

Manual

Rabo Mandate Management



Rabobank



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1 Introduction

To register a mandate¹ for Business Euro Direct Debits you can use the Rabo Mandate Management application. Only with this registration a creditor can debit your account.

¹ Registration of mandates is necessary only for collections under Business Euro Direct Debit, which are sometimes also referred to as 'Business SEPA Direct Debit' or 'Business to business (B2B) Direct Debit Mandate'.

2 Rabo Mandate Management

2.1 Login Rabo Mandate Management

Login to Rabo TransAct with you card and card reader. Choose for My Rabo TransAct. In the selection Cash Management select the application Rabo mandate management.

The screenshot shows the Rabo TransAct portal. At the top, there is a navigation bar with 'Transaction banking' and 'Cash management' highlighted. Below this, there is a 'Rabo mandate management' section. A 'Notification board' indicates no news items. A 'Manage your SEPA mandates online' section provides information on SEPA direct debit authorization. The main 'Rabo Mandate Management' section includes a 'Business Euro Direct Debit Mandates' form with fields for 'Debtor account', 'Mandate identifier', and 'Status'. A 'New mandate' button is visible. On the right, there is a 'Need advice' section with contact information for banking questions and support.

Your requested user rights determine if you are able to use the following described functionalities.

2.2 View a mandate

Enter your international bank account number (IBAN) in the field [Debtor account](#). When the third character has been entered, a set of accounts that include the selected characters will be shown.

The screenshot shows the 'Rabo Mandate Management' interface. The 'Business Euro Direct Debit Mandates' section is active. A 'Filter' section is visible, with the 'Debtor account' field containing 'NL4'. A dropdown menu is open, showing a list of accounts: 'NL43RABO0150079621' and 'NL48RABO0300091486'. The 'Mandate status' section has checkboxes for 'Active' and 'Inactive', both of which are checked. 'Apply' and 'Reset' buttons are located at the bottom of the filter section.

Select an account to see all linked mandates. You can view ten mandates per page or filter the mandates by [Mandate identifier](#).

Your mandate can have the following statuses:

Status	Description
Active	You have registered the mandate and the collector has already debited you at least once. You can view this mandate and (depending on your authorisation) modify or de-activate it.
Not yet used	You have registered the mandate but the collector has not used it yet. You can view this mandate and (depending on your authorisation) modify or de-activate it.
Revoked	The mandate has been (temporarily) revoked by you. You can view this mandate and (depending on your authorisation) modify or de-activate it.
Obsolete	A mandate will automatically receive the status 'Obsolete' if a transaction has been processed for a mandate of the type 'One-off'. You can only view this mandate.
Cancelled	A mandate will automatically receive the status 'Cancelled' if no transactions have been processed during a period of 36 months. You can only view this mandate.

Select a mandate by clicking on it in order to see more details of your mandate.

2.3 Creating a mandate

Click on the button [New mandate](#)² on the landing page.

The screenshot shows the 'Rabo Mandate Management' interface. The main heading is 'Business Euro Direct Debit Mandates' with a '> More info' link. A 'New mandate' button is highlighted with a red box. Below this is a 'Filter' section with three input fields: 'Debtor account', 'Mandate identifier', and 'Creditor identifier'. There are also two sections for selecting status: 'Mandate status' with checkboxes for 'Active' and 'Inactive', and 'Approval status' with radio buttons for 'Approved' and 'Awaiting approval'.

Enter the account number to be debited under the new mandate.

All fields except the [Description](#) and the [Address](#) are mandatory. The * symbol shows which fields are mandatory.

² Entering a mandate for a standard Dutch direct debit or a general Euro Direct Debit (CORE) is not possible as you do not need to issue a mandate for those products.

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New Business Euro Direct Debit Mandate > More info

Please select a valid debtor account.

Debtor account *

Mandate identifier * i

Creditor name *

Creditor identifier *


Creditor address

Mandate type * Recurrent ▼

Start date * 29-08-2012

Maximum amount per collection * i Unlimited EUR

Description i

 [General terms and conditions \(PDF, 132Kb\)](#)

I understand the general terms and conditions

Enter the correct details as stated on the mandate from your Creditor. You must copy the [Creditor identifier](#), the [Creditor name](#) and the [Mandate identifier](#) exactly. You can set the [Maximum amount](#). This does not have to be stated on the paper mandate.

.When all fields have been completed, click on the button [Save](#). Next, click on the button [Sign](#) to finalise the registration of the mandate. You can sign a mandates with both the USB cardreader reader or with a card reader.

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Sign Business Euro Direct Debit Mandate


Debtor account	Creditor	Start date	Maximum amount per collection	Currency
		30-07-2012	Unlimited	EUR

After registering the Business Direct Debit mandate in RFLP, you must also send the completed and signed hard-copy mandate to your Creditor.

2.4 Modifying a mandate

Mandates can be modified or withdrawn, depending on the status.

