

# CH-DD Direct Debit Manual (Swiss Direct Debit)

For processing direct debits  
in the CH-DD Direct Debit scheme

**PostFinance** 

# Customer care

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# 1. General information

## 1.1 Target group

PostFinance Ltd offers its business customers two direct debit schemes compliant with the ISO 20022 standard:

- CH-DD Core Direct Debit (Swiss COR1 Direct Debit) with right of objection
- CH-DD B2B Direct Debit (Swiss B2B Direct Debit) without right of objection

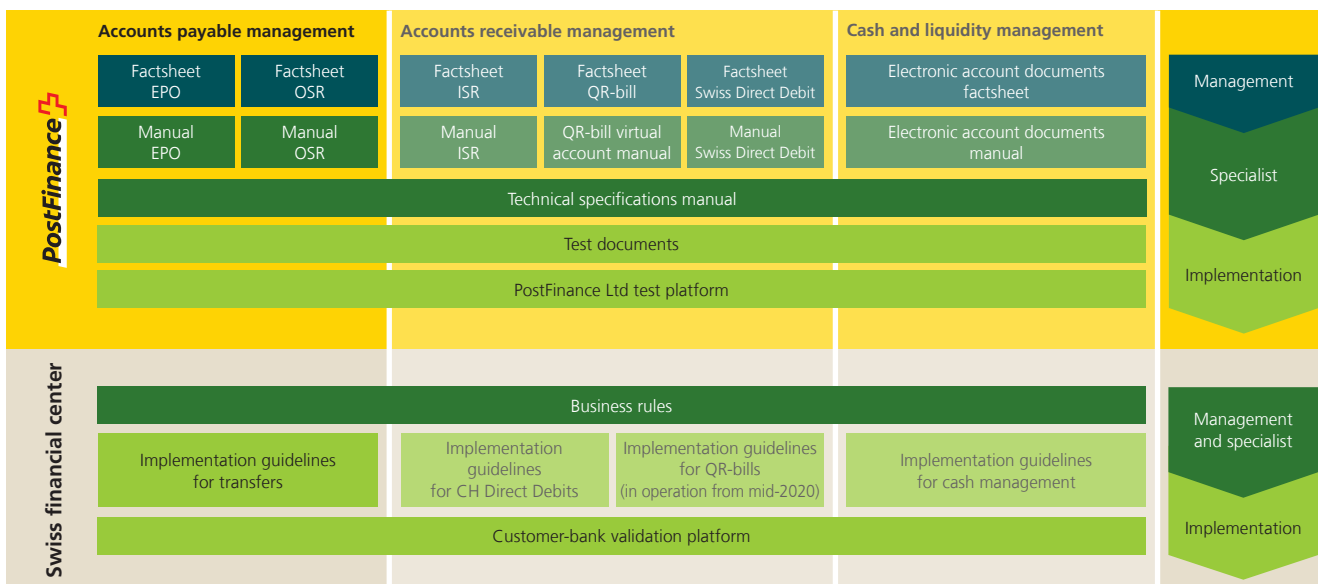
With the CH-DD Direct Debit scheme, the invoice issuer (RS) can collect debits electronically in Swiss francs and euros with payment authorizations from PostFinance customers and using standardized ISO formats. The payer (LZ) can pay quickly and free of charge with this solution.

Service Swiss Direct Debit is intended for financially strong medium-sized to large business customers of PostFinance who collect direct debits on a regular basis (such as debits for newspaper subscriptions). This direct debit scheme is suited for collection amounts in the small to medium range, whereas large amounts are rejected by PostFinance.

## 1.2 Use of the manual

### 1.2.1 Documentation overview

The following graphic shows an overview of the PostFinance documentation, grouped by the themes of accounts payable, accounts receivable, cash and liquidity management for PostFinance and the Swiss financial center.



This overview shows a selection of key documents relating to payment transactions. Other documents can be found online at [postfinance.ch/manuals](https://postfinance.ch/manuals); version June 2020

For further detailed technical information, the Technical Specifications Manual ([postfinance.ch/manuals](https://postfinance.ch/manuals)) and the Swiss Payment Standards (Business Rules and Implementation Guidelines) may be consulted ([iso-payments.ch](https://iso-payments.ch)).

### 1.2.2 Applicability

The services described in this CH-DD Direct Debit manual cover the CH-DD Core Direct Debit and CH-DD B2B Direct Debit schemes. The CH-DD Direct Debit scheme supports debit orders in Swiss francs and euros within PostFinance.

Differences between the two schemes are described in separate sections or paragraphs. All other statements apply to both systems.

The legal relationships between the invoice issuer and their payers which form the basis of the direct debit and therefore also of the CH-DD Direct Debit payment authorization (e.g. sales agreement, insurance agreement, rental agreement) are not covered by this manual. The invoice issuer is obliged to explain directly to the payer all claims arising from a legal relationship which forms the basis of a payment contract, and to settle any disputes arising from these.

The present "Swiss Direct Debit" manual governs the relationship between the invoice issuer and PostFinance in connection with the CH-DD Direct Debit scheme.

