Nordic Payments Council

GUIDANCE ON REASON CODES FOR NCT R-TRANSACTIONS

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Version History

Version	Date	Edited by	Comments
1.0	2020-08-20	NPC	Decided version at the Scheme Management Committee (SMC) 20th of August 2020
1.1	2021-04-30	NPC	Agreed by NCT & NCT Inst 29 March 2021. Layout update and ‘answer’ changed to ‘response’ throughout the document.
2.0	2022-12-21	NPC	Updates agreed by NCT & NCT Inst WG based on changes made in NCT & NCT Inst Rulebooks 2023 version and clarifications needed.
3.0	2024-12-05	NPC	Updates agreed by NPC TF IG based on changes made in NCT & NCT Inst Rulebooks 2025 version and clarifications needed.
3.1	2026-07-03	NPC	Updates agreed by NPC TF IG for clarification and for correction of errors. AM11 and AM03 added to align with the Implementation Guidelines.

1 NCT R-transaction definition

The content of this document applies to the NPC Credit Transfer (NCT) rulebook.

Some NCT transactions require exception handling, because one of the parties involved does not or cannot process the transaction in the normal way. This exception handling involves the sending of messages called R-transactions because their names all start with an R: Rejects (reject by Originator PSP or by CSM), Recalls, Request for Recall by the Originator (RFRO) and Returns. The definitions of the various R-transactions are outlined in the Exception Processing Flow section of the NCT rulebook. The rulebook also defines in a separate section an NCT Inquiry process for a Claim of Non-Receipt, and for a Claim for Value Date Correction.

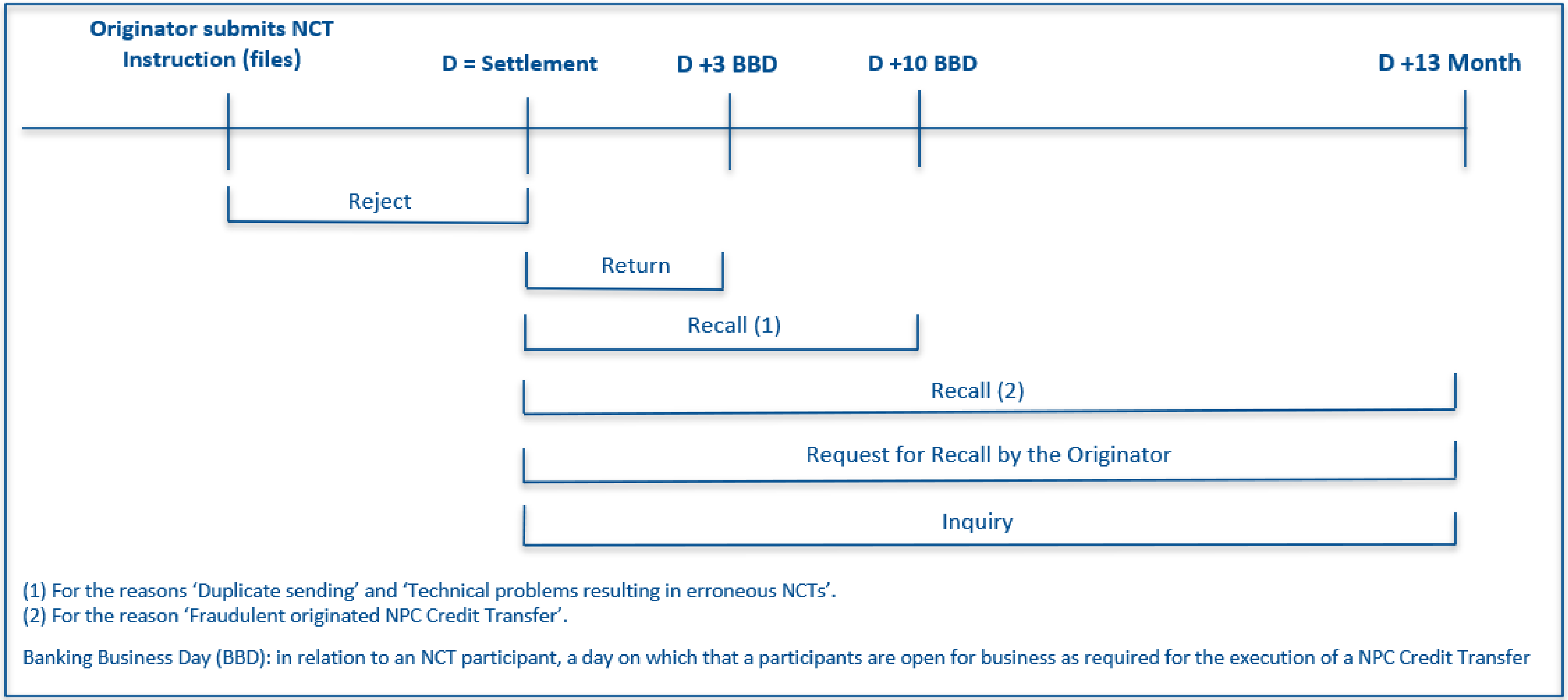
The type of R-transaction used depends on the point in time in the processing chain at which the R-transaction is initiated or sent as well as on the party initiating or sending the R-transaction. The process of exception handling starts at the point in the process where the problem is detected.

