

Selectieve Incasso Blokkade (SIB)

User guide web application

Final

Classification: NON CONFIDENTIAL
Version 5.0 - 19 May 2009

Selectieve Incasso Blokkade (SIB)

User guide web application

Copyright © Equens SE and/or its subsidiaries. All rights reserved.

No part of this publication may be copied or reproduced, sold or transferred to any person, in whole or in part, in any manner or form or on any media, without the prior written permission of Equens. The recipient is, however, authorised to copy or reproduce this publication within its own organisation as may be reasonably necessary for the purpose for which it is supplied. Any such copy or reproduction will include the following: acknowledgement of the source, reference and date of the publication, and all notices set out on this page.

Content

1	Selectieve Incasso Blokkade	4
1.1	Introduction	4
2	Contact information	5
3	Accessing the SIB web application	6
4	Summery SIB web functions	7
5	Add	8
5.1	Add New Selectieve Incasso Blokkade.....	8
5.2	Result addition new Selectieve Incasso Blokkade	9
5.3	Conformation addition Selectieve Incasso Blokkade.....	9
6	Remove	10
6.1	Remove Selectieve Incasso Blokkade.....	10
6.2	Remove Selectieve Incasso Blokkade.....	11
6.3	Confirm Remove Selectieve Incasso Blokkade	11
6.4	Result remove Selectieve Incasso Blokkade	12
6.5	Conformation addition Selectieve Incasso Blokkade.....	12
7	Report	13
7.1	Report Selectieve Incasso Blokkade.....	13
7.2	Report Selectieve Incasso Blokkade.....	14
7.3	Print Report Selectieve Incasso Blokkade.....	14
8	Manual	15
9	Error messages	16

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

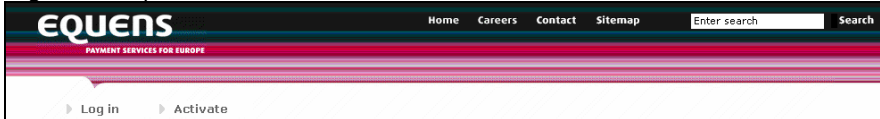
Selectieve Incasso Blokkade (SIB)

User guide web application

3 Accessing the SIB web application

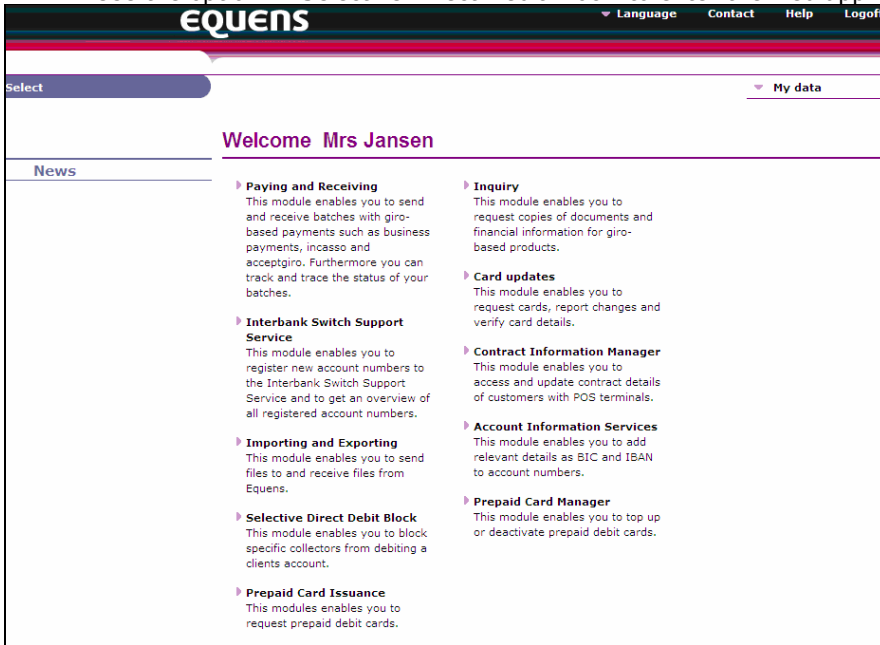
The SIB web application is available from Monday till Friday between 08.00 AM - 05.00 PM.