### 1.3 Applicable provisions and manuals

If the manual does not provide specific stipulations, the following conditions apply:

- General Terms and Conditions and Subscriber Conditions of PostFinance  
→ which can be found at **postfinance.ch**, as well as in the:
- Swiss Implementation Guidelines
- Swiss Business Rules manual  
→ available at **iso-payments.ch**
- Technical Specifications Manual (**postfinance.ch/manuals**)

## 1.4 Registration

The appropriate customer advisor supports PostFinance business customers in registering for the CH-DD Direct Debit scheme.

Customers can register using the “Registration/Change Swiss Direct Debit” form. The form must be completed in full with a valid individual or collective signature and sent to PostFinance. By submitting the registration form, customers confirm that they accept the relevant General Terms and Conditions and Subscriber Conditions as per section 1.3. After receipt of written registration confirmation, the CH-DD Direct Debit scheme may be used.

PostFinance reserves the right to verify the economic and financial circumstances of business customers (creditworthiness) both at the initial registration and also in the subsequent operational phase and to demand appropriate additional documentation. If the basic conditions for participation in the service are not or can no longer be met, PostFinance may reject registration without giving reasons or terminate any further cooperation without notice.

The technical and contractual preconditions for the CH-DD Direct Debit scheme are described in section 3.1.

## 1.5 Prices and conditions

The current prices are listed at [postfinance.ch/chdd](https://postfinance.ch/chdd) or will be provided by the customer advisor upon request.

The prices for any PostFinance services used will be charged at the end of each month. The customer must therefore ensure that sufficient funds are available in the relevant fee account.

## 1.6 Definitions

Term	abbreviation	Definition
Business-to-Business	B2B	Signifies communication and trade relations between at least two companies.
Business-to-Customer	B2C/COR1	Business-to-Customer (B2C) signifies communications and trade relations between companies and consumers (private and business customers).
camt message types	camt	camt is the abbreviation for Cash Management. These XML-based message types serve to report between bank and customer as per the definitions set out in the ISO 20022 standard.
	camt.053	camt.053 is the ISO 20022 standard for account statement notifications and is delivered by default via the Bank Transaction Codes (BTC) published by ISO. When providing notification of account statements in camt.053 format, the ISO 20022 definitions basically apply, as laid down in the Swiss Business Rules and in the Implementation Guidelines for Cash Management. The camt.053 is offered with and without detailed notification.
	camt.054	Detailed notifications of credits or debits are delivered in accordance with ISO 20022 via camt.054 messages. A detailed notification from PostFinance can be sent in camt.054 or camt.053 format as required (account statement with detailed notification). A double delivery is not possible.
CH-DD Core Direct Debit (Swiss COR1 Direct Debit)	CH-DD COR1	Swiss Core Direct Debit with right of objection is the PostFinance payment procedure for the settlement of debits from business customers charged to consumers (private and business customers) in Swiss francs or euros in Switzerland, as set out in the respective rulebook.
CH-DD B2B Direct Debit (Swiss B2B Direct Debit)	CH-DD B2B	CH-DD B2B Direct Debit without right of objection is the PostFinance payment procedure for the settlement of debits for business customers as invoice issuers (RS) and business customers as payers (LZ) in Switzerland.
Customer Payment Status Report (processing message)	pain.002	The Customer Payment Status Report (pain.002) XML message is used by the financial institution to inform customers of the status of pain.008 collection orders that have been submitted.
Customer Direct Debit Initiation	pain.008	The Customer Direct Debit Initiation XML message (pain.008) is used for electronic commissioning of direct debit orders sent by customers to the financial institution. The pain.008 for Swiss Direct Debits should be used for CH-DD Direct Debits.
Extensible Markup Language	XML	Extensible Markup Language (XML) is a file format.
Credit account		The Swiss francs or euros sent via CH-DD Direct Debit will be credited to the postal account of the invoice issuer. The credit account must correspond to the currency of the order. The credit must be intended for the account holder of the credit account.
Debit account		CH-DD Direct Debits are made in Swiss francs or euros, although the account to be debited does not have to be a Swiss franc or euro account.
Multiple debits	MFB	PostFinance also offers the invoice issuer the additional paid function of multiple debits for the Swiss Core Direct Debit scheme. For transactions that cannot be debited on the due date, a new attempt to debit will be made on the third and/or fifth day after the original due date.
Net principle		According to the net principle, non-executable transactions are generally not entered. Only the executed transactions will be shown as a credit.
pain message types	pain	pain (Payments Initiation) denotes XML messages used between customers and banks, as defined in the ISO 20022 standard.
RS-PID		Subscriber number of the invoice issuer.
R-transactions		A transaction that results in exception processing during the payment process is referred to as an R-transaction. An R-transaction means a payment transaction which cannot be properly executed by a payment service provider or which results in exception processing, for reasons such as a lack of funds or wrong or closed account.
Reject		The payer's bank can reject a collection in the direct debit scheme before settlement on technical grounds or because for any other reason it is not able to carry out the collection or the transfer (R-transaction).
XML Schema Definition	XSD	An XML schema describes the elements and structure of an XML file.