It is important to note that an NCT scheme participant must channel Rejects, Recalls, RFROs, Returns and NCT Inquiries through the same Clearing and Settlement Mechanism (CSM[1]) used for the clearing and settlement of the initial NCT transaction, unless otherwise agreed between the NCT scheme participants.

The R-transactions and the NCT Inquiries foreseen within the NCT scheme must be initiated within the timeline described in the picture below. It is pointed out that the Beneficiary PSP is in breach with the NCT rulebook if it does not send **its answer:**

- to a Recall or an RFRO within **15** Banking Business Days, **or within a lower number of days if local law or community practice apply** following the receipt of the Recall or the RFRO from the Originator PSP;
- to an NCT Inquiry within **10** Banking Business Days, **or within a lower number of days if local law or community practice apply** following the receipt of the NCT inquiry from the Originator PSP.

[1] For the definition of the term CSM in this guidance document, we refer to Chapter 7 of the rulebook



2 Issues reported in the use of NPC R-transactions reason codes

Some NCT scheme participants, when acting as a Beneficiary PSP, are not applying the correct R-transaction reason codes. Therefore, all scheme participants are reminded to use the correct NCT R-transaction reason codes described in the NCT rulebook.

Section 3 of this document provides guidance to the NCT scheme participants about the reason codes to be used to report specific NCT transaction issues, NCT inquiries and related responses.

NCT scheme participants should avoid the use of general codes when a more precise reason can be given which is not legally forbidden in the country of the Beneficiary PSP.

3 Guidance in using NCT R-transaction and NCT Inquiry reason codes

Code	ISO definition	Reason in the Rulebook or IGs	Type of R-trans.	Exhaustive list of use-Cases	Possible root cause	Suggested action
AC01	Incorrect Account Number	Account identifier invalid or incorrect (i.e. invalid IBAN or account number does not exist).	Reject, Return.	Reject: • Invalid format of the IBAN; • IBAN not existing at the Beneficiary PSP level. Return: IBAN not existing at Beneficiary PSP level.	• Beneficiary gave invalid IBAN; • Originator used wrong IBAN data from its customers' database; • Originator had technical problem during the processing of the NCT instruction issuance.	Originator to contact the Beneficiary to get the correct IBAN of the Beneficiary.
AC03	Invalid Creditor Account Number	Wrong unique identifier of the Beneficiary account.	RFRO	Originator has made an NCT transaction which was addressed to a wrong IBAN.	Originator itself selected or entered a wrong IBAN of the Beneficiary when issuing the NCT instruction.	Originator: • Adapt this internal NCT instruction issuance processes to avoid the selection of a wrong IBAN in the future; • Pay more attention in selecting/ entering the IBAN when issuing an NCT instruction.
AC04	Closed Account Number	Account closed.	Return, Negative response to a Recall or to a RFRO.	The account of the Beneficiary is closed at the Beneficiary PSP. **Note: This code cannot be used in certain countries for reasons of data protection. MS03 could be used as an alternative.**	Beneficiary closed his account since the last time the Originator made an NCT instruction to this Beneficiary.	Originator to contact the Beneficiary for the new account.
AC06	Blocked Account	Account blocked.	Return	Account blocked for any financial transaction.	• Beneficiary PSP has blocked the account due to a Court Order; • Beneficiary PSP has blocked the account (e.g., suspicion of misuse, request from the Beneficiary).	Originator to contact the Beneficiary for alternative account/ solution to pay.

