



DOING BUSINESS

Electronic payment of accounts and Electronic Concentrating Agent



Specifications User Guide

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Section 1: How it Works

Introduction

This guide presents solutions to better manage your company's cash inflows and accounts receivable. It contains all the necessary information for implementing and making the most of these services.

Electronic Payment of Accounts

This service groups all the payments made by your clients through National Bank, whether they are made at the counter, at an ABM, by telephone or via the Internet.

Electronic Concentrating Agent

This service groups together payments made by your clients at any other participating Canadian Financial Institution.

Electronic Payment of Accounts and Electronic Concentrating Agent

1. Description of Services

Electronic Payment of Accounts

The Electronic Payment of Accounts service enables you to group together all payments made by your clients through National Bank, both individuals and businesses, for the following payment methods:

- Branch counters
- ABM
- Telephone
- Internet

Electronic Concentrating Agent

The Electronic Concentrating Agent service groups together payments made in any other participating Canadian financial institution, regardless of the payment method.

For the Electronic Concentrating Agent service, a Corporate Creditor Identification Number (CCIN) is mandatory. National Bank, as your Concentrating Agent, must make the request to Payment Canada on your behalf.

Important: If your company uses the Concentrating Agent service at National Bank, it cannot use any other similar service offered by another financial institution.

2. Crediting the account

With the Electronic Payment of Accounts service, the amounts collected are deposited daily to your National Bank account. Client payments at National Bank are credited to your account the same day¹.

With the Electronic Concentrating Agent Service, funds collected are deposited to your National Bank account upon receipt. Other participating Canadian financial institutions may need up to 24 hours to send the funds to your National Bank account.

When funds are deposited from National Bank payments or any participating Canadian financial institution, a report containing all information pertaining to the payments is sent to you electronically. See [Appendix 4 - Daily Statement of Transactions](#).

¹ Payment made before 3pm by a commercial payor and before 9 pm by a retail payor.

3. Types of payment accepted

No restrictions can be placed on the payment amount or date. Note that with electronic payment methods - ABM, telephone or Internet - there is no control over the payments. This means that your clients can choose the payment date (before or after the due date) and the amount (full or partial payment).

4. Your client's statement of account

The payment amount and the payor's reference number must be prominent on the coupon or invoice while respecting the Bank's specifications. The information must also be accurate and comply with Payments Canada rules.

Your payors are responsible for making their payment, fully or in part, by the date indicated on the coupon or invoice.

5. Reference No

The reference number is your payor's identification number and must contain no more than 20 numeric characters. Additional development charges will apply if you want to use alphanumeric characters. To make reference numbers easier to read and process, we recommend separating them into groups of five characters.

To reduce the risk of error in capturing the reference number, we suggest you implement a mathematical formula called a modulus. We accept most pre-existing moduli, but an example of the calculation used must be provided for validation purposes.

If you do not use a modulus, but would like to create one, you will find a sample calculation in [Appendix 2 - Modulus](#). If you do not use a modulus, National Bank cannot be held liable for any data entry errors that may occur.

6. Files and Reports

To update your accounts receivable ledger, National Bank will send you a report containing information on payments processed.

The report, which is sent by fax or as an electronic file (ASCII. format), summarizes the transactions processed through the Electronic Payments of Account and for the Electronic Concentrating Agent service, the report will include information relating to payments made at other financial institutions for the two previous business days.

The information reported includes: transaction date; reference number (invoice, client, etc.); amount paid; and source of the transaction.

Electronic files can be imported daily directly from the Bank's Corporate File Transfer (CFT) platform from 5:30 p.m. Eastern Time.

See [Appendix 3 - Infostub File Specifications](#) and [Appendix 6 - Downloading Files](#).

In addition, you will be able to receive your file in EDI format, an on-demand service requiring additional development and costs.

In addition to these reports, a tracing service is also offered, if needed, for all transactions carried out. For information on how to use the service, see [Appendix 1 - Customer Service](#).

Setting up the Service

A National Bank representative will give you all the information needed to set up the service and will make sure that it works smoothly. Together, you will fill in:

- An enrolment form with all the relevant information;

In addition to this document, you will have to provide a sample of the statement of account that you send to clients. If a modulus is used to issue your numbers, you must include details of the calculation and a list of reference numbers containing all possible check digits, as shown in [Appendix 2 - Modulus](#).

