



User Manual

Automated Transfer Tool

February 2013

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1 INTRODUCTION

The Automated Transfer Tool (ATT) should be completely installed before using this manual. If this is not the case, first consult the installation manual. This manual is compliant with the most up to date version of the ATT software. (juli 2013)

This user manual deals with the following ATT functions:

- Downloading account information
- Uploading payment and collection files

Chapter 2 introduces ATT and give you an basic understanding on how ATT works. Uploading and downloading is explained in chapter 3 and 4. The next chapters (5, 6 and 7) explain how ATT deals with reporting and registrations of the differnet infomation formats.

In chapter 8 you can find a selection of FAQ's and contact information of the service organisation.

2 GENERAL USER INFORMATION

The Auto Transfer Tool (ATT) is a Java application with a command-line interface. It represents an interface to Rabo Cash Management.

The ATT can be started and controlled by an external system (e.g., Microsoft Windows Task Scheduler) to automatically download data from RCM (e.g., account statements) and to upload data to the portal server (e.g., payment files). Management of the scheduler is the responsibility of the customer and is not explained in this manual.

As a command-line interface the ATT has no user interface, e.g., all error and logging information is stored in files and is not displayed on the screen.

This manual has been written under the assumption that ATT has been installed on the C-drive on your server/PC. Installation on a different drive is also possible. We advise all customers to avoid making changes to the file structure of ATT.

3 DOWNLOADING INFORMATION

3.1 General information about downloading

The first download

When you download intraday statements for the first time ATT will collect all statements that are present in RCM. This means it will collect all statements that have been generated since Rabo Cash Management has been activated. It is wise to contact Rabo Corporate Support about this. Rabo Corporate Support can change the status of these files to downloaded.

MT940 Extended

If you would like to use MT940 extended (a specific Rabobank format) format don't forget to communicate the settings to the Rabobank. Provide a screenshot of these settings when setting up your ATT client.

When and how often?

The end of day statements are available daily from 7 AM. De available formats can only be collected once from RCM by ATT.

The intraday statements is available during the day. A typical payment day starts and ends at 7 PM.

3.2 Downloading separate files or zipped files

Att can download files from RCM in a zip archive (checksum) or as separate files. This value can be set by the ATT user by adjusting the parameters. Follow these instructions if you would like to change these settings for your ATT account.

Go to your config directory in ATT and open the "default properties" in for editing (notepad). Go to the last properties called "download parameters and search for "includeintegritycheck". This value can be set to "true" or "false".

True: If this setting is chosen then you will receive files in a checksum file. (Zipped)

False: If this setting is chosen then you will receive individual statements.

Repeat this action for the order-direct, the order-xxl and the payment properties.

3.3 Downloading the different information formats

You can download information formats to ATT using a specific directory. The name of the directory is ATT\bin\<>name format<. You can download the following formats:

- Intraday (MT942 Unstructured)
- Intraday Structured (MT942 Structured)
- Orderstatus (XML)
- VerwInfo (A, B, C en D)
- CAMT053
- MT940
- MT940 Extended (Rabo variant)
- MT940 Structured

For more information about these formats:

<https://www.rabotransact.com/wps/portal/rtpubeu/home/transactsupport>

http://www.equens.com/Images/VERWINFO%20NL%204.1_11-2009.pdf

Step 1:

Double Click op the desired format. If the format is available it will be collected from RCM.

Step 2:

After collecting the format, a logfile is created with the corresponding return codes. The return codes represent the result of the request. Please read chapter 5 about the different return codes.

Step 3:

You can control the collected information in: c:\ATT_INSTALLDIR\data\output.

General

In case there is a “Failure operations: X” then the output folder can remain empty. If the output directory remains empty look in the temp directory. After the reason of failure has been found and solved empty both the “temp” and the “output” folder before trying again.

4 UPLOADING FILES

4.1 Uploading files

You can upload payment and direct debit file from ATT to RCM by using a specific directory. The name of the directory is ATT\bin\

Upload BTL91-order-direct files (signing orders in RCM)

This function generates (foreign) send orders in RCM. The orders can be viewed and signed by the RCM user. It is possible to change the payment files to individual payments. (In combination with the correct authorizations in RCM)

Upload BTL91-payment files (individual payment orders in RCM)

This function generates individual (foreign) payment orders in RCM. The payment orders can then be bundled in RCM to a signing order.

