

# SBS SaaS Product Description Instant Payments

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SBS SaaS Product Description\_ Instant  
Payments\_(eng)\_v25032026

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This Product Description for the “Instant Payment” SBS Offering forms part of the Agreement between SBS and Customer. For the purpose of this Product Description, the term “Product” shall mean “Instant Payment”. All capitalized terms not defined in this document will have the meaning given to them in other parts of the Agreement.

## 1 Introduction

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This document depicts the **current coverage** of the Instant Payments product for the version v20062025 (anc. 2025.2). The coverage is described as a **list of capabilities** covered by the product.

Some capabilities are **specific to a given country**. They are indicated as is and will be only accessible to the customers having chosen that country in their configuration.

Some capabilities are **optional**. They will be accessible to the customers who have subscribed to them. Subscribed optional capabilities are specified in the Specific Terms and Conditions.

## 2 Reference Data

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### 2.1 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:

#### 2.1.1 Bank organizational 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 organization. An access profile represents the business position of a bank Authorized User (e.g. account manager of point of sales 1, director of the agency 2, ...)

#### 2.1.2 Authorized User management

This capability manages bank Authorized Users and their links within the banking organization. Also, external applications that are connected with the system can be considered as Authorized Users.

#### 2.1.3 Access rights management

Management of the Authorized User access rights:

- Definition of the roles and permissions for each application.
- Definition and management of access profiles and personas.

### 2.2 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:

#### 2.2.1 Market data management

This capability includes features for defining standard market information, e.g. holiday and non-working day calendars, reference rates, currency exchange rates, tax rates.

## 3 Operation Execution

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### 3.1 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:

#### 3.1.1 IP Initiation & Processing

This capability covers features related to Instant Payments, following the Instant SEPA Credit Transfer rulebook. It allows to initiate, receive and execute Instant Payments from both Originator and Beneficiary side, as well as managing R-transactions in accordance with the scheme definition.

When the transaction is submitted, the processing starts. This processing executes several controls and checks, such as scheme compliancy verifications, account status and balance checks, transaction monitoring checks, sanction screening checks, ... Some of these checks can be deactivated upon request.

In case a verification fails, the payment is put in a status indicating that the processing cannot be completed.

If all verifications are correct, the payment is put in a 'completed' status. At originator side, the payment is then sent via our IP Exchange - CSM Connectivity optional capability or via our IP Exchange - Direct Participant Connectivity optional capability.

#### 3.1.2 IP Mass initiation

Complementary to the IP Initiation & Processing capability, we offer the possibility to initiate multiple Instant Payments transactions through a pain.001 file.

Verifications are made at three different levels.

Firstly, at File level: when the file is submitted, the file structure is checked and several functional verifications are performed, e.g., duplicate check, total amount and number of operations. If one of the verification fails, the file is rejected entirely and a negative PSR (pain.002 file) is generated.

If the file level verifications are correct, verifications are then done at bulk level: syntax checks, originator account verifications, duplicate checks, total amount and number of operations. If one of the verification fails, the bulk is rejected entirely and a negative PSR (pain.002 file) is generated.

If the bulk level verifications are correct, verifications are then done at order level, by following the unitary process.

- In case the verifications fail, the order is rejected and a negative PSR (pain.002 file) is generated.
- In case the verifications are correct, the order is submitted for the processing (following the processing as indicated in our IP Initiation & Processing capability)
- In case a certain (configurable) percentage of orders are rejected, the full bulk is rejected

Several screens in the GUI allow the back-office Authorized User to have a holistic view of the Files & Bulks.

### 3.1.3 IP Exchange - Direct Participants Connectivity (option)

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 Direct Participants in France

- SG
- CIC
- BPCE
- CA

### 3.1.4 IP Exchange - CSM Connectivity (option)

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 and European CSM.

Currently, the following local CSM are natively managed:

- Equens Worldline (NL)
- STET FR (FR)
- STET BE (BE)

Currently, the following European CSM are natively managed:

- TIPS
- RT1

### 3.1.5 IP SAB Connector (option)

This capability aims at providing customers using the "SAB" Core Banking a connector that allows this "SAB" Core Banking to exchange payments transactions with the IP product.

### 3.1.6 Verification of Payee (option)

Complementary to the IP Initiation & Processing and SEPA Credit Transfer Initiation & Processing capabilities, we offer the "Verification of Payee" (or "VoP") optional capability, which allows the bank to perform checks for consistency between the IBAN and the name of a credit transfer in euro to be issued. This verification is done through a RVM (Routing and/or Verification Mechanism).

