

OneGate

User Manual

PSD2 Incident Reporting from 01/01/2022 onwards

October 2021

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1. INTRODUCTION

This document describes the technical protocol for submitting of PSD2 Incident reporting to the National Bank of Belgium via the online portal 'OneGate', for banks and payments institutions.

- Domain IPB - Incident Payment Service Provider Banks
- Domain IPP - Incident Payment Service Payment Institutions

2. ONEGATE, THE REPORTING PORTAL OF THE NATIONAL BANK OF BELGIUM

The National Bank of Belgium provides declarers with a totally secure data collection application on the internet. This application is called OneGate and allows its users to complete declarations ('reports') either by uploading files or manually entering data. To ensure the confidentiality of the data transmitted, the National Bank of Belgium offers two access methods:


- access by mean of a user code and a password ("standard secured")
- access by mean of an electronic certificate ("strong secured")

OneGate allows for both means of identification to be used for the PSD2 incident reporting.

How to request an access to OneGate for the PSD2 Incident reporting?

- A. If you have no access to OneGate at all or have access to OneGate, but you do not want to re-use it for the PSD2 reporting:
- User ID/password (standard secured)
You can request such an access by emailing your company number to access.onegate@nbb.be.
 - Certificate (strong secured)
You must log into OneGate with your personal certificate via the link <https://onegate-certificate.nbb.be/>. The OneGate-application recognizes electronic certificates from Globesign, Isabel & Quo Vadis. You must then follow the access request procedure (https://www.nbb.be/doc/dq/onegate/en/faq_en.html).
- B. If you already have access to OneGate and want to re-use it for the PSD2 reporting:
- User ID/password (standard secured)
Please mail your user ID (800-.....-..) to access.onegate@nbb.be. We will link the PSD2 reports to your existing access.
 - Certificate (strong secured)
Please mail your user ID (960-.....-..) to access.onegate@nbb.be. We will link the PSD2 reports to your existing access.

This application, as well as the necessary documentation, is available through the dedicated site of the NBB (<https://www.nbb.be/onegate>). For more information regarding certificates or the registration procedure, see the online documentation or contact:

 access.onegate@nbb.be
+32 2 221 54 86 (Dutch)
+32 2 221 49 39 (French)

3. OPENING HOURS OF ONEGATE

The opening hours of OneGate can be found on the website https://www.nbb.be/doc/dq/onegate/en/faq_en.html.

4. FILING A PSD2 INCIDENT REPORT ON ONEGATE

4.1. Logging in and finding the PSD2 reports

Log into OneGate by using the appropriate URL, depending on the authentication mean you are using:

OneGate URL – standard secured: <https://onegate-standard.nbb.be/my.policy>

OneGate URL – strong secured (certificate): <https://onegate-certificate.nbb.be/my.policy>

If your authentication is successful, you will land on the homepage of OneGate.

The screenshot shows the OneGate homepage. At the top, there's a green header with the OneGate logo and navigation tabs: Home, Reports, Uploads, Messages, and Help. On the right, there's a user profile for John Doe (NUIN 800-00022905-17) and a 'Test declarer - OneGate Support Team' section with CODE - OST001. The main content area is divided into two sections: 'Declarer's active reports' and 'Recent uploads'. The 'Declarer's active reports' section shows a table with columns: Report, Period, Due for, and Status. The 'Recent uploads' section shows a table with columns: Ticket #, File, Received, Exchange status, and Feedbacks. On the right side, there's a 'Choose XML/XBRL or drag it here.' button.

Report	Period	Due for	Status
INTRASTAT_X_E - Intrastat Dispatch: Extended declaration (format 2019)	November 2018	in a month 10.12.2018	Open - OK

