

AUTOGIRO

User Manual for Autogiro

JULY 2024 (VERSION 3.9)



Contents

1 What is Autogiro?	1
1.2 Brief overview of the service	1
1.3 Detailed description of the procedure	3
1.4 Transactions in the due date register	5
1.5 Agreement on the use of Autogiro	5
1.5.1 Payee/payee's bank	5
1.5.2 Payee/payer	6
1.5.3 Payee's/Payer's bank	6
1.5.4 Deleting the agreement/switch of the payee's bank account	6
1.6 Autogiro notification of payment	7
1.6.1 Payee notification to payer	7
1.6.2 Payment notification from Mastercard Payment Services	7
1.6.3 Design of the form	7
1.6.4 Transmissions from Mastercard Payment Services	7
1.6.4.1 Examples of payment notification	8
1.7 Text on account statement to payer	8
1.8 Explanation of authorisations	8
1.8.1 Authorisation	11
1.8.2 Authorisation framework	12
1.8.3 Authorisation procedure	13
1.8.4 Notification of new authorisation	14
1.8.4.1 Termination of authorisations	14
1.8.4.2 Amendment of authorisation	15
1.9 Corrections/cancellations	16
1.10 When a transaction is settled	16
1.10.1 Returning individual transactions	17
2 Accounting data from Mastercard Payment Services	18
3 Start-up procedure	19
3.1 Test	20
4 What the customer needs to know before starting	21
4.1 Examples of confirmation lists	21
4.2 Recommended handling of receipt lists for customers	30
4.3 Description of possible error messages	31
4.3.1 Authorisation amount exceeded	31
4.3.2 Authorisation not found	31
4.3.3 Rejected at the payer's bank	31
4.3.4 Account blocked	31
4.3.5 The account does not exist	31
4.3.6 Sent as repeat payment	31
4.3.7 Rejected after repeat payment	32
5 Operational procedure	32
5.1 Data communications/payee availability	32
5.2 Submission deadlines	32

5.3 Receipt verification	33
5.3.1 Checking transmissions received in Mastercard Payment Services.....	33
5.4 Files from Mastercard Payment Services	35
5.5 Reconciliation checks	36
5.6 Invoicing.....	36
5.7 Available funds check	36
5.8 Repetition for rejected Autogiro transactions	37
6 Version history for this user manual.....	38

1 What is Autogiro?

Autogiro is a service that can be used between companies for automatic debiting and crediting of accounts. The service is adapted to all payees with a fixed customer base, where the payee charges the payer on the due date.

The payee avoids the manual work of sending out paper invoices. The amounts are debited directly from the payer's account on the due date. To avoid as many reminders as possible, the company can choose for the transaction to repeat after 1-3 days in the event of insufficient funds.

See regulations on Bits website: www.bits.no

1.2 Brief overview of the service

Autogiro is a collection procedure where the payee submits a file to Mastercard Payment Services with transactions for automatic debiting of the payer's account.

The file contains details of the payee's payment claim.

The payee shall themselves provide notification to/inform the payers of the payment. When requested by the payee, Mastercard Payment Services can also send a message to the payer. An agreement must be set up between the payee and the bank. The procedure presumes that the payee has obtained authorisation from the payer to debit the payer's account.

The agreement is between the payee and the bank and is created by the bank. Authorisation is an agreement between the payer and the payee, the payee must be able to present a signed power of attorney. Authorisation details must be registered in Mastercard Payment Services.

Agreement ID	<ul style="list-style-type: none">• A unique ID for the payee's agreement in Mastercard Payment Services.• Several agreement IDs can be set up for the same task account.
Mastercard Payment Services date	<ul style="list-style-type: none">• Processing date in Mastercard Payment Services.
Mastercard Payment Services processing date	<ul style="list-style-type: none">• The date Mastercard Payment Services process the transactions.
Payment date/due date	<ul style="list-style-type: none">• The date the payer's account will be debited. If the payment date/due date falls on a Saturday/Sunday/moveable public holiday, debiting will take place on the following banking day.

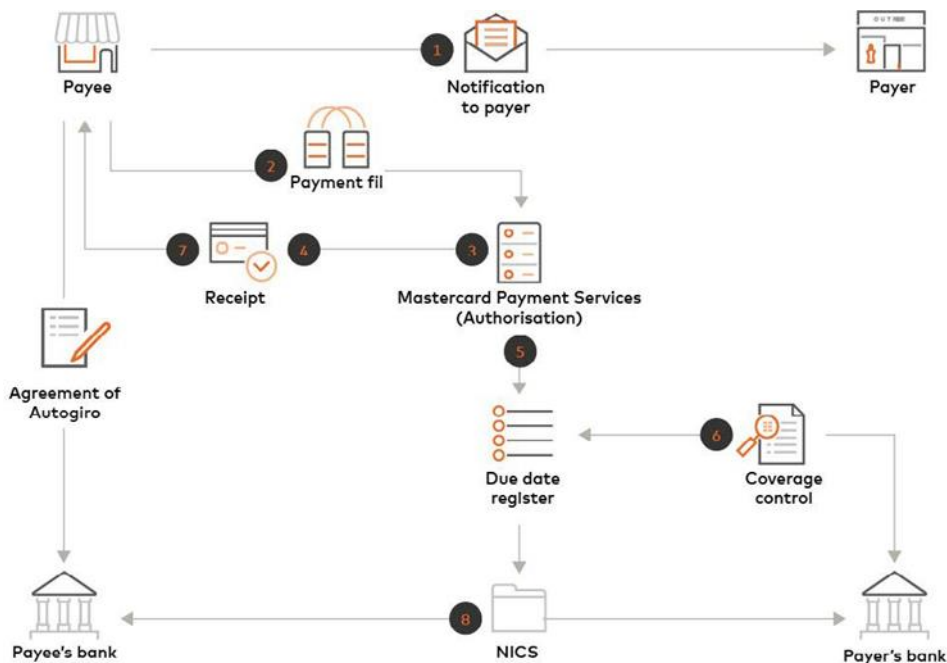


Payer's reference number/ Deb. ref. no.	<ul style="list-style-type: none"> Payee's reference/ID of payer associated with the authorisation.
Mastercard Connect Nordic (Nets online)	A portal used by banks
Customer unit ID/File/data sender	<ul style="list-style-type: none"> Sender of data for one or more agreements. The data sender can be the agreement customer or another data centre.
Distributor ID	<ul style="list-style-type: none"> ID stated in the file name from a data sender. For example, files sent via the bank's corporate online banking.
Customer unit ID/list recipient	<ul style="list-style-type: none"> The recipient of listing material from Mastercard Payment Services. The list recipient can be the agreement customer or, for example, an accounts office.
Sub-task	<ul style="list-style-type: none"> Transactions in a task that have the same due date.
Internal reference	<ul style="list-style-type: none"> Payee's reference/ID of transaction/payer. If this field is completed, the own reference will appear in data from Mastercard Payment Services.
Customer portal	<ul style="list-style-type: none"> Portal for submitting and downloading data.
Format	<ul style="list-style-type: none"> Structure of the records.
Transmission	<ul style="list-style-type: none"> A data file that is sent to/from Mastercard Payment Services. A consignment opens with a start record for the consignment and finishes with an end record for the consignment.
Consignment number	<ul style="list-style-type: none"> Unique numbering of consignments from/to data sender/recipient.
External reference	<ul style="list-style-type: none"> Payer's reference/ID of transaction/payee. If this field is completed, the external reference will appear on the account statement for the payer.
The authorisation's serial number	<ul style="list-style-type: none"> Continuous numbering of authorisations for each task. This is specified by the data sender.
Authorisation type	<ul style="list-style-type: none"> Indicates whether the authorization to be created is standard or simplified
Organization no	<ul style="list-style-type: none"> Business organization no
Layout	<ul style="list-style-type: none"> The organisation of the fields in the record.



