

# Sage Business Exchange Mandate Factory

version 11.40 SP1

## User Guide



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## Purpose

This document describes the operation of the Mandate Factory module, available in its first version in Sage Business Exchange 11.35.

List of 11.40 new functions and improvements:

- Warning alert to the user before Mandate Expiration
- Manual or automatic import of signed mandates with an automatic activation option
- Shift from CORE to B2B
- Additional Languages for Mandate Forms: Catalan, Basque, Galician
- Customization of UMR Composition
- Specification of Mandate Type in Import Report
- PDF generation option available even in Incomplete status
- PDF file name: Mandate\_UMR\_SCI.pdf
- Tool tip with information on the transaction based on Mandates-SDDs links
- Relocation of actions to the left
- Reminder for Debtor Alerts
- Third Party Code Creation during Mandate Import
- Gateway for FRP Universe and L1000

## Prerequisites for the operation of Mandate Factory

### System Administration

In the Parameters tab, select the following options:

- Authorize Scheduled Tasks Launch
- Authorize Asynchronous Tasks Launch

Both authorizations are required to ensure the correct operation of the mandate processing cycle. Each of these points is to be described below.

### Service Manager

Payment Factory requires to import two services:

- ADMTFR (Administration module from Online Banking)
- MANDATFR (Mandate Factory module from Online Banking)

Optional:

- ADMTFR (Payments module from Online Banking)

You can carry out the following actions in the Service Manager:

- The File and Transaction services may now be automatically created through the package:

Depending on the Web module used, right-click Service Package/Import and select file path "C:\Program Files\XRT\XRT Business Exchange\Scripts\Vfs\ \*.pck" for the required modules (e.g. "administration.pck").

- The menus may be customized: the names of the menu items can be customized.

To do so, in the tree structure:

- Select the menu item to edit, right-click it and select Properties: the Function Properties window is displayed.
- On the Format tab, edit the "Long Text" field and save your entry – as the modification is not dynamic, you must restart the transaction service.
- The rights required to access the functions are now to be defined.

The table below shows the minimum level of rights required to access the main functions of payment management. This minimum level can be modified.

ADMTFR - {Administration}	
ParaUser – {User Parameters}	
ParaRfFR – {Reference Parameters}	Administration
CTRLKEY – {Key Control}	Administration
ParaNotf – {Notifications and Alerts}	
PARNOTFR – {Recipient Groups}	Administration
ALERTMAN – {Mandate Alerts}	Administration

MANDATFR - {Mandate Factory}	
<b>ParamFR – {Setup}</b>	
All Functions - {SCI, filters, export templates}	View List
<b>CreManFR – {Creation}</b>	
Create Mandates	View list and enter information
<b>ImportFR – {Import}</b>	
All types – {mandates, mandate migration, SDD links}	View list and enter information
<b>ModmanFR – {Change}</b>	
Change Mandates	View list and enter information
<b>EtatsFR – {Reports}</b>	
All functions – {mandates ledger, mandates history, mandates - SDD links, debtors report}	View List
<b>ProcFR – {Procedures}</b>	
All functions – {life cycles, import job options}	View list and validation rights
<b>SecFR – {Security}</b>	
All functions – {access rights to third parties}	View list and administration rights
<b>ExpFR – {Export}</b>	
All types – {mandates - ICS}	View List

This minimum level can be modified. To do so, in the tree structure:

- Select the function whose level of rights must be modified, then right-click it and select Properties: the Function Properties window is displayed.
- In the "Privileges" tab, select/deselect the checkbox(es) to modify the level then save your changes – as the modification is not dynamic, you must restart the transaction service.
- The scheduled tasks may now be activated.

The scheduled tasks available in the Administration module can be used to send alerts.

In the Mandate Factory module, the scheduled tasks enable the creation of PDF files for imported mandates.

All these tasks are disabled by default. When enabled, these tasks can be triggered (see § System Administration) by a schedule to be defined in line with requirements.

## Contract Manager

The Contract Manager is used to enter information on creditors issuing mandates:

- Identifications
- Bank Data
- Notification Contract

### Step 1: Creating Creditors

At the root, right-click New Entity.

To create a Creditor:

Select the entity type: Group/Holding, Subsidiary or Company and enter an Alias. All information related to the Creditor must be completed.

Here is the list of the main elements that need to be entered for a proper use of entities in the Mandate Factory:

- General tab:
  - Corporate Name
  - National Corp. ID
- Mailing Address tab:
  - Address
  - ZIP Code
  - City
  - *Province*
  - *Status*
  - ISO Country Code
- Resource tab:

You must select at least "Transaction Mode" to be able to use this entity in Online Banking.

### Step 2: Creating Operators

To create an operator (user) linked to an entity, right-click "Financial Operators and Local Profiles/Financial Operators" node in the tree structure of the entity and select New...

Refer to Sage Business Exchange general documentation.

### Step 3: Creating Local Profiles

A Profile is a set of common features available to different users.

To create a local profile linked to an entity, right-click "Financial Operators and Local Profiles/Local Profiles" node in the tree structure of the entity and select New...

Refer to Sage Business Exchange general documentation.

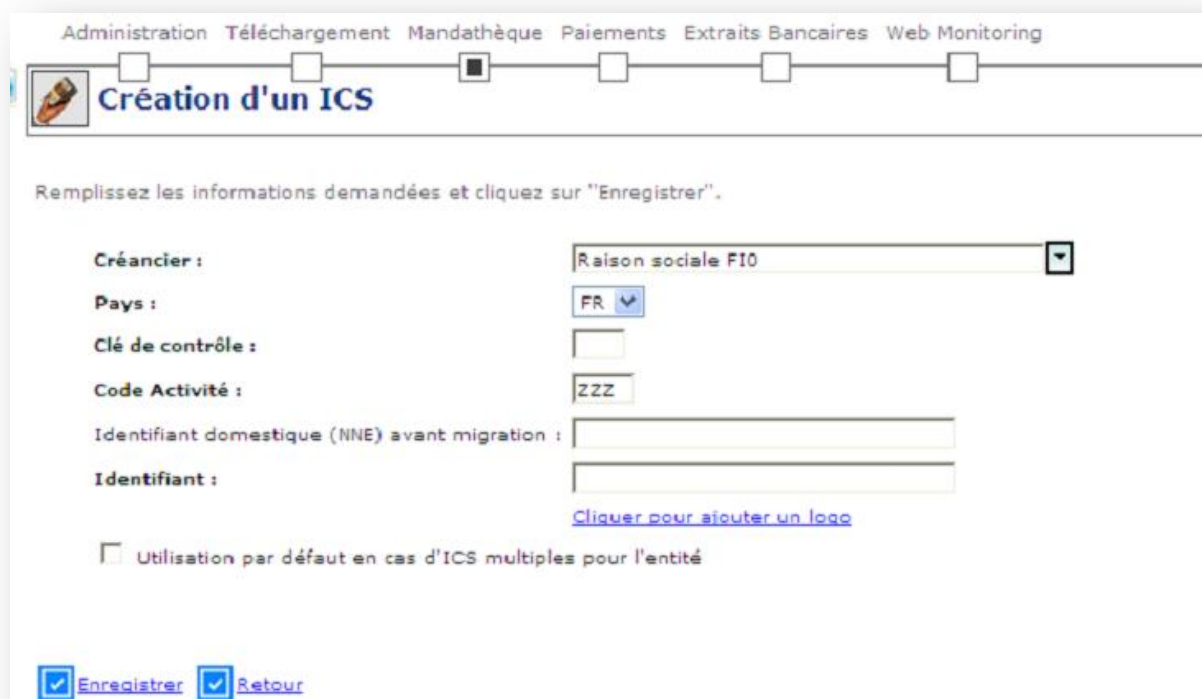
### Step 4: Setting up Notification Contracts

This step is only required to use the alert features: such features actually require the creation of a Notification Contract.

To create a Notification Contract, right-click Entity then select Contracts/Notification/New Notification.

Note: In order to be able to modify contracts from the Administration module of Online Banking (changing recipients), you must select "Use on Online Banking".





## Operating the Mandate Factory

### Mandatory Setup

#### SCI

The SEPA Creditor Identifier is a unique reference created for SEPA Direct Debits (SDDs). It consists of the following elements:

- ISO Country Code (2)
- Check Key (2)
- Activity Code (3)
- Bank Identifier

In Online Banking, go to Configuration/SCI.

#### Creation

Select "Create" at the bottom of the list.

Note: Bank Identifiers set for Creditors' accounts in the Contract Manager are used as the default identifiers – however they can be changed. If a logo was selected, it is displayed in the PDF file created from the Mandate.