Ticket #	File	Received	Exchange status	Feedbacks
CSV-476813	intrastat_2019_big_file_250k_items.csv (14.0 MB)	18 hours ago 29.10.2018 16:42	Accepted - OK	👁️ ⬇️
CSV-476809	intrastat_2019_regular_file_5k_items.csv (269.9 KB)	19 hours ago 29.10.2018 16:13	Accepted - OK	👁️ ⬇️
CSV-476808	intrastat_2019_regular_file_5k_items.csv (269.9 KB)	19 hours ago 29.10.2018 16:12	Accepted - OK	👁️ ⬇️
CSV-476807	intrastat_2019_regular_file_5k_items.csv (269.9 KB)	19 hours ago 29.10.2018 16:06	Accepted - OK	👁️ ⬇️
CSV-476800	intrastat_2019_regular_file_1k_items.csv (33.6 KB)	21 hours ago 29.10.2018 14:16	Accepted - OK	👁️ ⬇️
CSV-476729	intrastat_2019_regular_file_1k_items.csv (33.6 KB)	5 days ago 25.10.2018 17:36	Accepted - OK	👁️ ⬇️
CSV-476728	intrastat_2019_regular_file_1k_items.csv (33.6 KB)	5 days ago 25.10.2018 17:28	Accepted - OK	👁️ ⬇️
CSV-476727	intrastat_2019_regular_file_1k_items.csv (33.6 KB)	5 days ago 25.10.2018 17:26	Accepted - OK	👁️ ⬇️
CSV-476726	intrastat_2019_regular_file_1k_items.csv (33.6 KB)	5 days ago 25.10.2018 17:24	Accepted - OK	👁️ ⬇️
CSV-476725	intrastat_2019_regular_file_1k_items.csv (33.6 KB)	5 days ago 25.10.2018 17:17	Accepted - OK	👁️ ⬇️

FIGURE 1 - THE HOMEPAGE OF ONEGATE

Click on the 'Reports' menu tab or the 'Browse all' link and select, within the 'IPB' domain box, the type of report you wish to declare following the guidelines available in section 4.

The screenshot shows the OneGate Reports page. At the top, there's a green header with the OneGate logo and navigation tabs: Home, Reports, Uploads, Messages, and Help. On the right, there's a user profile for John Doe (NUIN 800-00022905-17) and a 'Test declarer - OneGate Support Team' section with CODE - OST001. The main content area is titled 'Reports' and shows a list of reports under the 'IPB - Incident Payment Service Provider Banks' domain. The reports are: INCIDENT_INITIAL - Payment Service Incident Reporting (PSD2) - A-Initial report, INCIDENT_INTERMED - Payment Service Incident Reporting (PSD2) - B-Intermediate report, and INCIDENT_FINAL - Payment Service Incident Reporting (PSD2) - C-Final report.

Report
INCIDENT_INITIAL - Payment Service Incident Reporting (PSD2) - A-Initial report
INCIDENT_INTERMED - Payment Service Incident Reporting (PSD2) - B-Intermediate report
INCIDENT_FINAL - Payment Service Incident Reporting (PSD2) - C-Final report

FIGURE 2 - THE AVAILABLE REPORTS IN THE 'IPB' DOMAIN

4.2. Generate a PSD2 blank form

As the steps to follow are the same for all types of PSD2 Incident reports (domain IPB or IPP), only one will be described in this document: *INCIDENT_INITIAL*. For the report *INCIDENT_INTERMED* however, additional instructions are described in the document as well.

Once you clicked on the report you wish to file, select the period where the incident took place.