Log in on our website www.equens.com, choose in the left 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.

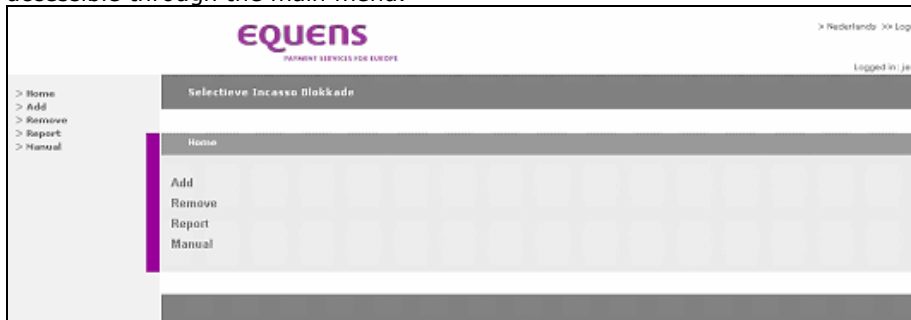
- Use the option > 'Selective Direct Debit Block' to enter the web application



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** (see chapter 5)
This function is used to add a new Selectieve Incasso Blokkade
- **Remove** (see chapter 6)
This function is used to remove a Selectieve Incasso Blokkade
- **Report** (see chapter 7)
This function can be used to generate a report of Selectieve Incasso Blokkades
- **Manual** (see chapter 8)
In the manual a global outline is given about the SIB application

Selectieve Incasso Blokkade (SIB)

User guide web application

5 Add

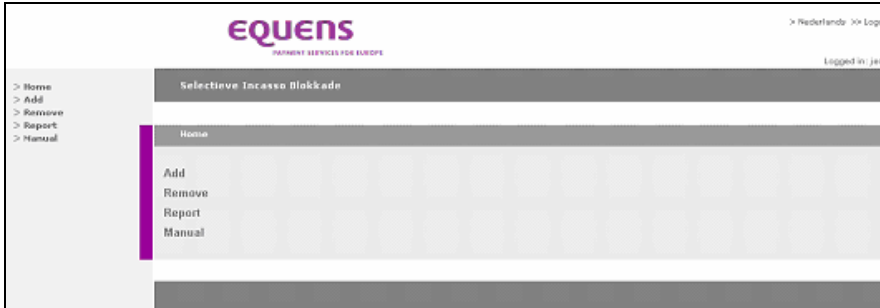
The purpose of a Selectieve Incasso Blokkade (SIB, Selective Direct Debit Block) is to block a client against one particular Direct Debitor. To add a block, the account numbers from both clients (Geincasseerde) and Debitor (Incassant) are required. The block will be offered to Equens for processing. 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.

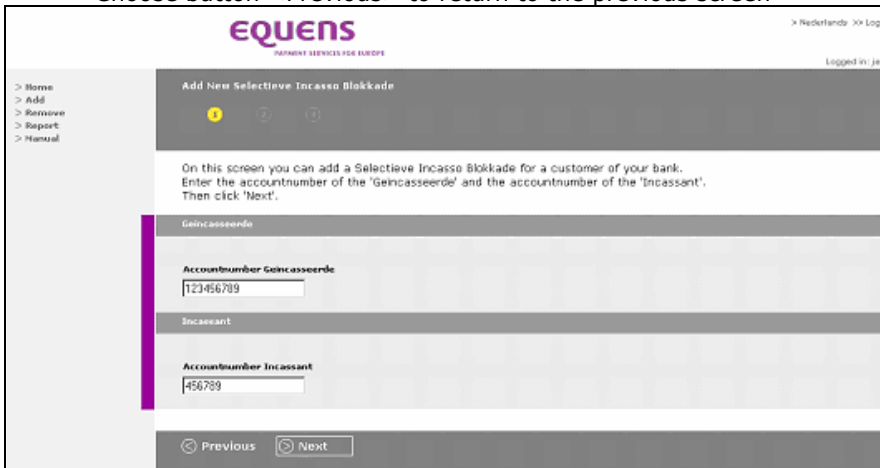
5.1 Add New Selectieve Incasso Blokkade

Choose 'Add'