Upload CIN-order-direct (signing orders in RCM)

This function generates direct debit orders in RCM immediately. The send orders can be viewed and signed by the RCM user. It is possible to alter the payment files to individual payments. (In combination with the correct authorities in RCM)

UploadCIN-order-xxl (signing orders Equens route in RCM)

This function generates direct debit send orders without details. This send order will not be processed by the Rabobank, but will be redirected to Equens. This option is mostly used in case of increased volumes. (more than 5000 direct debit orders).

Upload CIN-payment (individuele incasso-opdrachten in RCM)

This function generates individual direct debit orders in RCM. The direct debit orders can then be bundled in RCM to a signing order.

UploadCLI-order-direct (signing orders in RCM)

Signing orders: This function generates send orders in RCM. The orders can be viewed and signed by the RCM user. It is possible to alter the payment files to individual payments. (in combination with the correct authorities in RCM)

UploadCLI-order-xxl (signing orders, Equens route in RCM)

Signing order Equens: Deze functie maakt een verzendopdracht aan zonder details. This send order will not be processed by the Rabobank, but will be redirected to Equens. This option is mostly used in case of increased volumes. (more than 5000 direct debit orders).

UploadCLI-payment (individual payment orders in RCM)

Individual payment orders: This function makes individual (national) payment orders in RCM. The payment orders can then be bundled in RCM to a signing order.

Upload SCT-order-direct (signing orders in RCM)

After importing your payment file RCM creates one or more signing orders. The signing orders are available in RCM under *Sign orders >> To be signed*. You have the option to

place the sign orders back into *Payment and Collections >> Created orders* and to change individual payments.

Upload SCT-order-xxl (individual orders in RCM)

Sign orders SCX. After importing your payment file RCM creates one sign order. The sign order is available in RCM under *Sign orders >> To be signed*. It is not possible to change individual payments. This Upload is advised for larger files with payment volumes over 5.000.

Upload SCT-payment (individual orders in RCM)

After importing your payment files your orders are available in RCM under *Payment and Collections >> Created orders*. You have the option to change the orders. This upload is meant for SEPA orders.

Upload SDD-order-direct (signing orders in RCM)

After importing your direct debit file RCM creates one or more signing orders. The signing orders are available in RCM under *Sign orders >> To be signed*. You have the option to place the sign orders back into *Payment and Collections >> Created orders* and to change individual payments.

Upload SDD-order-xxl (individual orders in RCM)

Sign orders SDX. After importing your direct debit file RCM creates one sign order. The sign order is available in RCM under *Sign orders >> To be signed*. It is not possible to change individual payments. This Upload is advised for larger files with payment volumes over 5.000.

Upload SDD-payment (individual orders in RCM)

After importing your direct debit files your orders are available in RCM under *Payment and Collections >> Created orders*. You have the option to change the orders. This upload is meant for SEPA orders.

Upload UNIFICT-payment (individual payment orders in RCM)

This function generates individual payment orders in RCM. The payment orders can then be bundled in RCM in a send order. This upload is meant for NON SEPA payments. For instance Multibank payments.

Upload UNIFICT-order-direct (signing orders in RCM)

This function generates (foreign) send orders in RCM. The orders can be viewed and signed by the RCM user. It is possible to change the payment files to individual payments (in combination with the correct authorities in RCM). This upload is meant for NON SEPA payments. For instance Multibank and FLint.

Upload UNIFIDD-payment (individual orders in RCM)

This function generates individual (international and national) direct debit orders in RCM. The direct debit orders can then be bundled in RCM in a send order. This upload is meant for NON SEPA payments. For instance Multibank payments.

Upload UNIFYDD-order-direct (signing order in RCM)

This function generates direct debit send orders in RCM. The send orders can be viewed and signed by a RCM user. It is possible to change the payment files to individual pay-

ments (in combination with the correct authorizations in RCM). This upload is meant for NON SEPA payments. For instance Multibank and FLint.

4.2 The upload procedure

Step 1: Placing the payment or direct debit files

Place the payment or direct debit file in the correct input directory

c:\ATT_INSTALLDIR\data\input\

Example: CLIEOP03_CIN

c:\ATT_INSTALLDIR\data\input\CLIEOP03_CIN

Step 2: Sending orders

Go to c:\ATT_INSTALLDIR\bin\upload<Folder name>.bat and start the script by selecting the file (double clicking).