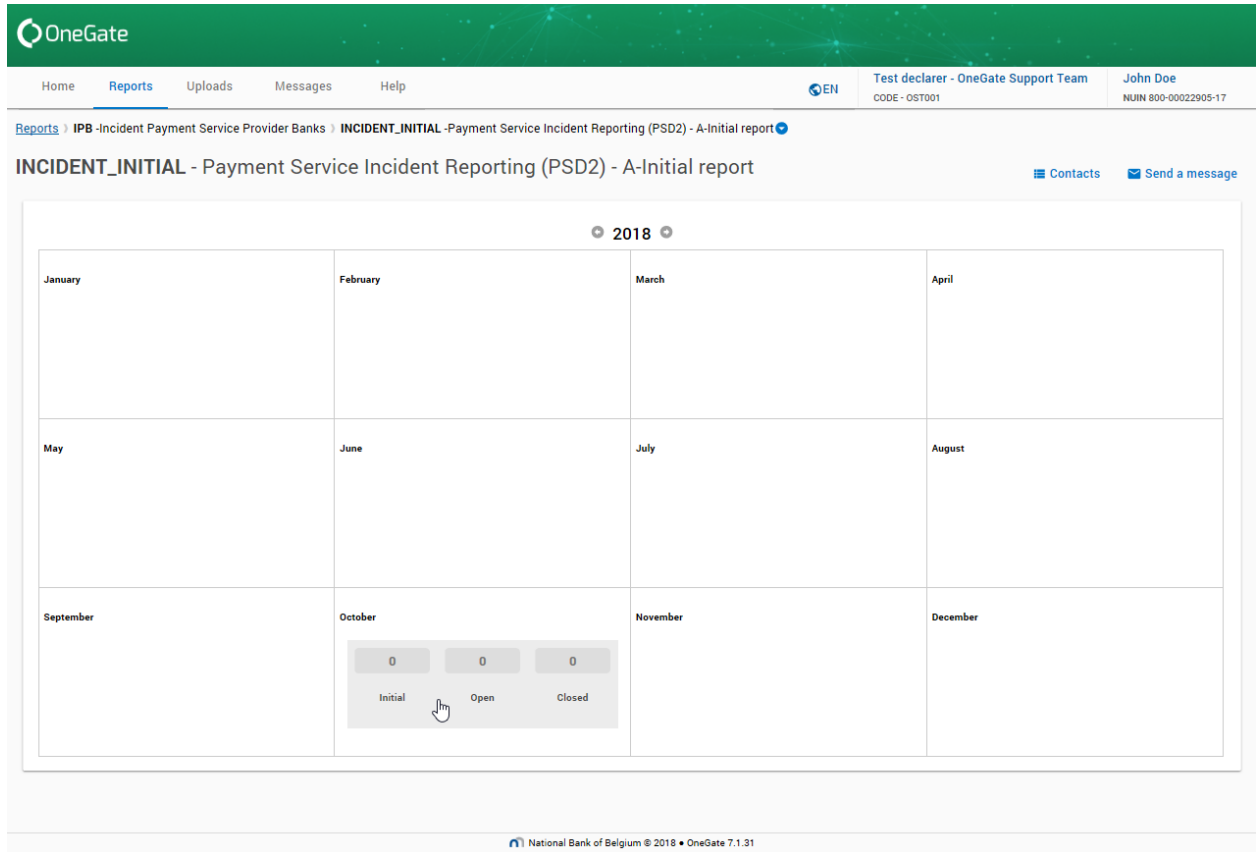


FIGURE 3 - SELECTION OF THE REPORT PERIOD

Click on the 'New' icon to generate a new blank form within the selected report.