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

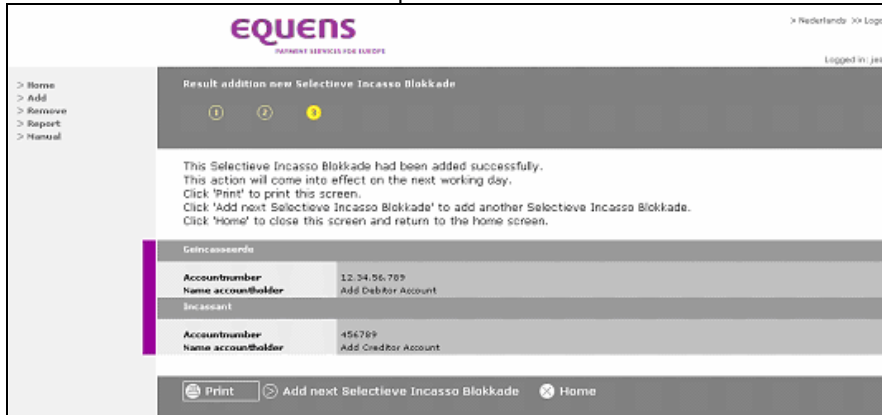
- Enter the necessary information
- Choose the button <Next> to continue
- Choose button <Previous> to return to the previous screen



5.2 Result addition new Selectieve Incasso Blokkade

The screen 'Result addition new Selectieve Incasso Blokkade' (step 3) 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 <Add next Selectieve Incasso Blokkade> to add another SIB
- Choose button <Home> to return to the home 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.

The confirmation screen is titled 'Confirmation addition Selectieve Incasso Blokkade' and features the Equens logo. It contains two main sections: 'Data Geincasseerde' and 'Data Incassant'. Each section has a label for the account type and a corresponding account number.

Confirmation addition Selectieve Incasso Blokkade	
Data Geincasseerde	
Name Geincasseerde	Accountnumber Geincasseerde
Add Debitor Account	12.34.56.789
Data Incassant	
Name Incassant	Accountnumber Incassant
Add Creditor Account	456789

Selectieve Incasso Blokkade (SIB)

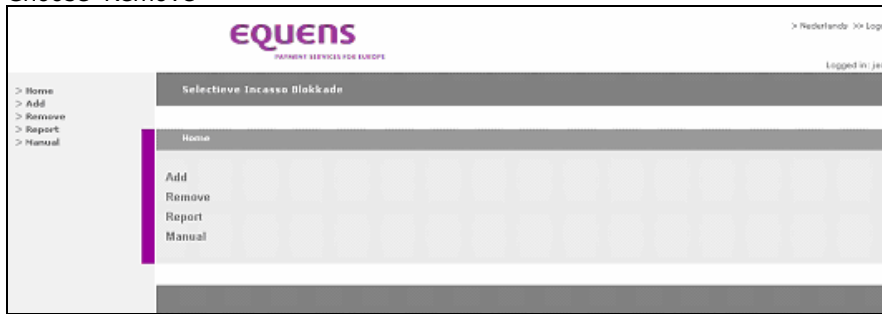
User guide web application

6 Remove

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.