## 2. Range of services offered

### 2.1 How the scheme works

The CH-DD Direct Debit service is available in two forms:

- Core Direct Debit (Swiss COR1 Direct Debit) for collection of receivables with right of objection and
- B2B Direct Debit (Swiss B2B Direct Debit) for collection of receivables from business customers without right of objection.

Core Direct Debit (Swiss COR1 Direct Debit)	B2B Direct Debit (Swiss B2B Direct Debit)
<ul style="list-style-type: none"><li>– Payer's right to object during a period of 30 days from when the account document is dispatched</li><li>– Option of multiple debit attempts for rejected transactions</li></ul>	<ul style="list-style-type: none"><li>– Payer has no right of objection for authorized debits</li><li>– Payer must be a business customer</li></ul>
<hr/>	
<ul style="list-style-type: none"><li>– Simple: Pay for goods or services and billing in Swiss francs and euros.</li></ul>	
<hr/>	
<ul style="list-style-type: none"><li>– Clear: Uniform, systematic processes, deadlines and obligations.</li></ul>	
<hr/>	
<ul style="list-style-type: none"><li>– Standardized: Uniform format (ISO 20022). XML messages are independent of platform and programming language. This allows information to be validated.</li></ul>	
<hr/>	
<ul style="list-style-type: none"><li>– Open: Supports the declaration of paid debits (open accounting).</li></ul>	
<hr/>	
<ul style="list-style-type: none"><li>– Secure: High data quality owing to use of IBAN (International Bank Account Number) to identify accounts.</li></ul>	

### 2.2 Subscriber number of the invoice issuer (RS-PID)

The invoice issuer is identified by their subscriber number (RS-PID). The subscriber number must be permanent, so that the payer and PostFinance can contact the invoice issuer for refunds or appeals and the submission of a valid payment authorization can be checked.

Structure of the number: numerical, 17-digit

Structure: 4110000000872849

The first four digits identify the invoice issuer system. For PostFinance, the first two numbers are always 41. The last two digits are check digits which are calculated according to Modulo 97-10 (ISO 7064).

PostFinance notifies the invoice issuer of the assigned subscriber number in writing. The same subscriber number can be used for both CH-DD Direct Debit schemes and for the e-bill.

### 2.3 Credit account

The CH-DD Direct Debit order can be submitted in CHF or EUR. In order to subscribe to the CH-DD Debit Direct service, the invoice issuer is required to have a CHF and/or EUR postal account. The credits from the CH-DD Debit Direct must be intended for the credit account holder. Orders must be delivered in a single currency and must be made out in the currency of the credit account.

Depending on the scheme (COR1/B2) and the currency (CHF/EUR), a credit account can be assigned for each RS-PID.



## 2.4 Open accounting

Open accounting is a form of accounting in which an accounts payable or accounts receivable business transaction is not entered until payment is made.

With harmonization of the various direct debit schemes in Switzerland, PostFinance recommends that in the medium term its customers switch to this accounting method.

While the closed accounting method marks all open accounts receivable items as booked and paid for as soon as the debit orders have been transferred to the financial institution, open accounting will wait for the appropriate notification file from the financial institution. In order to process accounts receivables automatically, each transaction must be provided with a unique reference number (e.g. an End-to-End Identification).

This is returned as an identification marker in the credit notification (camt.053 / camt.054) after it has been processed successfully. This makes it possible to offset open items automatically in accounts receivable. Debits which could not be processed successfully are not notified in the camt message and therefore remain as unpaid in accounts receivable.

The CH-DD Direct Debit scheme supports open accounting by notifying all successfully processed direct debit orders in a camt.053 and/or camt.054 message that can be imported into the accounts receivable software in order to close the open items.

## 2.5 Process steps

The following sub-section describes the individual process steps in the CH-DD Direct Debit scheme.

### 2.5.1 Delivery and order placement

CH-DD Direct Debit orders are prepared for PostFinance by the invoice issuer as a pain.008 for Swiss Direct Debits XML message (ISO 20022 format) and delivered by means of one of the following data media.

There is a free choice of file name. The file name must correspond to the character set defined by the Swiss Implementation Guidelines, and must not contain any umlauts or special characters.

#### **Accuracy**

The invoice issuer is responsible for the accuracy of the data which they provide. A key feature required for properly posting a debit is the postal account number (in IBAN or postal account format).

All the electronic messages are specified in the Manual "Technical Specifications"

### **2.5.2 Channels / Data media**

CH-DD Direct Debit orders can be delivered via file transfer using the following data media:

- E-finance
- File Delivery Services (FDS)
- Telebanking Server (TBS)
- SWIFT FileAct
- H-Net

Detailed information about delivery channels can be found at [postfinance.ch/filetransfer](https://postfinance.ch/filetransfer).

### **2.5.3 Receipt and execution confirmation**

#### **Technical confirmation (FDS, H-Net and SWIFT FileAct)**

PostFinance will confirm receipt of CH-DD Direct Debit orders posted via the FDS, H-Net and SWIFT FileAct channels, with a pain.002 technical processing message. More information on technical confirmations can be found in section 4.5.1.

