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1 Selectieve Incasso Blokkade

1.1 Introduction

This user guide is meant for the users of the web application Selectieve Incasso Blokkade (SIB, Selective Direct Debit Block) and describes the functionality of the web application. With this web application the bank is given the option to administer and manage the process of SIB itself.

The optimal screen resolution for this web application is 1024 x 768 pixels.

The account information used in the user guide examples is test data.

2 Contact information

Frequently Asked Questions (FAQ)

You can find answers to Frequently Asked Questions on our website www.equens.com (Home / Support / Frequently asked questions). For more information you can use the FAQ 'contact form' to ask your question.

Our website is available 24 hours a day, 7 days a week.

Customer Services Payments

For functional questions related to the functionality of the web application you can contact Customer Services Payments:

- Telephone number: 0900 - 0660 (option 2)
- Working days: Monday to Friday
- Trading hours: 08.30 AM - 05.00 PM

Support Desk

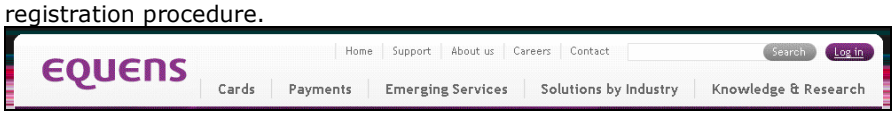
For technical questions related tot the connection, certificates, availability of the web application you can contact Customer Services Payments:

- Telephone number: 0900 - 0660 (option 3)
- Working days: Monday to Friday
- Trading hours: 08.00 AM - 06.00 PM
- E-mail: supportdesk@equens.com

3 Accessing the SIB web application

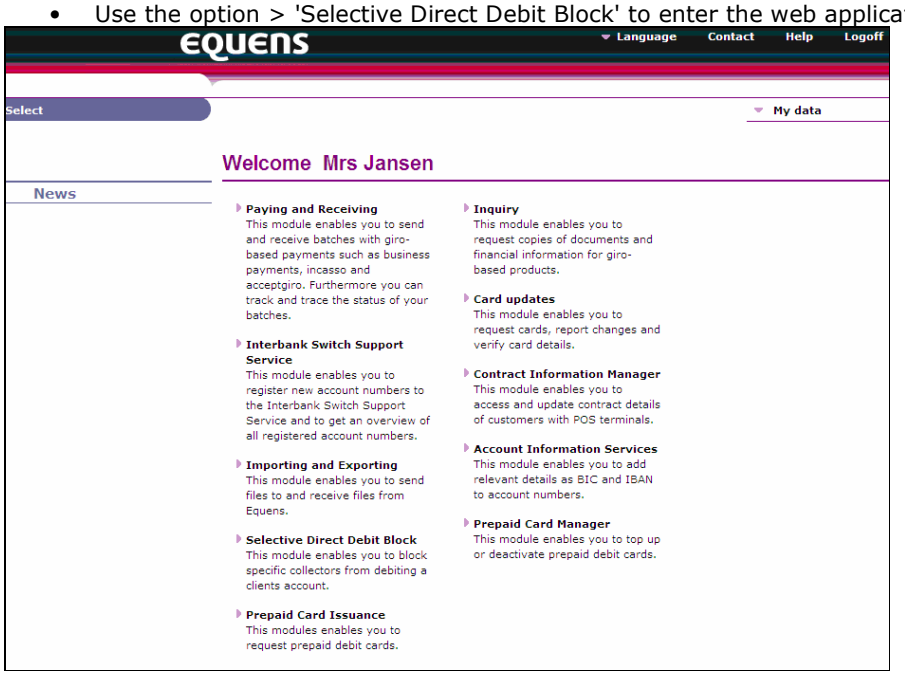
The SIB web application is available from Monday till Friday between 07.00 AM - 06.00 PM.

Log in on our website www.equens.com, choose in the right upper corner 'Log in'. Make sure that you are authorised and that your pass is activated according to the standard registration procedure.



After logging in you will enter the main Internet Services menu. In the right upper corner you can switch languages.

- Use the option > 'Selective Direct Debit Block' to enter the web application



4 Summery SIB web functions

After you have entered the SIB application, you will enter the main menu of the SIB web application. In the right upper corner you can switch languages. You can change the language at any time in the web application.