"Default" SCI are automatically used for mandates created by the Creditor.

Reminder: the "Check SCI" option must be enabled in Administration/User Parameters/Check.

String [Country Code+Key+Activity Code+ID] must be unique.

A check is performed on the length of the Identifier for the following countries:

Country	Code	Length	Example
France	FR	13	FR12ZZZ123456
Belgium	BE	17 or 20	BE68ZZZ0123456789 / BE78ZZZ050D000000008
Germany	DE	18	DE97ZZZ12345678901
Luxembourg	LU	26	LU27ZZZ00000000000123456789
Spain	ES	16	ES97ZZZM23456789

### Import

Select "Import" at the bottom of the list.

The expected file structure is available in the appendix.

Automatic import using IMPVIR with /F: ICS

### Modification - Deletion

Options of modification in Manual or Import modes:

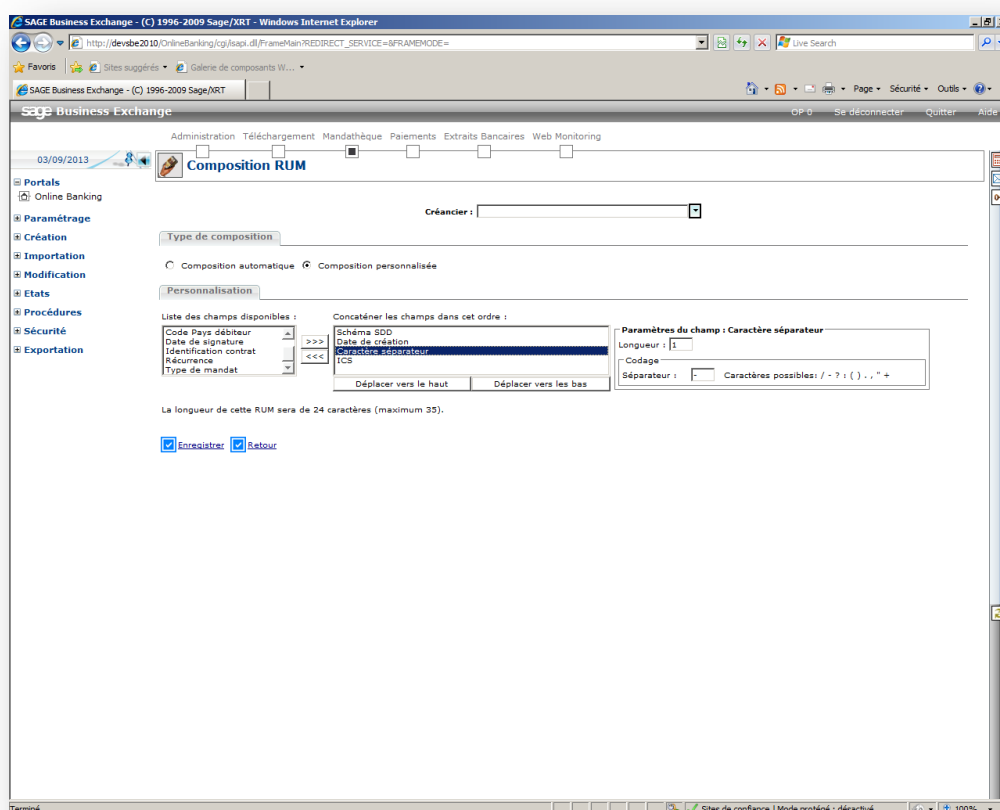
- Logo
- Checkbox for default SCI.

In Manual mode, the other info. elements are not editable.

Deletion is not possible if the SCI is used for a Mandate – with any status.

## Optional Configuration

### UMR Composition



UMR may be entered by the user, automatically created, or created according to a particular setup previously specified by the user.

Via Procedures/UMR Composition, the user can specify preferences for UMR composition.

Various criteria can be selected to define a customized UMR composition: lengths, codes, separators, etc.

If the user selects the automatic composition, UMR composition is based on the following:

Char. 1-2: Mandate Origin: 00=New– ++ =Migrated

Char. 3: SDD Scheme:C=Core – B=B2B  
Char. 4: Type: R=Recurrent – P=One-off  
Char. 5-12: MMI Creditor Alias  
Char. 13-14: Year of creation (YY)  
Char. 15-16: Month of creation (MM)  
Char. 17-24: Contract ID (35 char. truncated to 8 char.)  
Char. 24-35: Sequence No. by Entities (Mandate SBE ID)

Note: Authorized characters are:

a b c d e f g h i j k l m n o p q r s t u v w x y z A B C D E F G H I J K L M N O P Q R S T U V W X Y Z  
0 1 2 3 4 5 6 7 8 9

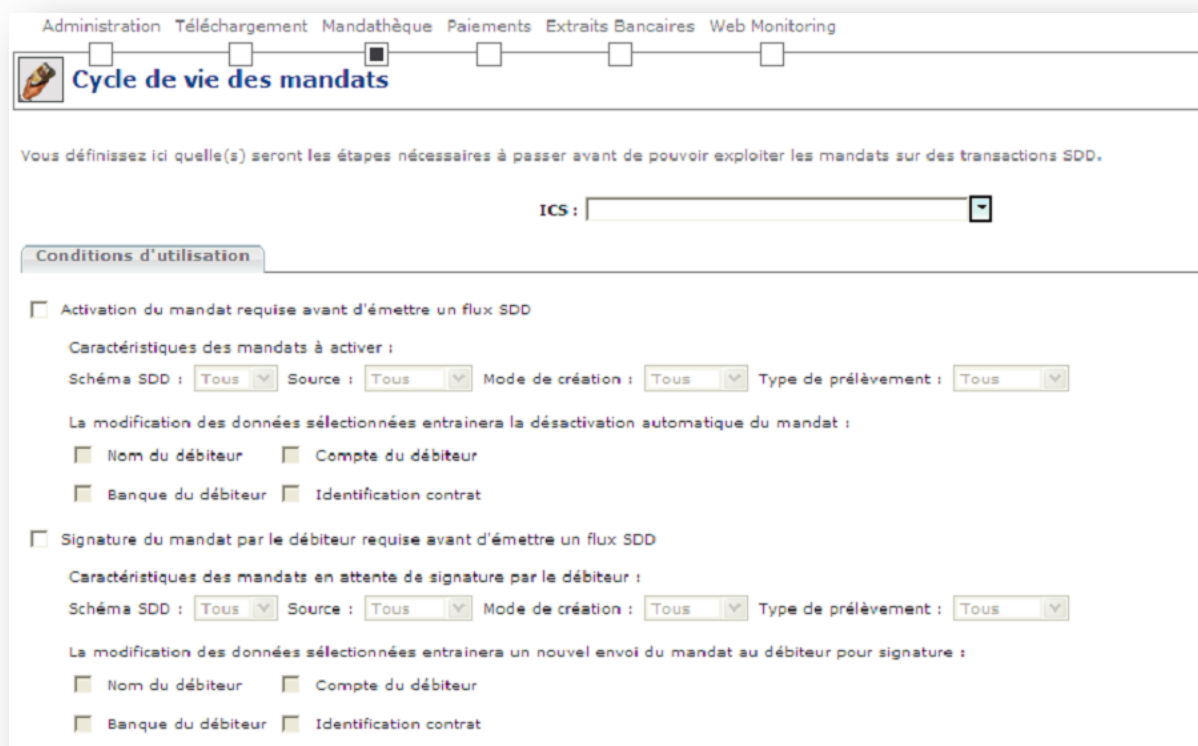
/ - ? : ( ) . , " + Space : ( ) . , " + Space

Data not padded

Note: "Contract ID" is not mandatory. If the information has not been specified, the Debtor Code is used (8 char. max.).

## Life Cycles

The setup of life cycles can be performed for a specific SCI or for all SCIs at the same time.



## Mandate must be

When a Mandate has been created, according to the setup, it needs to be enabled prior to being used and going through its life cycle.

Within a life cycle, certain changes applied to the Mandate data, automatically disable it and make it unavailable until further activation.

The Mandate status changes from "Disabled" to "Enabled" and vice-versa.

## Debtor's signature required

When a Mandate has been created, according to the setup, it must be sent to the Debtor for signature. The Signed Mandate is attached to the Mandate in order to be ready for activation, if required (see above).

Within a life cycle, certain changes applied to the Mandate data, require a new signature by the Debtor, and make the mandate unavailable until receiving the signature of the modified mandate.

The evolution of the Mandate status is: "Disabled", "Pending for Debtor Signature", "Signed by Debtor" and "Enabled".