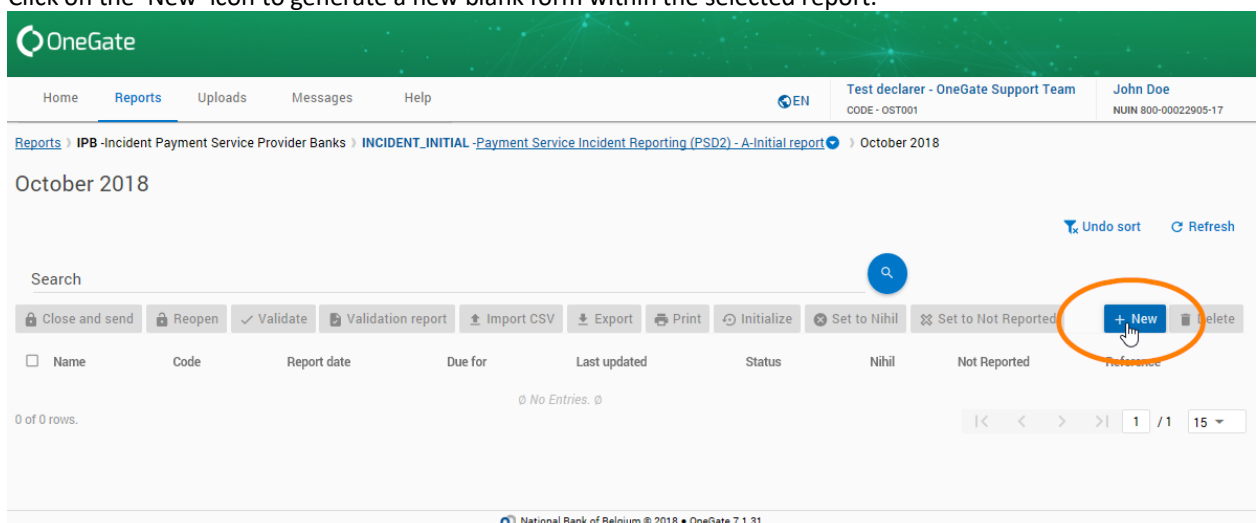


FIGURE 4 - THE 'NEW' BUTTON ALLOWS THE USER TO GENERATE A NEW BLANK FORM WITHIN THE REPORT

In the window that pops up, you need to:

- A. For all reports:
 - Enter the incident identification number. This number must be unique and must be used to refer to that incident in all declarations in reports INCIDENT_INTERMED and INCIDENT_FINAL.
 - The following pattern applies: "BE0123456789_2022_01_01_18"
"BE + 10 KBO characters + YYYY (year) + MM (month) + DD (day) + HH (hour)"
- B. Additionally, only for report INCIDENT_INTERMED:
 - Enter the incident report version number (sequential number). This sequential must be increased by 1 for each declaration pertaining to the same incident identification number.

The screenshot shows a 'New form' dialog box with a blue header and a white body. It contains the following fields:

- Form:** INCIDENT_INITIAL - Payment Service Incident Reporting (PSD2) - A-Initial
- Report date:** 07.10.2021
- Unique Incident Reference number:** BE0123456789_2022_0

At the bottom right, there are two buttons: 'Create' (green) and 'Cancel' (grey).

FIGURE 5 - ENTER THE UNIQUE IDENTIFICATION NUMBER

The screenshot shows a 'New form' dialog box for the 'INCIDENT_INTERMED' report. It includes the same fields as Figure 5, but with an additional field:

- Incident report version number (integer number):** 1

This field is highlighted with an orange border. The 'Create' and 'Cancel' buttons are at the bottom right.

FIGURE 6 - IN THE CASE OF THE 'INTERMED' REPORT, ENTER AN ADDITIONAL 'VERSION NUMBER'

Click on the 'Create' button to confirm your entries and generate the blank form. If successful, the form will appear in the list of created forms for the selected period. Under the 'Reference' column header, you will see the incident identification number of the incident you entered. In case of the 'INCIDENT_INTERMED' report, the incremental version number is also included in the form reference.

The screenshot shows the OneGate (TEST) interface. At the top, there's a green header with the OneGate logo and 'TEST' label. Below it, there's a navigation bar with 'IPP - Incident Payment Service Provider Payment Institutions' and a breadcrumb trail: 'INCIDENT_INTERMEDD - Payment Service Incident Reporting (PSD2) - B-Intermediate report' > 'October 2021'.

The main section is titled 'Forms - October 2021'. It features a search bar and a row of action buttons: 'Close and send', 'Reopen', 'View', 'Validate', 'Validation report', 'Import CSV', 'Export', 'Download PDF', 'Initialize', 'Set to Nihil', 'Set to Not Reported', '+ New', and 'Delete'.

Below the buttons, there's a table with the following columns: Name, Code, Report date, Due for, Last updated, Status, Nihil, Not Reported, and Reference. The table contains one row:

Name	Code	Report date	Due for	Last updated	Status	Nihil	Not Reported	Reference
Payment Service Incident Reporting (PSD2) - B-Intermediate	INCIDENT_INTERMED	07.10.2021	in 11 hours 07.10.2021	a few seconds ago 07.10.2021	Initial			BE0123456789_2022_01_12_11 - 1