Below follows a brief description of the functions of the web application SIB which are accessible through the main menu.

- **Add Sib** (see chapter 5)
  This function is used to add a new Selectieve Incasso Blokkade

- **Remove Sib** (see chapter 6)
  This function is used to remove a Selectieve Incasso Blokkade

- **Sib Report** (see chapter 7)
  This function can be used to generate a report of Selectieve Incasso Blokkades

- **Sib help** (see chapter 8)
  In the manual a global outline is given about the SIB application

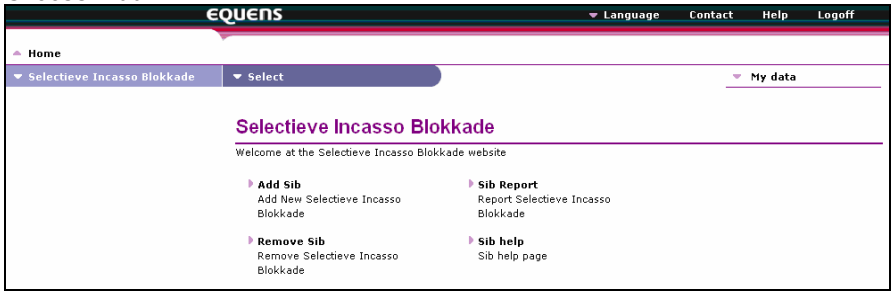
5 Add Sib

The purpose of a Selectieve Incasso Blokkade (SIB, Selective Direct Debit Block) is to block a client against one particular Direct debitor. To add a block, the account numbers from both clients (Geïncasseerde) and Debitor (Incassant) are required. The block will be offered to Equens for processing. The web application confirms this. If required you can print this confirmation.

We advise to check the data properly. If the data are not correct you can remove the block. To remove a block, go to chapter 6 'Remove'.
A Selective Direct Debit Block, that is added before 05.00 PM, will be activated the next working day.

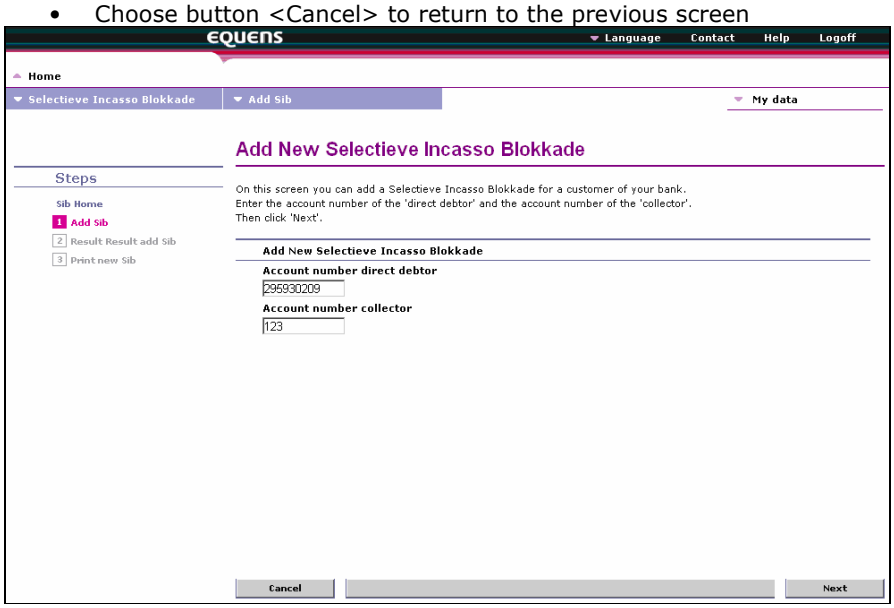
5.1 Add New Selectieve Incasso Blokkade

Choose 'Add'



The screen 'Add New Selectieve Incasso Blokkade' (step 1) appears. Via this screen you can add the SIB:

