

December 2015

# AIB Cash Management Client Services Bulletin



## Dear Client,

Welcome to the latest edition of our Client Services bulletin.

The latter part of 2015 is fast approaching and we felt it was timely to get in touch with you prior to year end.

As usual at this time of year, we like to encourage customers to think about their Christmas and year end payment requirements, and to highlight the need to plan ahead to avoid missing those all important payment and collection dates. It's a good idea to ensure there are sufficient staff available with the appropriate levels of authority to upload and authorise your files.

The Client Services Team is available to assist and answer any queries you may have from 9am to 5.15pm Monday to Friday on **01 6417396** and also at **cash.management@aib.ie**

We would like to thank you for your business and to assure you of our continued support through the end of 2015 and into 2016.

**Anne Carroll**

Client Services Manager – AIB Cash Management



Sarah O'Kearney White, Neill Love, Anne Carroll and Vanessa Nugent.  
(L to R)

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## Christmas Payment Files – Seasonal Peaks!

Many of you will have a requirement to process larger than normal payment files around this time of year whether it be in respect of payments to creditors or staff salaries. Please give some time to consider your OIN Limits – do you have sufficient levels should there be a spike in the value of your payments within your Payment Files? As there is a process which must be followed in the event that you require an increase, we advise that you plan ahead for such eventualities. Should you need any advice on this please contact our Client Services Team on **01 6417396** or at **cash.management@aib.ie**



# XML Only

We have been in contact with a number of our customers who have yet to migrate from Flat Files to XML- XML being the standard format required under EU Regulation. The deadline for this is February 1st 2016. We strongly recommend that you try to migrate before year end.



For your convenience, we have listed details of a number of software companies who will be able to assist you with this migration. Please go to our website, type this link into your browser <http://business.aib.ie/products/payments/sepa-credit-transfer-scheme> and scroll down to “**Information on Credit Transfer Software Providers**”.

Or click [here](#) to download:

## IBAN Only for euro payments within SEPA zone

As previously advised, you will be able to make payments to the SEPA zone containing IBAN only from Feb 1st 2016. This capability is now available on iBB in respect of individual euro payments and also euro payments within the SEPA zone contained within bulk payment files.



The new File Formats are available in our updated SCT Bulk Payments XML File Format booklet. Type <http://business.aib.ie/content/dam/aib/business/docs/products/payments/aib-sepa-credit-transfers-xml-file-specification.pdf> into your browser to access this PDF.

Or click [here](#) to download:

## IBAN required for all payments to Croatia regardless of currency

Please be advised that ALL payments to Croatia, regardless of currency, now require an IBAN since 22nd November 2015.

Country	Format of IBAN	Example of IBAN
Croatia	Alpha Numeric with 21 characters	HR1210010051863000160

# Security on iBB – Important Considerations

From time to time we like to remind our customers of the following important considerations regarding the use of iBusiness Banking (iBB). Some of the content might seem like we are stating the obvious, however, we are drawing on anecdotal evidence and our wide and varied experience of customer issues that have arisen in the past.

We hope you will find it useful and that you will share with any colleagues who access iBB.



Never make a payment on foot of an email request without **contacting the Supplier, Manager or Director using the existing agreed phone number or email address to verify the request – do not use any of the information in the email to make contact.**

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**NEVER** input codes displayed on your PC screen into your Digipass for **any reason.**

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Never share your iBB login details. It leaves you vulnerable to fraud and is a violation of the iBB Terms and Conditions.

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Never respond to pop-up messages looking for login information or checking your security settings. Although iBB presents error messages in pop-up windows, it will never ask you to input your login credentials or OTC/TDS codes into a pop-up window.

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Make it mandatory that at least two iBB Users are involved in the Creation and Authorising of payments as this can be an effective control against the external fraudster.

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**Be wary of emails requesting you to change bank account details and check emails for the following signs:**

- The "from" field is designed to look like the emails are from a company manager, director or senior staff member's email account.
  - The email address generally is slightly different to the genuine one e.g. there may be a slight misspelling.
  - There is a request to complete a payment to a specific bank account which belongs to the fraudster.
  - The language/wording used may be unusual for your company / supplier; e.g. asking you to "sort" or complete a "financial obligation" or a "wire transfer".
  - The email may have an unusual timestamp indicating its coming from a jurisdiction different to what you would expect.
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Be wary of opening documents from sources you are not familiar with.

- In particular be wary of opening documents containing macros or which state that the content will not be visible until the macro feature is enabled.
- Ensure macros are automatically disabled as standard on your PC.

# Christmas and Year End 2015 Payment File Information

Payment Files	Payment Files cannot be processed on Friday 25th December 2015, Monday 28th December 2015, Tuesday 29th December 2015 and Friday 1st January 2016.		
Multicurrency	<p>Multicurrency Payment files submitted for execution before the cut off time on Thursday 24th December 2015 will be processed as normal by AIB. The minimum execution timeframes for processing outgoing International Payments over Christmas and the New Year will vary due to Bank Holidays and non-business days in Ireland and in other countries.</p> <p>Minimum execution timeframes for all outgoing International Payments will revert to normal on Monday 4th January 2016.</p>		
SEPA Credit Transfers	Requested Debit Date	Actual Debit Date	Payment delivered to Beneficiary Bank
	24th Dec. 2015	24th Dec. 2015	25th December 2015 (AIB Beneficiaries) 30th December 2015 (Non AIB Beneficiaries)*
	25th – 30th Dec. 2015	30th Dec. 2015	31st December 2015
	31st Dec. 2015	31st Dec. 2015	1st January 2016 (AIB Beneficiaries) 4th January 2016 (Non AIB Beneficiaries)*
	1st – 4th Jan. 2016	4th Jan. 2016	5th January 2016 (AIB Beneficiaries) 5th January 2016 (Non AIB Beneficiaries)*
	* Some banks may apply funds to the beneficiary bank account prior to the stated date above.		
SEPA Direct Debits	<p>SEPA Direct Debits will be collectable on Thursday 24th December 2015, Monday 28th December 2015**, Tuesday 29th December 2015**, Wednesday 30th December 2015, Thursday 31st of December 2015 and Monday 4th January 2016</p> <p><b>Note:</b> Friday 25th December 2015 and Friday 1st January 2016 will not be counted as part of the SEPA Direct Debit execution timeframe. Normal Payment Files cut off times apply.</p>		
** Direct Debit payments will be applied on the 30th December 2015.			

## Customer Support

Our Client Services Team will be available to support you and answer your queries over the holidays during the following times:

<b>Dec 21st to 23rd 2015</b>	<b>Dec 24th 2015</b>	<b>Dec 30th and 31st 2015</b>
9.00am to 5.15pm	9.00am to 12.30pm	9.00am to 5.15pm

Please consider the impact that the Bank Holidays will have on your payments and ensure that they are submitted early to avoid any potential delays. AIB is not responsible for the failure of the receiving bank to pass on the payment to the receiver.



If you would like to discuss any of the above issues in more detail, please feel free to call us at **01 6417396** or email us at **cash.management@aib.ie**

Finally we would like to wish all our customers a

**Very Happy Christmas & New Year**

From all the Team at AIB Cash Management – Client Services ❄️