1. Setting up the Electronic Payment of Accounts and the Electronic Concentrating Agent

The implementation process for the Electronic Payment of Accounts service takes approximately 10 business days for all payment methods. It will take an additional 10 business days to implement telephone payments as your company voice print has to be recorded.

In order to set up the Electronic Concentrating Agent service, National Bank will obtain your Corporate Creditor Identification Number (CCIN), provided by the Canadian Payments Association, and will contact the other financial institutions to add your company to their bill payments system. Some financial institutions may ask you to fill in additional documents. It is important to do so and return the documents so that the institutions can add your business. Moreover, financial institutions reserve the right to accept or refuse implementation of the service, and some may even charge a set-up fee.

If other financial institutions agree to add a supplier, they have 90 days after they receive all the documents required for implementation to confirm to National Bank that the service has been implemented.

To inform your clients about the new payment methods at their disposal, National Bank offers free information pamphlets that can be sent with your statement of account or bills after the service has been implemented. Please ask the implementation officer for them at implantationctd@bnc.ca

Section 2: Appendices

Appendix 1 - Customer Service

Making inquiries

To obtain information or notify us of any irregularity concerning payments, please contact our customer service team.

For payments made via National Bank, you will receive an answer in writing 5 to 10 business days following receipt of your inquiry.

For payments made via other institutions, please allow 6 to 40 business days following receipt of your inquiry. Note that for confidentiality purposes, certain institutions no longer provide information on payors. This information is only available when your electronic file is sent.

Missing or incorrect report

If a report is missing or incorrect, please call Customer Service immediately and have on hand:

- The name and telephone number of your company
- Format of the relevant report (fax or electronic file)
- Date of the missing or incorrect report

Customer Service
Payment of accounts

1-844-394-4494, (toll-free)
514-394-4494, (Montreal area)

Fax: 514-394-8773

Email: sacperception@nbc.ca

**Please use the form you received when the service was set up to
email or fax us your tracing requests.**

Appendix 2 - Modulus

If your company does not use a modulus to create its reference numbers, we suggest the "Modulus 10" calculation shown below.

Choose a reference number (maximum 20 digits). In our example, the reference number consists of 18 digits.

E.g.: 5874 2312 5800 000000

Calculation method

Step 1: Add up the digits located in the odd positions of the reference number.
In this example: $5 + 7 + 2 + 1 + 5 + 0 = 20$ (Result A).

Step 2: Double the value of the digits in the even positions in the reference number.
If the product of this doubling operation is greater than 9, add the digits of the product.
Then add up all the numbers (Result B)

In this example:

$8 \times 2 = 16$	$1 + 6 = 7$	7
$4 \times 2 = 8$		8
$3 \times 2 = 6$		6
$2 \times 2 = 4$		4
$8 \times 2 = 16$	$1 + 6 = 7$	<u>7</u>
		32

(Result B)

Step 3: Add together Result A and Result B.
e.g.: $20 + 32 = 52$ (result C)

Step 4: Divide Result C by 10.
In this example: $52/10 = 5$, remainder 2

Step 5: Subtract the remainder of the division (Step 4) from 10 to get the modulus.
In this example: $10 - 2 = 8$

If the remainder is 0, the check digit is 0 by default.

This result is the check digit and is added to the end of the reference number. The complete reference number is therefore: 5874 2312 5800 0000 008.

Appendix 3 - Infostub file specifications

The file should be structured as follows (each letter corresponds to a type of record that is explained on the following pages):

A	(client start)
B	(product start)
G	(credit transaction)
H	(debit transaction)
T	(product end)
B	(product start)
G	(credit transaction)
H	(debit transaction)
T	(product end)
Z	(client end)

All unused fields in a segment have a zero value if they are numerical; if they are alphanumerical, they are left blank. Unless otherwise specified, numerical fields are right justified and padded with zeroes, while alphanumerical fields are left justified and filled with blanks.

RECORD A

PURPOSE: To control and identify the file. This record must be the first in each file and occur only once in that file.

Field No.	Character position	Field Length	Format	Contents	Information required
01	1	1	A	Record type	Always A
02	2-10	9	N	Sequence No.	Transaction sequence No.
03	11-18	8	N	Client No.	
04	19-22	4	N	File No.	File sequence No.
05	23-30	8	N	Date file created	YYYYMMDD
06	31-33	3	N	Institution No.	006
07	34-41	8	A/N	CCIN ¹	
08	42-200	159	A/N	Blank	

1. **CCIN NUMBER:**

For the Electronic Concentrating Agent, field 07 is your Corporate Creditor Identification Number (CCIN).
For the payment of account service without concentrating agent, field 07 will be filled with zeroes.