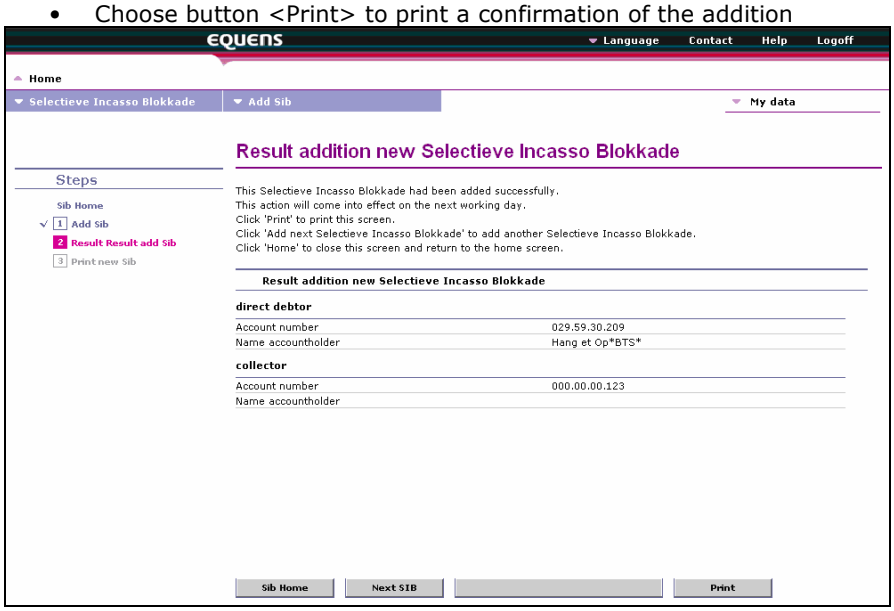
- Enter the necessary information
- Choose the button <Next> to continue
- Choose button <Cancel> to return to the previous screen



5.2 Result addition new Selectieve Incasso Blokkade

The screen 'Result addition new Selectieve Incasso Blokkade' (step 2) appears. This screen shows the result of the addition of new a SIB together with the information when the action will become effective.

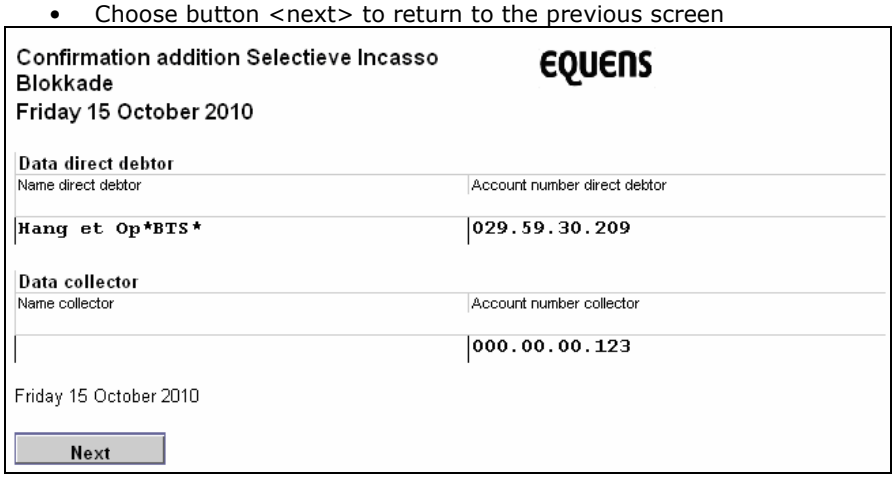
- Choose button <Next SIB> to add another SIB
- Choose button <Sib Home> to return to the SIB main screen
- Choose button <Print> to print a confirmation of the addition



5.3 Conformation addition Selectieve Incasso Blokkade

When you have chosen for the option <Print>, the following screen appears. The web application will automatically generate a print task.

- Choose button <next> to return to the previous screen

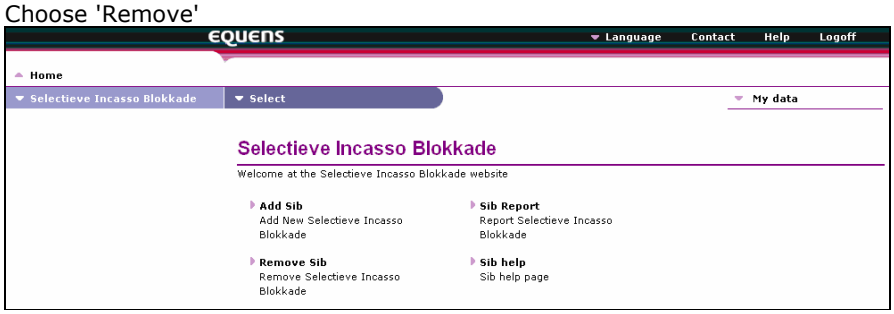


6 Remove Sib

Using the function Remove, you can find the blocks of clients (geïncasseerde) of your own bank with the purpose to remove the block from the systems of Equens. At least the account number of the client (geïncasseerde) is required. More than one block can be registered for this client. Verify the data properly before you select a block for removal. If required you can print a confirmation.