#### **Processing confirmation**

For each CH-DD Direct Debit order (B level), the invoice issuer receives a Customer Payment Status Report in ISO 20022 pain.002 format. The pain.002 provides information for both executable as well as incorrect orders (B level) and transactions (C level). The pain.002 message is regarded as confirmation that PostFinance has started processing the order.

Further information on the pain.002 processing message can be found in sections 4.5.1 and in the Manual Technical Specifications.

#### **Execution confirmation**

PostFinance informs the invoice issuer about the execution status of the CH-DD Direct Debit order using the ISO-20022 delivery formats camt.053 and camt.054. These messages are described in the following section.

The invoice issuer is notified of any transactions rejected during execution via a pain.002 processing message on the date of execution. If option “multiple debiting attempt” was selected for transactions that could not be processed, one or two more debiting attempts are made, depending on the variant selected. If any transactions could not be booked even after the debiting attempts were made, they are notified via a pain.002 processing message.

Delivery takes place approximately every 15 minutes between 8.30 a.m. and midnight.

## 2.5.4 Notification of electronic account documents

The following services for account statements and detailed notifications are available.

Electronic account documents at PostFinance			
<b>Account statement</b>	<b>ISO 20022 account statement</b> camt.053 – with/without slip image	<b>SWIFT account statement</b> MT940 – with/without slip image	<b>PDF account statement</b> – with slip image
<b>Notification services (ISO 20022)</b>	<b>Notification in account statement camt.053</b> – Transaction details integrated into camt.053		
	<b>Separate detailed notification camt.054 per product</b> – ISR – OSR – IS (with/without slip image) – CH-DD Direct Debit – SEPA Direct Debit		
<b>Intraday account movements</b>	<b>ISO 20022 intraday account movements</b> camt.052	<b>SWIFT intraday account movements</b> MT942	
<b>Credit and debit notifications</b>	<b>ISO 20022 credit and debit notifications</b> camt.054	<b>SWIFT credit and debit notifications</b> MT900/910	

## 2.5.5 Account statement and detailed notification, R-transactions

On the execution date, the collective credit of the net CH-DD Direct Debit order is paid into the invoice issuer's account. Only successful debits are transferred into the credit account.

PostFinance offers the following options for notifications for electronic account documents in accordance with the ISO 20022 standard:

### – Account statement (camt.053)

The ISO 20022 account statement can be delivered with or without integrated detailed notifications in the account statement.

### – Detailed notifications

There is a choice between two types of detailed notification:

#### a) Detailed notification in the account statement (camt.053)

All credits and debits for the IS, ISR, OSR, CH-DD and SEPA-DD services are integrated into the camt.053 account statement in detail.

#### b) Separate detailed notification (camt.054)

Details of credits and debits can be delivered in a camt.054 message for each service (IS, ISR, OSR, CH-DD and SEPA-DD).

invoice issuers also receive the account statement as MT940, PDF or on paper, as desired.

The electronic detailed notifications and account statements are available for collection on the delivery channel by 6 a.m. at the latest on the following day, according to the chosen periodicity. The following delivery periodicities are available:

- daily
- on 1 to 4 designated Swiss Post working days per week
- fortnightly
- monthly

For further information on credit notification, see section 4.5.2 and the "Electronic account documents" manual.

### **R-transactions**

A transaction that results in exception processing during the payment process is referred to as an R-transaction. An R-transaction means a payment transaction which cannot be properly executed by PostFinance or which results in exception processing, for reasons such as a lack of funds, revocation, a lack of payment authorization or an incorrect or closed debit account.

- If direct debits are cancelled before or on the due date, this is noted promptly in the pain.002 processing message and the gross sum of the CH-DD Direct Debit order is reduced correspondingly.
- Direct debits rejected as R-transactions after the due date are back posted on the correct value date and are always notified of as single transactions labelled reimbursement / objection (refund) on the account statement (e.g., camt.053). Depending on the selected notification variant, the transaction details can be seen
  - (a) on the account statement itself or
  - (b) in the separate detailed notification camt.054.

The forms of all R-transactions are given in section 4.5.3.

# 3. Preconditions, testing and commissioning

## 3.1 Preconditions

Contractual details for the selected products and services must be concluded so that PostFinance customers can benefit from the test support service. Customers who need test support are recommended to consult their customer service advisor directly.

The following preconditions apply to the CH-DD Direct Debit scheme for PostFinance:

- Business account in Swiss francs and/or euros
- Registration for the CH-DD Core Direct Debit and/or CH-DD B2B Direct Debit
- Subscriber number of the invoice issuer (RS-PID); where no subscriber number is available, PostFinance will create one
- Debtor software or financial accounting software with integrated CH-DD Direct Debit interface for creation of pain.008 messages and processing of pain.002 Customer Payment Status Reports, based on the Swiss Business Rules and the Implementation Guidelines
- E-finance subscription for the approval (channel-specific exceptions such as Telebanking Server TBS), change and cancellation of CH-DD Direct Debit orders and transactions.