RECORD B

PURPOSE: To identify each product held by a client. The segment indicates beginning of the payment category.

Field No.	Character position	Field Length	Format	Contents	Information required
01	1	1	A	Record type	Always B
02	2-10	9	N	Sequence No.	Transaction sequence No.
03	11-18	8	N	Client No.	
04	19-22	4	N	File No.	File sequence No.
05	23-25	3	N	Product No. ¹	
06	26-50	25	A/N	Product name	
07	51-200	150	A/N	Blank	

1. PRODUCT No: 001 = IBS-C (payment by an individual via National Bank Internet Banking Solutions)
 002 = CPASIB (payment at a National Bank branch or banking machine)
 003 = TELNAT (payment via National Bank TelNat Telephone Banking Solutions)
 004 = MONTREAL / Automated Lockbox and Paper Concentrating Agent
 005 = IBS-B (payment by a company via National Bank Internet Banking Solutions)
 040 = Toronto / Automated Lockbox and Paper Concentrating Agent

For the concentrating agent:

- 006 = HALIFAX DOC. PRO. CENTER
- 007 = BANK OF MONTREAL
- 008 = SCOTIABANK
- 009 = ROYAL BANK OF CANADA
- 010 = TORONTO-DOMINION BANK
- 011 = CIBC
- 012 = CANADA TRUST
- 013 = CAISSE POPULAIRE DESJARDINS
- 014 = CREDIT UNION CENTRAL OF B.C.
- 015 = ONTARIO CREDIT UNION
- 016 = COOPERATIVE CREDIT SOCIETY OF MANITOBA
- 017 = CREDIT UNION CENTRAL OF CANADA
- 018 = CREDIT UNION CENTRAL ALBERTA
- 019 = HSBC CANADA
- 020 = TELPAY
- 027 = LAURENTIAN BANK
- 028 = CS ALTERNA BANK
- 041 = LTD VALLEY CREDIT UNION

RECORDS G AND H

PURPOSE: To record the details of captured transactions.

G: Identifies transactions credited to the company's account.

H: Identifies transactions debited from the company's account.

Field No.	Character position	Field Length	Format	Contents	Information required
01	1	1	A	Record type	Always G or H
02	2-10	9	N	Sequence No.	Transaction sequence No.
03	11-18	8	N	Client No.	
04	19-22	4	N	File No.	File sequence No.
05	23-25	3	N	Product No. ¹	
06	26-45	20	A/N	Reference No.	
07	46-56	11	N	Transaction amount	2 decimals
08	57-61	5	N	Issuing branch No. ²	
09	62-69	8	N	Date file created ³	YYYYMMDD
10	70-77	8	A/N	Deposit capture date ⁴	
11	78-85	8	A/N	Additional information ⁵	
12	86-87	2	A/N	Payment method ⁶	
13	88	1	A/N	Backdate code ⁷	Filled by 0, 1 or blank
14	89-96	8	A/N	Effective date ⁸	YYYYMMDD
15	97-100	4	A	Payment category ⁹	
16	101-135	35	A/N	Payor name ¹⁰	
17	136-200	65	A/N	Blank	

1. PRODUCT NO.: Refer to the full list of product number of the record B

2. ISSUING BRANCH NO: The branch number at NBC that carried out the transaction.

Electronic concentrating agent without Automated Lockbox: 0 + 3 characters identifying the financial institution + 0

3. DATE FILE CREATED: Electronic Payment of Accounts transactions: file date

4. DEPOSIT CAPTURE DATE: For Electronic Payment of Accounts and Concentrating Agent transactions: the field contains zeroes.

5. ADDITIONAL INFORMATION: For Electronic Payment of Accounts and Concentrating Agent transactions: the field contains non editable data.

RECORDS G AND H (cont'd)

6. PAYMENT METHOD: For the Electronic Payment of Accounts this field is N/A
7. BACKDATE CODE: For Electronic Payment of Accounts and Concentrating Agent transactions: the field contains zeroes or number 1 (one).
8. EFFECTIVE DATE: For Electronic transactions: date the payor made the payment.
9. PAYMENT CATEGORY: Not applicable
10. PAYOR'S NAME (Name associated to the client's account):
Not available for the following products:
002 = CPASIB (payment at a National Bank branch or ABM). The following comment will appear: "client BNC/NBC Customer"

RECORD T

PURPOSE: To identify the total and the end of a product.