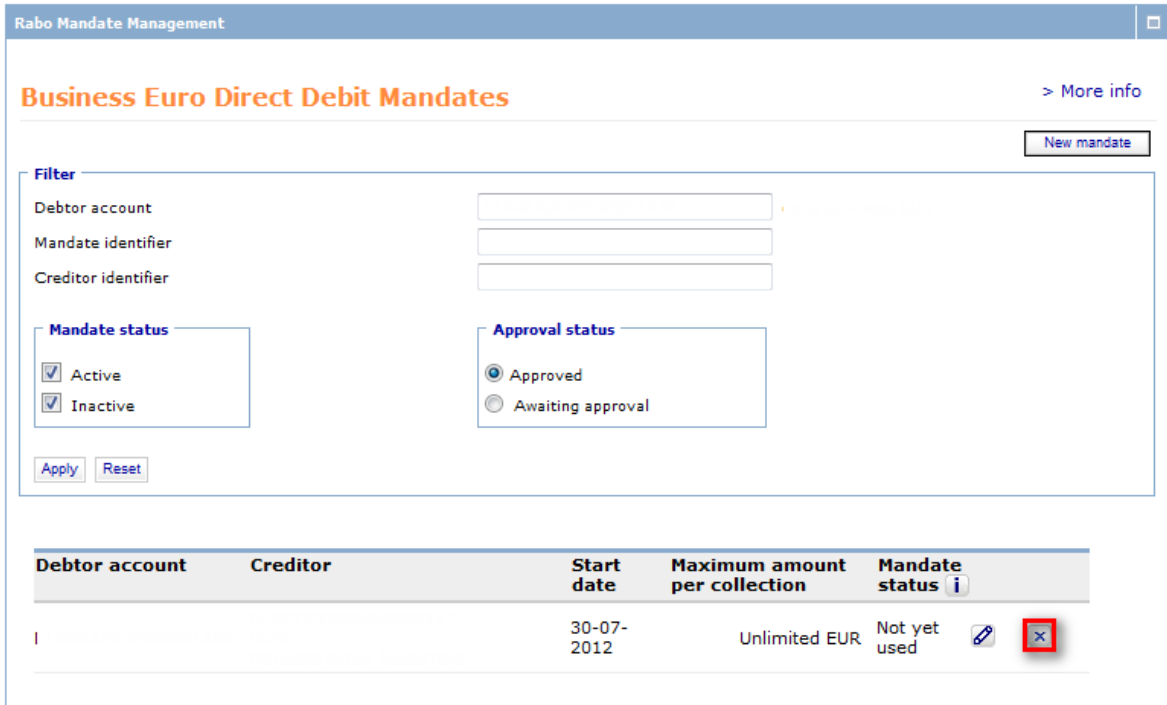
There are two ways to initiate modification of a mandate:

- Select the pencil icon  beside the mandate.
- When viewing the details of a mandate, click on the button [Modify](#).



2.5 Removing or withdrawing a mandate

You can remove a mandate that has not been used, whereas an active mandate can only be withdrawn. To enable you to keep track of all mandates, a mandate that has been withdrawn will remain visible in your overview.

To remove an unused mandate, click on the cross beside the mandate in the overview of active mandates. You will need to reconfirm the removal of the mandate after doing so.



The screenshot shows the 'Rabo Mandate Management' interface. At the top, there's a title 'Business Euro Direct Debit Mandates' and a '> More info' link. Below the title is a 'New mandate' button. A filter section contains three input fields for 'Debtor account', 'Mandate identifier', and 'Creditor identifier'. There are two sections for status selection: 'Mandate status' with checkboxes for 'Active' and 'Inactive', and 'Approval status' with radio buttons for 'Approved' and 'Awaiting approval'. 'Apply' and 'Reset' buttons are at the bottom of the filter section. Below the filter is a table with the following columns: 'Debtor account', 'Creditor', 'Start date', 'Maximum amount per collection', and 'Mandate status'. The table contains one row with the following data: 'Debtor account' (partially visible), 'Creditor' (partially visible), 'Start date' '30-07-2012', 'Maximum amount per collection' 'Unlimited EUR', and 'Mandate status' 'Not yet used'. To the right of the 'Not yet used' status are two icons: a pencil icon and a red square with a white 'X' icon.

You cannot remove an active mandate, but you can (temporarily) revoke it. To revoke a mandate, click on the pause icon  beside the mandate. You will then first need to confirm the revoking of the mandate. As soon as you have done so, the mandate can no longer be used by your Creditor until you decide to re-activate it. You can activate a mandate by clicking on the play icon .

2.6 Rabo Mandate Management translation table

When receiving mandates from abroad, use the following translation table.

Rabobank	Dutch	English	German	Belgian	French
Kenmerk machtiging	Kenmerk machtiging/ machtigingskenmerk/ machtigingsnum	Mandate reference	Mandatsreferenz	Mandaatreferentie	Référence du mandat
Incassant ID	Incassant ID	Creditor Identifier	Identifikationsnummer des Zahlungsempfängers / Gläubiger-Identifikationsnummer/ Gläubiger-	Schuldeiseridentificatienummer	Identification du créancier/ ICS
Doorlopende machtiging	Doorlopende machtiging	Recurrent payment	Wiederkehrende Zahlung	terugkerende domiciliëring/ Terugkerende invordering	Encaissement récurrent
Eenmalige	Eenmalige machtiging/ Eenmalig	One-off payment	Einmalige Zahlung	Eenmalige domiciliëring Eenmalige	Encaissement unique
SWIFT BIC	SWIFT BIC	SWIFT BIC	SWIFT BIC/ Bank Identifier Code/ Internationale Bankleitzahl des Instituts des Zahlungspflichtig	BIC	SWIFT BIC
Euro-incasso	Europese incasso	collection	Lastschrift	Europese domiciliëring	prélèvement européen/ domiciliation
Bedrijven Euro-incasso	Zakelijke Europese incasso/ SEPA-incasso	collection business-to-business	Firmenlastschrift	Business-to-Business /Europese domiciliëring	prélèvement européen BtoB/domiciliation européenne B2B