

# Quick start guide to SEPA Direct Debit

You want to start collecting payments from Dutch and foreign customers within the SEPA area\* using the SEPA Direct Debit. Here is a list of the steps you need to take to start using SEPA Direct Debits.

## What do you need to do?

1. Contact ABN AMRO for a SEPA direct debit contract. After talking to the bank, decide which of the four SEPA Direct Debit variant(s) is/are best for you: Core One-off, Core Recurrent, B2B One-off or B2B Recurrent. You indicate if you wish to make use of e-Mandates. You will be given a Creditor ID in your SEPA Direct Debit contract.
2. If you use e-Mandates, you have to integrate the online mandates on your website yourself. Paper mandates should be sent to your debtors for them to sign. You can design your own form or use the standard SEPA mandate form. The SEPA Direct Debit Rules list the information that must be in the SEPA mandate form. You must keep the signed mandates you have received back from customers for fourteen months after the last direct debit has been executed. You must be able to provide the bank with a copy of the mandate on request.
3. You also keep a digital copy of all mandatory mandate information. Ensure that your systems are or have been made suitable for this. You must assign a reference to each mandate; this reference must be unique in combination with your Creditor ID. If you are using standard accounting software, we recommend that you contact your software supplier about this.
4. You deliver direct debit batches to the bank in PAIN format (XML). Ensure that your systems are or have been made suitable for this and link your mandate records to your transaction records. This is necessary because you have to state which sequence type each collection instruction concerns: one-off or recurrent. If you are using standard accounting software, we recommend that you contact your software supplier about this.
5. You can send direct debit batches to the bank using Internet Banking, Access Online or Access Direct. If you use a service bureau to prepare the direct debit batches, the bureau can also send them using Equens Corporate Payment Services.
6. Ensure that your processes are set up for the SEPA delivery deadlines. The delivery deadlines are set out in the SEPA Direct Debit Rules.
7. You must give your customers at least two weeks advance notice of the amount and date of the direct debit, although you can agree a longer or shorter notice period.
8. You need to take the refund and return period for SEPA direct debits into account. Your customer's bank may return a SEPA Core Direct Debit up to five working days after the settlement date. Your customer can refund a SEPA Core Direct Debit up to 56 calendar days after it has been debited to his account. The SEPA B2B Direct Debit cannot be refunded by the customer, but the customer's bank may return it up to three working days after the settlement date.

### Please note

Under the SEPA Business-to-Business Direct Debit Scheme, your customer must also register the mandate with his own bank. There are instructions on [abnamro.com/register-mandate](https://abnamro.com/register-mandate)

### Visit [abnamro.com/sepa](https://abnamro.com/sepa)

There is information about the SEPA Direct Debit on [abnamro.com/sepa](https://abnamro.com/sepa) along with extensive details of SEPA payment standards.

\* The Single Euro Payments Area (SEPA) consists all the member states of the EU, plus Norway, Iceland and Liechtenstein (which are members of the European Economic Area), Switzerland, Monaco and San Marino. There is a full list on [abnamro.com/sepa](https://abnamro.com/sepa)

# What do you need to know about your SEPA Direct Debit contract?

Below is a summary of the main features of SEPA. You can find more detailed information at [abnamro.com/sepa](https://abnamro.com/sepa)

- ▶ To ensure correct processing, direct debit batches should be split up by variant and sequence type: one-off and recurrent. Ensure that your accounting software has been modified to handle this.
- ▶ A mandate will expire if it remains unused for 36 months.
- ▶ You must keep mandates for fourteen months after the last direct debit has been executed.
- ▶ Only paper mandates and e-Mandates are valid. Other types of mandates are not allowed.
- ▶ You must give your customers at least two weeks' advance notice of the amount you will be collecting and the date of collection, unless you have agreed on a shorter or longer timeline.
- ▶ You must use the Creditor ID in your SEPA direct debit contract with each collection instruction.
- ▶ Your rights and obligations are set out in the SEPA Direct Debit Conditions and the SEPA Direct Debit Rules on [abnamro.com/sepadownload](https://abnamro.com/sepadownload) where you can also find all the technical documentation for proper delivery of SEPA direct debit batches.

## Please note

You must supply the following information with each collection instruction:

- › the debtor's IBAN
- › the debtor's name
- › the amount of the direct debit
- › the description so that the debtor knows why the amount is being collected
- › the unique mandate reference you have chosen
- › the date of signature of the mandate
- › your Creditor ID
- › your name
- › the sequence type: one-off or recurrent
- › the direct debit variant (Core One-off, Core Recurrent, B2B One-off or B2B Recurrent)

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