Code	ISO definition	Reason in the Rulebook or IGs	Type of R-trans.	Exhaustive list of use-Cases	Possible root cause	Suggested action
ACNR	Accepted Claim Non-Receipt	Inter-PSP positive response to Claim Non-Receipt.	Positive response to NCT Inquiry "Claim Non-Receipt".	The Beneficiary PSP confirms to have credited the initial NCT transaction on the IBAN of the Beneficiary. It provides the Originator PSP with the date on which this NCT transaction has been credited.	No root cause to be defined.	Originator PSP to report back to the Originator that its NCT instruction was processed according to his/her instructions.
ACVA	Accepted Value Date Adjustment	Inter-PSP positive response to Claim for Value Date Correction.	Positive response to NCT Inquiry "Claim for Value Date Correction".	The Beneficiary PSP: • Accepts to correct the currently applied value date of the NCT transaction; and • Requests an interest compensation from the Originator PSP **before** it executes this correction.	The cause for the claimed incorrect value date lies not with the Beneficiary PSP.	Originator PSP to pay first the interest compensation to the Beneficiary PSP.
AG01	Transaction Forbidden	Credit transfer forbidden on this account (e.g., savings account).	Return	An NCT transaction cannot be booked on this type of account.	Beneficiary gave information of an account on which NCT transactions cannot be booked.	Originator to contact the Beneficiary to agree on another payment instrument.
AG02	Invalid Bank Operation Code	Operation code/ transaction code incorrect, invalid file format.	Reject, Return.	The identification code of the scheme (i.e., service level or local instrument) specified in the message is incorrect. **For specific XML file setting issues (i.e., invalid file format), please use FF01 instead.**	Originator: technical error or error due to the processing of the NCT transaction or the file containing NCT instructions.	Originator to correct the wrong information.
AM03	Not Allowed Currency	Specified message amount is a non-processable	Reject	The Beneficiary PSP is not reachable in the specified currency.	The Originator PSP has sent a transaction in a scheme currency in which the Beneficiary PSP is not reachable (e.g.,	The Originator PSP may investigate whether the transaction can be resent in a different scheme currency.

Code	ISO definition	Reason in the Rulebook or IGs	Type of R-trans.	Exhaustive list of use-Cases	Possible root cause	Suggested action
		currency outside of existing agreement			only reachable in SEK, not in NOK or DKK)	
AM04	Insufficient Funds	Insufficient funds on the account.	Negative response to a Recall or to a RFRO.	There are not enough funds on the Beneficiary's account to debit the full amount of the Recall or of the RFRO. **Note: This code cannot be used in certain countries for reasons of data protection or other national agreements. CUST could be used as an alternative.**	Insufficient funds on the Beneficiary's account.	Originator (and Originator PSP if it concerns a Recall due to an error made by the Originator PSP itself) to contact the Beneficiary directly to obtain back the funds outside the Recall - or the RFRO procedures of the NCT scheme.
AM05	Duplication	Duplicate payment.	Reject, Return.	CSM or Beneficiary PSP considers that an identical NCT transaction had been sent or processed very recently.	Originator/ Originator PSP: technical or human error.	Originator/ Originator PSP to check if the transaction is really duplicated.
AM09	Wrong Amount	Wrong amount.	RFRO	Originator has made an NCT instruction for an amount higher than intended.	Originator: technical or human error.	Originator to adapt this internal NCT instruction issuance processes to avoid transferring wrong amounts in the future.
AM11	Invalid Transaction Currency	The transaction currency is invalid	Reject	• Transaction currency is invalid or missing • The Beneficiary PSP is not reachable for cross border transactions	• The Originator PSP has sent a transaction outside the defined 'NPC Scheme Currencies'. • The Originator PSP has sent a cross-border transaction to a Beneficiary PSP that does not accept cross border transactions.	• The Originator PSP should ensure that transactions are sent only in scheme currencies. • The Originator PSP should ensure that cross-border transactions are sent only to Beneficiary PSPs that accept them.
ARDT	The Transaction Has Already Been Returned	Already returned transaction.	Negative response to a Recall or to a RFRO; Negative	• Negative response to a Recall or to a RFRO: the Beneficiary has already transferred back the funds to the Originator (via SCT,	• Not applicable.	• No action.

