SBS SaaS Product Description Digital Core for Savings Banks

SBS SaaS Product Description_Digital Core for Savings Banks_(eng)_v28022025

This document describes the **Digital Core for Savings Banks** product.

End-to-end Core Banking for banks offering only savings products with linked payments means to ensure in and out transfers (incoming and outgoing credits transfers).

The capabilities and features this product is made of are described, in the sections below

- **Reference Data**
- **Parties & Contracts**

This domain manages the reference data related to Parties, whatever their type (natural person, juridical person), their relationship with the bank (customer, prospect, partner, etc). And the related contracts whatever their type (with a focus on the contractual / sales nature of a contract, in opposition to the operational nature of the contract). This domain is made of the following capabilities:

- **Party and customer data management**

This capability manages the reference data related to :

- The parties, whatever their type (natural persons, legal persons, communities)
- The customer relationships the parties have with the bank (client, prospect or partner)

In addition to these main objects, the capability manages many other sub-objects detailing the parties and the customer relationships. The main ones being:

- Roles of the parties
- Relationships between parties
- Exceptional situations
- Identifiers (ID card numbers, National numbers, Company numbers…)
- Addresses and contact means This capability is made of the following features:

Manage party information

This feature allows to view and update the party information which cover the identification data (name, surname, title, birthdate, nationality, marital status…), the contact data (postal addresses, emails, phone numbers), the roles (prospect, customer, stakeholder, proxy) and the identifiers of the party. It includes management of KYC data. This feature also provides a search tool and the management of additional data ("flexible" attributes).

Manage links between parties

This feature allows to view and update the relations between different parties (married, legal representation…). Depending on the configuration, some links could lead to the automatic creation of a mandate.

Manage party exceptional situations

This feature allows the bank to flag a party in specific situation / status (example: death…). This flag can be automatically replicated at the customer relationship level according to some configurable rules.

Register and process "right to be forgotten"

This feature is related to GDPR and provides services to register and process a request related to the "right to be forgotten", to automatically delete the prospects and customers under specific circumstances. It also includes the management of the "right to data access" and the "right to portability".

Manage customer relationships

This feature allows to view and update the customer information which cover the basic information of the customer relationship (name and type) and the links with the parties. This feature also provides the management of additional data ("flexible" attributes).

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Manage customer segments

This feature allows to view and update the market segment of the customer relationships.

Manage customer exceptional situations

This feature allows the bank to flag a customer in specific situation / status (example: dormant, in litigation…). This flag can be automatically created by replication from the party level according to some configurable rules.

Switch status from minor to adult

This feature allows to execute the required operations when a party turns from minor to adult: removal of the mandates, update of the legal capacity, generation of an event.

Manage nominated accounts

This feature allows to define and manage the nominated account for a customer. A nominated account is an account in the name of a customer with another bank that allows the customer to transfer funds. A process allows the validation of the nominated account by a first deposit on the account.

BE customer data *(Country-specific feature, only applicable to BE)* This feature provides the Belgian specific configuration: set of specific legal values, specific address format, specific identifiers, specific phone number format.

NL customer data *(Country-specific feature, only applicable to NL)* This feature provides the Dutch specific configuration: set of specific legal values, specific address format, specific identifiers, specific phone number format.

FR customer data *(Country-specific feature, only applicable to FR)* This feature provides the French specific configuration: set of specific legal values, specific address format, specific identifiers, specific phone number format.

- **Contract and mandate data management**

This capability manages the reference data related to :

- The contracts the parties have subscribed to with the bank whatever their type (with a focus on the contractual / sales nature of a contract, in opposition to the operational nature of the contract).
- The mandates the parties have on other parties or on contracts. This capability is made of the following features:

Manage contract data

This feature allows to view and update the contract information covering the contractual data (subscription date, cooling off period…), the link with the product catalogue, the link with the core product in the factories. It also allows the management of the bundles. This feature also provides the management of additional data ("flexible" attributes).

Manage mandate and mandatee

This feature allows to view, create, update and delete the mandates on parties, on customers and on contracts.

- **Catalogues**

This domain manages the reference data related to Products & Services (catalogue), the Offers proposed on the market and the Pricing of the Offers, Products & Services. This domain is made of the following capabilities:

- **Tariff catalogue (Interest)**

This capability provides all the required services allowing to manage the bank's pricing policy related to "Interest". It proposes services to define and publish the tariffs. This capability is made of the following features:

Define tariffs

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- Link interest components to products
- Define the prices to apply to interest components
- Define recurring commission linked to a product
- Define the commissions on operations
- Define the prices to apply to commissions
- Activate new pricing

Define commercial conditions

- Link commercial conditions to products (Threshold for non-collection of charges, threshold for non-collection of interests, fixed minimum amount for charges, minimum interest amount)
- Define the prices to apply on commercial conditions

- **Organization**

This domain manages the reference data related to the bank Organization Items: the structure of the access rights and the structure of the bank. This domain is made of the following capabilities:

- **Bank organisational structure management**

Management of the definition of a bank structure covering the different entities, points of sale and departments of the bank. The organizational structure of the bank is composed of typed and hierarchical structure elements. Services for the definition of access profiles aligned with the bank organisation. An access profile represents the business position of a bank user (eg: Account manager of point of sales 1, director of the agency 2, …) This capability is made of the following features:

Management of the organisational structure of the bank (departments, branches, etc.)