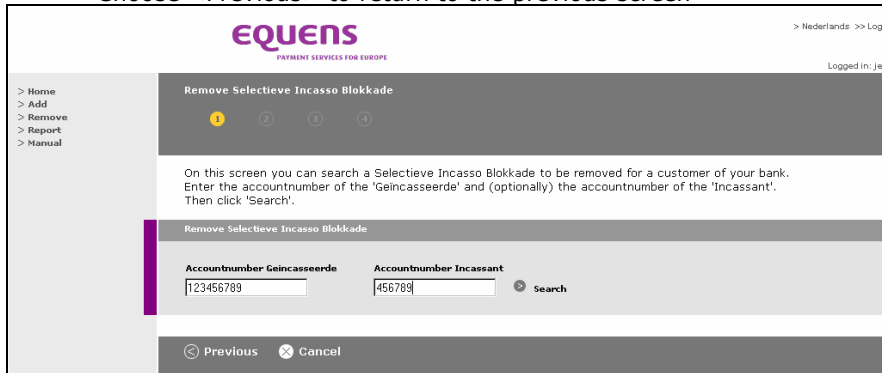
6.1 Remove Selectieve Incasso Blokkade

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 <Search>
- Choose <Cancel> to stop searching
- Choose <Previous> to return to the previous screen

The screenshot shows the 'Remove Selectieve Incasso Blokkade' search screen. The Equens logo and 'PAYMENT SERVICES FOR EUROPE' are at the top. A navigation menu on the left includes 'Home', 'Add', 'Remove', 'Report', and 'Manual'. The main content area is titled 'Remove Selectieve Incasso Blokkade' and contains a sub-menu with 'Home', 'Add', 'Remove', 'Report', and 'Manual'. Below the sub-menu, there is a text box with the following text: 'On this screen you can search a Selectieve Incasso Blokkade to be removed for a customer of your bank. Enter the accountnumber of the 'Geïncasseerde' and (optionally) the accountnumber of the 'Incassant'. Then click 'Search'.' Below the text box, there are two input fields: 'Accountnumber Geïncasseerde' with the value '123456789' and 'Accountnumber Incassant' with the value '456789'. A 'Search' button is located to the right of the second input field. At the bottom, there are 'Previous' and 'Cancel' buttons.

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
- Choose <Previous> to return to the previous screen

EQUENS PAYMENT SERVICES FOR EUROPE

> Nederlands
Logged in: jurgen

> Home
> Add
> Remove
> Report
> Manual

Remove Selectieve Incasso Blokkade

1 2 3 4

On this screen you can search and remove a Selectieve Incasso Blokkade for a customer of your bank.
Select a row to be removed by clicking '>'
Click 'Cancel' to cancel this action.
Or enter an (other) accountnumber of the 'Geincasseerde' and (optionally) the accountnumber of the 'Incassant'.
Click 'Search' again.

Remove Selectieve Incasso Blokkade

Accountnumber Geincasseerde Accountnumber Incassant

102602441 Search

Search result

Accountnumber Geincasseerde	Name Geincasseerde	Accountnumber Incassant	Name Incassant
010.26.02.441	J.A.*BTS*	065.24.04.723	J.H. FR*BTS*

Previous Cancel

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 <Previous> to return to the previous screen
- Choose <Cancel> to cancel the removal

EQUENS PAYMENT SERVICES FOR EUROPE

> Nederlands
Logged in: jurgen

> Home
> Add
> Remove
> Report
> Manual

Confirm Remove Selectieve Incasso Blokkade

1 2 3 4

Check the name of 'geincasseerde' and 'incassant'.
Click 'Next' to remove this Selectieve Incasso Blokkade.
Click 'Cancel' to cancel this action.

Geincasseerde

Accountnumber	010.26.02.441
Name accountholder	J.A.*BTS*

Incassant

Accountnumber	065.24.04.723
Name accountholder	J.H. FR*BTS*

Previous Next Cancel

Selectieve Incasso Blokkade (SIB)

User guide web application

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 <Remove next Selectieve Incasso Blokkade> to remove another block
- Choose <Print> to print a confirmation form
- Choose <Home> to return to the main menu

The screenshot shows the EQUENS web application interface. The title is 'Result Remove Selectieve Incasso Blokkade'. A progress indicator shows four steps, with the fourth step highlighted. The main text states: 'This Selectieve Incasso Blokkade has been successfully removed. This action will come into effect on the next working day. Click 'Print' to print this screen. Click 'Remove next Selectieve Incasso Blokkade' to remove another Selectieve Incasso Blokkade. Click 'Home' to close this screen and return to the home screen.'