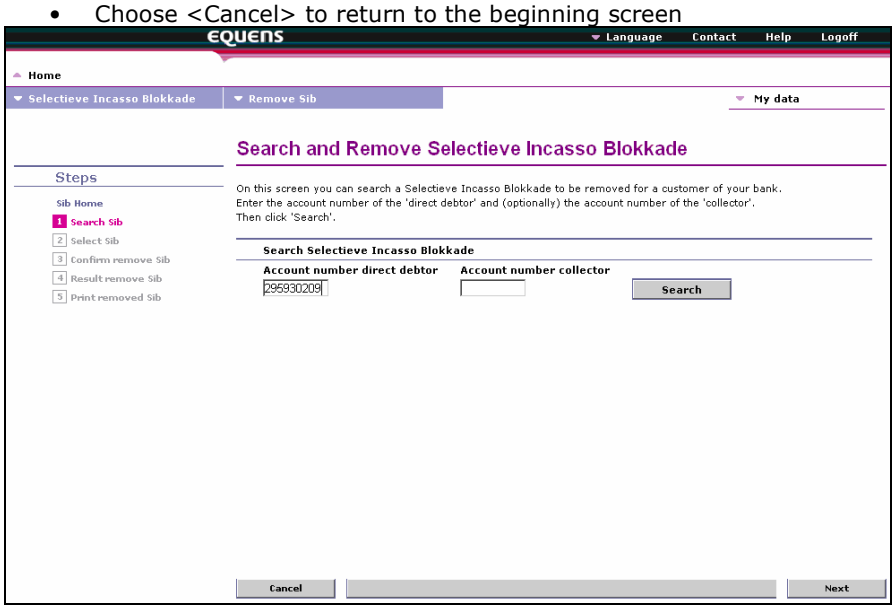
6.1 Remove Selectieve Incasso Blokkade

Choose 'Remove'



The screen 'Remove Selectieve Incasso Blokkade' (step 1) appears. Via this screen you can select a block. If required you can remove the block.

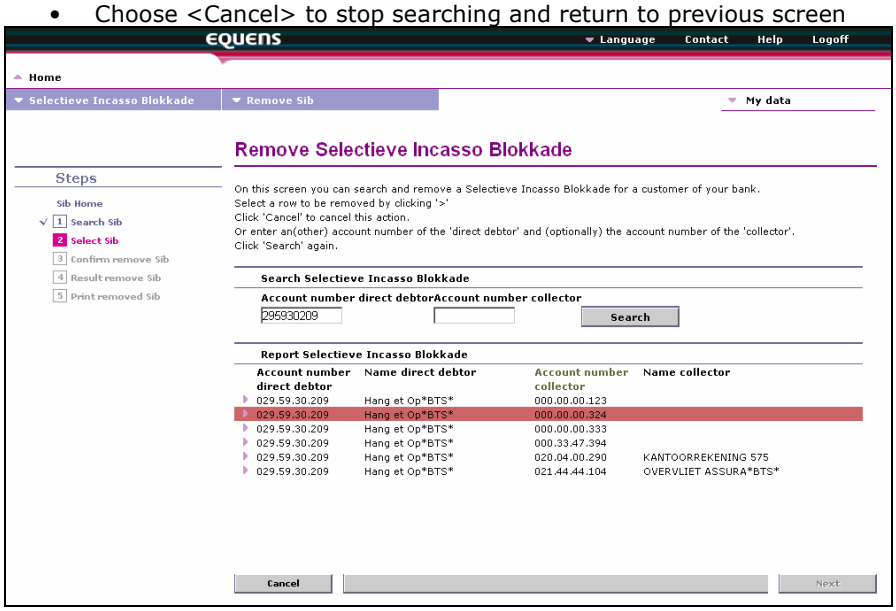
- Enter the required information and choose button <Search> or button <Next>
- Choose <Cancel> to return to the beginning screen



6.2 Remove Selectieve Incasso Blokkade

When you have chosen for the option <Search>, the screen 'Remove Selectieve Incasso Blokkade' (step 2) appears. On this screen you can remove the selected block.