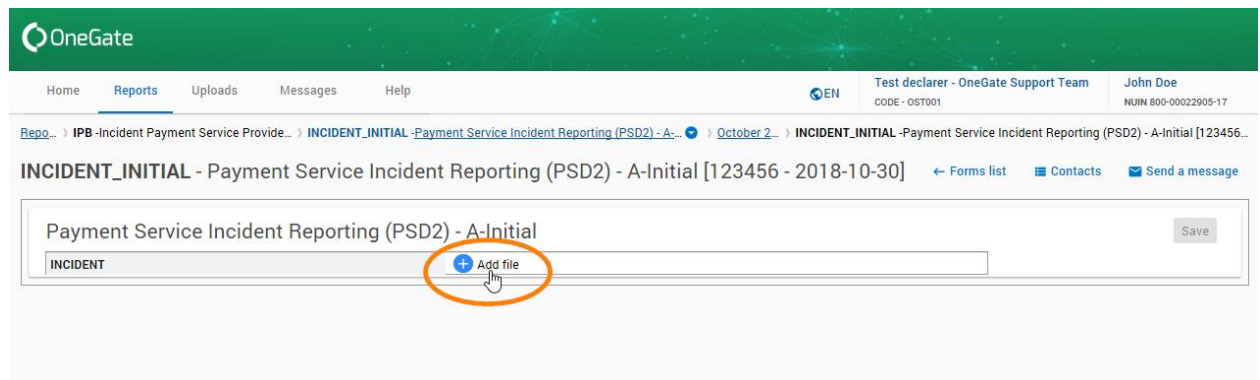
The 'Reference' column is highlighted with an orange border. At the bottom left, it says '1 of 1 rows.' and at the bottom right, there are pagination controls: '< > 1 / 1 15'.

FIGURE 7 - ALL THE CREATED FORMS WITHIN THE SELECTED PERIOD ARE DISPLAYED IN A LIST

4.3. Upload a PSD2 incident reporting template into a form

To enter a form, simply click on it. Within the form, you can upload the PSD2 incident report template. **The PSD2 template to report on the incident can be found on the website with these instructions.**

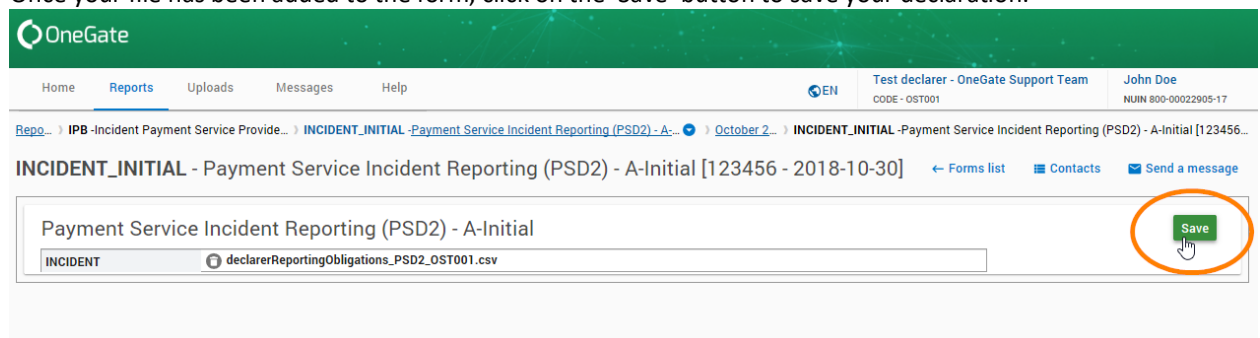
Simply click on the 'Add file' button and select the desired file on your device. Confirm the selected file by clicking on the 'open' button in your file browser.



The screenshot shows the OneGate web application interface. The top navigation bar includes 'Home', 'Reports', 'Uploads', 'Messages', and 'Help'. The user is logged in as 'John Doe' (NUIN 800-00022905-17). The breadcrumb trail indicates the user is in the 'INCIDENT_INITIAL - Payment Service Incident Reporting (PSD2) - A-Initial' form. The form title is 'Payment Service Incident Reporting (PSD2) - A-Initial'. Below the title, there is a section labeled 'INCIDENT' with a text input field. An orange circle highlights the '+ Add file' button next to the input field. A 'Save' button is visible in the top right corner of the form area.