Account details are displayed in a table:

Geincasseerde	
Accountnumber	010.26.02.441
Name accountholder	J.A.*BTS*
Incassant	
Accountnumber	065.24.04.723
Name accountholder	J.H. FR*BTS*

At the bottom, there are three buttons: 'Print', 'Remove next Selectieve Incasso Blokkade', and 'Home'.

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.

The screenshot shows the EQUENS web application interface for the confirmation screen. The title is 'Bevestiging Verwijderen Selectieve Incasso Blokkade'. The EQUENS logo is in the top right corner.

Account details are displayed in a table:

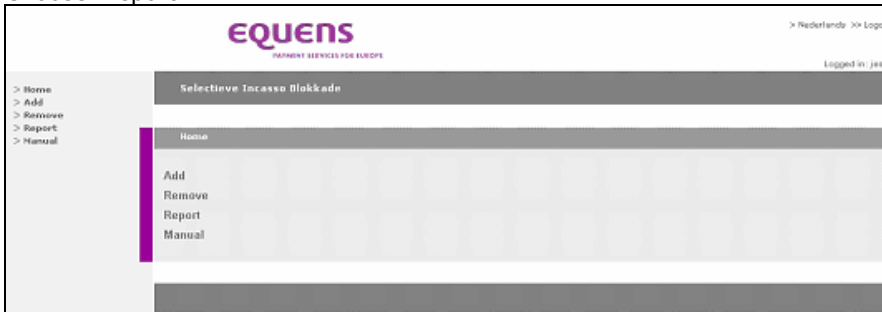
Gegevens Geincasseerde	
Naam Geincasseerde	Rekeningnummer Geincasseerde
Delete Debitor Account	12.34.56.789
Gegevens Incassant	
Naam Incassant	Rekeningnummer Incassant
Delete Creditor Account	456789

7 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.

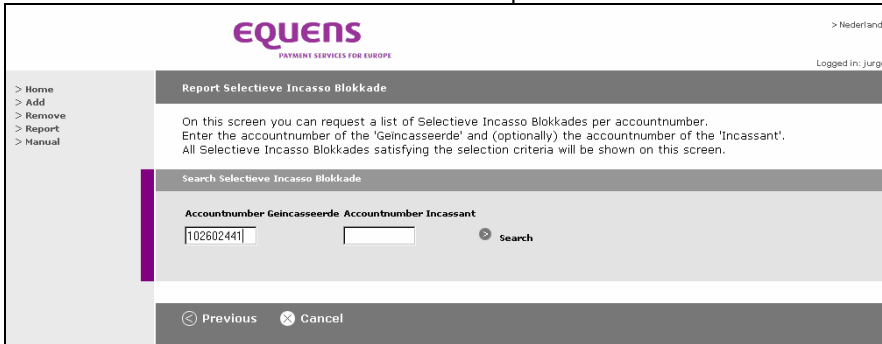
7.1 Report Selectieve Incasso Blokkade

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 <Cancel> to cancel the retrieval
- Choose <Previous> to return to the previous screen



Selectieve Incasso Blokkade (SIB)

User guide web application

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 <Home> to return to the main menu

The screenshot shows the 'Report Selectieve Incasso Blokkade' page. At the top, the EQUENS logo is visible with the tagline 'PAYMENT SERVICES FOR EUROPE'. The page title is 'Report Selectieve Incasso Blokkade'. Below the title, there is a brief instruction: 'On this screen you can request a list of Selectieve Incasso Blokkades per accountnumber. Enter the accountnumber of the 'Geincasseerde' and (optionally) the accountnumber of the 'Incassant'. All Selectieve Incasso Blokkades satisfying the selection criteria will be shown on this screen.'

