This list contains 11 questions to determine the level of SEPA-readiness of an ERP\(^1\).

- The **first 3 questions** deal with features that are indispensable if the ERP-package is to be SEPA compliant.

- The **second group of 5 questions** deals with some important features for when you wish to make use of SEPA Direct Debit as a creditor. Having them will simplify work.

- The **last 3 questions** are optional desirable features.

\(^1\) ERP= Enterprise Resource Planning
1. **“Does the ERP produce XML files for SEPA transactions?”**

   PAIN001 for SEPA Credit Transfers  
   PAIN008 for SEPA Direct Debits  

   When the answer to this question is “no”, the ERP is not SEPA compliant at all.

2. **Can the ERP handle mandatory data such as IBAN and BIC?**

   When the ERP cannot handle IBAN and BIC formats, it is not SEPA compliant.

   2.1. **Does the ERP-system convert BBAN into IBAN and BIC independently?**  
       When the answer is “no”, conversion will require a lot of (manual) input.

   2.2. **Can you import conversion lists or files in your ERP-system?**  
       When the answer is “no”, conversion will require a lot of (manual) input.

   2.3. **Can your ERP-system handle the conversion of non-Belgian BBAN into IBAN?**  
       This is important for collections from and credit transfers to SEPA-countries other than Belgium.  
       The conversion of non-Belgian BBAN into IBAN-BIC can be very complex.

3. **Can your ERP correctly handle SEPA-specific reporting?**

   When the answer to this question is “no”, the ERP is not SEPA compliant at all.

   3.1. **If your ERP-system handles SEPA-specific reporting, are the ISO codes for SEPA XML correctly reproduced and used?**  
       A positive answer to this question requires a complete and correct mapping in your reporting and accounting.

   3.2. **Are the ISO-codes in your reporting managed automatically (e.g. handling of error messages, for direct debit the creation of a new collection in case of R-messages)?**  
       A positive answer to this question indicates a sophisticated processing of SEPA reporting with a certain level of customisation and automation.

   3.3. **Can you decide how to respond to an ISO code?**  
       A positive answer to this question indicates a sophisticated processing of SEPA reporting with a certain level of customisation and automation.
Specific questions for creditors who collect SEPA Direct Debits in Belgium

4. Can you upload NBB Migration Files in the ERP-system to migrate your DOM80 mandates?
   If you can, then please refer to the questions 4.2 - 4.5 below.
   If you cannot, please check out question 4.1.

4.1. Can you migrate your DOM80 mandates manually?
   If you can, migration of your DOM80 mandates is possible, but will require a considerable effort.
   If you cannot, then your ERP-system is not ready for migrating DOM80 mandates.
   Contact your provider, or consider the creation of new SDD mandates for all your debtors (let them sign new mandates).

4.2. What format does your ERP-system accept?
   The flexibility of using other formats than the original (e.g. .csv, mdb, ...) makes it easier to read the migration file in a basic text editor or to import it into a spreadsheet or database application such as Excel / Access. This also allows to review the migration file before uploading it into your ERP-system.

4.3. Does your ERP-system filter out forbidden characters?
   It is possible that the NBB migration file contains forbidden characters such as non-UTF8 or characters outside the required character set. This can cause serious problems within the payment channels that are used to forward the SDD instructions.

4.4. Does your ERP-system recognize duplicate DOM80 mandates?
   Some banks - ING included - use/used the BBAN account as the DOM80 direct debit mandate number. It is possible that a single DOM80 direct debit mandate number appears multiple times in the NBB migration file (a debtor can have multiple DOM80 mandates with the same creditor).

5. Does the ERP-system check if the debtor bank is SEPA reachable (BIC in scope of SEPA)?
   “When the answer is “no”, you will have an increased risk of unpaid transactions (certainly if you collect invoices outside Belgium). Manual checks are possible but increase the workload.
   When the answer is “yes”, please refer to the questions below.”

5.1. Does your ERP-system check this for both the Core and the B2B schemes?
   All banks in the Euro zone are reachable by means of the SEPA Direct Debit Core scheme. There is no such requirement in the Euro zone for the SDD B2B scheme; for this scheme is optional. There is a higher risk of unpaid transactions with B2B, unless your ERP-system checks the reachability of the participant.

5.2. Which lists are consulted for this control (EPC, EBA, ...)?
   “The EPC list informs you of the banks that have signed the Adherence Agreement, without guaranteeing that they are reachable by for example EBA (they could use other clearing systems such as STET or Equens). The list of EBA informs you of the banks that are reachable by EBA (SCT and SDD).
6. **Does the ERP-system allow manual manipulation of sequence types (first, recurrent, one off, final)?**

   Proper handling of the sequence type is a key factor for successful treatment of SEPA Direct Debits.

7. **Does your ERP-system allow you to do “undo” collections and does it handle Payment Status Reports?**

   SEPA envisions the use of R-messages from the side of the creditor to undo collections (revocation and request for cancellation before Due Date = camt.055; and reversal after Due Date = pain.007) and payment status reports (pain.002). For ING these R-messages and status reports are at this moment under development. It is therefore recommended to check if your ERP-system depends on the use of these messages, or if you have to foresee a manual procedure for “undoing” collections.

8. **Is your ERP-system equipped with an advanced handling of unpaid collections?**

   SEPA envisions the use of R-messages from the side of the debtor (bank) to refuse and dispute collections, or for unpaid collections (refusal, reject, return, refund); of which the creditor is informed by the creditor bank by means of Payment Status Reports. For ING, these R-messages and status reports are at this moment under development. It is therefore recommended to check if your ERP-system is able to use, and depends on the use, of these messages; or if you have to foresee a manual procedure for handling unpaid collections.
Optional features that are nice to have

9. Does your ERP-system handle paper work for SEPA Direct Debit, such as printing mandates and letters?

The presence of this feature in the ERP-system can reduce your workload (as you will have an integrated solution), but other solutions are available.

9.1 If the ERP-system prints mandates, does it include all the legal clauses which must be on a mandate (Core & B2B)?

This is crucial for the validity of your mandates. Please check if mandate forms (Core and B2B) printed by your ERP-system are in conformity with the rules stipulated in our brochure called “Mandate First Help for Belgium”.

10. Can you archive signed mandates in the ERP-system (scan)?

The presence of this feature in the ERP-system can reduce your workload (as you will have an integrated solution), but other solutions are available.

11. Can the ERP create overviews and reports?

The presence of this feature in the ERP-system can help considerably in following up the migration and detection of errors.