## 3.2 Test procedures

PostFinance offers a simple and extensive test service so that customers can fully test the ISO 20022 formats.

The following two-step test procedure is recommended:

### PostFinance test platform

PostFinance enables customers to carry out tests independently using the PostFinance test platform. Customers can test their formats and validations safely and independently on this test platform (pain.008 end-to-end). The test data is analysed automatically and generated as a report (pain.002, camt.053 and camt.054). So that error cases can also be checked, there is an option to simulate every fifth transaction (C level) as a reject (up to the 30th transaction). In addition, the seventh and twelfth transaction will be rejected as a return and the seventeenth transaction rejected as a refund.

Best practice cases and necessary tools will also be made available on the test platform.

### **Active customer test**

PostFinance recommends additional tests after successful format testing via the active customer test system (end-to-end). The first execution of the test should be registered with the PostFinance Contact Center or the customer advisor.

So that error cases can also be checked in an active customer test, every fifth transaction (C level) up to the 30th transaction is simulated and marked as a reject. In addition, the sixth transaction is treated as a refund. The seventh, twelfth and seventeenth transactions simulate return cases. The simulation of error cases can be deactivated as required.

Faulty test files can be analysed in detail on the PostFinance test platform. After correction, it is recommended that you run another full test via the PostFinance test platform and the active customer test system. If the error cannot be resolved, contact the PostFinance Contact Center.

More information on the productive customer test can be found in the "Productive customer testing" manual at [postfinance.ch/manuals](https://postfinance.ch/manuals).

### **3.3 Commissioning**

After the recommended test activities have been completed successfully, the CH-DD Direct Debit scheme can be operated productively. No further formalities are required. In the event of problems arising with productive orders, please contact PostFinance.

# 4. Operation

## 4.1 Contact

The PostFinance Contact Center is available to all customers for any enquiries relating to CH-DD Direct Debits.

### Technical support Corporates

Tel. +41 848 848 424  
Fax +41 58 667 66 00  
E-mail tscorp@postfinance.ch

## 4.2 Delivery times and deadlines

### 4.2.1 Delivery times and approval period for CH-DD Direct Debit orders

PostFinance recommends that data be delivered and approved as early as possible so that there is time to handle marked errors, and so that the transactions containing errors can still be sent by the required date.

The earliest acceptance time for the delivery of CH-DD Direct Debit orders is two years before the due date. However, this excludes large orders which contain more than 1,000 transactions – these may be transferred to PostFinance at most 90 days before the due date.

### Final acceptance time and approval period

In order to guarantee execution on the desired due date, orders must be submitted and approved via e-finance or file transfer no later than by 11 p.m. on the day before the due date.

Orders which were not or were only partially approved after the final acceptance time remain pending. In this case, the invoice issuer receives a pain.002 processing message with a corresponding note. The CH-DD Direct Debit order can still be approved within five further Swiss Post working days; otherwise it will be cancelled. If the order is approved, it will be executed on the next possible Swiss Post working day.

### Due date

The due date for a CH-DD Direct Debit is the date on which the payment from the payer is required by the invoice issuer.

The due date must be a Swiss Post working day. On the due date

- the payer's account is debited and
- the executed Swiss Direct Debit transactions are credited to the invoice issuer's postal account.

<sup>1</sup> In principle, data deliveries and approval via e-finance are possible every day, around the clock (24/7). Exceptions to this are extraordinary system interruptions or maintenance work (which generally takes place on weekends).

### Delayed incoming data

For submissions made after the final acceptance time (due date cannot be met), the execution date will be postponed to the next Swiss Post working day. However, this only applies if the due date is not more than 90 calendar days in the past. Otherwise, the order will be cancelled.

The invoice issuer will be informed of the new execution date by means of the pain.002 processing message.

### Swiss Post working day

Swiss Post working days are considered to be weekdays from Monday to Friday. Exceptions are general public holidays in the canton of Berne.

## 4.3 Placing an order

### 4.3.1 Creation of CH-DD Direct Debit payment authorizations

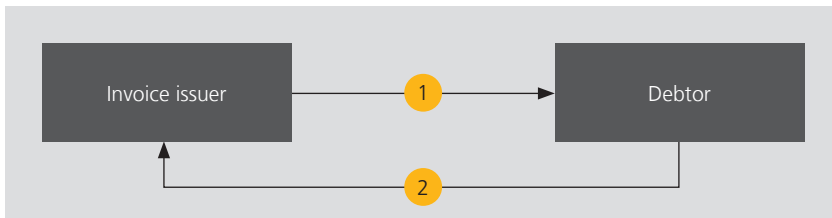
The CH-DD Direct Debit payment authorization is the authorization for

- The invoice issuer to execute direct debits
- PostFinance to debit the specified debtor account.

The invoice issuer must obtain a payment authorization from all their payers before the first debit order. In the case of several credit accounts (CHF, EUR), a separate authorization is required for each payer.

#### – CH-DD Core Direct Debit scheme

The payment authorizations are only exchanged between the invoice issuer and the payer.



1. The invoice issuer provides the payer with a payment authorization.
2. The payer sends the completed payment authorization to the invoice issuer's address.