## Filters

Filters are pre-saved selection screens which can be customized by the user.

For Online Banking, access is made through Configuration/Filters.

At creation, a filter can be declared as:

- Default: the filter is automatically applied when the associated function is used.
- Public: the filter can be used by all the operators of the entity.
- Private: the filter can only be used by its creator.

The filter is not mandatory: if there is no filter for a function, the list contains all possible elements (+ depending on the operator's rights on the transaction types).

Some of the criteria used to define filters can be "multiple":

- Mandates Group(s)
- Debtor(s)

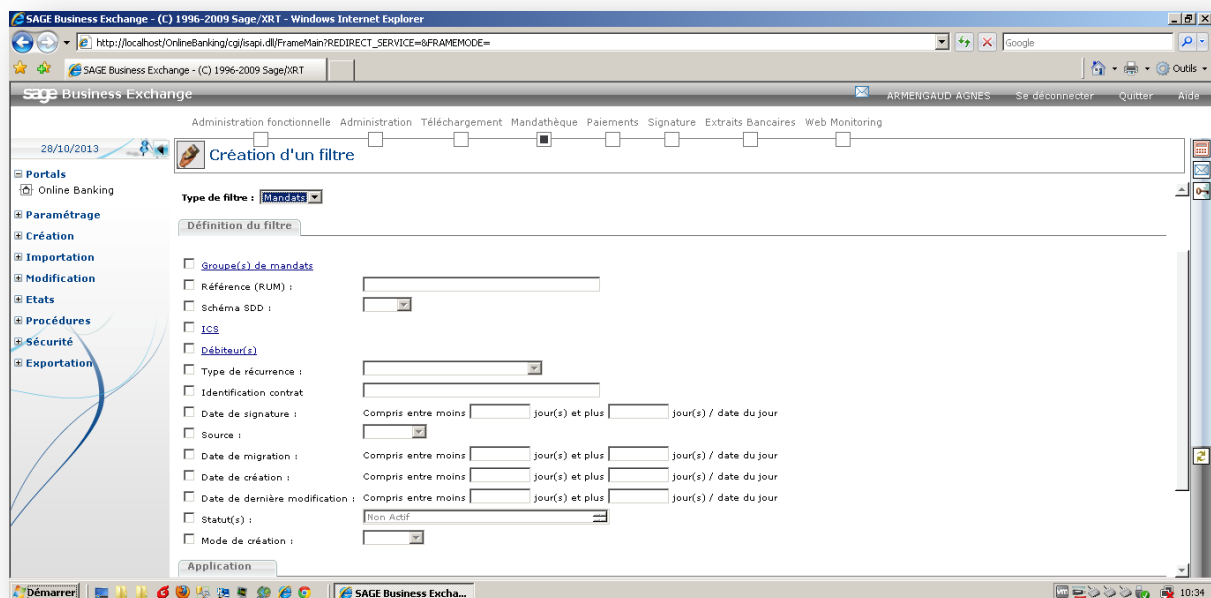
For both criteria, you can select items in the newly open window.

Note that once the items have been selected, you must click the "Save" button and close the window by clicking X, in order to save the criteria in the filter.

- Status

The multiple selection mode is different for this criterion. When enabled (box selected), the combo box opens and multiple selections can be made using the Ctrl key.

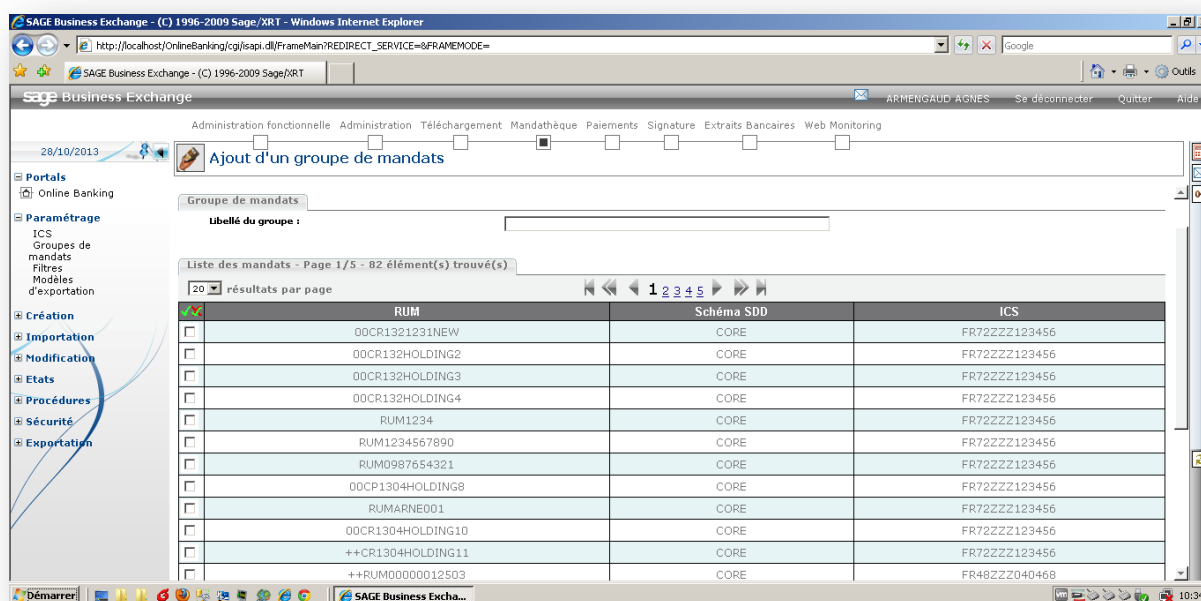
When you select a filter, it is automatically applied to the list.



## Mandate Groups

You can create Mandate Groups using the Setup/Mandate Groups function.

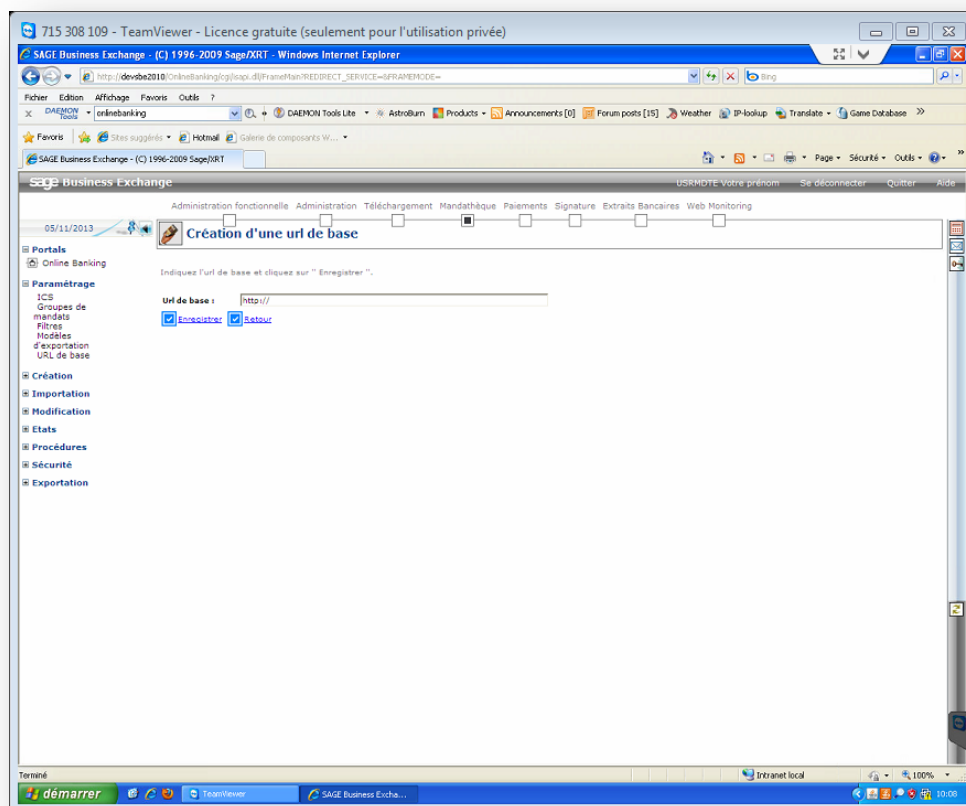
Each group is identified through a unique description. A list of available mandates is displayed to enable selection. A single Mandate can be linked to several Groups.



## Initial URL

Via Setup/Initial URL, URLs may be created and re-used during the mandate creation.

An external document (outside SBE) can be stored for a mandate and accessed through this URL hyperlink.