Task	<ul style="list-style-type: none"> Transactions belonging to the same agreement ID.
Task account	<ul style="list-style-type: none"> The account to be credited
Task no.	<ul style="list-style-type: none"> Sequential unique numbering of tasks for each agreement ID. Entered by the person who creates the task, can be the agreement customer or the data sender.
Transaction	<ul style="list-style-type: none"> An individual entry item in a bank account.
Transaction number	<ul style="list-style-type: none"> Continuous numbering of the transactions in the task. Entered by customer or data sender.
Transaction type	<ul style="list-style-type: none"> Code indicating how Mastercard Payment Services processes the transactions.
Due date register	<ul style="list-style-type: none"> A register in Mastercard Payment Services where transactions remain until their due date.

1.3 Detailed description of the procedure



1. The payer shall be informed of the payment. The payee and the payer can agree that periodic messaging, underlying contracts or similar, shall constitute notification to the payer. If payee use simplified authorisation shall payer has been notified at least 3 working days before the due date.
2. The payee/data sender submits a file with the payment claims to Mastercard Payment Services. The file can contain payment claims which are due within the next 12 months.
3. Mastercard Payment Services checks the received file and check that the authorisation is on place.
4. Receipt for import consignments to the data sender to their mailbox file for those customers who use the customer portal or, alternatively, by e-mail, depending on the agreement.
5. Payment transaction update in the due date register
6. Coverage control check against the payer's bank on the due date
7. The receipt for rejected tasks and transactions is sent to the registered list recipient on the agreement form.

Transactions are settled on the specified due date. The payer's account is debited on the due date and the payee's account is credited the same day. Rejected transactions are printed on the error list to the payee that is sent by email/post or on file if the payer has selected this option.

Message sends a to the payer if this is stated in the transaction record in the file.

The payee can choose to have files with accounting data sent from Mastercard Payment Services with the following information:

- Approved/settled transactions
 - Rejected transactions
 - Authorisations
8. Transactions sends to NICS who send transactions to the banks to update the individual accounts.

Aggregate amounts for the settled sub-tasks will appear on the bank statement that the payer receives from the recipient's account. The amount may appear on the payee's account statement plus:



- Reference to the payee's agreement ID in Mastercard Payment Services.
- Fixed text as specified in the Autogiro agreement.
- External reference in the singletransaction.

1.4 Transactions in the due date register

The payee has the option to provide transactions which are due within the next 12 months. The transactions are checked against the authorisation register both upon receipt and settlement.

The payee can amend or delete single transactions/tasks in the due date register up until the due date.

1.5 Agreement on the use of Autogiro

1.5.1 Payee/payee's bank

When using the Autogiro service, an agreement must be set up between the payee and the bank.

The contractual relationship is between the bank payee. The bank ensures that the payee receives a copy of the signed agreement. In order to use Autogiro, Mastercard Payment Services must receive details of the payee's task account, name and other relevant information that allows the payee to begin using the service.

The bank itself can register the details in Mastercard Connect Nordic under product information in the bank customer register or the Agreements menu

When the bank itself creates an agreement in Mastercard Connect Nordic, the registration form should not be sent to Mastercard Payment Services.

Alternatively, Mastercard Payment Services can register the agreement. The bank then sends the registration form to Mastercard Payment Services to Customer services as a pdf on email:

support.norway@mastercard.com

Once the agreement is created, information will be sent to the email addresses provided, stating that the service is ready for use.

If tests need to be run on the service, these must be performed before the agreement is created.

If the data sender, data recipient or list recipient is not already registered in Mastercard Payment Services and is not the agreement customer (e.g. an accounting firm), a communication agreement must be set up with this information.



If communication is to be set up for the agreement form to be sent to Mastercard Payment Services, a communication agreement must be sent.

The communication agreement can be downloaded from www.mastercardpaymentservices.com/norway/Inn-og-utbetalinger. The agreement is sent to Mastercard Payment Services to prepare the communication settings.

Agreements sent to Mastercard Payment Services for registration must be signed by the bank.

Questions can be sent to Mastercard Payment Services via Customer on email support.norway@mastercard.com

1.5.2 Payee/payer

The payer must have given the payee authorisation to debit their account within the framework of the authorisation. (See section 1.8.2). Authorisation data must be registered in Mastercard Payment Services.

1.5.3 Payee's/Payer's bank

The relationship between the banks is regulated in a separate regulatory framework from Bits.

1.5.4 Deleting the agreement/switch of the payee's bank account

Any termination of/amendment to a signed agreement must be done through the payee's bank. The bank will ensure that this amendment is made.

The bank can delete the agreement via Mastercard Connect Nordic under product information in the bank customer register.

When deleting an Autogiro agreement, the associated Autogiro authorisations and transactions in the due date register are also deleted.

Deletion of the agreement may be sent to Mastercard Payment Services on email: support.norway@mastercard.com. Mastercard Payment Services will then delete the agreement.

A new agreement must be created when a bank account is amended. The old agreement ID can be kept if registered authorisations, and transactions on the waiting register are not affected, but transferred to the new account.

When switching bank account, the old account number must be stated on the new agreement if it is sent to Mastercard Payment Services for registration.

New banks have the opportunity to perform an amendment of account through Mastercard Connect Nordic under product information, agreements, inquiries of agreements on account.

Switching bank will often result in the customer amending the file/data sender; this must be stated on the agreement form under distributor ID or customer unit ID for the data sender. The distributor ID shall be used for customers sending files through online banking. If the bank itself performs the



amendment of account in Mastercard Connect Nordic, this must be amended in connection with the amendment of account.

If the distributor ID is wrongly specified/recorded in the agreement, this will result in the task being rejected when imported.

1.6 Autogiro notification of payment

1.6.1 Payee notification to payer

The payee is responsible for ensuring the payer is informed that payment has taken place. The payee and the payer can agree that periodic messaging, underlying contracts shall constitute notification to the payer, where date and amount are indicated. This can be done in connection with sending invoices, bills, etc. or when entering into a contract for recurring payments. Payments will also be shown on the account statement from the payer's bank with reference to the payee's agreement ID or with fixed/variable text.

1.6.2 Payment notification from Mastercard Payment Services

If Mastercard Payment Services is to send a payment notification to the payer after settlement, this must be provided in the transaction record in the file that is sent. The bank sends Mastercard Payment Services information on the account owner and where the notification is to be sent.

1.6.3 Design of the form

The front page of the form has the payer's name and address, amount that has been or will be charged, the sending and receiving bank accounts, and form number.

If a transaction contains a specification record, this will be stated on the back of the form. The text 'Spesifikasjoner se baksiden' ['Specification - see back] will be indicated on the front left-hand side of the form.

The bottom line on the form's reverse side will always contain the date, amount and form number, identical to the front side.

Also, on the right side of the form will be the date of settlement, the sending and receiving bank account numbers and amount.

In the specification section, a maximum of 42 lines may be entered, divided into two columns of 40 positions each and with 21 lines in each column.

1.6.4 Transmissions from Mastercard Payment Services

The bank can select alternative transmission channels; post, email or Nettpost mail. It is the payer's bank which decides which channel the notification is sent to the payer.



1.6.4.1 Examples of payment notification

Payment notification			
Message recipient			
Name:		ALBERT HANSEN	
Address 1:		P.O. Box 54	
Address 2:			
Postcode & town/city:		0902 OSLO	
From account / debit	Kroner,øre	Form number	Ref.no
ID no			
99990603450	1578.55	9999739324	*87499999
00000000000			
What the amount is for Invoice 099975002			

1.7 Text on account statement to payer

It is possible to transfer a text to the payer's account statement, which identifies the transaction/payee.

Fixed text: The payee can enter a fixed text (max. 30 positions) in the Autogiro agreement, which will be transferred onto the payer's account statement. If this field is not completed, the agreement name will be used.

Variable text: The payee specifies variable text for the payer's account statement by using the external reference field in the transaction record (max. 25 positions). The external reference will override fixed text.

1.8 Explanation of authorisations

A prerequisite for using Autogiro is that there is authorisation from the payer to the payee. The authorisation gives the payee the right to debit a specified account for their funds.

The payee receives a signed authorisation in return or can offer the payer to sign the authorisation digitally via the payee's website. This must be developed at the payee website. Both manually signed authorisation or digitally signed authorisation must be kept at the payee and must be submitted in case of questions. The authorisation can be sent for manual registration to customer services on email: support.norway@mastercard.com as PDF attachment or on file to MPS, which registers the authorisation information in a authorisation register.