Define the bank structure with the different bank branches and entities This feature manages the definition of the bank structure in terms of network and departments : identification of a back office department, branches, agencies, points of sales, etc…
The organisational structure of a company is composed of typed and hierarchical structure elements which allows to identify

- The main structure (branch, regional department, risk department…)
- The position of a user within the bank organisation (eg: payment back office user, agency director, Point of Sales Account manager…)

Link between users, organisational structure of the bank and Access Profile

This feature allows linking the user to both the bank organization and authorizations thru an access profile

- **User management**

This capability manages bank users and their links within the banking organisation. Also external applications that are connected with the system can be considered as "users". This capability is made of the following features:

User repository

Features for managing user identities. As an alternative, it is possible to integrate with the Identity Provider of the Bank.

- **Access right management**

Management of the user access rights:

- Definition of the roles and permissions for each application.
- Definition and management access profiles and personas. This capability is made of the following features:

Manage roles and permissions

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This feature provides the functionalities to configure back-office user roles and corresponding permissions to the application functions.

Manage access profiles and personas

This feature allows the assignation of the roles group to the access profiles and personas.

- **Parameters**

This domain manages the parameters, including market data and internal transverse parameters, used in the different services This domain is made of the following capabilities:

- **Market data management**

This capability includes features for defining standard market information, e.g. holiday and non-working days calendars, reference rates, currencies exchange rates, tax rates. This capability is made of the following features:

Manage processing date

This feature allows determining the processing date that is used to carry out operations. The processing date is the accounting date of the Digital Core platform. It is independent from the system date of the Information System and allows to carry out operations on another date than the actual current date. This processing date can be managed in a 5/7days way (only a bank working day is considered, which is excluding the Saturdays and Sundays but also the bank holidays) or in a 7/7days way.

Manage non-working days calendars and dates calculation

This feature allows managing calendars of holidays and non-working days. Example of calendars:

- the bank holidays calendar : this calendar defines the non-working days of the bank (meaning the bank is closed). It is useful to determine the processing date (when the bank runs on a 5/7days basis) ;
- the T2 calendar: T2 (formerly Target2) is the real-time gross settlement (RTGS) system owned and operated by the Eurosystem. This calendar defines the non-working days of T2. It is useful to determine the maturity date of some payment.

It also offers date calculation functions that can take into account these calendars:

- search a date by adding a number of (business or not) days to a date ;
- calculate the number of days between two dates (by using specific day count convention like 30/360, ACTUAL/ACTUAL, …) ;
- Etc.

Manage the financial parameters

This feature allows managing different financial parameters among which:

- the reference rates : various reference rates (€STR, Libor, …) are regularly calculated and published by banking institutions and used by SBP Digital Core for some products ;
- the tax rates/amounts: depending on the country, information related to the tax management is published by the authorities and must be applied by the bank ;
- or some extra financial parameters that can be useful for the bank.

This feature also allows loading €STR rates via a batch process by querying ECB server everyday.

- **Operation Execution**
- **Deposits**

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This domain provides capabilities to manage customer deposits contracts and all operations related to customer cash deposit accounts. This domain is made of the following capabilities:

- **Savings accounts**

This capability includes the features required for the operational management of non-regulated savings accounts. It includes the set of services to manage contract information (such as account opening for an existing or a new customer, account closing, update contract terms and conditions, …), manage exceptional situation on those accounts (account blocking, dispute, etc.) and daily operations (such as consulting transactions, managing limits, managing blocked amount, managing pending transactions, managing manual bookings, …). This capability is made of the following features:

Account product definition

This feature provides the definition of a "Core" account product. It allows the product manager to define the products of the current and savings account family and the related operating conditions, with the management rules, the possible values (example : minimum transaction amount, maximum balance…), the default values.

Manage account opening

This feature manages the opening of a current account, whatever the type of customer.

Manage general information

This feature allows to manage the general information of an account like status, holder, product, currency… It includes the services to update the holder of an account or the product of an account.

Manage interest and settlement instructions

This feature manages the definition of the maturity and settlement instruction on savings product. It covers the definition of the settlement accounts (add, remove, list the settlement account of a client or an account). For fixed term product, it allows to manage the maturity options (settlement, renewal with/without capitalisation…). Settlement possibilities include transfer to an account of the customer in the bank, transfer to a nominated account and transfer to an account in another bank.

View accounts information

This feature allows to search for the accounts and to view all the related information :

- Account details
- Balances
- Exceptional situations
- Overdraft limits
- Operational limits
- Blocked amounts
- Interest calculations

Manage account closure

This feature launches the process to close an account and ends all activities. The process consists in the following steps:

- Close the contract in the contract repository
- Control status and exceptional situations
- Control pending transactions and reservations
- Cancellation of pending payment orders
- Cancellation of active standing orders
- Fee calculation and booking
- Final interest calculation and booking
- Transfer of the remaining balance

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- Close the account (status change) The process includes as well checks to ensure that the account may be closed (account status, no more active reservations, etc.). Note that the execution of some steps in the closure process are delegated and managed by other features of the banking Platform (e.i. Interest, fee, transfer…).

Manage exceptional situations

This feature enables to set exceptional situations on the accounts. The exceptional situations correspond to specific states of an account (examples : in litigation, blocked for rental guarantee). They can have an impact on the possibility to make deposits / withdrawals on the account. They can be just informative. They can flag accounts for dedicated reporting. Exceptional situations set at client level are replicated on the accounts.

