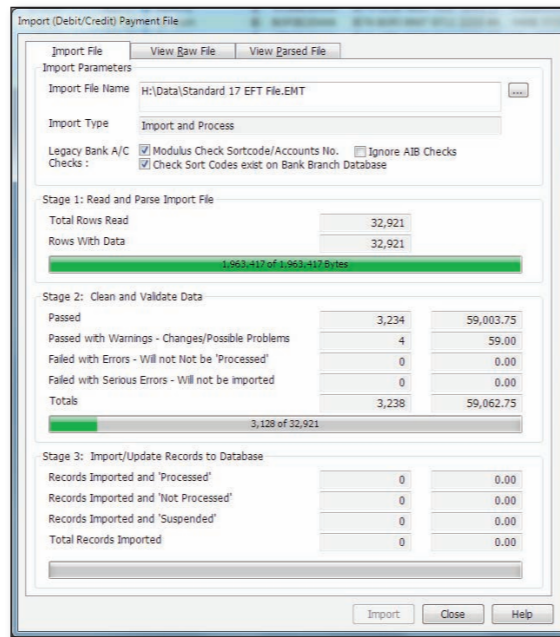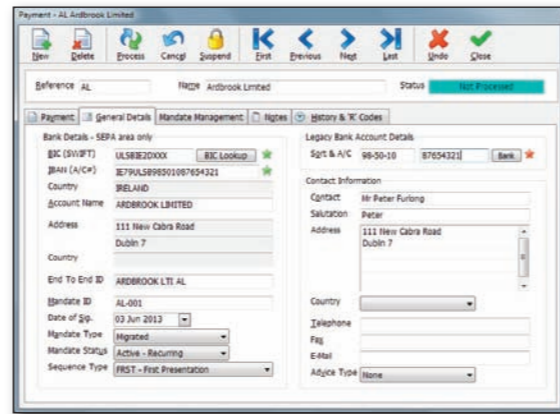# Ardbrook

At Ardbrook, we pride ourselves in the quality of the products we produce and in the level of customer service we provide.

When you need assistance or have a query in using our products you can contact us by phone and have the matter dealt with in person by one of our development team.

- *You won't be transferred to a call centre operating from a different country.*

- *You won't be answered by someone who knows less about the software than you do.*

- *You won't be asked to submit your query by email in the hope that it gets lost in cyber space or trapped by a spam filter.*

We know you operate in a dynamic environment and need answers quickly. If you contact Ardbrook with a query you will be talking to an expert within minutes. And we will continue working with you until the matter is resolved. This is the way we work. It is our standard service and is provided as part of our standard license agreement at no extra cost.

Ardbrook

SE€PA
Single Euro Payments Area

By now you have probably received much communication and documentation from your Bank concerning SEPA. Having looked over the material do you really know all the actions you need to complete in order to be ready for your SEPA implementation on or before February 1st, 2014?

We've prepared a handy 2 page summary of the things you need to get done to prepare for and complete your switchover to SEPA. The details are contained in the next two pages. You might find it useful to pin it to your wall to act as an implementation checklist.

Ardbrook has launched its new SEPA compliant product, called DEFT.

We've been testing DEFT with the main Irish Banks for the past few months and it is now available.

Its key features include:

- Ability to import data from your legacy system in order to generate your SEPA XML files. If there's any SEPA required data your system doesn't have, this can be entered and maintained directly in DEFT so your SEPA files will always be complete
- Conversion of Sort Codes and Account Numbers to BICs and IBANs
- Generate and assign Mandate Ids (UMR) and Signature Dates
- Managing the Mandate life cycle and associated Transaction Types
- Generation of SEPA XML format files for Debits (SDD) and Credits (SCT)
- Ability to process SEPA "R" files either manually or electronically
- Ability to export data after processing for use in your legacy system or other analysis

Switching to SEPA

We can help you convert your existing information for use with SEPA by taking the relevant information from your system and populating your SEPA database either by means of a CSV file or a Standard 18 EMTS file. Alternatively, we can take the information from a UK standard BACS file if that is what you use today.