Field No.	Character position	Field Length	Format	Contents	Information required
01	1	1	A	Record type	Always T
02	2-10	9	N	Sequence No.	Transaction sequence No.
03	11-18	8	N	Client No.	
04	19-22	4	N	File No.	File sequence No.
05	23-25	3	N	Product No.	
06	26-32	7	N	Number of G files	
07	33-46	14	N	Total value of G files	
08	47-53	7	N	Number of H files	
09	54-67	14	N	Total value of H files	
10	68-200	133	A/N	Blank	

RECORD Z

PURPOSE: To identify the end of a file and control transaction totals.

Field No.	Character position	Field Length	Format	Contents	Information required
01	1	1	A	Record type	Always Z
02	2-10	9	N	Sequence No.	Transaction sequence No.
03	11-18	8	N	Client No.	
04	19-22	4	N	File No.	File sequence No.
05	23-29	7	N	Number of G files	
06	30-43	14	N	Total value of G files	2 decimals
07	44-50	7	N	Number of H files	
08	51-64	14	N	Total value of H files	2 decimals
09	65-200	136	A/N	Blank	

Appendix 4 - Daily Statement of Transactions

BRANCH : 11111 VIA 00000					
Paper Inc ..# CLIENT: 00000000NATIONAL BANK OF CANADAPAGE: 1					
100 Le Caron DATE: 2015-07-22					
Beloeil QC INFO STUB SI-4248					
0000-0000-00					
PRODUCT : SBI-P DAILY TRANSACTION LIST					
DATE	REFERENCE NUMBER	COMPLEMENTARY INFORMATION	TRANSIT	AMOUNT	EFFECTIVE DATE
	0xxxxxxxxxxxx01....		17471	117.35	2015 07 22
	1xxxxxxxxxxxx005....		17471	58.46	2015 07 22
	1xxxxxxxxxxxx01....		17471	50.00	2015 07 22
	1xxxxxxxxxxxx003....		17471	159.65	2015 07 22
	9734110461101009....		17471	32.10	2015 07 22
BRANCH : 11111 VIA 00000					
Paper Inc ..# CLIENT: 00000000NATIONAL BANK OF CANADAPAGE: 2					
100 Le Caron DATE: 2015-07-22					
Beloeil QC INFO STUB SI-4248					
0000-0000-00					
PRODUCT : SBI-P DAILY TRANSACTION LIST					
NUMBER OF TRANSACTIONS FOR 2015/07/22					
- PROCESSED DURING THE DAY : 46					
- BACKDATED : 0					
TRANSACTIONS TOTAL FOR 2015/07/22					
- PROCESSED DURING THE DAY : 5,500.57					
- BACKDATED : 0.00					
	8xxxxxxxxxxx18		00390	22.80	2015 07 22
SARPAGE 4184					
BRANCH : 11111 VIA 00000					
Paper Inc ..# CLIENT: 00000004NATIONAL BANK OF CANADAPAGE: 18					
100 Le Caron DATE: 2015-07-22					
Beloeil QC INFO STUB SI-4248					
0000-0000-00					
PRODUCT : LAURENTIAN BANK DAILY TRANSACTION LIST					
NUMBER OF TRANSACTIONS FOR 2015/07/22					
- PROCESSED DURING THE DAY : 2					
- BACKDATED : 0					
TRANSACTIONS TOTAL FOR 2015/07/22					
- PROCESSED DURING THE DAY : 387.59					
- BACKDATED : 0.00					

Appendix 6 - Downloading Files

If you opt for the electronic version of the detailed report, you can import your file via National Bank's Corporate File Transfer (CFT) platform. You will have access to a virtual mailbox you can use to download your file.

Below are the two transfer methods available and the requirements for each:

HTTPS

- Microsoft Windows
- Internet access
- Zip utility for file compression (e.g. WinZip - must create a zip file)

You will be able to assign user roles and access rights.

When the service is set up, a telephone call will be scheduled with one of our technicians to explain how the platform works.

SFTP with public key (SSH)

- Use of any operating system on which an SFTP client can be installed
- Internet access
- SFTP client
- Knowledge of FTP protocol
- Data encryption (optional): PGP encryption software¹²

ADDRESSES

Addresses on National Bank's website from which your CFT transfers will be carried out:

- HTTPS: <https://web.tfc.bnc.ca>
- SFTP: <sftp.tfc.bnc.ca>

² At your expense.