

## Corporate eGateway

### Fallback Procedure via Corporate Netbank

#### General

The Fallback procedure can only be used if the normal communication method between the Customer and Message Centre in Corporate eGateway service is not available due to a Customer specific issue. It cannot be used if Nordea would experience general connectivity issues affecting several customers. The use of Fallback procedure needs to be agreed with Nordea Corporate eGateway Service Support before used.

As a precondition to use the Fallback Procedure is that the Customer has a Corporate Netbank agreement and Corporate eGateway payment file type has been added to the agreement (Nordea XML Payments via eGW) and to the User(s) When uploading files via CN file transfer no encryption can be used. If the customer has agreed to have PGP encryption in the normal communication channel, it must be removed before uploading the payment file via CN. This must be done by contacting customer support. When file is uploaded via CN it must be confirmed by customer before it will be sent to bank. If a file sent via ordinary channel is not received by Nordea and Fallback via CN will be taken in use, the file uploaded via CN must have identical references as the original file. When the ordinary channel is up and running again and receives the original file it will be rejected due to duplicate control and no duplicate payments will be executed.

Feedback files (pain.002) will only be available in the channel that the customer is normally using except for customers using Web Services in which case the customer will get feedback files in both channels (Web Services and CN).

#### Testing

It is recommended that the Customer performs testing of the Fallback procedure. If PGP encryption is used in the normal communication channel, testing of Fallback procedure can only be performed when agreed with Nordea.

#### The process for the Fallback Procedure

If the customer is using fallback procedure, Nordea shall have the right to carry out payment instructions uploaded via CN file transfer.

- 1) After discovering an interruption in the communication method between the Customer and the Message Centre the Customer should contact Corporate eGateway Support as soon as possible. Contact must be taken by phone to ensure that Nordea has the possibility to take immediate action on the problem. Phone numbers for Corporate eGateway Service Support can be found in Nordea's Corporate eGateway service document "*Guideline for support*".
- 2) After the phone call Nordea evaluates the communication problem and makes a decision on how the problem can be solved. In case the Fallback Procedure is agreed to be taken into use, Nordea informs the Customer when the Fallback procedure may be started.
- 3) The Customer uploads the payment files via CN file transfer, and confirmation on file must be executed before it will be sent to bank. After processing of the payment files Nordea sends pain.002 Messages to the channel that the Customer is normally using except for customers using Web Services in which case the customer will get feedback files in both channels (Web Services and CN).
- 4) If all payments uploaded via CN file transfer are accepted the Fallback Procedure can be closed.