Code	ISO definition	Reason in the Rulebook or IGs	Type of R-trans.	Exhaustive list of use-Cases	Possible root cause	Suggested action
			response to NCT Inquiry “Claim Non-Receipt”.	NCT Inst or another payment means). Negative response to NCT Inquiry “Claim Non- Receipt”: the Beneficiary PSP had not been able to process the initial NCT transaction.	See the provided Return reason code for the NCT transaction.	See the suggested actions for the NCT Return reason code.
ARJT	Already Rejected Transaction	Already rejected transaction.	Negative response to NCT Inquiry “Claim Non-Receipt”.	The Beneficiary PSP had not been able to process the initial NCT transaction.	See the provided Reject reason code for the NCT transaction.	See the suggested actions for the NCT Reject reason code.
BE04	Missing Creditor Address	Account address invalid.	Return	Address of the Beneficiary is not provided in the NCT transaction.	Missing or invalid address in case it is necessary for further processing.	Originator PSP to ask the Originator to provide the address of the Beneficiary.
CERI	Check ERI	The credit transfer is not tagged as an Extended Remittance Information (ERI) transaction but contains ERI.	Reject	The NCT instruction is not tagged as an Extended Remittance Information (ERI) instruction but contains ERI.	Error is made at the level of the Originator or the Originator PSP system when creating the payment message.	Originator PSP to check its processes and possibly revert to the Originator.
CNOR	Creditor Bank Is Not Registered	Beneficiary PSP is not registered under this BIC in the CSM.	Reject, Return.	Beneficiary PSP is not/ no longer registered as an NCT scheme participant under this BIC at the CSM.	Beneficiary PSP not/ no longer declared as (indirect) participant to this CSM.	Originator to ask the Beneficiary how that Beneficiary can receive NCT transactions via another PSP.
CUST	Requested By Customer	a. By request of the Originator without any reason specified.	a. RFRO. b. Negative response to a Recall or to a RFRO.	a. Originator wishes to recover the funds of an earlier settled NCT transaction. b. Beneficiary does not want to honour the Recall or the RFRO.	a. The Originator does not give a specific reason to recover the funds. b. Beneficiary claims to be entitled to the received funds.	a. No action. b. Originator (and Originator PSP if it concerns a Recall due to an error made by the Originator PSP itself) to contact the Beneficiary directly to obtain back the funds