The payee can choose between two types of authorisations:

1. Standard authorisation shall state a maximum amount that the payee can charge the payer in a specific period.
2. Simplified authorisation where an amount limit and period are not stated. In order to use this type of authorisation, the payee must send notification basis for the charge latest 3 working days before the payment is made.

The form has additional fields for the following information:

- Tick whether it is a standard or simplified authorisation
- Tick for new/amendments/cancellation
- Date the authorisation applies from is optional (can be used if the authorization is to apply from a date in the future) must be registered in MPS at least 2 working days before the authorisation is to be valid from. (From 15.10.2024 will this change from 2 working days to 5 working days)

The payer's:

- Organization number
- Name and address
- Account number
- Payer's reference number - the reference number in the payee's system (max. 11 digits).

The reference number can for example be a customer number, etc. that the payee can use in connection with the payments instead of their account number. If the reference number is stated on the authorisation, this must always be stated on files to Mastercard Payment Services.

The reference number must be exactly same in the payment transaction as in the authorisation.

- If the preceding zeros are used on the authorisation must this also be stated on the payment transaction. If leading zeros are not used, the field must be empty.

Transaction will be rejected if there are different in the reference on the authorisation and the payment transaction.



The advantage of using the payer's reference number can be:

- Several authorisations can be registered to the same account number under the same agreement ID.
- Updating in own customer system can be easier if the payer's reference number/customer number is used as reference of payers.
 - Amount limit
 - Accrual: daily, weekly, monthly, quarterly, half-yearly or annually
 - Name of person with rights to manage the debit account
 - Date of Birth (ddmmyyyy): (Of person with rights to manage debit account)
 - Signature and date

The payee's:

- Organization number
- Name and address
- Account number

Agreement ID in Mastercard Payment Services (this must be added to the authorisation for sending to the payer)



1.8.1 Authorisation

Mandate Autogiro

THE AGREEMENT APPLIES:	
Standard mandate <input type="checkbox"/>	New <input type="checkbox"/> Change <input type="checkbox"/> Delete <input type="checkbox"/>
Simplified mandate <input type="checkbox"/>	
Agreement creation/change applies from date: _____ Creation and changes are valid from 5 working days after registration	
Details Payer's:	
Organization nr: _____	Company name: _____
Address: _____	
Post code: _____	City: _____
Company account: _____	
Payer's ref.: _____	
Amount limit: _____	
Daily <input type="checkbox"/>	Weekly <input type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Half-yearly <input type="checkbox"/> Yearly <input type="checkbox"/>
Name of person with rights to manage the debit account: (Block letters) _____	
Date of Birth (ddmmyyyy): _____ (Of person with rights to manage debit account)	
Details Payee's:	
Organization nr _____	Payee's name: _____
Address: _____	
Post code: _____	City: _____
Payee's account: _____	
Agreement ID: _____	
Fullmaktens ramme	
<p>The payee can be charged up to the agreed amount per period. The payee must ensure that the payer is informed of the amount charged and when the charge takes place.</p> <p>Reversal - If there is no cover for a charge on the payer's bank account or the payer's bank will not accept a charge for other reasons, the payer's bank may, without stating a reason, demand that the transaction to be reversed within 3 banking days after the charge has taken place.</p> <p>Change/termination of the mandate - The payer or the payer's bank can terminate the mandate with immediate effect. The payer must contact the payee or their bank to have the mandate deleted. For other types of changes, eg the payer's account, contact the payee.</p>	
Signature:	
_____	_____
City/date: _____	Signature of the person with rights to manage the debit account

Versjon 1.2

Authorisation can be found on our website:

www.mastercardpaymentservices.com/norway/Inn-og-utbetalinger during the service.



1.8.2 Authorisation framework

The authorisation framework is regulated for:

- A maximum amount that can be debited in a period, stated in whole hundred kroner.
- Several payments can be entered in a period as long as the amount limit is not exceeded.

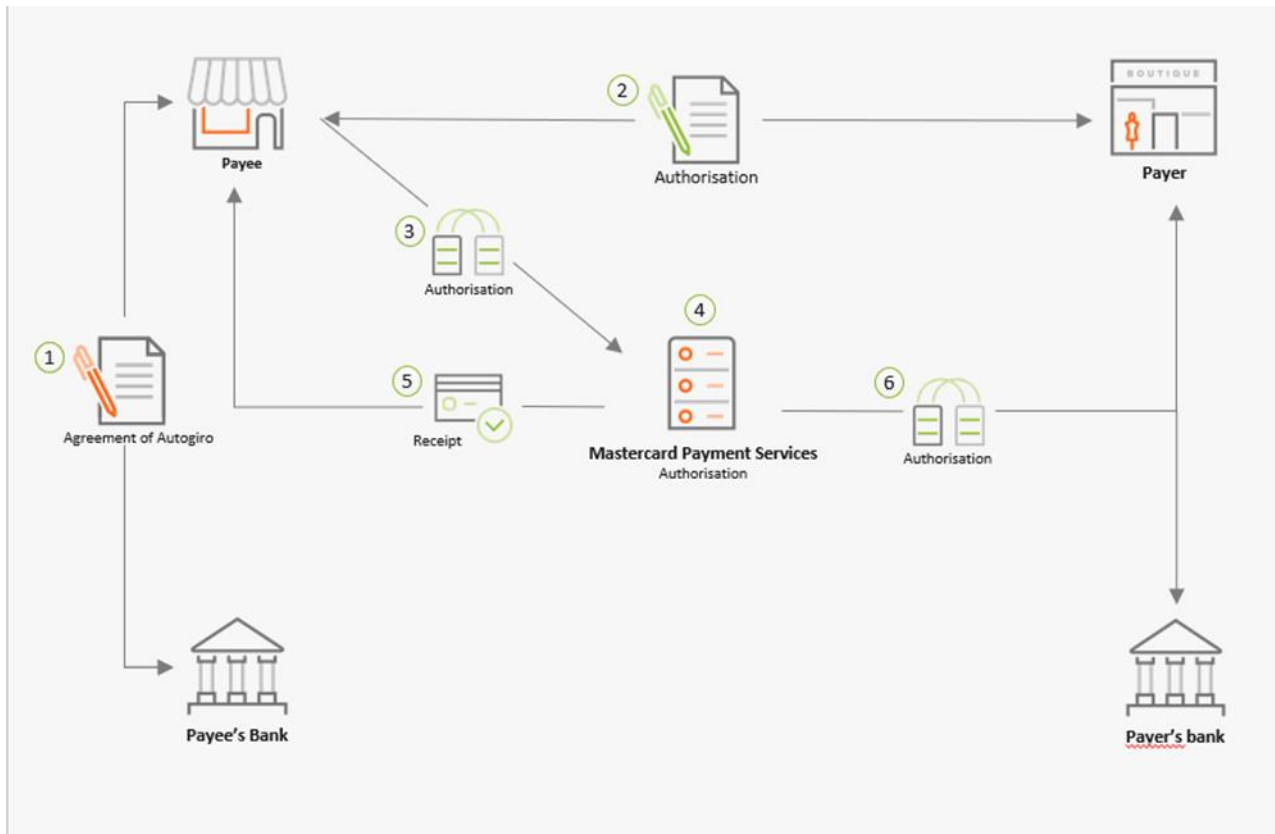
The definition of periods which follow the calendar year:

1.	Daily	= working day		
2	Weekly	Monday to Friday inclusive		
3	Monthly	From the 1st to the last working day in the month inclusive.		
4	Quarterly	First: 01.01 - 31.3 Second: 01.04 - 30.06 Level 3: : 01.07 - 30.09 Fourth: 01.10 - 31.12		
5	Six-monthly	First: 01.01 - 30.06 Second: 01.01 - 31.12		
6	Annual	01.01.- 31.12		

Periods which follow the calendar year



1.8.3 Authorisation procedure



1. The Payee sign an agreement with the Payee's bank
2. The payee ensures that the payer receives the authorisation form duly completed. The payer enters their account number, Name of person with rights to manage the debit account and birth day signs and submits the authorisation by return to the payee. It must always state where the authorisation form must be return back to the payee.