## PDF Print Options

Various PDF types may be generated:

- SBE form which is customizable in terms of content
- External form which is completely customizable (PDF type)

If the option "Check if PDF Form Template exists" is selected, the file name must be: "entity SCI\_language code defined for mandate.pdf", the expected language codes correspond to ISO codes.

Example: FR92ZZZ123456\_FR

List of the elements usable in PDF forms

Data	Variable Name
UMR	varRUM
Scheme (CORE, B2B, COR1)	varSCHEME



Debtor Name	varDEBTORNAME
Debtor's Address	varDEBTORADR
Debtor's ZIP Code	varDEBTORPOSTCODE
Debtor's City	varDEBTORTOWN
Debtor's Country Code	varDEBTORCOUNTRY
Debtor's Email	varDEBTOREMAIL
Debtor's Phone	varDEBTORPHONE
Debtor IBAN	varDEBTORIBAN
Debtor's Bank BIC	varDEBTORBKBIC
Debtor's Bank Name	varDEBTORBKNAME
Debtor's Bank Address	varDEBTORBKADR
Debtor's Bank Country Code	varDEBTORBKCOUNTRY
Creditor Name	varCREDITORNAME
Creditor SCI	varCREDITORICS
Creditor's Address	varCREDITORADR
Creditor's ZIP Code	varCREDITORPOSTCODE
Creditor's City	varCREDITORTOWN
Creditor's Country Code	varCREDITORCOUNTRY
Recurrence Type: One-off or Repetitive	varRECURTYPE
Signature Date	varSIGNDATE
Signature Location	varSIGNPLACE
Third-Party Debtor Name	varULTMDEBTORNAME

Third-Party Creditor Name	varULTIMCREDITORNAME
Contract ID Number	varCONTRACTID
Contract Description	varCONTRACTDESC
To be returned to	varRETURNTTO
Additional Information	varADDINFOS
Third-Party Debtor ID	varULTIMCREDITORID
Third-Party Creditor ID	varULTMDEBTORID
Contract Debtor ID	varCONTRACTDEBTORID

## Debtors Management

Debtors used by the Mandates Management feature are linked to the Payment module. However, users are not obliged to use this module.

### Using existing Third Parties from Payment module

In this case, the Debtor is in the third-party database of the Payment module. When creating Mandates in the Mandate Factory, the user has to select a Third Party.

### Accessing Third Parties from Mandate Factory

Sometimes, it may be necessary to create a Debtor or update the information on existing Debtors.

Users can perform these operations only once granted individual or entity-level authorizations.

Authorizations are set up using the Security/Access Third Parties function.

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## Available Cycles



## Creating Mandates

### Data Entry

Access is made through Create/Mandate.

Administration Téléchargement Mandatèque Paiements Extraits Bancaires

### Création d'un mandat

Complétez les données du mandat et cliquez sur Enregistrer.

**Identification**

Référence (RUM) :

Schéma SDD :

**Créancier**

Nom :

ICS :

Adresse :

Pays :

**Débiteur**

Nom :

Adresse :

Pays :

IBAN : Pays :  Clé :  Compte :

E-mail :

**Caractéristiques**

Type de récurrence :

Mandat signé le :

Mandat migré : ☐ Oui ☒ Non Date de migration :

**Contrat**

Numéro d'identification :

Description :

Identifiant débiteur :

Le débiteur paie pour le compte de [...] Le créancier remet les prélèvements pour le compte de [...]

**Informations complémentaires**

A retourner à :

Autres informations :

Langue du formulaire :

The creation form consists of several sections:

- Mandate Identification

- Scheme: SDD or CORE
- Unique Mandate Reference (UMR)
- Creditor
  - Name: Selection of Entity from Contract Manager
  - SCI: Default SCI for Entity
  - The Entity's details are automatically defined.
- Debtor
  - Information on the Debtor (selected or created)
  - Information on Debtor's Bank (BIC, search option)
  - Information on Debtor's Account (BIC, check option)
- Mandate Characteristics
  - Recurrence Type: One-off or Repetitive
  - Signature Date and Location
  - Migrated Mandate?
  - Details of the underlying Commercial Contract
  - Contract Reference
  - Creditor and Debtor Third Parties Identification, if required
- Other Info.
  - Free-text information
  - URL link to an external document
  - Language for the PDF file to generate

Save the mandate for further processing ("Save" action): the data mandate is checked (mandatory information, execution date/today's date).

If some of the information are missing, the Mandate status is changed to "Incomplete". The Mandate must be completed.

Once everything is in order, a save confirmation page displays all the Mandate details. To confirm creation, click "Confirm". To return to the Mandate, click "Cancel". If confirmed, a confirmation page is displayed.

### PDF Creation

Upon confirming the save, a "Mandate image" PDF file is created in the selected language.

The naming rule for this PDF file is: Mandate\_UMR\_SCI.pdf

Note: A PDF file can also be generated from a mandate in Incomplete status.

Administration Téléchargement Mandatèque Paiements Extraits Bancaires

**Confirmation**

**Bic banque :** 88888888  
**IBAN :** Pays : FR Clé : 80 Compte : 309980000377777777755  
**E-mail :** mtortissier@fr.sage.com

**Caractéristiques**

**Type de récurrence :**  
**Mandat signé le** 11/2/2013 à Lille  
**Mandat migré :** Non Date de migration

**Contrat**

**Numéro d'identification :** blankline  
**Description :**  
**Identifiant débiteur :**  
 Le débiteur paie pour le compte de [...] Le créancier remet les prélèvements pour le compte de [...]

**Informations complémentaires**

**A retourner à :**  
**Autres informations :**  
 Langue du formulaire : Français

☒ Confirmer ☒ Annuler

**Message de la page Web**
  
 Un fichier pdf va être créé reprenant les informations du mandat.

SEPA Direct Debit Mandate CORE		Creditor's logo
Mandate reference ref		
<p>By signing this mandate form, you authorise Raison sociale F10 to send instructions to your bank to debit your account and your bank to debit your account in accordance with the instructions from Raison sociale F10.</p> <p>As part of your rights, you are entitled to a refund from your bank under the terms and conditions of your agreement with your bank. A refund must be claimed within 8 weeks starting from the date on which your account was debited.</p>		
Your name	BENEFICIAIRE1...	
Your address	ADRESSE1 75015 LA VILLE - FR	
E-mail	E-mail débiteur	
Your account number	FR551099810000340009013L BANQUEXX	
Creditor's name	Raison sociale F10	
Creditor identifier	FR76222999999	
Address	1 2 3 -FR	
Type of payment	<input type="checkbox"/> Recurrent payment <input type="checkbox"/> One-off payment	
City or town in which you are signing	Location Paris	Date 10/1/2013
Signature(s)	<div></div>	
Details regarding the underlying relationship between the Creditor and the Debtor - for information purposes only.		
Debtor identification code	BENEFICIAIRE1	
Person on whose behalf payment is made	Name Identification code	
If you are paying on your own behalf, leave blank	Name Identification code	
Identification number of the underlying contract		
Description of contract		
Please return to	Creditor's use only	

## Import

Mandates are imported using XML structure (available in the appendix).

Use the Import/SDD Mandates function to manually start an import job.

Administration
Téléchargement
Mandathèque
Paiements
Extraits Bancaires

**Importation des mandats**

Pour importer des mandats, veuillez sélectionner le fichier contenant les informations puis cliquer sur le bouton "Importer".