### Requesting payment authorizations through PostFinance

PostFinance reserves the right to request and check payment authorizations from the invoice issuer. The customer is obliged to submit payment authorizations for delivered orders on demand to PostFinance for checking by the deadline. The requested payment authorizations must be submitted to PostFinance before execution. In case of missing or incorrect payment authorizations, execution of the CH-DD Direct Debit order may be delayed or cancelled by PostFinance.

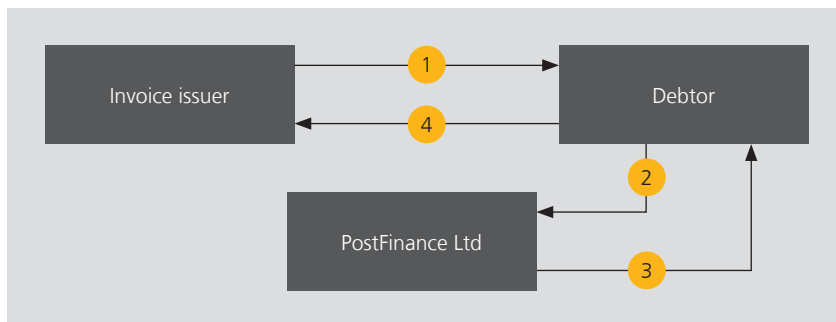


### Customer obligation to produce payment authorizations

The invoice issuer is obliged to retain the payment authorizations signed by the payer and to produce it on request (up to a minimum of 14 months after the last debit).

#### – CH-DD B2B Direct Debit scheme

The payment authorizations are exchanged between the invoice issuer and the payer. The payer must also submit payment authorizations to PostFinance before the first collection. The invoice issuer is also obliged to inform PostFinance about any changes to the payment authorization.



1. The invoice issuer provides the payer with a payment authorization.
2. The payer sends the completed payment authorization to:  
PostFinance Ltd  
Back Office Services ZV  
Engehaldenstrasse 35  
3002 Berne
3. Once PostFinance has approved the payment authorization, it is returned to the payer.
4. The payer presents the invoice issuer with the completed payment authorization.

### Existing authorizations (Debit Direct)

If the invoice issuer is still in possession of debit authorizations (Debit Direct), they will remain valid.

### Payment authorization form

The invoice issuer has the following options for creating the form:

- Forms in PDF format: A writeable version of the forms in PDF format is available on [postfinance.ch/chdd](https://postfinance.ch/chdd).  
The company logo can be added using Adobe Acrobat Professional.
- Own form created: Special care must be taken to state the legally relevant text on the payment authorization. A template is available at [postfinance.ch/chdd](https://postfinance.ch/chdd) (Documents). The legally relevant text should be taken from the box shaded in grey (*The customer hereby authorizes...*).

The wording of the Swiss Direct Debit payment authorisation must not be confused with the wording of "LSV+", the debit authorisation for the direct debiting scheme of the Swiss banks. The wordings of Swiss Direct Debit and of LSV+ are to be presented separately.

The created form is to be enclosed for checking when registering for CH-DD Direct Debit.

### 4.3.2 Payment order message type

The invoice issuer transfers the payment order to PostFinance in the pain.008 CH-DD Direct Debit format, as per the Swiss Implementation Guidelines. There is a free choice of file name. The file name must correspond to the character set defined by the Swiss Implementation Guidelines, and must not contain any umlauts or special characters.

### 4.3.3 Multiple debit attempts

The CH-DD Core Direct Debit scheme also offers the additional paid function of multiple debit attempts.

This allows transactions that could not be debited on the due date to be submitted again.

You can choose from the following options:

- 3 days after the due date and/or
- 5 days after the due date.

### 4.3.4 Data reconstruction by customer

The invoice issuer must be able to create a copy of the pain.008 data which was sent to PostFinance as soon as they are certain that the order can be correctly read and processed (positive pain.002 processing message).

### 4.3.5 File size limit

The file size is limited to a maximum of 100,000 transactions (C levels), but PostFinance recommends a limit of 90,000 transactions. Files up to a maximum of 42 MB can be uploaded via the e-finance channel (represents approx. 20,000 transactions).

### 4.3.6 Approval

Various rules exist for approving CH-DD Direct Debit orders (B level):

- **E-finance:** The orders need to be approved after sending. Exception: An order delivered with a single signature counts as signed and goes directly on for processing.
- **File Delivery Services (FDS):** Orders still have to be approved by e-finance after transfer.
- **Telebanking Server (TBS):** No approval necessary, as security elements are already checked during sending.
- **SWIFT FileAct:** With or without approval via e-finance, as preferred.
- **H-Net:** Orders still have to be approved by e-finance after transfer.

The final acceptance times and approval deadlines are described in section 4.2.1.

### 4.3.7 Duplicate sending check

Duplicate messages are automatically rejected and generally flagged as Reject by means of a pain.002 processing message.

#### Duplicate sending check: File level (A level)

A duplicate sending check takes place at the A level with the Message Identification and Initiating Party fields. Uniqueness is checked over a 90-day period (see Swiss Implementation Guidelines).

