

Guide to changing the Betalingservice data provider/administrator

This document outlines matters requiring attention when taking over administration and/or data communication for a creditor in Betalingservice.

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1. For new creditors (not already using Betalingservice)

NemID employee digital signature

The creditor and data provider/administrator must have a NemID employee digital signature for a Danish CVR no. (can be requested at www.medarbejdersignatur.dk). Business use of a personal NemID is also possible¹.

If the data provider does not have a Danish CVR number (e.g. if it is a foreign company), a special data provider agreement must be created so that files can be exchanged without the use of a NemID employee digital signature.

Data provider agreement

The data provider/administrator must have a data provider agreement with us if the data provider is to process files on behalf of a creditor.

- **TSI:**
The files are exchanged through a TeleService Internet (TSI) server: <https://ft.pbs.dk>
TSI access requires a NemID employee digital signature (except where a special agreement has been created for foreign customers without a Danish CVR no.).
If required, further information about the data communication can be found on this page: [Data communication](#). The page also contains form **DL01**, which is to be completed and submitted for setting up a data provider agreement.

Creditor agreement via the Agreements Portal

The creditor must apply for a Betalingservice creditor agreement through [BS Aftaleportal](#) Portal at betalingservice.dk.

- Select "Create Agreement" and attach any necessary documents for AML processing².
- Access to the Agreements Portal is via a NemID employee digital signature belonging to the company with the relevant CVR number. (The CVR number is filled in automatically on the agreement based on the NemID employee digital signature).

¹ The option of using a personal NemID to log on for business can be used for the BS Customer Portal and BS Agreements Portal (*creating accounts and account changes*). This means business owners only need one code card when using NemID. The personal-for-business NemID solution means that, going forward, sole traders or business owners with powers to sign alone on behalf of a start-up, Aps, A/S or other type of company will be able to use their personal NemID for digital self-service and thus also on the BS Customer Portal.

² AML stands for Anti-Money Laundering. We ensure data quality and have effective processes in place to comply with applicable law, with stronger digital controls to combat financial crime.

Signing the agreement

The agreement must be signed by a person authorised to sign for the company/creditor and by his/her bank before we can accept the agreement. Select **Digital signing** for more efficient processing.



The agreement form must specify whether the creditor will directly be the data provider (and be directly responsible for file exchange) or whether the creditor will use an *external* data provider.

- **External data provider:**
If an external data provider is used, they must enter its data provider number (usually the CVR no.).
- **Debtor group number:**
The creditor enters the requested debtor group number for the agreement. The default debtor group number is 00001, but this can be changed to something else if desired – possibly to enable splitting/identifying multiple PBS numbers (e.g. many housing managers define their different housing associations as distinct debtor groups).

Note that once a creditor agreement has been created with a single debtor group number, this *cannot be changed*. In such a case, a new creditor agreement will have to be created, which will also result in a new PBS number.
If there are active BS mandates on a debtor group number that you want to change, you will have to migrate all the BS mandates to new PBS numbers. Only PBS numbers that share the same CVR number can be migrated. (Use this form to request migration/changing customer numbers: [Flyt / ændr kundenumre](#)). Alternatively, you can start again by having the debtors sign up to Betalingsservice again.



If you want to differentiate debtor groups, it is important to specify this correctly when completing the agreement.

- **Subsystem:**
If the data provider wants separate files for each PBS number they manage, the message box at the bottom of the form must indicate *which* subsystem the data provider wants to use (e.g. subsystem "BS2", "BS3", etc., can be created).
If no subsystem is specified, the default will be called **BS1**.
- **No external data provider:**
If the creditor does *not* specify an external data provider, we will create a data provider agreement for the creditor, who will be able to access the TSI with their user ID and password.

- **User ID and password:**

A creditor who serves as the direct data provider is assigned a user ID and password, which are sent together with the welcome email containing the PBS number after creation of the agreement. Use these when logging on to TeleService Internet (TSI): <https://ft.pbs.dk>.

- **PBS no.:**

The PBS number, which identifies the relevant creditor agreement, is allocated and sent to the creditor in a welcome email after the agreement has been created.

C/o name and address

If the administrator/data provider wants its name and address on the creditor agreement, this must be updated at <https://virk.dk> before it can be changed at Betalingsservice.

BS Kundeportal and external consultant Access

The creditor must request access to the **BS Kundeportal (Customer Portal)** self-service universe, which is done by using a NemID employee digital signature³.

- The creditor must log on to the BS Customer Portal via our website www.betalingsservice.dk under www.betalingsservice.dk/erhverv/selvbetjening or via [the customer portal login page](#).
- Once the creditor has established access to the customer portal, the customer can grant access to an external user from another company (different CVR number). In the customer portal, choose: "Add new external consultant", which then allows the data provider to view items such as information lists, copies of BS Indbetalingskort (payment slips) and payment overview, etc., via its own NemID employee digital signature.