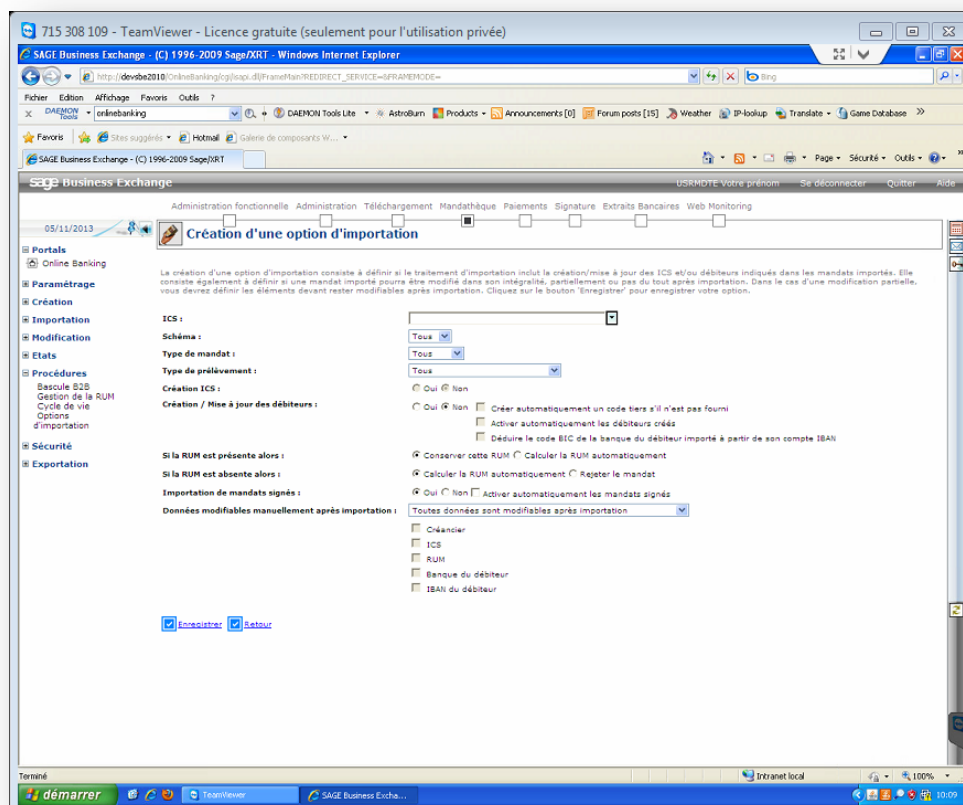
Nom du fichier à importer:

☒ **Importer**

Prior to the import process, a number of options are available to specify the following:

- Automatic Creation of unknown SCI

- Automatic Creation of unknown Debtors
- Automatic Data Update for known Debtors
- Automatic Indication of Debtor's Bank BIC
- UMR management
- Automatic Import and potential Activation of signed Mandates
- Data modification for imported Mandates



Import jobs can be automatically triggered using IMPVIR with /F: MANDATMTEC

A scheduled task creates PDF files for the imported Mandates.

This task is independent from the Check task.

When you try to view a PDF which has not been generated yet, the following message is displayed: "PDF file is being created".

Reject files have the same structure as import files, apart from an additional tag for the reason: <mandate> « <reject\_reason> ».

This file can be re-imported without deleting the <reject\_reason> tag.



## Default Data on Import

In the Import Structure for mandates, <default\_data> node under <mandate> has been added to automatically complete certain elements:

- Scheme
- Recurrence Type
- Signature Date
- Mandate Type
- Mandate Email

During Import, if info. under <data> is void, then info. under <default\_data> is used before the reject.

## Migration

This feature is used to create SDD Mandates from a files in the local format. For France, the format is AFB160.

As the native content of this format does not provide enough information to create SDD Mandates, additional records with an imposed structure are required.

The structure for additional records is available in the appendix.

Migrations are launched through the Import/Migrate to SDD Mandates function.

## Mandates "Pending for Debtor Signature"/"Signed by Debtor"

When Debtor's signature is required (see Life Cycles), the Mandate status is "Pending for Debtor Signature". In this particular case, the returned mandate (i.e. signed) is attached to the original Mandate.

This action is performed using the mandate modification feature, available as an icon on the "Actions" column.

Items "Signed in" and "On" are proposed.

## Enabling Mandates

This operation is manually performed through the "Change Mandates" command at the bottom of the list.

You can select several Mandates to be enabled at the same time.

## Import of Signed Mandates and Automatic Activation

The files that include the signed mandates may be manually and automatically imported and these signed mandates may be automatically activated.

Otherwise, the linking action is only available as a unitary action of the user at the level of each mandate, and the activation of the signed mandates cannot be automated.

The signed mandates are imported using XML structure (available in the appendix).

Use the Import/SDD Mandates function to manually start an import job.

Automatic Import available through IMPVIR (value for /F: SIGNEDMANDAT).

## Manually Changing Mandates

"Incomplete" or "Disabled" Mandates are editable.

The editable elements depend on the type of modification selected.

The screenshot displays the 'Modification du mandat 00CR1308HOLDING80' page in the SAGE Business Exchange web application. The interface includes a top navigation bar with links for Administration fonctionnelle, Administration, Téléchargement, Mandatèque, Paiements, Signature, Extraits Bancaires, and Web Monitoring. A sidebar on the left provides navigation for Portals, Paramétrage, Création, Importation, Modification, Mandats, Etats, Procédures, Sécurité, and Exportation. The main content area is divided into three sections: Identification, Créancier, and Débiteur. The Identification section shows the Reference (RUM) as 00CR1308HOLDING80 and the SDD Schema as CORE. The Créancier section shows the Name as HOLDING, ICS as FR10222133302, and Address as 10 rue du Fructidor, 75017 PARIS, France. The Débiteur section shows the Code as CODE1 - TEIXEIRA, Name as TEIXEIRA, and Address as 10 rue du Fructidor, 75017 PARIS, France. The page also includes a 'Type de modification' dropdown set to 'Libre (avant 1ère utilisation du mandat)' and a 'Modifier' button to save changes.

## Free Change (prior to 1<sup>st</sup> use)

All the information is editable (except for restrictions related to life cycles, import option).

## Change initiated by a Creditor

The following items can be modified:

- SCI – changing the Activity Code is not considered as a modification of the SCI –
- UMR
- Creditor details (name or address):
  - change the name by selecting another entity on the Mandate
  - change the address details in the MMI

## Change initiated by a Debtor

The following items can be modified:

- Account Numbers from the same Bank
- Bank holding the Account

Provided the debtor update option has been set up, the "Bank BIC" and "IBAN" fields of the Debtor group box are editable.

## Changing Mandates through Import Jobs

As the mandate import structure contains identification information and editable data, import jobs can be used to modify Mandates.

You have to specify the type of modification.

Warning: check the mandate status before modification import, all modifications may not be taken into account (see above).

## Canceling Mandates

This operation is manually performed through the "Change Mandates" command at the bottom of the list.

You can select several Mandates with reasons to be canceled at the same time.

## Revoking Mandates

This operation is manually performed through the "Change Mandates" command at the bottom of the list.

You can select several Mandates with reasons to be revoked at the same time.

## Closing Mandates

This operation is manually performed through the "Change Mandates" command at the bottom of the list. Select "Cancelled" and/or "Revoked" Mandates and click the "Close" button. Reasons are:

- Mandate closed: Cancelled mandates closed
- Mandate closed: Revoked mandates closed

This operation is automatically performed:

- For final-status Transactions based on a single Mandate with the following reason: Automatic Closing of a Single Mandate
- For final-status Transactions based on a recurrent Mandate with the following reason: Automatic Closing of a Recurrent Mandate
- If a Mandate has not been used to create Transactions for 36 months, with the following reason: Automatic Closing of a Lapsed Mandate

## Mandate Expiration

The mandate expiration is managed through a scheduled task that searches for the mandates that have not been used for a given period of time (36 months). This task manages the sending of the alert X days before the mandate expiration.

Addition of settings for the alert:

- X days
- Recipient Groups (ADMIN WEB)

Scheduled task arguments:

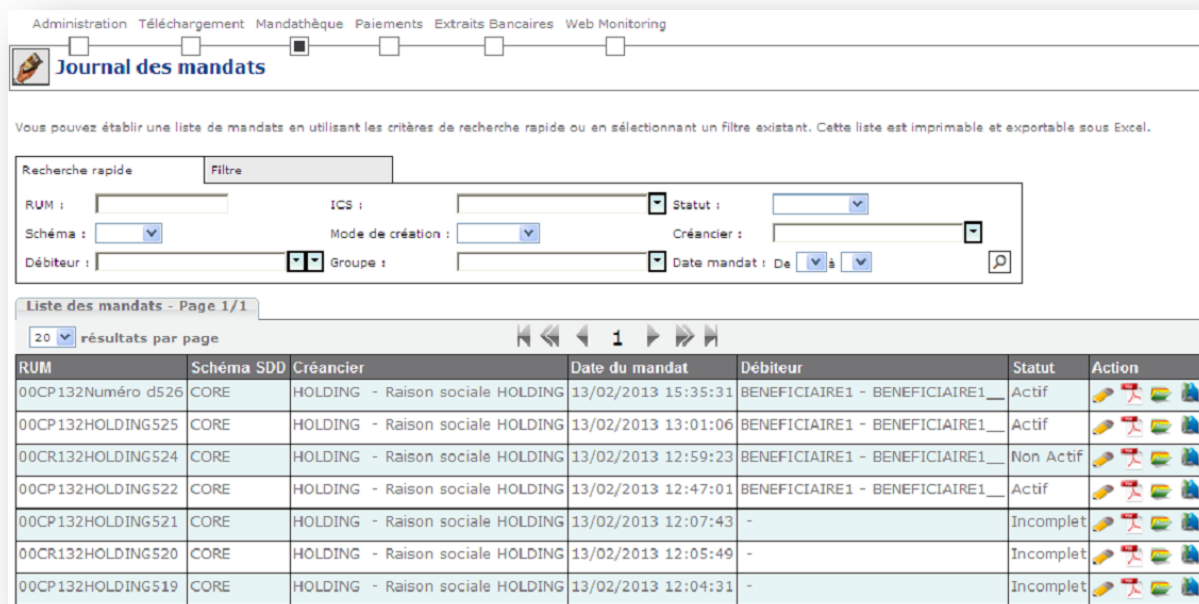
- MONTHCLOSE: mandates expire if they are not used for X months.
- DAYSBEFORE: message sent X days before mandate expiration.
- NOTIFCNT: Entity1 Alias – Alert Recipient Groups Alias (admin web)/Alias Entity2–Alias Alert Recipient Groups Alias (admin web)





