FIGURE 8 - UPLOAD THE DESIRED INCIDENT REPORTING TEMPLATE WITHIN THE FORM BY CLICKING ON 'ADD FILE'

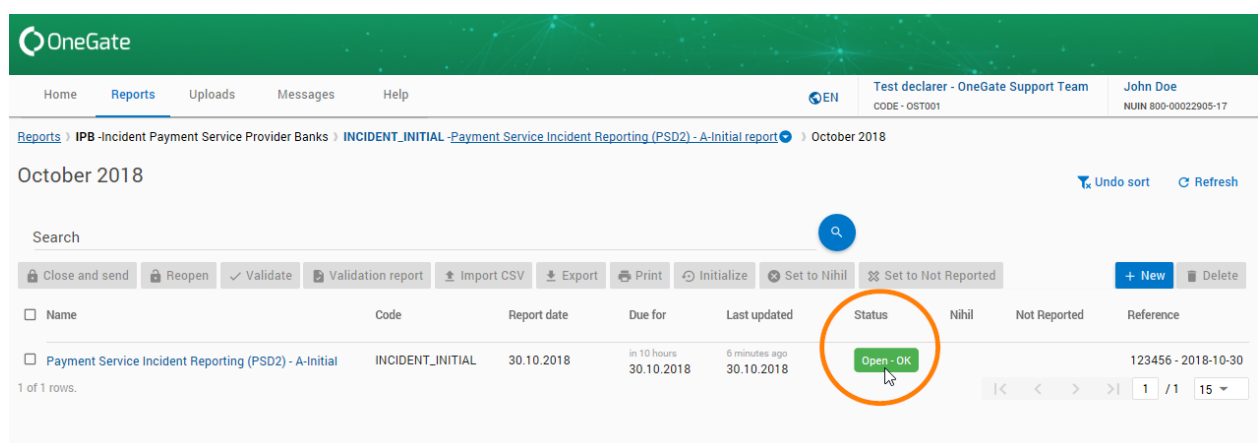
Once your file has been added to the form, click on the 'Save' button to save your declaration.



The screenshot shows the same OneGate interface as Figure 8, but now the file 'declarerReportingObligations_PSD2_OST001.csv' has been added to the 'INCIDENT' input field. An orange circle highlights the green 'Save' button in the top right corner of the form area.

FIGURE 9 - SAVE YOUR INCIDENT DECLARATION BY CLICKING ON THE 'SAVE' BUTTON

Come back to the 'Forms list' screen. If the upload of the incident declaration was successful, the status of the form should be displayed as being 'Open – OK'.



The screenshot shows the 'Forms list' screen in the OneGate application. The top navigation bar is the same. The breadcrumb trail indicates the user is in the 'INCIDENT_INITIAL - Payment Service Incident Reporting (PSD2) - A-Initial report' form. The table below lists the forms. The status of the form is 'Open - OK', which is highlighted with an orange circle.

Name	Code	Report date	Due for	Last updated	Status	Nihil	Not Reported	Reference
Payment Service Incident Reporting (PSD2) - A-Initial	INCIDENT_INITIAL	30.10.2018	in 10 hours 30.10.2018	6 minutes ago 30.10.2018	Open - OK			123456 - 2018-10-30

FIGURE 10 - A SUCCESSFUL UPLOAD WITHIN THE FORM CHANGES ITS STATUS TO 'OPEN - OK'

Please pay attention to the following important step:

Once you successfully saved the reported incident, you still need to confirm your declaration by 'closing and sending' it. Only by fulfilling this last step will your declaration be considered as officially deposited. Otherwise, it will not be taken into account!

To do this, simply select the declaration to close by ticking the box next to the desired form(s) and click on the 'close & send button'.