In the example we chose CLIEOP03_CIN and therefore we double click on the bat file *uploadCIN-order-direct.bat* or *uploadCIN-payments.bat*, depending on the type of order you want to initiate in RCM.

Paragraf 4.3. present an overview of the connections between the input directories and the upload orders.

Step 3: Checking the returncodes

Check log c:\att\...\logs.

After running the client request ATT generates a log file with the corresponding returncodes. In the log file the result of the client request is given. See chapter 5: "ATT return codes"

Step 4: Check if the file(s) have been send

Check if the file is still present in the input directory

c:\ATT_INSTALLDIR\data\input\

There are three options:

- 1) If processed correctly: The file has been send to RCM and is not present in this directory.
- 2) If a content error occurred: There will be an error file in the log directory.
- 3) In case of connection problems: The file has not been moved.

4.3 The connection between input directories and payment orders.

Below you can find an overview of the relations between the upload orders in ATT and the input directories where you can place the payment orders.

Double clicking the upload order start the processing of the orders in the corresponding input directory.

	Upload order (.bat)	Input directory
1	uploadBTL-order-direct	BTL
2	uploadBTL-payment	BTL
3	uploadCIN-order-direct	CLIEOP03_CIN
4	uploadCIN-payment	CLIEOP03_CIN
5	uploadCIN-order-xxl	CLIEOP03_CIX
6	uploadCLI-order-direct	CLIEOP03_CLI
7	uploadCLI-payment	CLIEOP03_CLI
8	uploadCLI-order-xxl	CLIEOP03_CLX
9	uploadSDD-order-direct	SEPA-DD_SDD
10	uploadSDD-payment	SEPA-DD_SDD
11	uploadSDD-order-xxl	SEPA-DD_SDX
12	uploadSCT-order-direct	SEPA-SCT_SCT
13	uploadSCT-payment	SEPA-SCT_SCT
14	uploadSCT-order-xxl	SEPA-SCT_SCX
15	uploadUNIFICT-order-direct	UNIFI-CT
16	uploadUNIFICT-payment	UNIFI-CT
17	uploadUNIFIDD-order-direct	UNIFI-DD
18	uploadUNIFIDD-payment	UNIFI-DD

4.4 SHA-256

When you upload payment and direct debit files to RCM a hash value is created and send with the file to RCM. With this hash value you can check if the file that you uploaded has not been tempered with and is unchanged. The current ATT software only support the hash value SHA-256. It is not possible anymore to use SHA-1 unless you are using an older version of ATT. In that case we urge you to update your ATT software with the most up to date version so you can use SHA-256. A safer option.

The SHA-256 value can be viewed in the import menu of RCM. There are two options:

1. In the overview screens from the imported files (import >> Import files log and import >> Batch files log)
2. In the status screen after you imported a file (import >> Import orders or import >> import batch).

In the overview screens only the last 6 characters of the hash-value are shown. The complete hash-value is available in the detailed screens. The hash value is NOT available in the sign order menu when you are signing an order.

5 ATT RETURN CODES

After executing an order in ATT a log file is created. The log files contain return codes which represent the status result of the order. These files are called summary report.

Below the 4 most used ATT returncodes:

0	All transfers performed ok (OK)
1	All transfers performed with failures (ERROR)
2	Some of the transfers performed ok and some with failures in case of upload; no data in case of download (WARNING)
3	Too few arguments or invalid transfer type (ERROR)
4	Service configuration not found (ERROR)

Next to these basic return codes there are also a few specific extra codes (5t/m8) in the summary report.

5.1 Example of a summary report

A summary report gives an overview of the orders with an corresponding status. Paragraf 5.1 gives a few examples for these codes.

TRANSFER TYPE	Transfer direction; in this case: A “upload” or “download”
FILE NAME	In case of a upload: Name of the associated directory
RETURN CODE	A return sub-code for the transfer operation
MESSAGE	Business message that describes the result
TIME	Time of transfer execution

Example 1: A summary report. Under the summary the specific reports are given for each order. As you can see in the summary. There were two operations. One was succesfull (succes operations: 1) and one was unsuccessfull (Failure operations: 1).