Manage operational limits

This feature makes possible to manage various types of operational limits (regulatory or not) on the accounts. There are various types of limit allowing to set minimum / maximum amount that can be withdrawn / deposited on the account over a fixed / sliding period. Examples:

- Min/Max transaction amount
- Maximum withdrawal amount over a sliding period (ex: per week). Limits are configurable by product and by type of transaction. Limits amount can be personalized account providing it is authorized by the product. The limit amounts may evolve over time, their activation by product as well.

Manage blocked amounts

This feature allows to block a part of the available balance of an account for various reasons (for example for guarantees). When blocking an amount, it is possible to set a release date at which the blocked amount will be automatically released.

Process transactions

This feature consists in managing transactions on the account and impacting the positions/balances of the account accordingly.

Several positions are managed on the account:

- Booked balance
- Available balance
- Current balance
- Total reservation amount
- Total blocked amount

The transaction processing includes an authorization service taking into account:

- The status and exceptional situations of the account
- The available balance of the account
- The operational limits of the account
- The product restrictions (authorized operation types and authorized counterparties)

Manage reservations on account

This feature allows to manage reservations on accounts. The reserved amounts are deduced from the available balance of the account. The reserved amounts are automatically released either at the booking of the corresponding transaction or after N days if the transaction is not confirmed.

Manage forecast transactions

This feature allows to show future transactions that will be booked on an account:

- Future-date payment order

- Next maturity of standing orders (if applicable)
- Next credit card closure amount with the total of known expenses (if applicable)

The forecast transactions have no impact on the available balance of the account. They are shown only for information.

Manage pending transactions

This feature allows to manage pending transactions on accounts, i.e. the transactions that are not authorized directly (for example because the account is blocked or because the available amount is not sufficient). These pending transactions can be pending during a given period, with new attempts to book the transactions, either manually or automatically on periodic basis. If the transactions has not been booked at the end of the period, then a final decision is taken (refusal by default but it could also be a transfer to profit and loss).

Manage manual bookings

This feature manages the creation/update/validation of manual bookings on client accounts. The manual bookings can be used to make corrections on accounts (example : wrong fee calculation) or to book operations which are not managed by the SBP (e.g. booking of an insurance premium). Examples of manual bookings :

- Debit recovered customer debt
- Correction of value date
- Customer compensation following error or fraud

View transactions

This feature allows to list and view all the transactions on an account, whatever their state :

- Booked transactions
- Reserved transactions
- Pending transactions
- Forecast transactions

Average balance in operation date

This feature consists in calculation the monthly average balance of an account in operation date. It serves mainly the legal reporting.

Manage inactive accounts

This feature allows to manage inactive accounts i.e. accounts with no transaction at the initiative of the customer for a certain period. The feature consists in:

- Identifying inactive accounts (the duration of inactivity is configurable by product and local regulation)
- Flagging accounts when they become inactive by positioning a dedicated exceptional situation on the account
- Removing the exceptional situations when the account is not inactive any more The exceptional situation allows selecting inactive accounts for further processing or reporting. The detection of inactive accounts is one element of the global process of management of dormant customers (which may include, depending on the local regulation, to consider all accounts of the customer and its mandates and the contacts with the customer).

- **Term deposits**

This capability includes features related to term deposits to manage contract information (such as term deposit opening for an existing or a new customer, maturity management, review contract terms and conditions…) and daily operations (such as consulting events, updating the status of the contract (blocking, dispute, etc.), execution of renewals, withdrawals, repayments,…). This capability is made of the following features:

Manage term deposit opening

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This feature manages the opening of a term deposit, whatever the type of customer (individual, joint…) and the kind of term deposit product.

Manage term deposits information

This feature allows to search for the contracts and to view and manage all the related information :

- Contract details
- Holder
- Schedule of interest payments and capitalizations
- Exceptional situations
- History of events

Manage maturity options

This feature allows to view, update the maturity options for a term deposit. The options are:

- Renew in the same product and the same characteristics (term, frequency, etc.) with or without interest capitalization
- Renew in the same product and different characteristics (term, frequency, etc.) with or without interest capitalization
- Renew in a different product with or without interest capitalization
- Partial repayment in case of renewal
- Repayment

Manage exceptional situations

This feature enables to set exceptional situations on the accounts. The exceptional situations correspond to specific states of an account (examples : in litigation, blocked for rental guarantee). They can have an impact on the possibility to make deposits / withdrawals on the account. They can be just informative. They can flag accounts for dedicated reporting. Exceptional situations set at client level are replicated on the accounts.

Manage term deposit interest

This feature manages the calculation of the interest, its payment and capitalisation. It also includes the periodic interest accruals process.

Manage term deposit termination simulation for the DGS

This feature allows to simulate the termination of term deposits for the entire stock of contracts to produce the necessary information for the DGS compliance reporting.

Manage term deposit early repayment

This feature allows to manage and execute early repayments (partial or total) on an term deposit. The operation includes the calculation of interest, penalty and fees depending on the date (in/out of cooling off period) and reason of repayment.

Manage term deposit bonus

The bonus is an additional income on term deposits next to the interest. It is an incentive for the customers to keep their contract open until the final maturity and for the whole capital as the bonus is lost in case of partial withdrawal or early repayment. This feature manages the calculation of the bonus, its payment and capitalisation. It also includes the periodic accruals.

Manage term deposit repayment at maturity

This feature manages the repayment of the capital at maturity of the contracts. It includes the processing of the last interest payment and the closure of the contract.

Manage term deposit renewal at maturity

This feature manages the renewal of the contracts at maturity. It includes the processing of the last interest calculation (payment or capitalization) and the update of the contract with the characteristics specified in the maturity option.