The payer retains any copies.

3. The payee registers and sends any necessary authorisation data as agreed either on file to Mastercard Payment Services or by submitting the authorisation form for manual registration.
4. Authorisation data is registered in authorisations register.
5. The authorisation receipt list (L01121) is also sent to the payee. The receipt list contains details of the registered, amended and deleted authorisations. The details can also be sent on file if agreed.

If the authorisation details are sent in a file to Mastercard Payment Services, the discarded authorisations are indicated on list L00202.



The authorisation will be blocked for payment 2 working days after the registration date in Mastercard Payment Services. (From 15.10.2024 will this change to 5 working days) This also applies when a authorisation changes. Information on new and deleted authorisations is also distributed to the payer's bank via the update procedure.

If there is to be an amendment from standard to simplified authorisation, deletion of the existing authorisation must first be sent in, and then a new authorisation can be sent in, with the code for the simplified option. The same is opposite way.

Mastercard Payment Services can provide an overview of all payees' registered authorisations in Mastercard Payment Services.

6. Payer and Payer's Bank received message about new authorisations.

1.8.4 Notification of new authorisation

When new authorisation is registered to a payer's bank account, Mastercard Payment Services sends notification to the account owner that a new authorisation has been registered. The notification will also contain an overview of all existing authorisations.

1.8.4.1 Termination of authorisations

When the payee wants to lift the restriction, Mastercard Payment Services must be notified of this. Notification of termination is sent in the same way as other authorisation data.

If the payer wishes to terminate the authorisation, the payer can make an inquiry to the payee or their own bank. Based on its own evaluation or an inquiry from the payer, the payer's bank can terminate or block the authorisation.

If the authorisation form is sent to Mastercard Payment Services, the text for cancellation of authorisation must be crossed out. The bank can also cancel authorisations in Mastercard Connect Nordic, but must provide information to the payer.

Alternatively the payer's bank can send an email to Customer services:

support.norway@mastercard.com

Payments linked to this authorisation will not be completed after a termination is registered in Mastercard Payment Services.

Authorisation is terminated when the payee has received the document 'Varsel om fullmaktsforhold' ['Notification of authorisation'] (list L01121) where the authorisation appears as deleted. Otherwise, the information on deleted authorisations is provided on file.

Authorisations which are cancelled in error can be reopened. Payer's bank need to send an confirmation.



The payee submitting authorisations on file has the option to resubmit authorisation details with the code for 'new' (see system specification). The authorisation will be valid after 2 working days (from 15.10.2024 will this change to 5 working days)

1.8.4.2 Amendment of authorisation

The payer must contact the recipient if authorisation is to be amended. Amendments are in principle the same as preparing a new authorisation.

The same procedures are therefore applicable, and new authorisation must be obtained from the payer. The payee submits the amendment of authorisations to Mastercard Payment Services. Either when sending authorisation or submitting authorisation details on file. Authorisations with new amount limits and period allocation are valid straight away. (From 15.10.2024 will this change to 5 working days) Authorisations where a new debit account is valid after 2 working days. (From 15.10.2024 will this change to 5 working days) will have an overview of the authorisations sent to the payer.

When amending authorisations, Autogiro authorisation is used, and must be checked off for the amendment. The following fields can be amended:

- Amount limit
- Period code
- Valid until date
- Valid from date

Cancellation of/amendment to an authorisation can be sent to Agreement Registration by email to: support.norway@mastercard.com

When amending the payer's account, must new authorisation be signed also with use of payer's reference. The existing authorisation must be updated with a new debit account and must be valid after 5 working days. Transactions with a future due date with an old account will be rejected on the date that authorisation with the new account becomes valid.

For authorisation details submitted on file, the payer's account can be amended if an identification is used as payer's reference. If the payer's account is used as payer's reference, authorisation with the old account must be deleted and a new one created. See the system specifications for more details. New authorisation must be sign from payer

In connection with mergers or a payee wishing to move existing authorisation to a new agreement, a new authorisation must be signed. The authorisation must be submitted again, with the assignment account and agreement ID. The authorisation will be valid after 2 working days. (From 15.10.2024 this will change to 5 working days)



1.9 Corrections/cancellations

Corrections/cancellations can be performed on individual transactions on the Mastercard Payment Services register of payments due and which are not settled.

All amount transactions which are not settled may be amended. An own form has been prepared for correcting individual transactions.

It is not possible to amend or delete transactions which have gone to repeat payment.

The following amendments can be made to an individual transaction:

- Reduction of an amount;
- Deletion of a transaction;
- Amendment of due date (only in the future)

The correction form must be submitted to Mastercard Payment Services by 16:00 on the day prior to the due date at the latest.

The form can be sent by email to Customer Service: support.norway@mastercard.com

A task that has not been settled may be amended or deleted. To amend or delete a task, the payee must contact Customer Service at Mastercard Payment Services by telephone on +47 915 04949 or by e-mail to support.norway@mastercard.com

The correction form is available from our website at:

www.mastercardpaymentservices.com/norway/Inn-og-utbetalinger.

1.10 When a transaction is settled

Transactions are settled in Mastercard Payment Services on the specified due date. The payer's account is usually debited on the due date and the payee's account is credited the same day.

If there is no valid authorisation on the due date, the transaction is rejected. Rejected transactions must be documented on the receipt list of settled tasks. The payee can receive rejected transactions on file, if agreed between customer and bank.

See also the system specification for the technical description.

If the stated due date is not a working date, the transactions will be settled on the nearest following working day. Note that the transactions can therefore be moved to a new period in relation to the authorisation framework.



Transactions where the specified due date is already in the past (max. 12 months), are settled upon receipt in Mastercard Payment Services. Transactions will not be backdated.

All transactions are checked for sufficient funds on the due date, or the first working day following the due date if it falls on a Saturday/Sunday/movable public holiday.

Transactions can be sent with due dates up to 12 months ahead. An authorisation which was created at a particular point in time may have been amended since that time. It is therefore always checked at due date that there is valid authorisation for the transaction.

1.10.1 Returning individual transactions

Tasks that have been settled cannot be returned by the payer pursuant to the Norwegian Financial Contracts Act. Exceptionally, the bank/Mastercard Payment Services may perform a chargeback within three days in the event of an internal operational deviation. Where the Act prevents such a refund from being made, there is still the option of having the amount returned according to the normal regulations, i.e. by raising a claim against the account holder in question.

Return of individual transactions must be executed by the end of the third working day after debiting.

The payer's bank sending a confirmation to MPS customer service by email support.norway@mastercard.com

The email must contain information about the original transaction that is found in the transaction history.

- Due date
- Amount
- Payer's name and the debit account
- Payee name and the credit account
- Archive reference

1.10.2 Extended opportunity for return

If the payee cannot submit valid authorisation on request, the payer or payer's bank can claim the amount to be returned beyond the 3 day deadline.

The payer is not entitled to claim the amount to be returned, in accordance with the Norwegian Financial Contracts Act Section 33, as Autogiro is only applicable to business customers.

Return of full tasks that are settled:

Exceptionally, a full task that is settled can be returned. In such cases, the payee must contact their bank, which will give Mastercard Payment Services the authorisation to carry out the return of the task.



2 Accounting data from Mastercard Payment Services

Customer accounting data is provided in BBS format and applies to the following services: OCR giro, direct remittance, Autogiro and payment with non-recurrent authorisation – securities transactions.

If there is an agreement in place for using all the services provided in BBS format, accounting data will be sent collectively in a single file relating to the agreed period allocation.

Accounting data for customers includes the status after settlement for both approved and rejected transactions, but depends on the functionality and operating pattern of the individual service.

For example, Autogiro only provides authorisations once per day, but it is possible to choose the settlement run to which data should be delivered.

Bank customers choose the delivery time for their agreement/account.

The times for accessing/transferring files will be by:

- 08:00 for morning settlement
- 12:30 for intermediate settlement 2
- 15:00 for intermediate settlement 3
- 17:30 for final settlement

If there is an Egiro agreement in place or Payment total in the same task account as the Autogiro, the account data for the settled transactions will be provided under Egiro or Payment total.