Example 1

SUMMARY REPORT
Total number of operations: 2
Success operations: 1
Warning operations: 0
Failure operations: 1

FAILURE TRANSFERS
TRANSFER TYPE: Upload
FILE NAME: sample.payment.txt
RETURN CODE: 4
MESSAGE: ATT - Not authenticated: FAILURE
TIME: 4 Dec 2006 13:45:14

SUCCESS TRANSFERS
TRANSFER TYPE: Upload
FILE NAME: other.payment.txt
RETURN CODE: 0
MESSAGE: ATT - OK
TIME: 4 Dec 2006 13:45:14

Below you can find a view possible return codes with their corresponding messages. In chapter 7 you can find a more detailed overview of the

RESULT_OK = 0

- Att - OK: Order processed [ID of created order: 3684; created payments: 6; new companies: 0; new counterparties: 1; payments with no counterparties: 0; failed payments: 1;] (OK in case of upload)
- Att - Download OK. Fetched files: <names_of_fetched_files> (OK in case of download)

RESULT_GENERAL_ERROR = 1

- Att - Integrity check failed for some of downloaded files. Files fetched OK: <names of ok files> Files fetched with errors: <names of not ok files>
- Att - Files fetched with errors: <names of not ok files>

RESULT_CONNECTION_ERROR = 2; messages:

- Att - Service is down.
- Att - Unknown host: <host_name>
- Att - Unable to connect to remote host

RESULT_SECURITY_ERROR = 3; messages:

- Att - Error while accessing key store.

RESULT_ERROR_AT_BANK = 4;

- Att - ERROR: Order file rejected: The uploaded file is invalid. The number of payments, the amount for a currency or accounts number checksum does not match values from the trailer record.
- ERROR: Order file rejected: Due to a failed validation check the file cannot be processed
line #No rec. 0010B must follow after 0001A
- Att - ERROR: Order file rejected: Due to a failed validation check the file cannot be processed
line #No rec. 0020A must follow after 0010B or 0020A
- Att - ERROR: Order file rejected: Due to a failed validation check the file cannot be processed
line #No rec. 0030B must follow after 0010B or 0020A
- Att - ERROR: Order file rejected: Due to a failed validation check the file cannot be processed
line #No rec. 9999A must be preceded by 9990A

- ERROR: Order file rejected: Due to a failed validation check the file cannot be processed
structural failure, 1 batch open- vs 2 closing records found

Below are the rest of the return codes with corresponding messages.

RESULT_TRANSFER_ABORTED_ERROR = 5;

- Att - ERROR: Upload aborted: <exceptional_message>
- Att - ERROR: Download aborted: <exceptional_message>

RESULT_FETCH_NODATA = 6;

- ATT - No data at bank.

RESULT_APPLICATION_ERROR = 7; Internal application error

- <exceptional_message >

RESULT_AUTH_ERROR = 8; Not authenticated

5.2 log files Examples

6 examples of summary reports that can be found in the ATT log files.

Example 1:

The user uploaded a Clieop03 CLI file with one payment. The upload parameters look like this:

- *uploadCategory=Standard*
- *uploadCreateCounterparties=false*
- *ignoreRemitterNotMatched=false*
- *uploadKindOfTransfer=2*
- *NationalPaymentInstrument=23*

The message in the logfile looks like this:

```
SUMMARY REPORT
Total number of operations: 1
Success operations: 1
Warning operations: 0
Failure operations: 0
---
SUCCESS TRANSFERS
---
TRANSFER TYPE: Upload
FILE NAME: Clieop03_CLI_1a_1p.txt
RETURN CODE: 0
MESSAGE: Att - OK: Order(without signature) processed [ID of created
order: 19177; created payments: 1; new companies: 0; new counterparties:
0; payments with no counterparties: 0; failed payments: 0; ]
TIME: 27 May 2007 16:02:23
--
INFO [main] [AutoTransferTool] - Exiting with code (0)
INFO [main] [AutoTransferTool] - ***** ATT CLIENT END:
[27 May 2007 16:03:01] *****
```

Example 2:

When there are too many users using ATT at the same time (>80 sessions), the ATT session will be aborted. This is an exceptional situation.

Below is a message that represents this situation.

```
RESULT_TRANSFER_ABORTED_ERROR = 5;
• Att - ERROR: Upload aborted: <exceptional_message>
• Att - ERROR: Download aborted: <exceptional_message>
```

In de ATT log file verschijnt dan een melding die lijkt op onderstaande.

```
TRANSFER TYPE: Upload
FILE NAME: 1352711416-LSTW-1-I-1-X-100000.xml
RETURN CODE: 5
MESSAGE: Att - ERROR: Upload aborted: Socket is closed
TIME: 12 nov 2012 10:12:09
```

When this ERROR occurs please contact Rabo Corporate Support. They can help you find an window to perform your transactions.