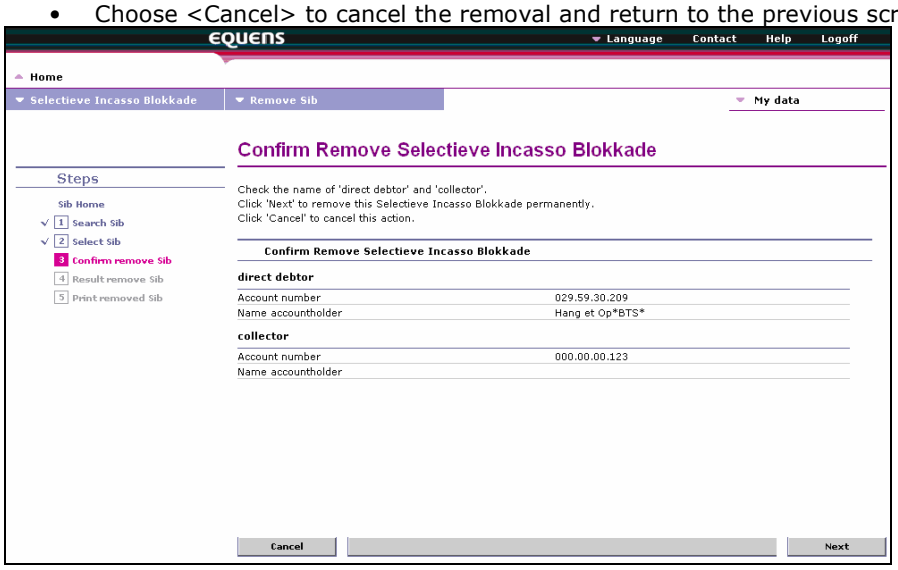
- Select the required row to be removed by clicking '>' (the next screen will appear automatically)
- Choose <Cancel> to stop searching and return to previous screen



6.3 Confirm Remove Selectieve Incasso Blokkade

When you have chosen for the option remove, the screen 'Remove Selectieve Incasso Blokkade' (step 3) appears. This screen shows the block you want to remove. Via this screen you can confirm that you want to remove this block. Check if the data is correct.

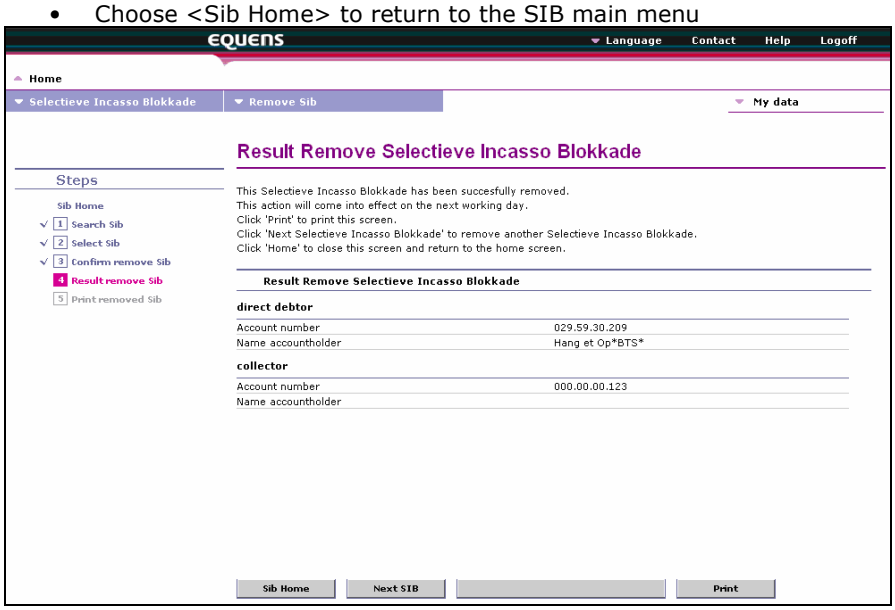
- Choose <Next> to continue
- Choose <Cancel> to cancel the removal and return to the previous screen



6.4 Result remove Selectieve Incasso Blokkade

When you have chosen for the option <Next>, the screen 'Result Remove Selectieve Incasso Blokkade' (step 4) appears. This screen confirms the removal and tells when the removal will be activated.