- **Interest Calculation**

This capability includes services related to interest calculation for current and savings products. It covers the management of a balance scale, interest conditions, periodic calculation, periodic accruals, etc. This capability is made of the following features:

Balance scale

This feature consists in building the balance scale (in value date) of an account based on transactions communicated by the account management application. Thanks to this balance scale, interest and commissions can be calculated for the account.

Interests

This feature consists in calculating some interest on accounts based on their balance scale (in value date). The following interest components can be calculated:

- Credit interest
- Negative interest (on credit balances)
- Interest on unauthorised overdraft
- Interest on authorised overdraft
- Interest on unused overdraft

Periodic calculation

This feature manages the periodic calculation of interest on accounts and of corresponding taxes (if required). It also manages the booking of the interest calculation (if required). The periodicity of the calculation rely on the characteristics of the interest/commission components that must be calculated for the accounts.

Accruals

This feature consists in periodically calculating accrued interest for accounts. Taxes (if applicable for the product) are not calculated.

On-demand interest calculation or cancellation

This feature consists in allowing an on-demand request of an interest calculation for an account. It also allows to request the cancellation of an interest calculation for an account.

Interest simulation

This feature allows making simulation of an interest calculation for an account based on the known balance scales and tariffs of the accounts. For a simulation, interest is calculated in the same way than a periodic calculation but booking is not performed. It's also possible to request the simulation until a given date (different than the periodic one).

DGS simulation

For the Deposit Guarantee Schemes (DGS), bank must provide information about earned interest and taxes for all accounts until a given date to the authorities. This information is useful for the DGS to know what should be reimbursed to the customers in case the bank fails (bankruptcy). The simulation is requested until a specific date (that is different than the periodic one). This feature allows making simulation of an interest calculation for all accounts based on their known balance scales and tariffs. For a simulation, interest (and taxes) is calculated in the same way than a periodic calculation, but booking is not performed.

Backdated transactions management

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This feature consists in managing (value) backdated transactions having impact on already calculated interest and requiring a correction of interest.

Settlement instruction

This feature consists in defining the settlement instruction for the payment of the credit interest:

- It can be capitalised on the account for which interest is calculated;
- It can be booked on another account of the same customer in the same bank;
- It can be transferred to another account external/internal to the bank or to a nominated account. Not all options are available for all products. Authorised settlement modes are defined in the product configuration. On its side, debit interest is always booked on the account for which it is calculated.

Interest calculation restrictions

This feature allows to set on an account some restrictions related to the interest calculation. It is possible to specify that for an account:

- Interest is calculated and booked (meaning there is no restriction) ;
- Interest is calculated but never booked ;
- Interest must never be calculated ;

The restriction may be imposed by the product itself.

- **Customer Account Reporting**

This capability provides features to manage the customer reporting associated to their account and term deposits. It covers the 'account statements', 'statement of fees', 'income statement', … It provides the services to generate and make available the documents as well as retrieve their history. This capability is made of the following features:

List and download customer account reports

This feature allows listing customer account reports and download them.

Client account statements

This feature allows generating periodic account statement.

Account transactions summary

This feature allows generating on-demand a summary of transactions on an account between two dates. It provides the same information than an account statement but their production does not interfere with the production of actual account statements.

Client income statements

This feature allows generating periodic income statement and on-demand income statement.

BE Annual income statement *(Country-specific feature, only applicable to BE)* This feature allows the periodic and on-demand generation of the annual Income statement in line with the Belgian specific requirements.

UK annual income statement *(Country-specific feature, only applicable to UK)* This feature allows the periodic and on-demand generation of the annual Income statement in line with the UK specific requirements.

NL income statement (Jaaroverzicht) *(Country-specific feature, only applicable to NL)* This feature allows the periodic and on-demand generation of the annual Income statement in line with the Dutch specific requirements (i.e., the Jaaroverzicht)

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- **UK Accounts**

(Country-specific capability, only applicable to UK) This capability includes all specific features necessary to manage current and (non-regulated) savings accounts in the UK This capability is made of the following features:

Limit management/Head room *(Country-specific feature, only applicable to UK)* This feature supports the management and application of UK specific limits like head room on customer, product, and account level)

- **Payments**

This domain manages the processing of all payment schemes (SEPA schemes, international payments, …). Our solutions in this domain allow the coverage of the full payment lifecycle, from the initiation of the order until the exchange of the payment on the interbank network, and including the R-transaction management. Our solutions include configuration capabilities to best fit the processing to your way of working. In the Payments domain, we also have a product to fight crime (Payment Crime Management). In this product, we include Transaction Monitoring (to fight fraud and money laundering), Sanctions Screening and Verification of Payee. This domain is made of the following capabilities:

- **SEPA Credit Transfer Initiation & Processing**

This capability covers features related to SCT following the SEPA Credit Transfer rulebook. It allows to initiate, receive and execute SEPA Credit Transfer from both Originator and Beneficiary side, as well as managing R-transactions in accordance with the scheme definition. It also covers internal payments between two customer accounts managed by the bank. This capability is made of the following features:

Manage Initiation & Processing Traceability

This feature manages the traceability on Payments :

- Functional traceability
- Production of associated Event Reports, usable by other systems of DC or integrable

Manage money in via SEPA Credit Transfer

This feature manages the transfer of money in a client account, received via SCT. It covers:

- Enrichment of the SCT with bank data
- Syntax controls to be compliant with EPC regulations
- Business validations
- Call risks checks service
- Financial authorization/booking on client account

Manage money out via SEPA Credit Transfer

This feature manages the transfer of money out of client account by issuing an SCT. It covers:

- Simulation of an SCT via API
- Initiation of an SCT via API or GUI
- Enrichment of the SCT with bank data
- Syntax controls to be compliant with EPC regulations
- Business validations
- Call risks checks service
- Financial authorization/reservation/booking on client account
- Modification/cancellation of a pending SCT payment order

Manage R-Transactions on SEPA Credit Transfer

This feature manages the different R-transactions related to a SEPA Credit Transfer:

- Issue of reject or return for an SCT received
- Reception of reject or Return from interbank for SCT previously issued
- Issue of a recall for an SCT issued
- Reception of recall's answer from interbank for a SCT previously received
- Reception of a recall from interbank for a SCT previously received
- Issue of answer of recall
- Issue of SCT inquiries (claim for non-receipt and claim for value date)
- Reception of SCT inquiries (claim for non-receipt and claim for value date) from interbank for a SCT previously received
- Issue of SCT inquiries answers

Overview of the Credit Transfer processing activity

This feature gives an overview of the processing activity :

- Summary of initiated Credit Transfers : Present a diagram with the split of operations initiated by status (Current Date)
- Summary of Received Credit Transfers : Present a diagram with the split of operations received by status (Current Date)
- Consultation of functional errors of payments

Retrieve and consult Credit Transfer

This feature allows to retrieve the initiated and received credit transfer :

- List and Retrieve Instant Credit transfers (Incoming/Outgoing/Internal)
- Consult Instant Credit Transfer detail (Incoming/Outgoing/Internal)

IBAN Plus directory

This feature offers a repository of Bank codes and BIC used to check and enrich the Payment operations. The file must be provided by the bank.

- **SEPA Exchange - Local Connectivity**

This capability covers features related to SCT and SDD following the SEPA rulebook. It allows Exchange SEPA SCT and SDD from both Originator and Beneficiary side. through Local CSM This capability is made of the following features:

CSM directory

The product offers a repository of reachable entities by processing a directory file coming from the CSM. This repository can be checked at any time. Also, it gives the possibility to business operators to define other routes for their payments based on specific criteria (beneficiary bank, payment type, currency, and amount).

Exchange SEPA Credit Transfer

This feature manages the exchange of SEPA Credit Transfer for Local and european CSM :

- Payment routing and reachability
- Exchange Payments (file or message)
- Additional features for SEPA Credit Transfer
- Reconciliation

Retrieve and consult SEPA file

This feature allows to retrieve SEPA credit Transfer and direct debit file exchange :

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- List and Retrieve SEPA Credit transfers and direct debit file (Incoming/Outgoing)
- Download SEPA Credit Transfer and direct debit file (Incoming/Outgoing)

Local CSM - EWL SCT/SDD connectivity

This feature covers :

- The exchange of Instant Credit Transfer with Worldline in accordance with Worldline's rulebook from both Originator and Beneficiary side

Overview of the exchange activity

This feature gives an overview of the exchange activity :

- Irregular activity: Present the messages that our service is not able to process, and by clicking on the counter we present some information regarding each message.
- Consultation of messages and processing times, for a period of time.
- Situation of payments according to the daily reconciliation.

Manage Exchange Traceability

This feature manages the traceability on Payment exchanged :

- Production of associated Event Reports, usable by other systems of DC or integrable

- **SEPA Exchange - European Connectivity**

This capability covers features related to SCT and SDD following the SEPA rulebook. It allows Exchange SEPA SCT and SDD from both Originator and Beneficiary side. through European CSM This capability is made of the following features:

CSM directory

The product offers a repository of reachable entities by processing a directory file coming from the CSM. This repository can be checked at any time. Also, it gives the possibility to business operators to define other routes for their payments based on specific criteria (beneficiary bank, payment type, currency, and amount).

Exchange SEPA Credit Transfer

This feature manages the exchange of SEPA Credit Transfer for Local and european CSM :

- Payment routing and reachability
- Exchange Payments (file or message)
- Additional features for SEPA Credit Transfer
- Reconciliation

Retrieve and consult SEPA file

This feature allows to retrieve SEPA credit Transfer and direct debit file exchange :

- List and Retrieve SEPA Credit transfers and direct debit file (Incoming/Outgoing)
- Download SEPA Credit Transfer and direct debit file (Incoming/Outgoing)

Overview of the exchange activity

This feature gives an overview of the exchange activity :

- Irregular activity: Present the messages that our service is not able to process, and by clicking on the counter we present some information regarding each message.
- Consultation of messages and processing times, for a period of time.
- Situation of payments according to the daily reconciliation.

Manage Exchange Traceability

This feature manages the traceability on Payment exchanged :

- Production of associated Event Reports, usable by other systems of DC or integrable

- **IP Initiation & Processing**

This capability allows the bank to initiate unitary Instant Payments transactions or unitary recall of transactions previously sent. It also covers internal payments between two customer accounts managed by the bank.

When the transaction is submitted, the processing starts. This processing executes several controls & checks, such as scheme compliancy verifications, account status & balance checks, anti-fraud/anti-money laundering checks, sanction screening checks, … Some of these checks can be deactivated upon request.

In case of a failed check, the payment is put in a status indicating that the processing could not be completed.