A search section titled 'Search Selectieve Incasso Blokkade' contains two input fields: 'Accountnumber Geincasseerde' with the value '102602441' and 'Accountnumber Incassant' which is empty. A 'Search' button is located to the right of the second field.

Below the search section, a 'Search result' table is displayed with the following data:

Accountnumber Geincasseerde	Name Geincasseerde	Accountnumber Incassant	Name Incassant
010.26.02.441	J.A.*BTS*	065.24.04.723	J.H. FR*BTS*

At the bottom of the page, there are two buttons: 'Print' and 'Home'.

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.

The screenshot shows a printed report titled 'Overzicht Selectieve Incasso Blokkade' with the EQUENS logo in the top right corner. The report is divided into two main sections: 'Gegevens Geincasseerde' and 'Gegevens Incassant'.

Gegevens Geincasseerde

Naam Geincasseerde	Rekeningnummer Geincasseerde
S.I.B Naam Rekeninghouder	12.34.56.789

Gegevens Incassant

Naam Incassant	Rekeningnummer Incassant
Creditor 1 Account	456789
Creditor 2 Account	456789
Creditor 3 Account	456789

8 Manual

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.

The screenshot shows the EQUENS web application interface. At the top, the EQUENS logo is displayed with the tagline "PAYMENT SERVICES FOR EUROPE". The user is logged in as "00013839B63101" from "Nederlands". A left navigation menu includes options: Home, Add, Remove, Report, and Manual. The main content area is titled "Manual" and "Selectieve Incasso Blokkade". It contains a section "Selective Direct Debit Block Manual" with the following text: "This program offers you the ability to add Selective Direct Debit Blocks (SIBs) for your accountholders, to remove SIBs or to display a summary of SIBs. Each individual screen displays the possible options. Please follow the instructions to execute the appropriate action or actions. This program performs the following (standard) checks:" followed by a bulleted list of checks. Below this, it states: "When a field is filled incorrectly or incompletely, the program displays an error-message at the concerning field." There are three sub-sections: "Add New Selectieve Incasso Blokkade", "Search and Remove Selectieve Incasso Blokkade", and "Report Selectieve Incasso Blokkade", each with brief instructions. A "Home" button is at the bottom left.

EQUENS
PAYMENT SERVICES FOR EUROPE

> Nederlands
Logged in: 00013839B63101

> Home
> Add
> Remove
> Report
> Manual

Manual

Selectieve Incasso Blokkade

Selective Direct Debit Block Manual

This program offers you the ability to add Selective Direct Debit Blocks (SIBs) for your accountholders, to remove SIBs or to display a summary of SIBs. Each individual screen displays the possible options. Please follow the instructions to execute the appropriate action or actions.

This program performs the following (standard) checks:

- A bank account number consists of 9 or 10 digits, meets the requirements of the "modulus 11 test for bank account numbers" and has to be present in Conto (Equens' name-address database)
- A 7-digits number consists of 1 to 7 digits and needs to be present in the ING database
- A collector with a bank account number has to be present in a Direct Debit Agreement
- The charged bank account number has to belong to the bank that wants to perform an action or query

When a field is filled incorrectly or incompletely, the program displays an error-message at the concerning field.

Add New Selectieve Incasso Blokkade

Both the account number of the charged instance and the collector need to be filled in to be able to add a SIB. A SIB cannot already be present for the entered combination of account numbers.

Search and Remove Selectieve Incasso Blokkade

The charged account number is a compulsory search key, the collector's is optional. The program displays all SIBs that comply with the search key, with a maximum of 50. By selecting the account number from which you want to remove the SIB, you open the next screen.

Report Selectieve Incasso Blokkade

Either the charged account number can be used as a search key, or both the charged account number and the collector's account number can be used. The program displays all SIBs that comply with the search key, with a maximum of 50.

Home

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 registered 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 registered 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 registered in the Equens database. Equens can not check this for ING seven-digit account numbers.
Collector blockade already exist	SIB117	
Collector blockade does not exist	SIB118	