This optional capability includes two functions:

- the "Requesting" function for the bank requesting verification
- the "Responding" function for the bank holding the account to be verified

In the "Requesting" function, we expose APIs (verification request API, search/consultation API) to the bank's applications that need to issue SEPA transfers. The verification request API triggers, in real-time, a request to the

RVM to perform the verification. The response is transmitted synchronously to the calling application. The function handles issues of non-response or technical problems with the RVM. These same APIs are used by our own GUI, when an instant payment is keyed by the back office. A link is maintained between the payment and the verification done before executing the payment. This allows any back-office Authorized User who wants to consult the payments in our GUI to view the details of the VoP.

In the "Responding" function, we expose an API to the RVM to provide information related to the IBAN by querying the customer account repository in real-time.

The capability, regardless of its function (Responding or Requesting) tracks, records and stores all information related to the requests, responses, and associated timestamps, allowing the necessary data to be retrieved in case of a dispute.

Our solution is compatible with the following RVMs:

- Worldline
- Surepay

Thanks to a partnership with Worldline, we can propose a global offering with the reselling of the Worldline service.

***Client's obligation:***

The Client shall be solely and fully responsible for performing all tests related to the VoP functionality in order to validate the end-to-end operation of said functionality. SBS may assist the Client through support services or dedicated guidance.

Such assistance is not included in the Subscription and shall be subject to separate time-and-materials billing.

The Client undertakes to carry out all necessary actions required to be recognized as a participating entity in the EPC's VoP scheme. In this respect, the Client is responsible for generating and renewing, on an annual basis, a QWAC certificate compliant with regulatory requirements, and for ensuring that this certificate remains valid under all circumstances.

The Client acknowledges that the validity of the QWAC certificate is a prerequisite for the processing of requests by the RVM. In the event of expiration, failure to generate, or non-compliance of the certificate, the subscribed VoP Services may be suspended without prior notice. The Client assumes full responsibility for any consequences arising from a missing or invalid certificate and expressly releases SBS and the RVM from any liability in this regard.

It is the Client's responsibility to implement the necessary internal procedures to anticipate certificate renewal and ensure service continuity.

### 3.1.7 Transaction monitoring (option)

This capability enables 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 improve the model, as the fraud and money-laundering techniques continuously evolve.

This capability is offered through a partnership.

### 3.1.8 BE SEPA Instant Payments

*(Country-specific capability, only applicable to BE)*

This capability covers the specific features required to manage and process Instant Payments in Belgium.

- Usage of Belgium specific structured remittance information
- Support of the R-only mode

### 3.1.9 FR SEPA Instant Payments

*(Country-specific capability, only applicable to FR)*

This capability covers the specific features required to manage and process Instant Payments in France.

### 3.1.10 NL SEPA Instant Payments

*(Country-specific capability, only applicable to NL)*

This capability covers the specific features required to manage and process Instant Payments in the Netherlands.

- Management of Time Critical and Non Time Critical payment types
- Management of overstapservice (bank switching service)
- Usage of Dutch specific structured remittance information
- Interpretation of iDEAL payment specific values

## 4 Foundation

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### 4.1 Data

This domain provides technical capabilities to support data collection, processing, publication, etc.

This domain is made of the following capabilities:

#### 4.1.1 Data migration

Features related to the mass injection of data from a legacy system to the new system, at go-live.

### 4.2 Security

This domain provides technical capabilities to ensure the solution is secure.

This domain is made of the following capabilities:

### 4.2.1 Authorization

Features related to the control of the Authorized User necessary permissions to access a particular resource or to perform a specific action in the system.

### 4.2.2 Electronic signature

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).

### 4.2.3 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.

### 4.2.4 Interaction security

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

## 4.3 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:

### 4.3.1 Customization

Features allowing the Financial Institution to adapt the product behaviors to their specific context, by implementing specific business logic in well-defined customization points.

## 4.4 Observability

This domain provides technical capabilities to analyze the system's behavior and to understand its state. It includes logging, tracing, metrics generation and monitoring capabilities.

This domain is made of the following capabilities:

#### 4.4.1 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 a 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.

#### 4.4.2 Infrastructure monitoring

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

#### 4.4.3 API monitoring

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

#### 4.4.4 Contract SLA monitoring

Features related to the monitoring of the respect of the SLA (Service Level Agreement) defined between the service provider and the service consumer (aka the financial institutions using the service).

### 4.5 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:

#### 4.5.1 Sync API management

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

#### 4.5.2 File management

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

### 4.6 Localization

This domain includes transverse localization capabilities, with a transverse impact to the whole platform (translation, formatting...)

This domain is made of the following capabilities:

### 4.6.1 BE Localization

*(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, ...)

### 4.6.2 NL Localization

*(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, ...)

## 4.7 Human interaction

This domain provides technical capabilities to support the Authorized Users of the solution, whatever their type (back office, customers, etc.).

This domain is made of the following capabilities:

### 4.7.1 Bank employee portal

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