If all checks are OK, the payment is put in a 'completed' status and the payment is sent:

- Either to our IP Local/European Exchange capability (if selected by Direct Participants)
- Or to the selected partner that will take the exchange part (for Indirect Participants). This capability is made of the following features:

Manage money in via instant Credit Transfer

This feature manages the transfer of money in a client account, received via instant CT. It covers:

- Enrichment of the instant CT with bank data
- Syntax controls to be compliant with EPC regulations
- Business validations
- Call risks checks service
- Financial authorization/booking on client account
- Reject the payments and produce a confirmation message

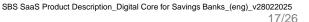**Manage money out via instant Credit Transfer**

This feature manages the transfer of money out of client account by issuing an instant CT. It covers:

- Simulation of an instant CT via API
- Initiation of an instant CT via API or GUI
    o Enrichment of the instant CT with bank data
    o Syntax controls to be compliant with EPC regulations
    o Business validations
    o Call risks checks service
    o Financial authorization/reservation/booking on client account
- Modification/cancellation of a pending instant CT payment order
- Reception of positive or negative confirmation

Manage R-Transactions on instant Credit Transfer

This feature manages the different R-transactions related to an Instant Payments :

- Issue of a recall for an instant CT Instant issued

- Issue of investigation messages
- Reception of recall's answer from interbank for a CT Instant previously received
- Reception of a recall from interbank for a CT Instant previously received

Overview of the Credit Transfer processing activity

This feature gives an overview of the processing activity :

- Summary of initiated Credit Transfers : Present a diagram with the split of operations initiated by status (Current Date)
- Summary of Received Credit Transfers : Present a diagram with the split of operations received by status (Current Date)
- Consultation of functional errors of payments

Retrieve and consult Credit Transfer

This feature allows to retrieve the initiated and received credit transfer :

- List and Retrieve Instant Credit transfers (Incoming/Outgoing/Internal)
- Consult Instant Credit Transfer detail (Incoming/Outgoing/Internal)

Manage Initiation & Processing Traceability

This feature manages the traceability on Payments :

- Functional traceability
- Production of associated Event Reports, usable by other systems of DC or integrable

IBAN Plus directory

This feature offers a repository of Bank codes and BIC used to check and enrich the Payment operations. The file must be provided by the bank.

- **IP Exchange - Local connectivity**

(Country-specific capability, only applicable to BE, FR, NL) This capability can only be assembled with our IP Initiation & Processing capability.

It allows the instant payments transactions (and other type of files) to be exchanged with a selection of local CSM. Currently, the following local CSM are natively managed:

- Equens Worldline (NL)

This option is mutually exclusive with the IP EU Exchange capability. This capability is made of the following features:

CSM directory

The product offers a repository of reachable entities by processing a directory file coming from the CSM. This repository can be checked at any time. Also, it gives the possibility to business operators to define other routes for their payments based on specific criteria (beneficiary bank, payment type, currency, and amount).

Exchange instant Credit Transfer

This feature manages the exchange of Instant Credit Transfer :

- Payment routing and reachability
- Timeout Manager

SBS

- Exchange Payments & Notifications
- Reconciliation

Local CSM - EWL IP connectivity *(Country-specific feature, only applicable to BE NL)* This feature covers :

- The exchange of Instant Credit Transfer with Worldline in accordance with Worldline's rulebook from both Originator and Beneficiary side

Local CSM - STET IP Connectivity *(Country-specific feature, only applicable to BE FR)* This feature covers :

- The exchange of Instant Credit Transfer with STET in accordance with STET's rulebook from both Originator and Beneficiary side

Overview of the exchange activity

This feature gives an overview of the exchange activity :

- Irregular activity: Present the messages that our service is not able to process, and by clicking on the counter we present some information regarding each message.
- Consultation of messages and processing times, for a period of time.
- Situation of payments according to the daily reconciliation.

Manage Exchange Traceability

This feature manages the traceability on Payment exchanged :

- Production of associated Event Reports, usable by other systems of DC or integrable

- **IP Exchange - European connectivity**

This capability can only be assembled with our IP Initiation & Processing capability. It allows the instant payments transactions (and other type of files) to be exchanged with a selection of European CSM:

- TIPS
- RT1

This option is mutually exclusive with the IP Local Exchange capability. This capability is made of the following features:

CSM directory

The product offers a repository of reachable entities by processing a directory file coming from the CSM. This repository can be checked at any time. Also, it gives the possibility to business operators to define other routes for their payments based on specific criteria (beneficiary bank, payment type, currency, and amount).

Exchange instant Credit Transfer

This feature manages the exchange of Instant Credit Transfer :

- Payment routing and reachability
- Timeout Manager
- Exchange Payments & Notifications
- Reconciliation

European CSM - TIPS

This feature covers :

SBS

- The exchange of Instant Credit Transfer with TIPS in accordance withTIPS's rulebook from both Originator and Beneficiary side

European CSM - RT1

This feature covers :

- The exchange of Instant Credit Transfer with Worldline in accordance with Worldline's rulebook from both Originator and Beneficiary side

Overview of the exchange activity

This feature gives an overview of the exchange activity :

- Irregular activity: Present the messages that our service is not able to process, and by clicking on the counter we present some information regarding each message.
- Consultation of messages and processing times, for a period of time.
- Situation of payments according to the daily reconciliation.

Manage Exchange Traceability

This feature manages the traceability on Payment exchanged :

- Production of associated Event Reports, usable by other systems of DC or integrable

- **Transaction Monitoring**

This capability enables the monitoring, in real-time, of all the transactions. It helps in fighting Fraud and money-laundering.