Voorbeeld 3:

The user uploaded a Clieop03 CLI file with one payment. The upload parameters look like this:

- *uploadCategory=Standard*
- *uploadCreateCounterparties=true*
- *counterPartyScope=2*
- *ignoreRemitterNotMatched=false*
- *uploadKindOfTransfer=1*

The message in the logfile looks like this:

```
SUMMARY REPORT
Total number of operations: 1
Success operations: 1
Warning operations: 0
Failure operations: 0
---
SUCCESS TRANSFERS
---
TRANSFER TYPE: Upload
FILE NAME: Clieop03_CLI_la_1p.txt
RETURN CODE: 0
MESSAGE: Att - OK: Order(without signature) processed [created payments:
1; new companies: 0; new counterparties: 1; payments with no
counterparties: 0; failed payments: 0; ]
TIME: 27 May 2007 16:21:27
--
INFO [main] [AutoTransferTool] - Exiting with code (0)
INFO [main] [AutoTransferTool] - ***** ATT CLIENT END:
[27 May 2007 16:21:31] *****
```

Example 4:

The user uploaded a Clieop03 CIN file with an open payment. De user wanted to create non-existing counterparties but forgot to set the correct counter party setting. The upload parameters look like this:

- uploadCategory=Standard
- uploadCreateCounterparties=True
- counterPartyScope=
- ignoreRemitterNotMatched=false
- uploadKindOfTransfer=1
- NationalPaymentInstrument=23

The message in the log file:

```
INFO [main] [AutoTransferTool] - ***** ATT CLIENT START:
[27 May 2007 16:10:37] *****
INFO [main] [AutoTransferTool] - ATT CLIENT executed with following
arguments: Default; upload; NL-CLIEOP03-RB; CIR;
INFO [main] [AutoTransferTool] - Target service is: Default
INFO [main] [AutoTransferTool] - Att config loaded...
INFO [main] [AutoTransferTool] - Thread Pool created with size of
[10]...
INFO [main] [ServiceProperties] - Service properties created...
ERROR [main] [ServiceProperties] - Invalid (empty) property value for
key: counterPartyScope
ERROR [main] [AutoTransferTool] - Att configuration contains invalid or
missing values for keys: counterPartyScope
INFO [main] [AutoTransferTool] - Invalid configuration of ATT client.
File left in input directory.
INFO [main] [AutoTransferTool] - Exiting with code (4)
INFO [main] [AutoTransferTool] - ***** ATT CLIENT END:
[27 May 2007 16:10:38] *****
```

Example 5:

The user uploads a Clieop03 CIN file with a few open payments. The upload file was not correct. The header of the file was not valid. The upload parameters look like this:

- uploadCategory=Standard
- uploadCreateCounterparties=True
- counterPartyScope=2
- ignoreRemitterNotMatched=false
- uploadKindOfTransfer=1
- NationalPaymentInstrument=23

The message in the log file:

```
SUMMARY REPORT
Total number of operations: 1
Success operations: 0
Warning operations: 0
Failure operations: 1
---
FAILURE TRANSFERS
---
TRANSFER TYPE: Upload
FILE NAME: Clieop03_CLI_la_xp.txt
RETURN CODE: 4
MESSAGE: Att - ERROR: Order file rejected: Server rejected file upload,
reason: File header was rejected. Please check if the proper format was
chosen.
TIME: 27 May 2007 16:14:25
--

INFO [main] [AutoTransferTool] - Exiting with code (1)
INFO [main] [AutoTransf
```

Voorbeeld 6:

The user uploads a Clieop03 CLI file. The user wanted to use a proxy but no proxy parameters were set. The upload parameters look like this:

- useProxy=true
- uploadCategory=Standard
- uploadCreateCounterparties=true
- counterPartyScope=2
- ignoreRemitterNotMatched=false
- uploadKindOfTransfer=1
- NationalPaymentInstrument=22