We would be happy to take some test data from you and convert it for submission as a SEPA XML file to your Bank, whichever Bank you use. Just contact us and let us know.

To find out more about how DEFT supports all the requirements imposed by the SEPA Scheme and how it can help you maintain control of your cash flow email sepa@ardbrook.ie or see below.

What needs to be done to convert my Systems and Procedures for SEPA?

My Bank	My Existing Mandates	My Software	Before Conversion	After Conversion
Get your new Originator Number from your Bank	These will be valid under SEPA. They do not need to be re-authorised.	If you can't (time &/or cost) upgrade your existing systems to be SEPA compliant, you will need to get new software like DEFT. You may also need software to convert your existing payments data for use with SEPA	You should prepare a checklist now of all actions required for your SEPA conversion You should set up regular reviews to ensure they have all been completed satisfactorily before final Conversion	You will have to set up a procedure to handle "R" files from your Bank. You may get these on a daily basis from your Bank
Prepare a new SEPA specific Mandate Authorisation form. This will have to be approved by your Bank	You must assign each existing Mandate a Unique Mandate Reference (UMR). 🙂	Your Software must be able to record and store BIC and IBAN details 🙂	You must set up a process to manage and store all Mandate Documentation – Paper files or Electronically	You should set up procedures to deal with Debtors claiming Refunds • Within 8 weeks • Within 13 months
Sign a new SEPA Originator agreement basically confirming you will abide by the rules of the SEPA scheme	Each UMR must have a Signature Date. 🙂 This can be set as the first Submission Date for existing Mandates you migrate to SEPA	Your Software must be able to hold the UMR and Signature Date for every Mandate 🙂	You may need to educate or re-train staff in the basics of the SEPA Scheme and the Software you use to support it.	You will have to set up a procedure to retain Mandate details and Transaction history for a minimum of 14 months after closing the Mandate
Agree a switchover date with your Bank taking account of your own business cycle and availability of critical resources. Your Bank will want you to convert as early as reasonably possible before February 1st.	All Sort Codes and Account Numbers need to be converted to their respective BICs and IBANs 🙂	Your Software should ensure that you submit Transactions with the correct minimum number of Days before settlement • FRST & OOF – 6 days • RCUR & FNAL – 3 days 🙂	If your existing Software can't handle the various SEPA requirements you will need to replace it: 🙂 • BICs & IBANs • UMRs & Signature Dates • SEPA Transaction Types • Processing of "R" files • SEPA XML file formats	You should review the effectiveness of your electronic payments and supporting procedures to identify any possible areas for improvement You may want to alter some decisions you made before conversion

My Bank	My Existing Mandates	My Software	Before Conversion	After Conversion
Get access to your Banks new Webpage for submitting SEPA XML files		Your Software must generate the correct SEPA Transaction Type for each submission and track if earlier Transactions have been Rejected 🙂	You may have to submit a test SEPA XML file(s) to your Bank	You should think about the implications of the SEPA Scheme in the event you choose to move from your current Bank
		Your Software must be able to produce SEPA XML SDD &/or SCT files for your electronic payments 🙂	You should review your Credit Control procedures and guidelines in light of the increased Rights of Debtors to claim refunds under SEPA	
		Your Software must be able to handle the processing of "R" files – Rejects, Refunds, Returns etc. 🙂 (yellow)	You should notify each existing Debtor of the UMR you have assigned to their Mandate 🙂 (yellow)	
		You may need your Software to provide details of your SEPA Transactions for import into your main Accounting / Financial System 🙂 (yellow)	You should set up a procedure to pre-notify your Debtors when you take money from their Bank Account 🙂 (yellow)	
			You may want to agree a shorter pre-notification period with your Debtors. SEPA requires 14 days advance notice unless you agree a shorter period	

Notes

🙂 (green) Feature is available in our standard DEFT product

🙂 (yellow) Feature is available as an Option to our standard DEFT product