It is not possible to give foreign data providers consultant access to the BS Kundeportal, as external consultant access is granted only to Danish companies with a NemID employee digital signature.

³ A foreign creditor without a Danish CVR number can apply for a User ID and password to use for access. Please contact technical support for more information.

2. For existing Betalingservice creditors (who are a data provider or use another external administrator/data provider)

NemID employee digital signature

The new data provider/administrator must have a NemID employee digital signature for a Danish CVR no. (can be requested at www.medarbejdersignatur.dk). It is also possible to use a personal NemID for business.

If the data provider does not have a Danish CVR number (e.g. if it is a foreign company), a special data provider agreement must be created so that files can be exchanged without the use of a NemID employee digital signature.

Data provider agreement

The data provider/administrator must have a data provider agreement with us if the data provider is to process files on behalf of a creditor.

- The files are exchanged through a TeleService Internet (TSI) server: <https://ft.pbs.dk>. TSI access requires a NemID employee digital signature (except where a special agreement has been created for foreign customers without a Danish CVR no.)
- If required, further information about the data communication can be found on this page: [Data communication](#). The page also contains form **DL01**, to be completed and submitted for the creation of a data provider agreement, if the data provider/administrator does not already have an agreement with Betalingservice.

Contact Form – Change of administrator

The creditor or administrator must submit a “Change of administrator” email via the contact form at betalingservice.dk – change of administrator: [Form skift administrator](#).

- **Proxy/management agreement:**
 - Must be attached to the case and must be signed by the creditor’s authorised signatory.
 - The proxy template can be downloaded from betalingservice.dk: [Fuldmagt tagningsberettiget BS.pdf](#) if there is no valid administrator agreement in place specifying powers to manage payments via Betalingservice, Leverandørservice, Overførselsservice, etc.
 - The name of the principal (who must be authorised to sign for the company) must be specified clearly, and his/her signature must appear on the written authorisation/administration agreement.



If we deem the written authorisation to be incomplete, we may reject the takeover request, which will delay processing.

- **Customer number change; pricing:**

To change customer numbers (for example, if the system uses different numbering from the previous administrators):

on the online form, select one of the following options:

- **NO CHANGE TO CUSTOMER NUMBERS.** (Collection is possible using existing customer numbers and active BS mandates, or the first collection from customers can be completed using payment slips (using new customer numbers) and the customers will then have to sign up for Betalingsservice again.)
- **YOU CHANGE THE CUSTOMER NUMBERS** (administrator/data provider submits **BS 0605 Ændr/slet betalingsaftale** (Change/delete BS mandate). See the specification for [BS 0605 instruction](#).)
- **WE CHANGE THE CUSTOMER NUMBERS FOR THE APPLICABLE FEE.** (the administrator/data provider receives a list from Betalingsservice of all active BS mandates in Excel format, and returns this with the replacement customer numbers. Price = 2 hours of consultancy.)

- **Deadline for requesting a change of administrator/data provider:**

You must allow sufficient time if you want us to change the customer numbers. We get quite busy at times, so we recommend giving us at least one month's advance notice. June and December are often particularly busy, so it is advisable to request this task even earlier at those times.

- **Subsystem:**

If the data provider wants separate files for each PBS number they manage, the message box at the bottom of the form must indicate which subsystem the data provider wants to use. (Subsystems "BS2", "BS3", etc., can be created.)

If no subsystem is specified, the default will be called **BS1**.

- **Debtor group number:**

This will already be defined for a given PBS no. (creditor agreement) and cannot be changed.

If you want to change this, you will have to create a new creditor agreement – which therefore means a new PBS number.



Any active BS mandates for the existing PBS number will have to be migrated to these to the new PBS number unless you choose to have the debtors start again by re-registering.

BS mandates may only be migrated from one PBS number to another if they are both under the same CVR number. This needs to be communicated on the [contact form](#).

- **C/O name and address:**

If the administrator/data provider wants its name and address on the creditor agreement, this must be updated at <https://virk.dk> before it can be changed for Betalingsservice.

- **Reference PBS no.:**

It is a good idea to be able to reference another PBS number that the data provider/administrator also manages so that we can compare the agreements and create the new/acquired agreement in the same way.


You specify this in the message box.

- **File types and sequence:**

Unless specified otherwise, we will simply change the data provider number and not the type or sequence of the file deliveries (e.g. **BS 0602** Payment data continuously or after the deadline for refusals and rejections, etc.).

Specific to BS Web customers

If the creditor runs a BS Web solution with us, this cannot be converted into a file-based solution – therefore, the creditor will have to apply for a new agreement with the desired options, for BS automated payments and BS payment slips or BS automated payments only, via the BS Agreement Portal: <https://betalingservice.nets.eu/> (see description for “New Creditors”).