The message in the log file:

```
ERROR [main] [ServiceProperties] - Missing general property: proxyHost
ERROR [main] [ServiceProperties] - Missing general property: proxyPort
ERROR [main] [ServiceProperties] - Missing general property: proxyUser
ERROR [main] [ServiceProperties] - Missing general property:
proxyPassword
ERROR [main] [AutoTransferTool] - Att configuration contains invalid or
missing values for keys: proxyHost proxyPort proxyUser proxyPassword
INFO [main] [AutoTransferTool] - Invalid configuration of ATT client.
File left in input directory.
INFO [main] [AutoTransferTool] - Exiting with code (4)
INFO [main] [AutoTransferTool] - ***** ATT CLIENT END:
[27 May 2007 16:24:27] *****
```

6 ATT AND RCM

In order to use ATT a Rabo Cash Management account must be set up. ATT uploads and downloads files to and from RCM. In a sense ATT is an RCM user.

ATT clients need to have one RCM smartcard. Otherwise it is not possible to sign your payments and direct debits. Even if you plan on using the Rabo Batchsigner it is recommended that at least one smartcard is in your possession for the following reasons:

- Using RCM as a back-up
- To sign orders
- To check if orders have been processed online.
- To check the status of orders
- To clean up RCM
- To check SHA-values

7 EXPLANATION OF STATUS REPORTS AND ERRORS

Below is a description of a few exceptional situations. If these exceptions occur please contact Rabo Corporate Support.

7.1 Downloading from RCM to ATT

1) Absolute or blocked currency

The import file contains payments to Rabobank accounts with an obsolete or blocked currency. These cannot be imported. This message will also be displayed in field “Result” on the imported payment file details page.

2) Company doesn’t exist in the customer context:

This variant takes place when company contained in the imported payment doesn’t exist in the corresponding customer context. The import is continued as there is no such validation.

7.2 Importing files from your ERP to ATT directories:

1) User imports SEPA direct debits:

The user imports SEPA direct debits (SDD) with the following command: “ ./AttClient.sh <name of the property file> upload SEPA-SDD SDD”.

Variants:

- Import SEPA DD – SDD
- Import SEPA DD with future execution dates
- Import SEPA DD with past execution dates
- Import SEPA DD - Payments to be converted to different Rabobank products

For each of these variants the system behaviour is the same for ATT.

Variant specific exceptional cases:

1. The duplicate check fails. The same file has been imported previously and is present on the list of imported order files. The following message will be logged in the Summary report: “Duplicate check failed for the import file {0}” {0} – file name
2. In case of duplicated “Payment Information Identification” found in uploaded order file RCM rejects the import and logs message: ”Order file rejected: Server rejected file upload, reason: Duplicate value for "Payment Information Id": <PI ID>.

7.3 Uploading from ATT to RCM

1) 'Upload Category' set to unknown value

User uploads a file. In the configuration file the 'UploadCategory' parameter is set to unknown value. File is not uploaded. ATT displays error message in the log file: "MESSAGE: Att - ERROR: Unknown value for mandatory parameter uploadCategory. The Upload is aborted."

2) ATT configuration is not valid

If parameters values like: UploadCategory, NationalPaymentInstrument (in case CLI file is uploaded) set in the configuration file are incorrect ATT writes a log message depending on the type of error:

Missing upload property: <parameter>

And/or

Invalid (<reason>) property value for key: <parameter>

Att configuration contains invalid or missing values for keys: <parameter> <parameter>

...

Invalid configuration of ATT client. File left in input directory.

and returns an error. No summary message is shown in the log file. No further processing will take place.

3) Security key cannot be accessed

ATT writes a log message like "Security keys not accessible. " and returns an error. No further processing will take place.

4) Payment file not found or not accessible

The ATT will set return code to "error" and write log message like: "File to be transferred cannot be found.". No further processing will take place.

5) RCM server is down

The attempt to transfer the file will be rejected. ATT leaves the payment file in a directory, writes a log message containing a summary of the processing of a request sent to the server with the "Unable to connect to remote host" reason for error. No further processing will take place

6) User is not registered or user status is not "Active"

ATT will set return code to "error", ATT leaves the payment file in a directory and writes log message containing a summary of the processing of a request sent to the server that specifies the reason that user is not authenticated. No further processing takes place.

7) User has no payment category permission

The ATT will set return code to "error", move the payment file to "ERROR" directory and write log message like: "ERROR: Order file accepted but not processed correctly: FAILURE noCategoryPermission." No further processing takes place.

8) User has no payment import permission

The upload is rejected by RCM. The ATT will set return code to "error", move the payment file to "ERROR" directory and write a log message like: "User has no permission to import payments.". No further processing take place.