This capability can check a transaction against historical data and has a Machine Learning functionality that helps improving the Model, as the Fraud and Money-laundering techniques continuously evolve.

This capability is offered through a partnership. This capability is made of the following features:

Transaction monitoring

This feature provides oversight of all areas of Financial Crime (e.g. Sanctions, Anti Money Laundering, Fraud & Anti Bribery and Corruption), ensuring compliance with industry best practice anti-money laundering measures.

- **BE SEPA Instant Payments**

(Country-specific capability, only applicable to BE) This capability includes all specific features necessary to manage and process ISCT in Belgium, in line with the specifications of Febelfin. This capability is made of the following features:

Management of OGM-VCS *(Country-specific feature, only applicable to BE)* This feature allows the correct processing of a payment with a Belgian national standard structured remittance information (Overschrijving Gestructureerde Mededeling - Virement Communication Structurée) in line with Belgian specific SEPA Additional Optional Service.

- **FR SEPA Instant Payments**

(Country-specific capability, only applicable to FR) This capability includes all specific features necessary to manage and process ISCT in France

- **NL SEPA Instant Payments**

(Country-specific capability, only applicable to NL) This capability includes all specific features necessary to manage and process ISCT in the Netherlands This capability is made of the following features:

Time Critical Instant payment *(Country-specific feature, only applicable to NL)* This feature manages the generation and processing of the Dutch specific time critical instant payments (NL Standard for Maximum amount and Maximum Execution Time, Local Instrument code = 'INSTTC01')

Non-time critical Instant payment *(Country-specific feature, only applicable to NL)* This feature manages the generation and processing of the Dutch specific non-time critical instant payments (NL Standard for Instant processing of the SEPA Credit Transfer, Local Instrument code = 'INSTNT01')

Overstapservice IP *(Country-specific feature, only applicable to NL)* This feature provides the Dutch specific banking mobility on SEPA Instant Payment

- **Operation Support**

This domain provides capabilities supporting different Operation execution domains. This domain is made of the following capabilities:

- **Tasks management**

This capability includes features to manage the assignment of tasks to the right bank employee or group of bank employees depending on the type of task and the action required. It also provides the tools to visualize and administer these tasks (like execute, delegate or reassign). This capability is made of the following features:

Task assignment management

This feature allows to manage the assignment of the tasks to the right user or group of users depending the type of task and the required action. The assignment can also depend on the main object of the task (according to the responsibility on this object). This capability comes with UIs for the management of the assignment rules.

List of tasks

This feature propose tools to view the open tasks. This feature addresses itself to both user and entity manager.

Task notification

This feature allows to inform a (group of) bank employee(s) via a widget of a task arrival or completion.

Task treatment

This feature allows to take action on the task allocated to a user. It covers:

- Trigger the execution
- Comment the task
- Task administration (delete/update/re-assignment)
- Task delegation
- Task self-creation/completion (for manual task)
- Task planner to manage recurrent tasks

Task dashboarding

This feature provides management dashboards on the tasks with a breakdown by task type, task priority, … Dashboards provides also task KPIs: statistics giving the average time of execution, number executed task by period, by category

- **Foundation**
- **Document Management**

This domain provides technical capabilities to support document management, as document scanning, document storage, document generation. This domain is made of the following capabilities:

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- **Document management**

Features related to the generation of documents based on raw data and templates, in order to produce a document (in different formats) that can be communicated to the end-users. This capability is made of the following features:

Document storage

This feature allows storing and viewing documents (both generated or received documents). The documents are stored with metadata.

- **Data**

This domain provides technical capabilities to support data collection, processing, publication, etc. This domain is made of the following capabilities:

- **Data catalogue**

Features related to the publication of the documentation related to the data made available by the solution. This capability is made of the following features:

Catalogue publication

Publication of Digital Core data dictionary.

- **Data delivery**

Features related to the delivery of data made available by the solution, through the data publication layer. Delivery can be made via near-real time messages, that informs on each update, or via file (including management of inventories and snapshots). This capability is made of the following features:

Data export (file)

Feature for exporting data from a Data Object into a file, that can for example be used for integration purpose.

Data streaming

Near-real time data delivery via messages.

Data historization

Features related to the historization of data, or keeping the historical versions of data, for analysis, investigation and reporting purpose.

- **Security**

This domain provides technical capabilities to ensure the solution is secure. This domain is made of the following capabilities:

- **Authorization**

Features related to the control of the user necessary permissions to access a particular resource or to perform a specific action in the system. This capability is made of the following features:

Access control at service level

Controlling if a user/application has the necessary permissions to use a specific service.

- **Electronic signature**

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Features related to the signature of an order before its execution. An example is the dual control of an order by a bank employee (aka. 4-eyes principle validation). This capability is made of the following features:

Dual control by bank employees (4-eyes principles)

For operations entered via the UI, 4-eyes validation might apply. Then the operation needs to be validated by another bank employee.

- **Audit**

Records information necessary to establish the obligation to report system events and for the actions of the system entities which cause them. It guarantees that the actions of a person, device, etc. entity can be traced to the person, device, entity. This capability is made of the following features:

User audit trail

The user audit trail is a log that records all actions taken by users within the system, providing a chronological record of who accessed or changed what data and when.

- **Interaction security**

Features related to securing the interactions between application components, and interactions with external systems.