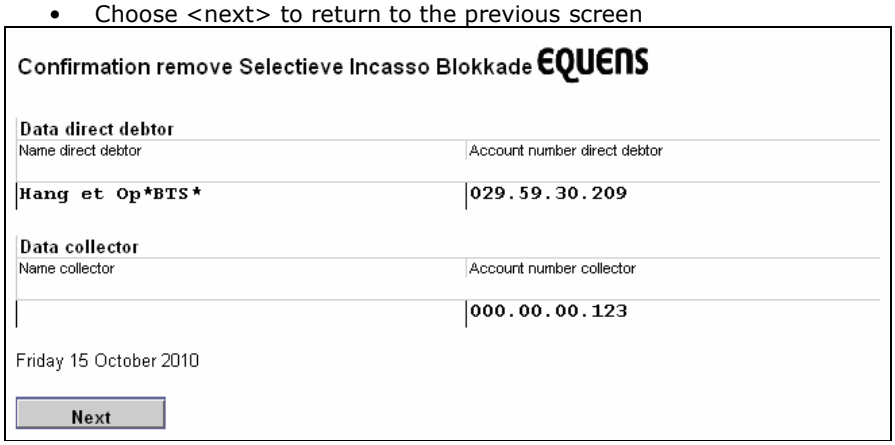
- Choose <Next SIB> to remove another block
- Choose <Print> to print a confirmation form
- Choose <Sib Home> to return to the SIB main menu



6.5 Conformation addition Selectieve Incasso Blokkade

When you have chosen for the option <Print>, the following screen appears. The web application will automatically generate a print task.

- Choose <next> to return to the previous screen

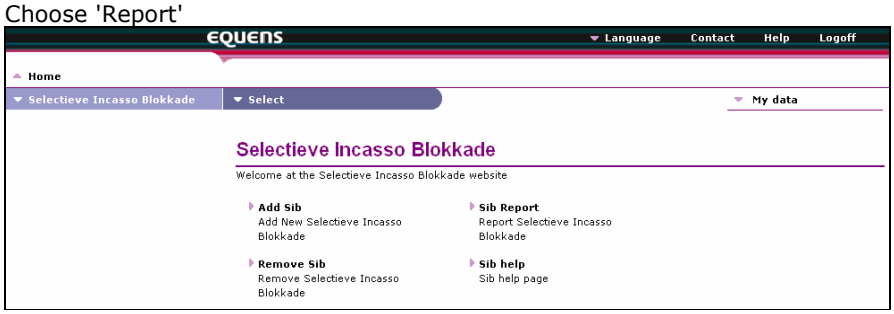


7 Sib Report

Using the function Report, you can retrieve a report of all blocks of a client (geïncasseerde) of your own bank. At least the account number of the client (geïncasseerde) is required. The maximum of 50 blocks can be shown. If required you can print the report.

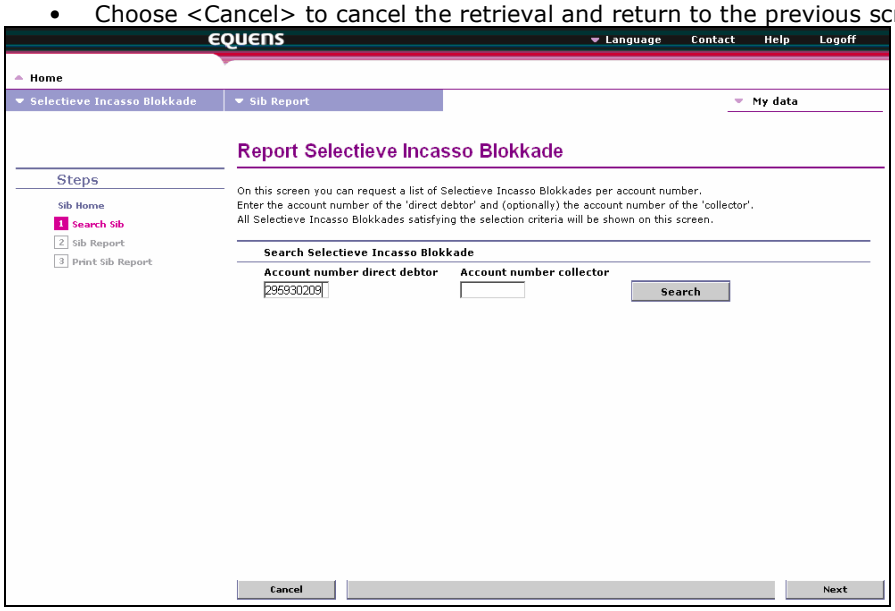
7.1 Report Selectieve Incasso Blokkade

Choose 'Report'