9) Specified values of payment category is unknown

The ATT will set return code to “error”, move the payment file to “ERROR” directory and write log message like: “Illegal parameter value: <reason>.”. No further processing will take place.

10) Validation of the signature fails

The ATT will set return code to “error”, move the payment file to “ERROR” directory and write log message like: “Invalid signature.”. No further processing take place.

11) One of the remitter accounts contained in the payment file is not registered

The upload is rejected by RCM. ATT will set the return code to “error”, move the payment order file to “ERROR” directory and write a log message like: “Order file accepted but not processed correctly: FAILURE noCreateAccountFlag.”. No further processing takes place.

12) User doesn't have a create payment permission for one of the remitter accounts contained in the payment file

The upload is rejected by RCM. ATT will set the return code to “error”, move the payment file to “ERROR” directory and write log message like: “Order file accepted but not processed correctly: FAILURE noAccountPermission.”. No further processing take place.

13) User doesn't have sufficient payment permission for one of the companies

The upload is rejected by RCM. ATT will set the return code to “error”, move the payment file to “ERROR” directory and write log message like: “ERROR: Order file accepted but not processed correctly: FAILURE noAccountPermission.”. No further processing take place.

14) Transfer is aborted

ATT will set the return code to “error”, move the payment file to “ERROR” directory and write log message like: “Transfer was aborted”. No further processing take place.

15) User sets UploadKindOfTransfer to '3' uploaded file format: UNIFI-CT or UNIFI-DD

ATT will set the return code to “error”, move the payment file to “ERROR” directory and write log message like: “Illegal parameter value: Wrong value of the parameter Upload-KindOfTransfer.”. No further processing will take place.

16) Parsing / syntax validation of the payment file fails

The upload is rejected by RCM. The ATT will set return code to “error”, move the payment file to “ERROR” directory and write log message like: Att – ERROR: Order file rejected: Due to a failed validation check the file can not be processed <reason of rejecting the file (see table below)>

No.	Reason of rejecting the file	log message
1	Incorrect first character	line #No recordlength invalid line #No invalid character detected (first position is not 0 or 9) First character detected in record: 1
2	Incorrect line length	line #No recordlength invalid Expected length 50 pos, detected length 43 pos Validation aborted, messages following this one can be ignored
3	Missing clielop03 ID	line #No (0001A) pos 12 len 8, line does not contain CLIEOP03 id
4	Mixed payments and direct debits	line #No (0010B) not allowed to mix payments & direct debits determined that the file contains batches with trn group 00 and 10
5	Unknown batch type	line #No (0010B) unknown batch type detected (not 00 or 10)
6	Incorrect test code	line #No (0030B) processing testcode MUST be P other values are not allowed, T is for test purposes with Equens only
7	Invalid numeric fields	line #No (0100A) character(s) found in numeric fields
8	amount equals to 0	line #No (0100A) field Amount must be > 0
9	account number not 11-proof	line #No (0100A) account not 11-proof
10	direct debit account does not match 0030B	line #No (0100A) direct debit account does not match 0030B this account must match the account towards funds are credited
11	incorrect order type for direct debits	line #No (0100A) incorrect order type detected
12	too many payments	batch contains more then 100.000 payments, this is not allowed

17) User imports UNIFI-CT file with FLint payments – incorrect values – IBAN not specified

IBAN for remitter's account is not specified. Other account data are set incorrectly in the UNIFI file e.g.:

- Wrong bank code (for countries which use bank codes)
- Wrong country

The whole file will be rejected. No payments are imported.

18) User imports UNIFI-CT file with FLint payments – currency of the payment set incorrectly

The currency for the payment doesn't exist or the tag <Ccy></Ccy> is empty (currency is not specified at all). System rejects such file. No payments are imported.

19) User imports UNIFI-CT file with FLint payments – values are too long

Some of values specified in the UNIFI file are longer than allowed limits (specified in detailed document for mapping). The whole file is rejected. No payments are imported.

20) User imports UNIFI-CT file with FLint payments – not allowed business function set

User imports UNIFI file with FLint payments. Some of payments have business function set to values not allowed in the UNIFI format. (e.g. country BE, business function: CPYR). See the mapping details document for detailed list which values are allowed in which country and which are allowed from the UNIFI point of view. The whole file will be rejected. No payments are imported.