If an additional option has been selected to receive settled transactions under the Autogiro agreement, these may be deleted if the account holder does not want to receive settled transactions in Autogiro (BBS format) in addition to Egiro or Payment total.

Mastercard Payment Services keeps data backups for 90 banking days.

Mastercard Payment Services is able to offer the following period allocation:

- Daily.
- Weekly, 1–3 times per week. Any weekdays.
- Monthly, 1–3 times per month. Any days.



A maximum of three combinations of period allocations per agreement is possible (e.g. three times per month or three times per week). Payees who use several different payment services can receive data from Mastercard Payment Services in the same dispatch.

Accounting data combined with other payment services

If there is an agreement in place for using several the services, accounting data will be sent collectively in a single file relating to the agreed period allocation.

Autogiro with authorisation

Rejected and settled transactions can be delivered for the morning settlement and/or intermediate settlement 2 and/or intermediate settlement 3, and/or final settlement, depending on when the customer sent the file and when the individual payment is approved by the funds availability check.

Authorisations for Autogiro (new, amended and deleted) are updated once per day. The recipient chooses the settlement run to which data should be delivered.

Operational adjustments

Changing an agreement

When the bank customer wishes to change the time of delivery of accounting data, confirmation can be e-mailed to Mastercard Payment Services support.norway@mastercard.com

The e-mail must include the company's business registration number, customer unit ID and account number.

Technical arrangements between the bank customer/bank and Mastercard Payment Services are taken care of by the Mastercard Payment Services, customer services when the individual agreement is received.

3 Start-up procedure

Before production must the format be tested and approved by Mastercard Payment Services. In those cases where the payee uses an approved accounting firm that has tested and have approved the service, it is not necessary to test. The agreement and authorisations must be registered in Mastercard Payment Services before submitting payment claims in production.



Provisions

The payee/accounting firms with their own accounting systems can themselves decide to prepare for Autogiro, or alternatively contact a software supplier that offers the service. It should be checked which functionalities are set up in the software.

3.1 Test

Below is a description of how testing is performed at Mastercard Payment Services. If you have any questions, please contact Customer Service on email: support.norway@mastercard.com or by telephone on +47 915 04949

- The agreement is registered once testing has been approved by Mastercard Payment Services
- The Customer Services at Mastercard Payment Services receive test file and will do a format test .
- Files with tests for payment claims and authorisations should be sent to Mastercard Payment Services at the same time but in two different files, where each file includes minimum 10 transactions. All the transactions types that will be used in production must be tested.
- If authorisations are to be registered in Mastercard Payment Services manually, a minimum of one copy must be sent along with the test.
- If the debit reference number is to be used in the transaction (payment claim), this must also be filled out on the authorisation. The payee can choose to create their own authorisations, but these must contain the same information as the example in the user manual or use the authorisation form available at www.mastercardpaymentservices.com/norway/Inn-og-utbetalinger
- A test file from Mastercard Payment Services is sent if desired. These are dummy files.
- Once testing is complete, Mastercard Payment Services will contact the customer with notification of the results of the test. If necessary, a further test will be agreed upon.
- Once the test has been approved, the agreement is registered by the bank or Mastercard Payment Services; the customer and bank will receive an e-mail stating that the agreement has been registered.



4 What the customer needs to know before starting

4.1 Examples of confirmation lists

Autogiro produces the following lists:

L 200 Receipt list of rejected transmission files.

This receipt will be generated in cases where the transmission file is not in BBS format, the transmission file is empty or the data sender is invalid. The receipt is entered into the portal as soon as the file is sent.

L 226 Receipt for import transmissions.

Documents all approved and rejected transmissions. The receipt will be posted and made available in the portal immediately after the transmission has been sent to Mastercard Payment Services. The data sender downloads the receipt and must check whether the transmission has been approved or rejected. Alternatively, the receipt may be sent by e-mail to the data sender or the customer with the agreement.

The following lists are sent to registered list recipients stated in the agreement. The lists can be sent to the email address stated on the agreement.

L 00202 Receipt for rejected transactions/tasks/authorisations – Autogiro. The list will also contain rejected authorisations.

Will be sent out soon the assignment has been received and processed

L 01102 Receipt of settled and deviating tasks – Autogiro.

Documents all settled, credited tasks, and specifications of rejected transactions, repeat attempt transactions, and rejected as at settlement date. The lists are produced after end settlement.

L 01103 Receipt for changes to transactions and tasks – Autogiro

Documents corrections to tasks, sub-tasks and transactions carried out on the holding register.

L 01121 Notification of termination of authorisation.

Documents new, amended and deleted authorisations.

L 08700 Autogiro Notification of new authorisation

When creating an authorisation or amendment of a debit account, the information is sent to the payer.



100200 – Receipt list of rejected transmission files

200 – RECEIPT LIST OF REJECTED TRANSMISSION FILES

1) Data sender	012345
2) Import date	28.04.2009
3) Status after import	REJECTED

4) Error messages

Empty transmission file:

1. File/data sender
2. Mastercard Payment Services own import date
3. Status REJECTED
4. Error message

L 00226 - RECEIPT LIST FOR IMPORTED TRANSMISSIONS

L226 – RECEIPT LIST OF IMPORTED TRANSMISSIONS

1) Data sender	012345
Name	Data centre
Address	
Town	0007 OSLO
2) Data sender given in the transmission	00987654
Name	AS Bedriften
Address	
Town	3211 SANDEFJORD
3) Transmission number	2804076
Import date	5) 28.04.2009
4) Status after import	APPROVED

	Number of transactions	Amount
Specified	3019	6) 11482612.77
Imported	3019	11482612.77
Difference	0	0.00

Direct remittance tasks:

Number of tasks registered	0
Number of tasks sent for processing	0
Number of tasks rejected	0



AvtaleGiro:

Number of tasks registered	0
Number of tasks sent for processing	0
Number of tasks rejected	0

7) Autogiro:

Number of tasks registered	2
Number of tasks sent for processing	1
Number of tasks rejected	1

Securities trading:

Number of tasks registered	0
Number of tasks sent for processing	0
Number of tasks rejected	0

Other tasks:

Number of tasks rejected	0
--------------------------	---

8) Error messages

Distribution agreement for Autogiro task with agreement ID 123456789 is missing: Task 2804005

Mastercard Payment Services will check the transmissions when they are imported. If any errors or deficiencies are discovered in a transmission this may lead to the entire transmission being completely rejected. One or more tasks in a transmission can also be rejected.

In the example above, the task account is sent from a different distributor to the one registered in the agreement.

The number of tasks sent for processing is not checked in its entirety and may be rejected when all the content is validated. Rejected tasks are documented in receipt L00202

Data senders/customers who receive this receipt after the file has been sent must check whether the transmission has been approved or rejected. If the transmission has been rejected, the reason must be documented, and the file re-sent. Alternatively, contact Customer Service for further clarification by e-mail: support.norway@mastercard.com or by phone +47 915 04949.