- **Flexibility**

This domain provides technical capabilities to support flexibility of application components so they can easily adapt to expected changes. This domain is made of the following capabilities:

- **Customisation**

Features allowing the Financial Institution to adapt the product behaviors to their specific context, by implementing specific business logic in well-defined customization points. This capability is made of the following features:

Additional attributes

Custom fields that extend the standard data sets, allowing integration projects to store specific additional data.

Customization APIs and Integration APIs

Customization APIs (aka exit points) allow including client-specific business logic in standard processes. Integration APIs (aka anchor points) allow to invoke services provided by external applications, to retrieve information necessary for the functioning of the standard processes.

- **Observability**

This domain provides technical capabilities to analyze the system behavior and to understand its state. It includes logging, tracing, metrics generation and monitoring capabilities. This domain is made of the following capabilities:

- **Application service monitoring**

Features related to the monitoring of the application service, to check automatically that the application and the service are working properly, from functional perspective. In case anomalies / abnormal behavior is detected, or thresholds are breached, Operations and/or Support team must be alerted to trigger investigation and action. This capability is made of the following features:

Application service monitoring

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Features related to the monitoring of the application service, to check automatically that the application and the service are working properly, from functional perspective. In case anomalies / abnormal behavior is detected, or thresholds are breached, Operations and/or Support team must be alerted to trigger investigation and action.

- **Infrastructure monitoring**

Features related to the generic monitoring of the infrastructure, as the follow-up of its availability, performance, etc. This capability is made of the following features:

Infrastructure monitoring

Features related to the generic monitoring of the infrastructure, as the follow-up of its availability, performance, etc.

- **API monitoring**

Features related to the generic monitoring of API, as the follow-up of availability, performance, etc.

- **Interoperability**

This domain provides technical capabilities to support the interactions between parts of the solution (and the interactions with the external world). This domain is made of the following capabilities:

- **Sync API management**

Features related to the technical services as basis for the execution of the interactions based on synchronous API.

- **Message management**

Features related to the technical services as basis for the execution of the interactions based on messages (Kafka).

- **File management**

Features related to the technical services as basis for the execution of the interactions based on files.

- **Localisation**

This domain includes transverse localization capabilities, with a transverse impacts to the whole platform (translation, formatting…) This domain is made of the following capabilities:
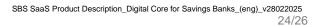
- **BE Localisation**

(Country-specific capability, only applicable to BE) Collects all specific features related to local formatting and local standards to operate Digital Core in the Belgian market (e.g., translations, number, date, amount formatting, local IBAN formatting, …) This capability is made of the following features:

Dutch(BE) translations *(Country-specific feature, only applicable to BE)* This feature enables the user to use the application in Dutch (BE)

BE formatting *(Country-specific feature, only applicable to BE)* This feature provides the formatting in the GUI of amounts, dates, percentages, numbers, etc…. according to Belgian standards.

BE IBAN *(Country-specific feature, only applicable to BE)* This feature provides the IBAN account number formatting according to the Belgian rules

French(BE) translations *(Country-specific feature, only applicable to BE)* This feature enables the user to use the application in French (BE)

- **NL Localisation**

(Country-specific capability, only applicable to NL) Collects all specific features related to local formatting and local standards to operate Digital Core in the Dutch market (e.g., translations, number, date, amount formatting, local IBAN formatting, …) This capability is made of the following features:

Dutch(NL) translations *(Country-specific feature, only applicable to NL)* This feature enables the user to use the application in Dutch (NL)

NL IBAN *(Country-specific feature, only applicable to NL)* This feature provides the IBAN account number formatting according to the Dutch rules

NL formatting *(Country-specific feature, only applicable to NL)* This feature provides the formatting in the GUI of amounts, dates, percentages, numbers, etc…. according to Dutch standards.

- **UK Localisation**

(Country-specific capability, only applicable to UK) Collects all specific features related to local formatting and local standards to operate Digital Core in the UK market (e.g., translations, number, date, amount formatting, local IBAN formatting, …) This capability is made of the following features:

English(GB) translations *(Country-specific feature, only applicable to UK)* This feature enables the user to use the application in English (UK).

UK currency (GBP) *(Country-specific feature, only applicable to UK)* This feature enables the usage of British Pounds (GBP) as the currency.

UK formatting *(Country-specific feature, only applicable to UK)* This feature provides the formatting in the GUI of amounts, dates, percentages, numbers, etc…. according to UK standards.

UK account format - Roll number *(Country-specific feature, only applicable to UK)* This feature allows to manage the UK specific account formats of Building societies called Roll number.

- **Human interaction**

This domain provides technical capabilities to support the users of the solution, whatever their type (back-office, customers, etc). This domain is made of the following capabilities:

- **Bank employee portal**

Centralization of the different application component's UIs inside one unique portal (aka workstation). Management of UI-related features intended to bank employees, whatever their role (back, middle, front office, including call-center). This capability is made of the following features:

- **Global Search**

The employee portal offers a global search feature to all users. The global search provides an easy way to search quickly for various business objects such as parties, customers, contracts, accounts, transactions … This capability is made of the following features:

Global search

The portal offers a global search feature to all users. The global search provides an easy way to search quickly for various business objects such as parties, customers, contracts, accounts, transactions, bundles.

Cross-application navigation

The portal uses an intuitive menu navigation system in order to find the relevant content quickly. The portal offers seamless navigation between the UIs of the different application components.

SBS

Multi-language

Users can use the UI in their preferred language, based on languages that are defined by the system administrator.

Todo list widget

The portal offers users an easy access to their own todo list.