21) User imports UNIFI file with direct order composition – incorrect charge bearer (PSD member check)

User imports payments with direct order composition with UNIFI-CT. The charge bearer option: “/PmtInf/ChrgBr” is incorrectly set from PSD point of view: Set to: “BEN” or “OUR” in case both countries are PSD members and the transfer currency is one of local currencies of EU/EEA countries. System rejects the upload and displays the error message in the summary report: “The file upload is rejected. Cannot create order with defective payments.”

22) "IBAN_BIC_MANDATORY_IN_EU" set to TRUE

File contains payment processed between 2 countries being a part of EU. IBAN and/or SWIFT BIC is missing for the beneficiary account. The payment would be classified as “Euro standard payment” in case both values are present.

Please note: this behaviour applies only to target format where IBAN and SWIFT BIC are *optional* for payments between 2 EU countries. For example for SEPA payments, the property: "IBAN_BIC_MANDATORY_IN_EU" will never be checked as both values are *mandatory* in the SEPA format.

The property: “IBAN_BIC_MANDATORY_IN_EU” is set to TRUE.

System treats this payment as incorrect because IBAN and/or SWIFT BIC is missing.

See “Standard error handling” for detailed error message.

In case the “IBAN_BIC_MANDATORY_IN_EU” equals FALSE or is not, the payment is imported as international credit without any warnings.

23) Upload of payment file with authorisation when upload kind of transfer = 1

ATT sets the return code to “error”, moves the payment file to “ERROR” directory and writes log message: “No order to be signed”. No further processing takes place.

24) Archived accounts found in the payment file (remitter account)

RCM checks the operational status of the remitter accounts contained in the imported payment file. At least one remitter account is in operational status = Archived. System behaves as follows:

- UploadKindOfTransfer = 1 – system rejects the whole file. The following error message is displayed in the summary log: “The payment file to be imported contains payments with archived remitter accounts. Please repair these payments before importing again.”
- UploadKindOfTransfer = 2 – the same as for UploadKindOfTransfer = 1 plus the following: The summary log contains also the following message: “Cannot create order with defective payments”.

25) Blocked or obsolete payment currency; property: “PAYMENT_INITIATION_FOR_BLOCKED_CURRENCIES” set to FALSE

In case the property “PAYMENT_INITIATION_FOR_BLOCKED_CURRENCIES”

- is set to FALSE or
- has an invalid value or
- does not exist

and the payment file contains payments with blocked currencies regardless of the backend processing platform of the remitter account, the payment file is rejected.

If the “direct order composition” option has been used, system also rejects the file. No payments are imported, no order is created. For both the rejection reason (“ The file cannot be imported as contains a payment currency which is blocked or obsolete”) is shown in the summary report in the ATT’s log file.

8 SUPPORT

8.1 Service ATT:

After you successfully started using ATT you can call Rabo Corporate Support in case of any questions :

Rabo Corporate Support

Open: Monday to Friday from 8:00 am tot 5:30 pm

Telephone: +31 (0)30 712 1777

Email: corporatesupport@rabobank.com

Website: www.rabotransact.com

Please have the following information present when calling the support desk. When sending an email please provide this information also. It will help us help you.

- A clear statement of the problems you are experiencing
- If relevant the ATT log;
- The name of the upload or download file
- Your company information
 - Company name
 - ATT user number (if known)
 - Contact information

8.2 FAQ

ATT: I received a error message that is unclear to me

When you receive a error message that is unknown, please contact Rabo Corporate Support or send your logfile with the error and the original file to corporatesupport@rabobank.com. Our Technical department will then analyse what went wrong and assist you in solving the problem.

I can not find my payments or direct debit orders in RCM that I uploaded with ATT.

After you have uploaded files to RCM using ATT, you will receive a log file with a return code that represents the status of your upload. If the status is positive and your files have been sent to RCM successfully and you should be able to see these files in RCM. Please consult the logfile when your orders are not visible in RCM. If the log file is not clear to you please contact Rabo Corporate Support.

Why do i receive the following error?

FAILURE FCFU004:No permission:User has no permissions to view statements for any of the accounts for which the statements are available.

You ATT-user does not have the right permissions to download statements.

The reason for receiving this error message could also be that all the statements have already been downloaded from RCM earlier. Statements from Friday can be downloaded Saturday as so there will not be any statement on Monday to download.