Example:

MONTHCLOSE:36;DAYSBEFORE:5;NOTIFCNT:HOLDING-MB/FI0-LD

## Reporting and Audit

### Mandate Ledger



RUM	Schéma SDD	Créancier	Date du mandat	Débitteur	Statut	Action
00CP132Numéro d526	CORE	HOLDING - Raison sociale HOLDING	13/02/2013 15:35:31	BENEFICIAIRE1 - BENEFICIAIRE1__	Actif	   
00CP132HOLDING525	CORE	HOLDING - Raison sociale HOLDING	13/02/2013 13:01:06	BENEFICIAIRE1 - BENEFICIAIRE1__	Actif	   
00CR132HOLDING524	CORE	HOLDING - Raison sociale HOLDING	13/02/2013 12:59:23	BENEFICIAIRE1 - BENEFICIAIRE1__	Non Actif	   
00CP132HOLDING522	CORE	HOLDING - Raison sociale HOLDING	13/02/2013 12:47:01	BENEFICIAIRE1 - BENEFICIAIRE1__	Actif	   
00CP132HOLDING521	CORE	HOLDING - Raison sociale HOLDING	13/02/2013 12:07:43	-	Incomplet	   
00CR132HOLDING520	CORE	HOLDING - Raison sociale HOLDING	13/02/2013 12:05:49	-	Incomplet	   
00CP132HOLDING519	CORE	HOLDING - Raison sociale HOLDING	13/02/2013 12:04:31	-	Incomplet	   

Access is made through Reports/Mandates Ledger.

The Ledger lists the Mandates with their last known statuses.

- This list can be filtered by applying:
- Quick search criteria
- Pre-set filters

The Ledger enables to perform the following actions:

- Modifying a Mandate
- Viewing the last PDF file created for a Mandate
- Displaying the Mandate history
- Accessing Mandate - SDD links

## Mandate History

Access is made through Reports/Mandate History or the dedicated action link from the Ledger.

RUM	Schéma SDD	Créancier	Date du mandat	Débiteur	Statut
<a href="#">00CP132FI0604</a>	CORE	FIO - Raison sociale FIO	19/02/2013 11:38:50	BENEFICIAIRE1 - BENEFICIAIRE1__	Non Actif
<a href="#">00CP132Numéro d526</a>	CORE	HOLDING - Raison sociale HOLDING	13/02/2013 15:35:31	BENEFICIAIRE1 - BENEFICIAIRE1__	Actif
<a href="#">00CP132HOLDINGS525</a>	CORE	HOLDING - Raison sociale HOLDING	13/02/2013 13:01:06	BENEFICIAIRE1 - BENEFICIAIRE1__	Actif
<a href="#">00CR132HOLDINGS524</a>	CORE	HOLDING - Raison sociale HOLDING	13/02/2013 12:59:23	BENEFICIAIRE1 - BENEFICIAIRE1__	Non Actif
<a href="#">00CP132HOLDINGS522</a>	CORE	HOLDING - Raison sociale HOLDING	13/02/2013 12:47:01	BENEFICIAIRE1 - BENEFICIAIRE1__	Actif
<a href="#">00CP132HOLDINGS521</a>	CORE	HOLDING - Raison sociale HOLDING	13/02/2013 12:07:43	-	Incomplet
<a href="#">00CR132HOLDINGS520</a>	CORE	HOLDING - Raison sociale HOLDING	13/02/2013 12:05:49	-	Incomplet
<a href="#">00CP132HOLDINGS519</a>	CORE	HOLDING - Raison sociale HOLDING	13/02/2013 12:04:31	-	Incomplet
<a href="#">00CP132FI0403</a>	CORE	FIO - Raison sociale FIO	06/02/2013 16:52:01	-	Incomplet
<a href="#">TEST_1</a>	CORE	FIO - Raison sociale FIO	06/02/2013 16:47:29	BENEFICIAIRE1 - BENEFICIAIRE1__	Actif

The Ledger lists the Mandates with their last known statuses.

This list can be filtered by applying:

- Quick search criteria
- Pre-set filters

Click the UMR hyperlink to access the detailed history of a Mandate.

**Historique des modifications**

Toutes les modifications portées sur ce mandat sont listées ci-dessous. L'historique ne reprend pas les données en cours. Pour retourner à la liste des mandats, cliquez sur le bouton "Retour".

Date et Heure	Utilisateur	RUM	ICS	Créancier	BIC Débiteur	IBAN débiteur	Commentaires / Motif	Mandat
30/08/2013 10:53:02	ARMENGAUD AGNES	00CR1308CTPASCAL76	FR10ZZZ133302	HOLDING				

**Historique des statuts**

Tous les changements de statut du mandat sont listés ci-dessous. Pour retourner à la liste des mandats, cliquez sur le bouton "Retour".

Date et Heure	Utilisateur	Evènement	Statut	Commentaires / Motif
30/08/2013 11:11:51	ARMENGAUD AGNES	Signature par le débiteur	Signé par le débiteur	
30/08/2013 11:10:08	\$SYSTEM\$	Envoi au débiteur pour signature	Envoyé au débiteur pour signature	
30/08/2013 10:53:02	ARMENGAUD AGNES	Modification	En attente d'envoi au débiteur pour signature	
30/08/2013 10:49:42	ARMENGAUD AGNES	Création par saisie	Incomplet	

The Mandate history is divided into two parts:

- **Modification History:** this table lists the essential changes of the mandate data and enables access to the mandate PDF according to the date.
- **Status History:** this table lists the successive mandate statuses, specifying the operators and the trigger events.

## Mandates-SDD Links

### Using Payment Module

If the Payment module from SBE is used to manage SDD, the links between Mandates and SDD are automatically generated.

### Importing Mandate-SDD Links

If SDD are not managed by SBE Payment module, some information must be imported in order to create Mandates - SDD links.

Import jobs can be started through the Import/Mandates-SDD Links command.

The import file structure is available in the appendix.

Automatic import is possible using IMPVIR with /F : UTILMANDAT.

### Viewing Mandates-SDD Links

Access is made through Reports/Mandates-SDD Links or the dedicated action link from the Ledger.

The list displays the last known links between Mandates and SDD Transactions.

This list can be filtered by applying:

- Quick search criteria
- Pre-set filters

Click the dedicated action link to access the details of a Mandate - SDD link. A tool tip also presents the transaction main features.

All the SDD Transactions linked to a specific Mandate are displayed.

## Debtors Report

This report is used to answer a number of questions related to the debtors.

E.g.:

- How many Mandates are signed by EN Debtors?
- Which Debtors' Banks have signed a Mandate with me?

Access is made through Reports/Debtors Report.

Administration Téléchargement Mandat@que Paiements Extraits Bancaires Web Monitoring

## Etat sur les débiteurs

A partir de cet état, vous pouvez avoir une vision de vos relations avec vos débiteurs.