If the file is delivered via e-finance, the error message will appear in e-finance in the "CH-DD Direct Debit overview" tile.

### **Duplicate sending check: Order level (B level)**

Several orders (B level) with the same credentials cannot be automatically processed. Such orders are cancelled by PostFinance.

The following credentials are specifically checked in the duplicate sending check:

- Subscriber number of the invoice issuer (RS-PID)
- Due date
- Currency
- Order number (Payment Information ID)
- Schemes: CH-DD Core Direct Debit (COR1) or CH-DD B2B Direct Debit (B2B)

## **4.4 Changes**

### **4.4.1 Withdrawals and changes to CH-DD Direct Debit orders/ transactions**

The invoice issuer can execute withdrawals and changes themselves in e-finance before the due date or make a request for PostFinance to perform these functions.

#### **By customers**

If a delivered CH-DD Direct Debit order (B level) or individual transactions (C level) need to be cancelled before their execution or the due date is changed, this can be done by the e-finance user by midnight before the due date.

#### **By PostFinance**

The customer has the option to recall whole orders (B level) or individual transactions (C level) until the day prior to the due date. Withdrawal requests are to be sent to PostFinance payment processing in writing. Subject to agreement, such a request can also be made via telephone or fax.

In order to guarantee processing, PostFinance recommends reporting withdrawals no later than 10 p.m.

The following information is to be supplied by the invoice issuer:

- Subscriber number of the invoice issuer (RS-PID)
- Due date
- Order number (Payment Information ID)
- Schemes: CH-DD Core Direct Debit (COR1) or CH-DD B2B Direct Debit (B2B) schemes
- to cancel individual transactions (C level), the transaction identification is also required (Instruction ID).

### **Withdrawals with the multiple debit option**

If the multiple debit option has been activated in the master data, it is still possible to withdraw completely all transactions which have not yet been debited, or individual debits which have not yet been executed, even after the due date has passed.

#### 4.4.2 Cancellation of CH-DD Direct Debit orders/transactions

CH-DD Direct Debit orders/transactions are cancelled by PostFinance in the event of an error. Detailed information on this is provided as a rejection in the pain.002 processing message.

Whole pain.008 messages (A level) are returned if

- the pain.008 message on A, B and/or C level does not correspond to the valid version of the Swiss XML schema and cannot be validated
- the same Message Identification and Initiating Party has already been sent within the last 90 days.
- more than one direct debit scheme is sent (i.e. CH-DD Core Direct Debit and CH-DD B2B Direct Debit in the same order).

A pain.008 file can contain several collective orders (B level). Whole collective orders are cancelled when

- the minimum data (obligatory fields) is incomplete
- field content is invalid
- an element is not authorized or is sent without content
- there are no more executable B level transactions (notification of the cancellation of the B level is notified via a pain.002 RJCT, including the cancelled C level RJCT).

Individual transactions (C level) will be cancelled if:

- the minimum data (obligatory fields) is incomplete
- field content is invalid
- an element is not authorized.

#### 4.4.3 Changes to payment authorizations

Payment authorization changes may include:

- the invoice issuer's subscriber number (RS-PID) changing due to a change of company
- The invoice issuer changing name
- the payer switching their debit account.

In these cases, no new payment authorization is required. PostFinance must be notified immediately of any changes.

It is the responsibility of the invoice issuer to inform payers of the changes.

With CH-DD B2B Direct Debits, the payer is responsible for informing PostFinance of any changes to the payment authorization.

#### **4.4.4 Changes to customer information**

PostFinance is to be informed of these changes in writing three Swiss Post working days before they come into effect:

- Changing data medium (a change to FDS takes two to four weeks)
- Changing credit account
- Changing data provider
- Changing agreement regarding withdrawals and amendments
- Changing approval authorization
- Changes of address
- (De)activating multiple debits

#### **4.5 Order notification**

This section deals with the various data deliveries for CH-DD Direct Debit orders.

In e-finance, the notification documents (camt.053, camt.054 and pain.002) can be retrieved individually or downloaded as selected zip files.

##### **4.5.1 Information delivery**

###### **Technical confirmation (FDS, H-Net and SWIFT FileAct)**

In the CH-DD Direct Debit Scheme, all pain.008 CH-DD Direct Debit orders destined for PostFinance are validated against the Swiss XML schema. PostFinance sends the invoice issuer a pain.002 technical confirmation in the ISO format via the FDS, H-Net and SWIFT FileAct transfer channels. This is delivered to the sender address.

- ACTC (technically correct): considered a positive confirmation and XSD test on A, B and/or C level
- RJCT (rejected): represents a negative return message and XSD error on A, B and/or C level or a message delivered twice.

On all other data media, this information is shown via the channel program.

###### **Processing confirmation**

The invoice issuer receives a pain.002 processing message for each order (B level) as confirmation that processing has begun.

The pain.002 message contains information on correct and incorrect orders and transactions.

A level (file)

- If an error occurs, the entire message (A level incl. all associated B and C levels) is rejected (RJCT).