<p>1. File/Data sender</p> <p>2. Data sender specified in the 10 record</p> <p>3. Sender no. This is specified by the data sender.</p> <p>4. Status indicating whether the transmission has been approved or rejected</p> <p>5. Import data in Mastercard Payment Services.</p>	<p>6. Total number of those approved/rejected in the transmission and, where applicable, the difference</p> <p>7. Service and number of tasks in the transmission</p> <p>8. Any error messages</p>
---	--

L 00202 – RECEIPT FOR REJECTED TRANSACTIONS/TASKS – Autogiro

Example 1:

```

MASTERCARD PAYMENT SERVICES
KUNDEID/ORGNR : 00990224978     NAVN:           BEDRIFTEN AS
AVTALEID:       444444444         NAVN:           Autogiro Avtale 1
DATAAVSENDER:  00164232         FORSENDELSES NR: 2081702
OPPDRAGSNR:    0312001          OPPDRAGSTYPE:   AUTOGIRO
OPPDRAGSKONTO: 6001.00.00001
STATUS ETTER INNLESNING: G O D K J E N T

STATUS      RAD FRA FORSENDELSESFIL
AVVIST        NY0102300000002031214820000000070000000000000000000
AVVIST        NY0102310000002BelopMangl

FEILMELDINGER
Beløpet på transaksjonen er ikke > 0
000000
00000

```

L 00202 – RECEIPT FOR REJECTED TRANSACTIONS/TASKS/AUTHORISATIONS – Autogiro

Example 2:

```

KUNDEID/ORGNR : 00997654321     NAVN:           Ansvarlig selskap ANS
AVTALEID:       123456789         NAVN:           Avtale nr 123
DATAAVSENDER:  00164232         FORSENDELSES NR: 2081702
OPPDRAGSNR:    0312002          OPPDRAGSTYPE:   FULLMAKT
OPPDRAGSKONTO: 5020.00.12345
STATUS ETTER INNLESNING: G O D K J E N T

STATUS      RAD FRA FORSENDELSESFIL
AVVIST        NY012270000000215020005432325020005432303000000000000000001712143112160000000000
FEILMELDINGER
Ugyldig beløp

```



Description

After the transmission is checked at import, each individual task with content is checked pursuant to the requirements for the Autogiro service. If errors and defects are detected in one or more tasks in the transmission, this results in the task(s) being rejected.

Transactions which are rejected will be documented in detail in list 00202.

Example 1 shows a task with Autogiro transactions where one transaction is rejected.

Example 2 shows an authorisation task where an authorisation is rejected.

If the payee sends authorisation electronically, Mastercard Payment Services will check the content of the tasks and check the authorisation against the existing authorisation register in Mastercard Payment Services. If the task contains errors, they will be documented on the list.

A list will not be produced if the task and transactions/tasks are approved.

<p>Explanation of fields:</p> <p>Customer ID/Corp. ID no. Identification of the customer.</p> <p>Agreement ID: Identifies the agreement/task account.</p> <p>Data sender: Data sender's customer unit ID.</p> <p>Task account: Recipient's account which should be credited and to which the authorisations are linked.</p> <p>Name: Company name.</p> <p>Transmission no.: Stated in the file from the sender.</p> <p>Import date: The date that the task is imported into Mastercard Payment Services.</p>	<p>Task no.: Stated in the task from the sender.</p> <p>The task number must be unique within 12 months + 1 day.</p> <p>Statue after import: Tasks with the status APPROVED have been imported into Mastercard Payment Services, but do not document rejected transactions or other error messages in the task. Tasks with the status REJECTED are stopped in the import check and the entire task is rejected. Rejected tasks must be amended and resubmitted with a new task number. The content may not be exactly the same if the task number is amended. In addition, the content of a character or a field may be amended. For example, the transaction number may be amended. NB: Remember ascending transaction numbers.</p> <p>Status:</p>
---	---



<p>Task type:</p> <p>Autogiro (i.e. payment claim)</p> <p>Authorisation (i.e. new, amended and deleted authorisations)</p>	<p>Provide a status of whether the transaction is rejected or if it is a notification for information.</p> <p>Rejected: Shows the details of what the error is</p> <p>Amount posting 1 and 2 in the payment claim is listed in the manner it is imported to Mastercard Payment Services. The same line should state what the error is in the payment claim.</p> <p>Error message:</p> <p>In this situation, is the transactions rejected due to amount > 0,00. All error messages must be followed up by the list recipient.</p> <p>Any rejected transactions must be corrected and resubmitted or collected in another way.</p>
---	---

L 01102 – RECEIPT OF SETTLED AND DEVIATING TASKS, AUTOGIRO

MASTERCARD PAYMENT SERVICES	KVITTERING AVREGNEDE OG AVVIKENDE OPPDRAG - AUTOGIRO	OPPGJØRSDATO: 03.12.2014
KUNDEID/ORGNR : 00990224978	NAVN: BEDRIFTEN AS	OPPDRASTYPE: AUTOGIRO
AVTALEID: 444444444	NAVN: Autogiro Avtale 1	OPPDRAKSKONTO: 6001.00.00001
OPPDRAKSNUMMER: 0312001	FORFALLSDATO: 03.12.2014	ANTALL 1
		BELØP 222.222,00
		REF TIL KONTOUTSKRIFT
<u>TRANSAKSJONER TIL REPETERING</u>		
DEBREFNR/KTO.NR	KORTNAVN	BELØP EGENREF. / FREMMEDREF.
82000000007	Fork.navn	222.222,00
		STATUS
		Sendt til repetering
ANTALL TRANSAKSJONER TIL REPETERING:		1
SUM BELØP TIL REPETERING:		222.222,00
TOTALSUM AVREGNET OPPDRAG:		0,00
TOTALSUM AVREGNET OPPDRAGSKONTO:		0,00

Mastercard Payment Services checks the transactions against the authorisation register on the due date and then sends the transaction to the payer's bank to check for sufficient funds.

Transactions that are rejected at the stage of authorisation checks and funds availability check are indicated on this list.



If the payee uses the repeat attempt procedure, all transactions rejected in the payer's bank are indicated on this list.

Transactions which are rejected or settled after a repeat attempt are indicated on this list.

Description

<p>Settlement date: Date of settlement of transaction</p> <p>Task no.: Refers to which task the transaction was sent in for from the sender.</p> <p>Due date: Specified on the transaction.</p> <p>Amount: The total of all transactions settled and shown on the account statement with a reference.</p> <p>Deb ref no/Acc. No. reference:</p> <p>A clear identification of the payer, as specified in the</p> <p>transaction, who must be the same as the person stated in the authorisation.</p> <p>Card name: The payer's name in abbreviated form, stated on the transaction.</p>	<p>Rejected transactions: Each rejected transactions is documented with the information that was sent in with that transaction.</p> <p>Amount: The stated amount of the transaction.</p> <p>Own reference/external reference: Optional. The information is obtained from the sent transaction.</p> <p>Payee's transaction/payer reference.</p> <p>Payer's transaction/payee reference.</p> <p>Error message:</p> <p>All rejected transactions are listed with the cause. In the example, the transaction has been sent to repeat.</p> <p>Alternatively, transactions sent as a repeat attempt will also appear, as well as transactions rejected at the payer's bank.</p> <p>If tasks have been submitted with different due dates, the list will contain information on sub-tasks. A sub-task is transactions with the same due date that are sent for settlement.</p>
--	---



MASTERCARD PAYMENT SERVICES

KVITTERING ENDRINGER PÅ TRANSAKSJONER OG OPPDRAG - AUTOGIRO

ENDRINGSDATO: 28.08.2012

KUNDEID/ORGNR: 00990224978
AVTALEID: 444444444NAVN: BEDRIFTEN AS
NAVN: Autogiro Avtale 1

OPPDRAGSKONTO: 6001.00.00001

Transaksjoner

Oppdragsnummer	Transaksjonsnummer	Forfallsdato	Beløp	Kontonr/Refnr	Melding
0000187	0000001	28.08.2012	4,00	82000000007	Beløp endret fra 11,00

The payee can make corrections/deletions in unsettled transactions that are on the due date register in Mastercard Payment Services. A task that has not been settled may be amended or deleted. Corrections performed are indicated on the list.

Description

<p>Change date: The day that the change was made.</p> <p>Transactions: Changes to single transactions. Original (old) and changed (new) data is specified here.</p> <p>Task no.: Unique numbering of tasks for each agreement ID.</p>	<p>Transaction number: Sequential numbering of transactions in the task.</p> <p>Due date: The date the transaction is to be settled.</p> <p>Amount: The amount of the transaction to be settled.</p> <p>Account no/Ref no: Payee's ID of payer associated with the authorisation. If it is not linked, the payer's account number is stated.</p> <p>Notification: Documents what has been changed.</p>
---	--

L 01121 NOTIFICATION OF TERMINATION OF AUTHORISATION

MASTERCARD PAYMENT SERVICES

VARSEL OM FULLMAKTSFORHOLD - AUTOGIRO

INNLEST DATO: 03.12.2014

Kunde-id: 00990224978
Avtale-id: 444444444Kundenavn: BEDRIFTEN AS
Avtalenavn: Autogiro Avtale 1

Oppdragskonto: 6001.00.00001

Nye fullmakter

Debet refnr	Debet kontonr	Debitors navn	Gjelder fom dato	Gjelder tom dato	Sperret fom dato	Sperret tom dato	Beløpsgrense	Perioditet	Arkivref
567	8200.00.00007	Anita	17.12.2014				1,00	Daglig	*90000000


The list documents the status of the payer's termination of authorisation.