The screen 'Report Selectieve Incasso Blokkade' appears. You can retrieve a Selectieve Incasso Blokkade report.

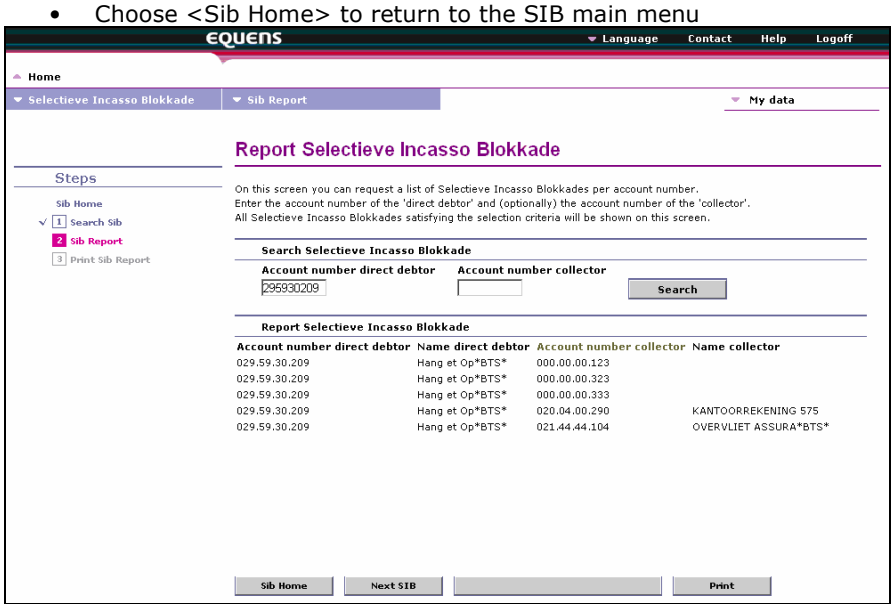
- Enter the required information and choose the option >Search
- Choose <Next> to continue
- Choose <Cancel> to cancel the retrieval and return to the previous scre



7.2 Report Selectieve Incasso Blokkade

The screen 'Report Selectieve Incasso Blokkade' appears. This screen shows the result of the retrieval.

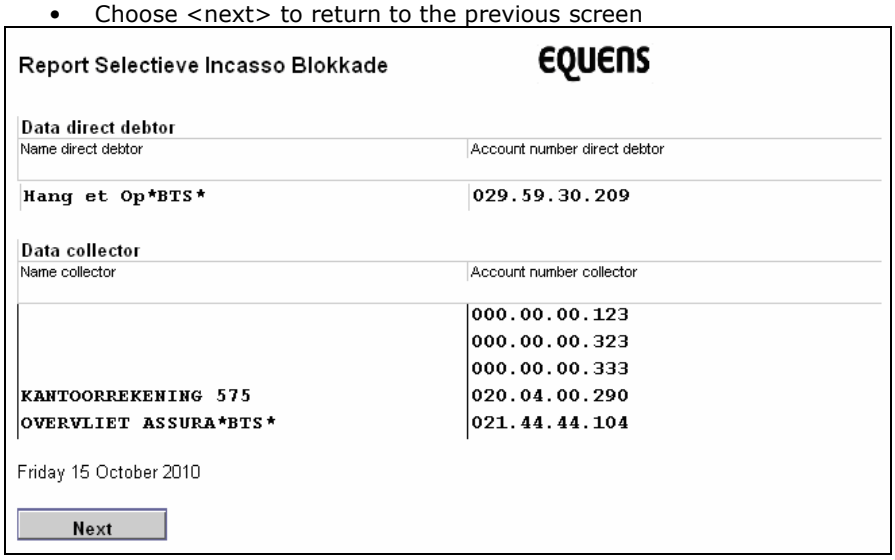
- Choose <Print> to print the report
- Choose <Next SIB> to return to the search screen
- Choose <Sib Home> to return to the SIB main menu