Recherche rapide

ICS :  Ordre :

Pays débiteur :  BIC banque débiteur :

Pays banque débiteur :  Statut :

Schema :

Liste des débiteurs - Page 1/5 - 84 élément(s) trouvé(s)

20 résultats par page

Débiteur	BIC banque débiteur	RUM	Schema SDD	Créancier	Statut	Origine	Action
888 - 888	XXXXXXX	00CP1305FI01114	CORE	FIO - Raison sociale FIO	En attente d'envoi au débiteur pour signature	Nouveau	
BENEFICIAIRE001 - BENEFICIAIRE001__	BICCODEX	00CP1305FI01113	CORE	FIO - Raison sociale FIO	En attente d'envoi au débiteur pour signature	Nouveau	
-		---	CORE	HOLDING - Raison sociale HOLDING	Incomplet	Nouveau	
-		00CP1305FI01111	CORE	FIO - Raison sociale FIO	Incomplet	Nouveau	
-		00CP1305FI01110	CORE	FIO - Raison sociale FIO	Incomplet	Nouveau	
TIERS_HOLDING_MANDAT_TUNISIE_001 - TIERS_HOLDING_MANDAT_TUNISIE_001	BEITTTT	00CP1305FI01109	CORE	FIO - Raison sociale FIO	En attente d'envoi au débiteur pour signature	Nouveau	
-		---	CORE	FIO - Raison sociale FIO	Incomplet	Nouveau	
986546788 - name	BNABFRPP	00CP1304HOLDING1106	CORE	HOLDING - Raison sociale HOLDING	En attente d'envoi au débiteur pour signature	Nouveau	
4545455455 - name	BNABFRPP	00CP1304FI01105	CORE	FIO - Raison sociale FIO	En attente d'envoi au débiteur pour signature	Nouveau	
BENEFICIAIRE1 - BENEFICIAIRE1__	BICCODEX	00CP1304FI01104	CORE	FIO - Raison sociale FIO	En attente d'envoi au débiteur pour signature	Nouveau	
MT1 - DUPONT	BNPPFRPP	00CP13035AGE7	CORE	FIO - Raison sociale FIO	Actif	Migré	
BENEFICIAIRE002 - BENEFICIAIRE002__3__	BICCODEX	00CP1304FI01102	CORE	FIO - Raison sociale FIO	Signé par le débiteur	Nouveau	
TIERS_MANDATHEQUE_HOLDING_00011 - Blandine ROBOAM	SOGEFRPP	00BP1304FI01101	B2B	FIO - Raison sociale FIO	Actif	Nouveau	
TIERS_MANDATHEQUE_HOLDING_00001 - Hervé Pires	SOGEFRPP	No.Iban.In.File.Import.For.Debtor	CORE	FIO - Raison sociale FIO	Clos	Migré	
TIERS_HOLDING_MANDAT_TUNISIE_001 - TIERS_HOLDING_MANDAT_TUNISIE_001	BEITTTT	7N000001	CORE	FIO - Raison sociale FIO	Clos	Nouveau	
TIERS_MANDATHEQUE_HOLDING_00004 - Patrick STEPHAN	SOGEFRPP	00CB131Num.Iden203	CORE	FIO - Raison sociale FIO	Non Actif	Nouveau	
TIERS_MANDATHEQUE_HOLDING_00004 - Patrick STEPHAN	SOGEFRPP	00CB131Num.Iden202	CORE	FIO - Raison sociale FIO	Non Actif	Nouveau	
TIERS_MANDATHEQUE_HOLDING_00001 - Hervé Pires	SOGEFRPP	mandat.Import.001	CORE	FIO - Raison sociale FIO	Non Actif	Migré	

## Exporting

Data can be manually or automatically exported. You can start an export without applying a filter or a template.

## Export Template

Export templates are used to specify:

- The type of information to be exported (SCI, Mandate or Mandates - SDD Links)
- The information to export
- The layout of the information (file structure is editable).

Access is made through Setup/Export Templates.





The list of fields available for export depends on the type of data.

Select the data to export (use the Ctrl key for multiple selection) and click the >>> button to copy them into the "exported" fields area. To change the order of the data, select an item and click the "Move up" or "Move down" buttons.

You can modify export templates at any time.

## Exporting Mandates

Access is made through Export/Mandates.

**Reminder 2:** Default filter is applied prior to the export job.

**Reminder 2:** Regardless of the number of Mandates being exported, the export process is run in batch mode. You can view the progress of the batch process by clicking "Display Batch Process List".

Before starting the export job:

- You can select an export template (otherwise all the data available are exported).
- You must select a file format: ASCII, XML, WORD, EXCEL.

The resulting file can be accessed from the list of batch processes on calling the report.

Automatic export is possible using EXPVIR.exe with /T: MTECMANDATS.

## Gateway for FRP Universe and Sage 1000

The concept is to enable the user to export mandates from the Mandate Factory through files that can be directly used by FRP Universe and L1000 by import.

Via EXPVIR automatic export via argument /F whose values may be:

- MXU
- ML1000

And whatever the value of/F, use options for:

- /MDTES:

Status of mandates to export (e.g. /MDTES:1 or /MDTES:1,2)

- /MDTEDATECREA:

Creation Date for the mandates to export (e.g.: /MDTEDATECREA: -5 the creation date is between 5 days and today's date)

- /MDTEDATES:

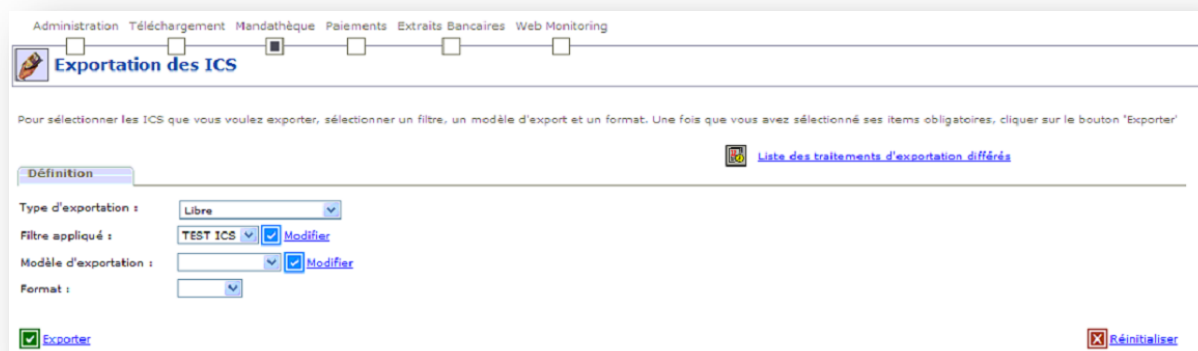
Status Date (e.g.: /MDTEDATES:-5 Status Date in /MDTES is between -5 days and today's date)

- /MDTEAMD:

Modification Date for the mandates to export (e.g.: /MDTEDATECREA: -5 the creation date is between 5 days and today's date)

## Exporting SCI

Access is made through Export/ICS.



Regardless of the number of SCI being exported, the export process is run in batch mode. You can view the progress of the batch process by clicking "Display Batch Process List".

Before starting the export job:

- You can select an export template (otherwise all the data available are exported).
- You must select a file format: ASCII, XML, WORD, EXCEL.

The resulting file can be accessed from the list of batch processes on calling the report.

Automatic export using EXPVIR.exe with /T: ICS

## Exporting Mandates-SDD Links

Access is made through Export/Mandates-SDD Links.

Regardless of the number of Mandates - SDD Links being exported, the export process is run in batch mode. You can view the progress of the batch process by clicking "Display Batch Process List".

Before starting the export job:

- You can select an export template (otherwise all the data available are exported).
- You must select a file format: ASCII, XML, WORD, EXCEL.

The resulting file can be accessed from the list of batch processes on calling the report.

Automatic export using EXPVIR.exe with /T: UTILMANDATS

## Alerts

### Notification Contracts

The alert mechanism relies on there being one or several notification contracts configured in the Contract Manager.

The possibility to modify notification contracts depends on your access rights to the PARNOTFR function in the ADMTFR service.

In OnlineBanking, access is made through Administration/Notifications and Alerts/Recipient Groups.

**Paramétrage de la notification**

Sélectionnez le contrat de notification que vous désirez modifier en cliquant son groupe de destinataires.

Liste des notifications - Page 1/1

50 résultats par page

Navigation: <<< 1 >>>

Type	Libellé des groupes de destinataire
E-mail	<a href="#">NOTIF MAPI</a>
E-mail	<a href="#">paiement</a>
E-mail	<a href="#">ASUPPRIMER</a>

## Mandate Alerts

Alert-triggering events are configured in the Administration module of Online Banking.

The alert configuration depends on your access rights to the ALERTPAY function in the ADMTFR service.

Access is made through Administration/Notifications and Alerts/Mandate Alerts.

### Alert on Mandate Status

A checkbox precedes each Status item:

- Incomplete
- Disabled
- Active
- Awaiting transmission to Debtor for Signature
- Sent to Debtor for Signature
- Signed by Debtor
- Closed
- Revoked
- Cancelled



Alertes sur statut de mandat

☐ Statut "Incomplet"   1er et 2nd groupes de destinataires [Plus d'options](#)

For each status, you can click "More Options" to refine the trigger options of the alert.