Description

<p>Import date: The date for registration, amendments or cancellations.</p> <p>Debit account no: Payer's account number to be debited.</p> <p>Debit ref. no. Payee's identification of the payer linked to the authorisation. If no deb. ref. no. is used, the payer's account number is stated.</p> <p>Debtor's name: The payer's name specified by the payer's bank.</p>	<p>When using the fields 'valid from' and 'valid to' in the authorisation, the authorisation validity should be demarcated to a specific timeframe.</p> <p>Blocked from date and blocked to date: The authorisation is blocked in a period for charges.</p> <p>Amount limit: The maximum amount that can be debited in the specified period.</p> <p>Periodicity: The time interval that the amount limit is valid for.</p> <p>FH. GKJ: May occur if authorisations are pre-approved in the bank.</p> <p>Archive ref. Details who has carried out the registration, changes, deleted. *90000000 - Payee via file *9000MPS - MPS Customer services 7001AB58 – Bank manually in online portal 5555MPS – Bank via ajourhold.</p>
--	--

L 08700 AUTOGIRO NOTIFICATION OF NEW AUTHORISATION



Doris
Dorisvei 1
Dorisvei 2
1014 Oslo

Dato: 03. desember 2014

Autogiro for konto 6080.05.44443

Oversikt over fullmakter

Betalingsmottaker	Debet ref.	Maksimalt trekkbeløp	Periode	Status
BEDRIFTEN AS	00000011111	500.000,00	Daglig	NY - Gyldig fra 17.12.2014

Spørsmål kan rettes til betalingsmottaker.



When creating a new authorisation, an overview is sent to the account owner on the following day, and an overview for all other existing authorisation

4.2 Recommended handling of receipt lists for customers

It is recommended checking the following points when receiving receipt lists.

L200 – Receipt for an imported transmission file shows the reason that the transmission file is rejected.

The transmission file is not in BBS format

Empty transmission file

L226 – Receipt list for input consignment shows the status OK or REJECTED.

Always check status after import

Transmissions and approved amounts match submitted data

Have all the tasks in the transmission been sent for processing

If you have any queries about the transmission, please contact Mastercard Payment Services Customer Service email: support.norway@mastercard.com or call +47 915 04949

L00202 – Receipt list of rejected tasks/transactions/Authorisations – Autogiro

This receipt list will be produced ONLY in the event of a discrepancy. The receipt documents rejected tasks and transactions. The receipt will also report any transactions carried out again or other information on errors that did not lead to rejection.

Rejected authorisations are documented on the list. The list must be checked so the list recipient can look into rejected tasks/transactions further.

L01102 – Receipt of settled and deviating tasks Autogiro.

This list must be checked accurately. It shows the amount that is actually credited for the task account. How many transactions are rejected. Rejected transactions are specified individually with error messages, and which transactions are to be sent for repeat attempt or have been rejected after a repeat attempt.

The payee must evaluate the error messages and any solutions in order to obtain the amount for collection.



4.3 Description of possible error messages

4.3.1 Authorisation amount exceeded

Amount limit for the period stated in the authorisation is exceeded.

Solution: The authorisation amount limit must be increased by the amending authorisation (signed by payer) being sent to the Mastercard Payment Services unit on file or for manual registration. The debiting can be sent to Mastercard Payment Services again after the amount limit is updated in Mastercard Payment Services. If necessary, the payee can themselves settle the collection in another way.

4.3.2 Authorisation not found

The submitted debit transaction deviates from the details specified on the authorisation.

Solution: The authorisation is sent to Mastercard Payment Services for registration. The debit can be resubmitted to Mastercard Payment Services after the authorisation is registered, which is valid after 2 working days. (This will change to 5 working days from 15.10.2024) The payee must check that the debit account, payer's ref. no. (deb. ref. no.) and task account on the single transaction is identical to the authorisation. If necessary, the payee can themselves settle the collection in another way.

4.3.3 Rejected at the payer's bank

The bank has stopped the payment.

Solution: The payee can try to resend the payment. If the payee uses the repetition procedure, the transaction is automatically resent for a fund's availability check.

4.3.4 Account blocked

The payer's bank has blocked the account for Autogiro payments.

Solution: The payee may request collection of the amount in another way.

4.3.5 The account does not exist

The account is rejected at the payer's bank.

Solution: The payee may request collection of the amount in another way.

4.3.6 Sent as repeat payment

Documents the payments that are sent as repeats. The transaction repeats until the final settlement on the due date.

The payee can have an agreement for repeat payments up to 3 following working days.

Solution: None but follow up whether these payments are later found as settled or rejected following the repeat.



4.3.7 Rejected after repeat payment

Rejected according to Mastercard Payment Services' rules on funds availability checks and repeat payments.

This error message will only appear if the payee has not agreed for the transactions to be sent as repeat payments. Cases may be lacking responses from the bank in respect of funds availability checks and a new attempt is made.

Solution: The payee must collect the amount another way or resubmit the transaction charge.

If the payee resubmits amount transactions to Mastercard Payment Services, the amount limit and period must be sufficiently high to cover the charge and any other charges in the same period.

5 Operational procedure

5.1 Data communications/payee availability

The payee may use a variety of channels to send the transmission to Mastercard Payment Services. For example, this may be done through the bank's channel, directly to Mastercard Payment Services, or via another data centre.

The payee can also fetch files directly from Mastercard Payment Services or through the bank's channel.

Payees who use proprietary software can themselves develop the systems they need to use Autogiro. If the payee uses a software supplier/data centre, a check should be made to ensure that the service is supported in the software package.

To be able to send/retrieve transmissions for the service, the payee must have a communications solution. If the payee does not have such a data communication solution, one must be in place. Contact the bank or Mastercard Payment Services for more details.

Mastercard Payment Services via Customer Service by phone on +47 915 04949 or send an email to support.norway@mastercard.com

5.2 Submission deadlines

- Data received before 09:45 will be settled in intermediate settlement no. 2.
- Data received before 10:45 will be settled in intermediate settlement no. 3.
- Data received before 13:45 will be settled in intermediate settlement no. 2.
- Data received before 23:30 will be settled in the next morning's clearing.



Files and tasks received must be approved at import and not stopped due to errors.

Operating patterns available at:

www.mastercardpaymentservices.com/norway/Inn-og-utbetalinger

5.3 Receipt verification

The system verifies that the file/data sender (distributor ID) is registered in Mastercard Payment Services and is authorised to send data for the specified agreement customers/task accounts.

If the data sender specifies or registers incorrect information, the transmission/task will be rejected when received.

If the agreement customer/agreement account changes the file sender/data sender, Mastercard Payment Services be notified of this in writing by customer services. The bank can also amend the file sender/data sender in Mastercard Connect Nordic in the bank customer register. If the customer is to have new communication, any amendments made in Mastercard Connect Nordic in the bank customer register must be sent to Mastercard Payment Services as an order.

All file transmissions to Mastercard Payment Services are checked before import. Errors in the file transmission will be stopped before being imported.

Mastercard Payment Services can be contacted in the event of any queries.

Customer Service by phone on +47 915 04949 or send an email to support.norway@mastercard.com

All file transmissions to Mastercard Payment Services are checked before import. Errors in the file transmission will be stopped before being imported.

There are various possible reasons for this:

The transmission file is not in BBS format

Empty transmission file

Error messages will be documented on receipt list L00200 which is posted on e-nett.

5.3.1 Checking transmissions received in Mastercard Payment Services

Transmissions received at Mastercard Payment Services will be checked at task level before processing.