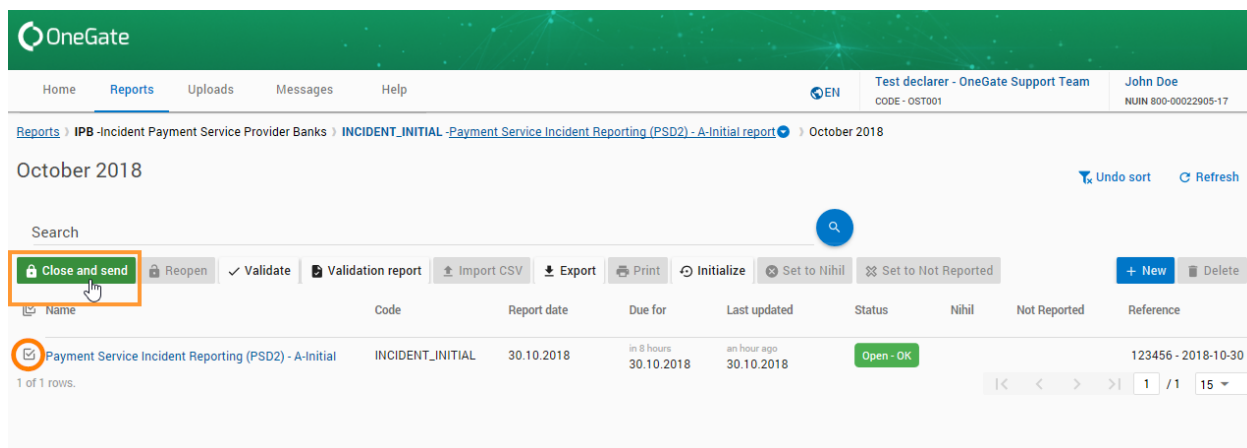


FIGURE 11 - DO NOT FORGET TO 'CLOSE AND SEND' EACH REPORTED INCIDENT TO END THE FILING PROCESS

If successful, the status of the selected forms will turn into 'Closed – OK'. The OneGate company administrator will be automatically alerted by email of all closed declarations. All the forms created within a period must be closed!

Always make sure the status of all your declarations is 'Closed – OK' at the end of the incident report filing process! Otherwise, the report will not be considered as officially deposited and the company administrator will not receive an email.

4.4. Logout

To leave OneGate, simply click on your username in the upper right corner of the screen and click on 'Logout'.

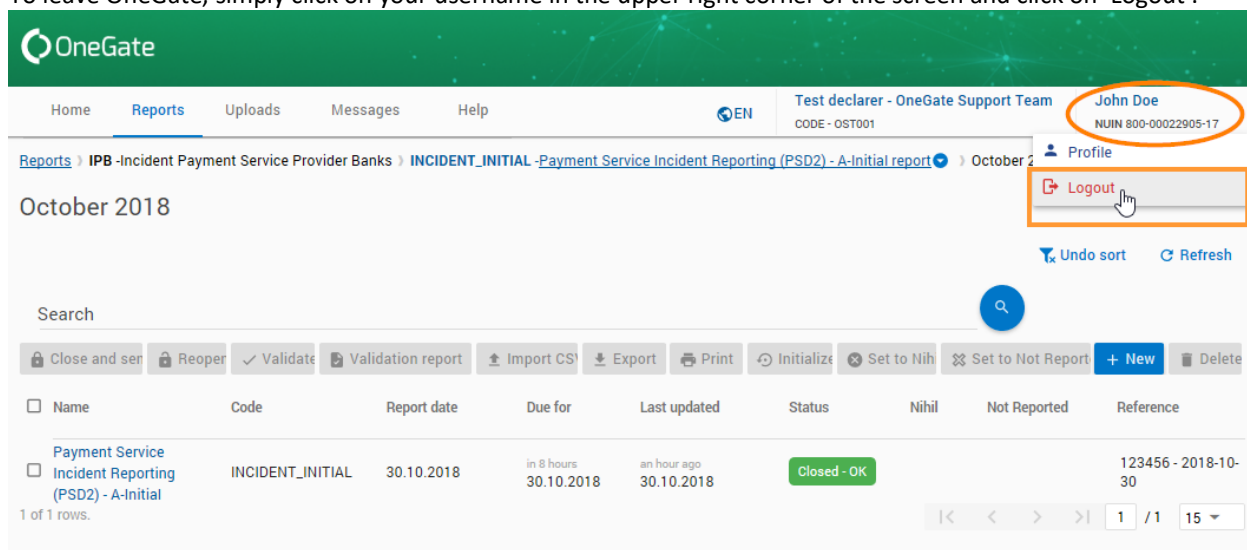


FIGURE 12 - CLICK ON YOUR USER NAME AND THEN 'LOGOUT' TO LEAVE ONEGATE