Critères supplémentaires

☐ Groupes(s) de mandats

☐ RUM

☐ Schéma SDD

☐ ICS:

☐ Débiteur(s)

☐ Type de prélèvement:

☐ Source

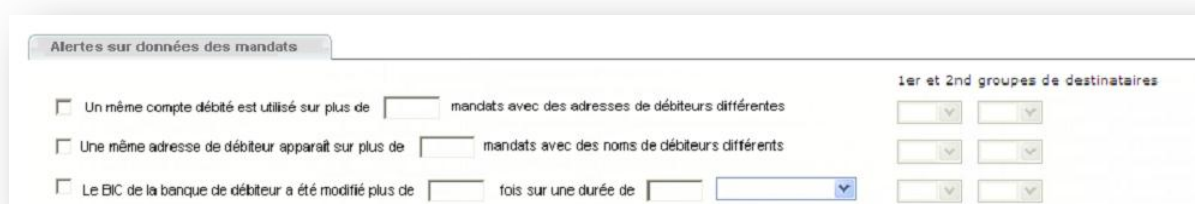
☐ Mode de création

## Alert on Mandate Data

The trigger events preceded by a checkbox (to enable setup) are the following:

- The same Account is used for more than X Mandates with different Debtor Addresses.
- The same Account is used for more than X Mandates with different Debtor Names.
- Bank BIC for the debited Account has been modified more than X times over a specified period.

The alerts are triggered by scheduled tasks executed from the Service Manager.



Alertes sur données des mandats

☐ Un même compte débité est utilisé sur plus de  mandats avec des adresses de débiteurs différentes   1er et 2nd groupes de destinataires

☐ Une même adresse de débiteur apparaît sur plus de  mandats avec des noms de débiteurs différents

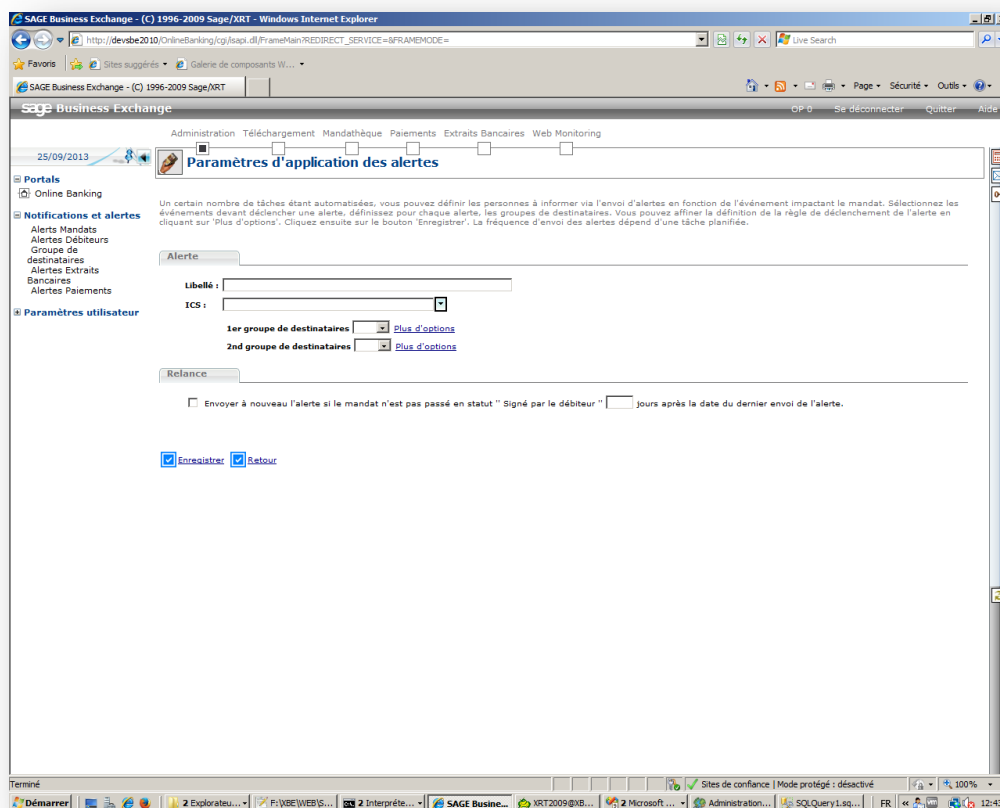
☐ Le BIC de la banque de débiteur a été modifié plus de  fois sur une durée de

## Debtor Alerts

They consist in sending alerts to the debtor when the mandate reaches the status "Pending for debtor signature" with the PDF file attached. The setup for this alert type is to be performed through: "Debtor Alerts" under "Notifications" menu and "Alerts" of OnLine Banking Administration module.

The scheduled task "DEBTORS – Sending Mandates" is responsible for sending this alert type.

The option "Send new Alert if Mandate has not been assigned the following status: "Signed by Debtor"" enables the user to require another alert sent X days after the last one.



## Shifting to B2B

The "B2B Shift" in the "Procedures" menu enables the user to select CORE mandates and to require their duplications in B2B.

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SAGE Business Exchange - (C) 1996-2009 Sage/VRT - Windows Internet Explorer

http://devbe2010.OnlineBanking/cyl/esp/d/FrameMain/REDIRECT\_SERVICE=IFRAMEMODE=

DAEMON Tools Lite - Astroburn - Products - Announcements [0] - Forum posts [15] - Weather - IP-lookup - Translate - Game Database

SAGE Business Exchange - (C) 1996-2009 Sage/VRT

Administration fonctionnelle Administration Téléchargement Mandat/èque Paiements Signature Extraits Bancaires Web Monitoring

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Portals

Online Banking

Paramétrage

Création

Importation

Modification

Etats

Procédures

Bascule B2B

Gestion de la RUM

Cycle de vie

Options d'importation

Sécurité

Exportation

Liste des mandats CORE - Bascule B2B

Liste des mandats - Page 1/1 - 18 élément(s) trouvé(s)

20 résultats par page

RUM	Créancier	Date du mandat	Débit	Statut
00CR1303SAGE1112	MDTE - MDTE	05/07/2013 11:54:23	0001 - name	En attente d'envoi au débiteur pour signature
00CR1303SAGE1001	MDTE - MDTE	05/07/2013 11:54:21	0001 - name	En attente d'envoi au débiteur pour signature
00CR1303SAGE1000	MDTE - MDTE	05/07/2013 11:51:52	0001 - name	En attente d'envoi au débiteur pour signature
00CR1303SAGE1111	MDTE - MDTE	05/07/2013 11:48:19	0001 - name	En attente d'envoi au débiteur pour signature
RUMSIGN11	MDTE - MDTE	27/06/2013 12:43:55	0001 - name	En attente d'envoi au débiteur pour signature
RUMSIGN2	MDTE - MDTE	27/06/2013 12:15:43	0001 - name	En attente d'envoi au débiteur pour signature
RUMSIGN1	MDTE - MDTE	27/06/2013 12:09:50	0001 - name	Non Actif
00CR1303SAGE11	MDTE - MDTE	12/06/2013 17:17:22	0001 - name	Actif
00CR1303SAGE10	MDTE - MDTE	12/06/2013 17:17:19	0001 - name	Non Actif
00CR1303SAGE8	FIMDT - FIMDT	12/06/2013 17:07:13	0001 - name	Non Actif
00CP1306MDTE10016	MDTE - MDTE	12/06/2013 16:35:03	0001 - name	Actif
00CR1306MDTE10015552	MDTE - MDTE	12/06/2013 12:04:10	0001 - name	Actif
00CP1306MDTE10014	MDTE - MDTE	12/06/2013 11:12:00	0001 - name	Clos
00CP1306MDTE14	MDTE - MDTE	06/06/2013 09:34:01	0001 - name	Non Actif
00CR1303SAGE7	FIMDT - FIMDT	31/05/2013 16:39:05	0001 - name	Actif
00CP1305MDTE12	MDTE - MDTE	31/05/2013 14:24:38	0001 - name	Clos
00CP1305MDTE11	MDTE - MDTE	31/05/2013 12:02:31	0001 - name	Clos
00CR132MDTE666	MDTE - MDTE	28/02/2013 14:37:39	0001 - name	Actif

Haut de liste

Autres actions

Tous Actif Dupliquer en B2B

démarrer TeamViewer SAGE Business Exchange...

Intranet local

100%

10/12

## Appendix

The import structures below are described in the document called "11.40\_Mtec\_Structures Entrées\_FR.xls":

- Mandates
- ICS
- Signed Mandates
- Mandates-SDDs Links

The additional records defined for enriched AFB160 are described in the document called "AFB160 enrichi 05-07.xls".