The system performs duplicate and rejection checks on tasks in a transmission if it has been previously processed. This also applies when tasks in a transmission have been rejected once and then submitted again. In this case, the system will check that the task in the transmission was rejected, so that it will be approved during the next check. The check is performed on the entire transmission for all tasks dating back 12 months + 1 day.

After the transmission has been checked, receipt L00226 will be generated. L00226 is placed on e-nett or sent by e-mail. The recipient of the receipt list must check whether the transmission has been approved or rejected, and whether all the tasks have been sent for processing. Customers who use the bank's corporate online banking do not want to be able to download the receipt via online banking and want to have the receipt by email. The customer must provide the correct data sender in the start record in order to be able to obtain the receipt by email.

The following are checked at transmission level:

that the file/data sender can send files on behalf of the customer (task account)

that the transmission has not already been imported;

that Mastercard Payment Services is the recipient;

that the start/end record for the transmission is correct;

that the start/end record for the task is correct;

that the correct amount is specified in the transmission;

that the agreement has been correctly registered;

that the transmission contains the correct number of transactions; and

that the transmission contains valid tasks.

The following are checked at task level:

that there is a valid agreement for the service;

whether the task has been imported and processed earlier; the task number and total amount; the task number must be unique within 12 months + 1 day;

that the start/end record for the task is available and correct; and

that the transactions in the task are valid.



5.4 Files from Mastercard Payment Services

If the payee wants to have the file returned, this should be stated in the Autogiro agreement.

The following data can be offered from Mastercard Payment Services:

- Approved, settled transactions for automatic updating of the ledger.
- Rejected transactions containing error codes, which describe the reason for the rejection.

Using these codes, the payee can add an automated procedure for how rejected transactions are to be processed.

The following error codes can occur:

- 131 - Authorisation not found
- 133 - Authorisation blocked
- 181 - Authorisation amount exceeded
- 221 - Rejected at the payer's bank
- 222 - Account not found
- 252 - Sent as repeat payment

New, amended and deleted authorisations can also be sent on file for automatic updating of payee's authorisation register.

Mastercard Payment Services can offer the following schedule for the transfer of data:

- Daily.
- Weekly, 1–3 times per week. Any weekdays.
- Monthly, 1–3 times per month. Any days.

A maximum of three combinations of period allocations per task is possible (e.g. three times per month or three times per week).

Payees who use several different payment services can receive data from Mastercard Payment Services in the same dispatch.



Extracts of all authorisations registered under an agreement:

If the payee needs a complete update or overview of all registered authorisations for a task account, this can be ordered via Mastercard Payment Services' Customer Service. The task account and agreement ID must be specified.

Mastercard Payment Services via Customer Service by phone on +47 915 04949 or send an email to support.norway@mastercard.com

5.5 Reconciliation checks

The payee is responsible for ensuring that appropriate internal checks are made so that any improper handling of consignments, tasks or single transactions can be detected immediately.

Mastercard Payment Services recommends that the payee has a ledger system, which is set up for automatic updating of individual transactions. As a basis for automatic updating of the ledger, Mastercard Payment Services supplies settled and rejected transactions.

The payee can update the subsidiary ledger on the basis of submitted data. Settlements should not be updated, and the receipt lists are received from Mastercard Payment Services. Any transactions specified on the error list must be processed in the system manually.

The payee should have the option to be able to make a backup of submitted files so that it is possible to document what has been submitted.

5.6 Invoicing

Invoicing for Autogiro is a matter between the payee and the bank. Therefore, any queries about prices/invoicing must be addressed to the relevant bank.

5.7 Available funds check

Prior to settling transactions, the payer's bank has the right to check whether there are sufficient funds in the payer's bank account, or whether there are other reasons why the payment cannot be made. The payer's bank and Mastercard Payment Services do not take responsibility for prioritising payments. Transactions rejected in the available funds check will repeat until the final settlement before rejection. Rejected transactions will be documented in L01102, along with the reason for rejection. Transactions rejected due to insufficient funds can be resubmitted when using repeat payments.



5.8 Repetition for rejected Autogiro transactions

All transactions undergo a funds availability check. The payee has the option to select a repeat payment procedure for transactions that have been rejected in the funds availability check. Any payee wanting this service must enter into an agreement for it. Each individual payee can choose to allow transactions rejected in the payer's bank to repeat for 1 - 3 subsequent working days. This is registered at agreement level, so that all tasks under this agreement receive the same processing in Mastercard Payment Services. If the transaction is rejected after the final attempt, it will appear on receipt list L01102, 'Receipt for settled and deviating tasks - Autogiro'.

The payee must themselves inform their customers if the repeat attempt procedure is used.



6 Version history for this user manual

Vers	Section	Description of change	Date	Signature
.		Changed to new email address for record	April 2015	wme
3.0		Updated new version	Nov 2015	wme
3.1	1.8.1	Added authorisation	Sept 2016	wme
3.2	1.9	New email address re. corrections, and form can be downloaded from www.nets.eu	February 2018	wme
3.3		New logo and version number	August 2018	wme
3.4		Given new version number General review of whole document.	May 2019	mhe
		Changed tel no and email in all sections	Aug 2019	mhe
	1.3	Updated new figure	Aug 2019	mhe
	1.5.1	Payee/payee's bank: New description inserted	Aug 2019	mhe
	1.5.4	Termination of agreement/change of bank account: Description updated	Aug 2019	mhe
	1.8	Explanation of authorisations: General update of description; more detailed information. Number of days from an authorisation being valid for debiting changed from 8 days to 2 working days. Sending of notification when using simplified authorisation - changed from 8 banking days to 3 banking days. New example added for authorisation.	Aug 2019	mhe



	2	Accounting data from Nets: Description updated	Aug 2019	mhe
	4.1	Description in all receipt lists is updated	Aug 2019	mhe
	5	Operational procedure. General update of description and added more detailed information	Aug 2019	mhe
3.5		New version nr	Mai 2021	mhe
		<u>Changes Brand name and website</u>	Mai 2021	mhe
	1.3	<u>Updated new file flow for transaction</u>	Mai 2021	mhe
	1.6.4	<u>Updated text</u>	Mai 2021	mhe
	1.8	<u>Described more information about payer's reference number</u>	Mai 2021	mhe
	1.8.2	<u>Updated new file flow for authorisation</u>	Mai 2021	mhe
	1.8.4.1/ 1.8.4.2	Changed email from agreementprocessing-no@nets.eu to payments-no@nets.eu	Mai 2021	mhe
	2	Deleted item about operational adjustments, FTP is not offered.	Mai 2021	mhe
	4.1	<u>Receipt 00202. Removed text: Authorisations which are rejected upon import. In the event of a missing name and address for an account owner, the authorisation for creation will be repeated in 2 days' time. Authorisation will be rejected when receiving, for file and manually. Updated example for receipts lists.</u>	Mai 2021	mhe
	5.7	<u>Updated more information for balance control</u>	Mai 2021	mhe
	5.8	<u>Updated information balance control to all settlement</u>	Mai 2021	mhe



3.6		New version nr	DEC 2021	mhe
		Updated new emails to customer services	DEC 2021	mhe
	1	Refers to regulations prepared by Bits	DEC 2021	mhe
	1.8	Added information about the possibility that the payer can sign Authorisations digitally	DEC 2021	mhe
	1.8.1	New Authorisations example	DEC 2021	mhe
	1.10.1	Reversal of individual transactions. Removed the form that is not in use. The updated with a new description.	DEC 2021	mhe
	4.1	Changes Brand name in archive ref under receipt description	DEC 2021	mhe
3.7		No changes, new version number synchron with system specification	MAI 2022	mhe
3.8		Updated new e-mail to customer services	MARCH 2023	mhe
3.9		New version nr	JULY 2024	mhe
		General review according to new rules from 15.10.2024	JULY 2024	mhe
		Change Nets online to: Mastercard Connect Nordic	JULY 2024	mhe



	1.8	<p>Explanation authorisations</p> <p>Updated the point with the requirement that the authorisation contain new information and will change from being valid from 2 working days to 5 working days</p> <p>New example of authorisation</p>	JULY 2024	mhe
	1.8.4.2	Removed option to change from standard to simplified manually. New authorisations must be signed	JULY 2024	mhe