7.3 Print Report Selectieve Incasso Blokkade

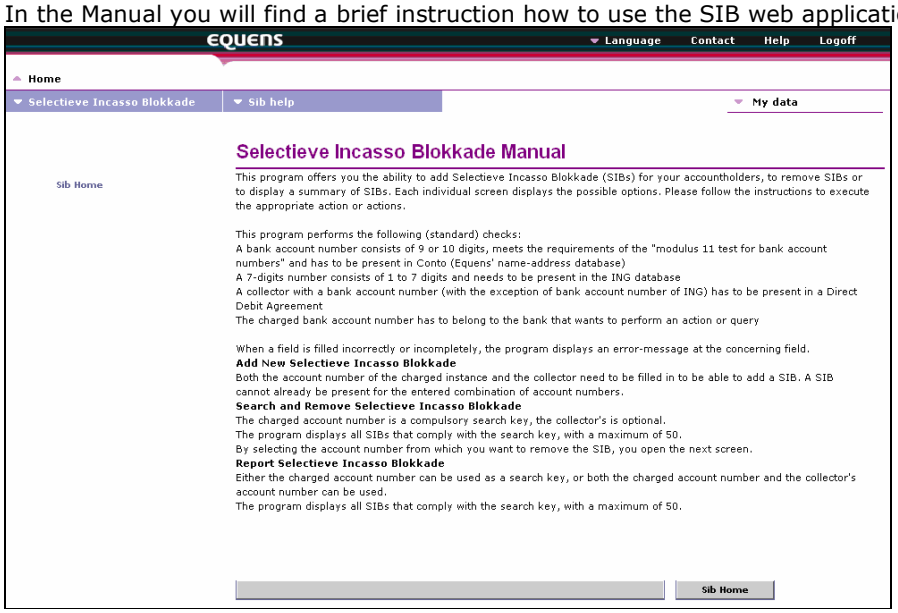
When you have chosen for the option <Print>, the following screen appears. The web application will automatically generate a print task.

- Choose <next> to return to the previous screen



8 Sib help

In the left navigation screen you can at any given time choose the option Manual.
In the Manual you will find a brief instruction how to use the SIB web application.



9 Error messages

Error messages	Error code	Explanation
Collector blockade service is temporary out of order	SIB001	
Sender is not authorized for the collector blockade service (no contract)	SIB003	
Account number direct debtor contains invalid chars, only digits are allowed	SIB101	An account number has 9 to 10 numerical positions and must satisfy the eleven check. An ING account number can also have 1 to 7 numerical positions.
Account number direct debtor is required	SIB102	
Account number direct debtor does not satisfy eleven check	SIB103	
Account number direct debtor does not satisfy layout Dutch account number	SIB104	An account number has 9 to 10 numerical positions and must satisfy the eleven check. An ING account number can also have 1 to 7 numerical positions.
Account number direct debtor is not in the range of ING	SIB105	Seven-digit account number of the direct debtor is unknown in the account number range of ING
Account number direct debtor is unknown	SIB106	The account number of the direct debtor is not registrated in the Equens database
Account number collector contains invalid chars, only digits are allowed	SIB108	An account number has 9 to 10 numerical positions and must satisfy the eleven check. An ING account number can also have 1 to 7 numerical positions.
Account number collector is required	SIB109	
Account number collector does not satisfy eleven check	SIB110	
Account number collector does not satisfy layout Dutch account number	SIB111	An account number has 9 to 10 numerical positions and must satisfy the eleven check. An ING account number can also have 1 to 7 numerical positions.
Account number collector is not in the range of ING	SIB112	The seven-digit account number of the collector is unknown in the account number range of the ING
Account number collector is unknown	SIB113	The account number of the collector is not registrated in the Equens database
Sender is not authorized for this account number direct debtor	SIB115	The account number of the direct debtor which you try to process or to check does not belong to your bank
Collector is unknown	SIB116	The account number of the collector is not registrated in the Equens database. Equens can not check this for ING seven-digit account numbers.
Selectieve Incasso Blokkade already exists	SIB117	
Selectieve Incasso Blokkade doesn't exists	SIB118	