- **FI number:**
Enter the existing FI no. previously used with the BS online solution.
It is also possible to use a second/new FI no. assigned at the bank.
- **Comments box:**
Specify that this agreement replaces any previous BS online agreement associated with PBS no. XXXXXXX.
Also specify when to close the BS online agreement and, if necessary, migrate existing Betalingsservice mandates.
(Existing BS mandates can be migrated to the new PBS no., but the customer number cannot be changed first. Also, a full extract from the active BS mandates cannot be requested for a BS online customer.)
The customer number can be changed after any Betalingsservice mandates have been migrated, if the data provider/administrator so desires. See form Migration/changing customer numbers: [Flyt / Ændr kundenummer](#).
- **Documentation attached:**
All the necessary documents and written authorisations must be attached to the agreement for renewed KYC processing⁴ (AML), and the agreement must also be approved by the bank (see section on “New creditors”).
- **BS online reports:**
 Collect all payment data. It is very important for the creditor to retrieve all reports and lists (already collected/paid) from the BS online portal *before* switching to a new mandate with a new administrator, as the PBS no. will be taken down upon migration to a new PBS number; this will also take down BS Web portal access.

⁴ KYC stands for “Know Your Customer” and – like AML (Anti-Money Laundering) – is a key concept in combating money laundering and terrorist financing. We attach great importance to following the recommendations of Danish FSA and authorities in relation to KYC and AML. We quality-assure data in order to improve efficient processes while complying with applicable legislation.

BS customer portal and external consultant Access

The creditor must request access to the **BS Customer Portal** self-service universe, which is done by using a NemID employee digital signature⁵.

- The creditor must log on to the BS Customer Portal via our website www.betalingsservice.dk under www.betalingsservice.dk/erhverv/selvbetjening or via [BS Kundeportal](#).
- Once the creditor has established access to the customer portal, the customer can grant access to an external user from another company (different CVR number). In the customer portal, choose: "Add new external consultant", which then allows the data provider to view items such as information lists, copies of BS Indbetalingskort (payment slips) and betalingsoversigt (payment overview), etc., via its own NemID employee digital signature.



It is not possible to give foreign data providers consultant access to the BS Customer Portal, as external consultant access is granted only to Danish companies with a NemID employee digital signature.

3. Timescale for changeover

We typically change the data provider/administrator between the 10th and 20th of the month – i.e. outside a payment cycle – which is therefore after the deadline for refusals and rejections of a Betalingsservice payment and before the deadline for submitting a new collection delivery. This is to allow the previous administrator to post any outstanding payments on its system.

However, in the absence of any outstanding payments, we can make the change immediately if this is reported in the comments box.

⁵ A foreign creditor without a Danish CVR number can apply for a User ID and password to use for access. Please contact technical support for more information.

4. File types accepted

Standard layout – Betalingsservice

Where we produce and send BS Payment Slips for a creditor, the default file receipt layout is as follows:

- **BS 0686 Status på BS Indbetalingskort** - status of payment slip issued, if any (possible to opt out).
- **BS 0602 Betalingsoplysninger** - BS Indbetalingskort (payment slip) payments, daily if any (can be changed to once a month if desired – or possibly to opt out).
- **BS 0602 Betalingsoplysninger** - Status of automated payments in Betalingsservice daily/payment data (can be changed to *after* the deadline for refusals and rejections, if desired).

Opt-ins:

- **BS 0603 Aftaleoplysninger** - daily registrations and cancellations of Betalingsservice mandates.
- **BS 0603 Aftaleoplysninger** - full extract of active BS mandates by ad hoc request or regularly once a month.
- **BS 0621 Digital oplysningsliste** - electronic information list daily, if any.

Default layout – BS automated payments only

Where we do not produce payment slips for a creditor, the default file receipt layout is as follows:

- **BS 0603 Aftaleoplysninger** - daily registrations and cancellations of Betalingsservice mandates
- **BS 0602 Betalingsoplysninger** - Status of BS Automatiske betalinger / automated payments in Betalingsservice daily/payment data (can be changed to after the deadline for refusals and rejections, if desired)

Opt-ins:

- **BS 0603 Aftaleoplysninger** - full extract of active BS mandates by ad hoc request or regularly once a month.
- **BS 0621 Digital oplysningsliste** - daily electronic information list

Anything other than default or change

Anything that is desired beyond or different from the default must be specified in the comments box of the application (via the BS Aftaleportal (agreements Portal)) or in the message box of the contact form at betalingsservice.dk regarding change administrator: [Form skift administrator](#).

If there are no specific requests, new creditor agreements are created with the default layout, and existing creditor agreements retain their existing layout, and all that changes is the data provider number and, if relevant, the subsystem.

An email can always be sent later via [the contact form](#) if you want to change the layout or make ad hoc requests.