#### B level (order)

- Error-free orders are confirmed upon issue with the status Accepted (ACCP).
- If an error occurs, the entire order (B level incl. all associated C levels) is rejected (RJCT).
- Accepted orders with notes will be reported with the status Accepted with Change (ACWC) and contain a warning.
- Orders with individual transactions which contain errors will be reported with the status Partially Accepted (PART), as the order is partially correct. The transactions from this order which contain errors will appear as Rejected (RJCT).
- If all transactions contain errors, the order (B level) is reported as Rejected (RJCT).

#### C level (transaction)

- Accepted transactions with notes will be reported with the status Accepted with Change (ACWC) and contain a warning.
- Individual incorrect transactions are not processed and rejected (RJCT).
- If individual transactions (C level) cannot be debited on the due date, PostFinance notifies them promptly as Rejected (RJCT).  
With multiple debit attempts, non-executable transactions (C level) will be notified on the day of the last debit attempt.

You do not need to correct the rejected messages, orders and transactions; a new CH-DD Direct Debit pain.008 must be delivered.

For messages with warnings, the CH-DD Direct Debit order is further processed by PostFinance.

#### **4.5.2 Credit and debit notification**

The total amount of all the executed transactions in the CH-DD Direct Debit order are usually credited to the invoice issuer on the due date and displayed using camt cash management messages. The CH-DD Direct Debit scheme is based on the net principle, which supports open accounting. The accounts receivable items must be kept open until they can be closed with the camt message.

Transactions rejected on the due date are notified in the pain.002 processing message.

If the invoice issuer has activated the multiple debit attempt option and the last debit attempt is unsuccessful, the transactions rejected from this additional service are notified in a pain.002 processing message.

## Notification with ISO 20022

PostFinance provides the following standard notification service for CH-DD Direct Debit orders:

Notification type	ISO 20022 (XML)	Service	CH-DD Direct Debit notification
<b>Account statement (camt.053) with integrated transaction details</b>			
Account statement with detailed notification	camt.053	Notification of all batch entries and detailed transactions in a single electronic account statement (camt.053).	A level: Group Header B level: Account Statement C level: Batch entry of CH-DD Direct Debit order D level: Details of single entries for CH-DD Direct Debit transactions
<b>Account statement (camt.053) without transaction details and separate detailed notification camt.054</b>			
Account statement without integrated detailed notification for CH-DD	camt.053	Notification of all batch entries in a single electronic account statement (camt.053).	A level: Group Header B level: Account Statement C level: Batch entry of CH-DD Direct Debit order
Separate detailed notification CH-DD COR1 and CH-DD B2B	camt.054	A separate electronic detailed notification (camt.054) is sent for all detailed transactions.	A level: Group Header B level: Account Statement C level: Batch entry of CH-DD Direct Debit order D level: Details of single entries for CH-DD Direct Debit transactions

For more information on notification formats, PostFinance recommends the "Electronic Account Documents" manual.

### **4.5.3 R-transactions**

With R-transactions, direct debits are rejected before the due date, or redebited at the same amount after the due date.

Every return payment is made with the same amount as the initial payment order. A return payment order is made to the account of the invoice issuer. The account balance should be adjusted so that any return payments can be covered.

#### **– Rejections (Rejects)**

- With Rejections (Rejects), transactions (C level) which contain errors, or which cannot be processed by one party, are rejected.
- The payer is authorized to reject announced debits before payment by their financial institution.

Rejections occur when the debit order is posted and executed. They are notified in the pain.002 processing message and reduce the gross amount of the CH-DD Direct Debit order.

#### **– Refunds**

Debits which have already been booked and which are not accepted by the payer are rejected.

#### **In the CH-DD Core Direct Debit scheme**

The payer has the right to reject transactions with PostFinance up to 30 calendar days from dispatch of the account document without giving reasons. The payer must submit the objection in writing to PostFinance. After the 30 days have expired, the payer must negotiate directly with the invoice issuer.

Refunds are charged to the invoice issuer again and displayed in the detailed camt message notification. The invoice issuer agrees without reservation that previously-credited amounts are to be redebited to their credit account at the same amount.

#### **In the CH-DD B2B Direct Debit scheme**

The payer has no right of objection.



## 4.6 Enquiries

The invoice issuer sends the written enquiry to:

PostFinance Ltd  
Domestic Enquiries ZV, EPO  
Engelhaldestrasse 35  
3002 Berne

The following information is to be provided:

- Subscriber number of the invoice issuer (RS-PID)
- Due date
- Order number (Payment Information ID)
- Scheme (CH-DD Core Direct Debit or CH-DD B2B Direct Debit)
- to enquire about individual transactions (C level), the transaction identification (Instruction ID) is also required

## 4.7 Cancellation

The invoice issuer can terminate their subscription to the Swiss Direct Debit service in writing or by telephone to PostFinance. The CH-DD Core Direct Debit and CH-DD B2B Direct Debit services can be cancelled separately.

PostFinance has the right to terminate contractual relations without notice if the invoice issuer abuses the Swiss Direct Debit service, or if the basic conditions for participation in the service are no longer met according to section 3.1.