Code	ISO definition	Reason in the Rulebook or IGs	Type of R-trans.	Exhaustive list of use-Cases	Possible root cause	Suggested action
		b. Refusal by the Beneficiary.				outside the Recall or the RFRO procedures of the NCT scheme.
CVAA	Correct Value Date Already Applied	Inter-PSP negative response to Claim for Value Date Correction.	Negative response to NCT Inquiry “Claim for Value Date Correction”.	The Beneficiary PSP rejects the claim to correct the currently applied value date of the NCT transaction.	The Beneficiary PSP claims to have applied the correct value date as outlined in the NCT transaction.	Originator PSP to explain to the Originator that the NCT instruction has been executed according to the instructions of the Originator.
DNOR	Debtor Bank Is Not Registered	Originator PSP is not registered under this BIC in the CSM.	Reject	Originator PSP is not/no longer registered as an NCT scheme participant under this BIC at the CSM.	The Originator PSP sends NCT transactions by mistake to its former CSM.	• Originator PSP to rout its NCT transaction to its current CSM; • Contact Originator to agree on another means of payment with the Beneficiary.
DUPL	Duplicate Payment	Duplicate Sending.	Recall	Originator or Originator PSP detects itself a duplicate NCT transaction and tries to recover the funds of this duplication.	Originator/ Originator PSP: technical or human error.	Originator and/or Originator PSP: no action apart of setting up measures preventing the duplicate initiation and/or exchange of NCT transactions from happening in the future.
ED05	Settlement Failed	Settlement of the SEPA Credit Transfer failed.	Reject	The Originator PSP or the CSM must report a settlement failure.	The inter-PSP NCT funding facilities of the Originator PSP are insufficient to settle this transaction.	Action depends on the SLA between the Originator PSP and the CSM.
ERIN	ERI Option Not Supported	The Extended Remittance Information (ERI) option is not supported.	Reject, Return.	• Reject: the Originator PSP and/or the addressed Beneficiary PSP do not support the ERI option. Return: The addressed Beneficiary PSP does not support the ERI option.	The Originator PSP and/or Beneficiary PSP do not support the ERI option.	At the discretion of the Originator on how to proceed further.

Code	ISO definition	Reason in the Rulebook or IGs	Type of R-trans.	Exhaustive list of use-Cases	Possible root cause	Suggested action
FF01	Invalid File Format	Operation/ transaction code incorrect, invalid file format.	Reject	Issues with XML-file specific settings: • XML file was not duly filled out or is not correct; • There is a syntax error in the file; • Originator PSP or its CSM did not complete a XSD check before submitting the file.	• Originator; • Originator PSP; • CSM.	Repair the XML file.
FOCR	Following Cancellation Request	Positive response to the Recall.	Positive response to a Recall or to a RFRO.	Beneficiary PSP or the Beneficiary accepts the Recall request or the RFRO to reimburse the funds to the Originator or to the Originator PSP.	Not applicable.	Not applicable.
FRAD	Fraudulent Origin	Fraudulent originated credit transfer.	Recall	Originator or Originator PSP detects a fraudulent NCT transaction and tries to recover the funds.	• Originator claims to be a victim of a fraudulently executed NCT transaction; • Fraudsters manipulated the NCT applications or systems of the Originator PSP to execute afterwards fraudulent transactions.	Originator and/or Originator PSP: no action apart of setting up measures preventing such fraudulent NCT transactions from happening in the future.
LEGL	Legal Decision	Legal reasons	Negative response to a Recall or to a RFRO.	Beneficiary PSP is not allowed to reimburse the funds following the Recall or the RFRO from the Originator PSP.	The funds cannot be reimbursed for legal reasons.	Originator (and Originator PSP if it concerns a Recall due to an error made by the Originator PSP itself) to contact the Beneficiary directly to obtain back the funds outside the Recall or the RFRO procedures of the NCT scheme.
MD07	End Customer Deceased	Beneficiary deceased.	Return.	Beneficiary deceased **Note: This code cannot be used in certain countries for reasons**	Not applicable.	No action.

Code	ISO definition	Reason in the Rulebook or IGs	Type of R-trans.	Exhaustive list of use-Cases	Possible root cause	Suggested action
				of data protection. In this case MS03 can be used as alternative.		
MODI	Modified as Per Request	Inter-PSP **confirmed** positive response to Claim for Value Date Correction.	**Confirmed** positive response to NCT Inquiry "Claim for Value Date Correction".	The Beneficiary PSP confirms to have corrected the value date of the booked NCT transaction on the IBAN of the Beneficiary.	The Beneficiary PSP: • Has well received the interest compensation from the Originator PSP following the Beneficiary PSP's positive response to the NCT Inquiry "Claim for Value Date Correction" containing the code ACVA; or • Does not request an interest compensation at all; or • Cannot request an interest compensation because the calculation results in a negative amount; or • Requests the Originator PSP to pay the interest compensation a later point in time. The code VADA (Value Date Adjustment) marks such request.	Originator PSP to pay the interest compensation when the Beneficiary PSP has sent the code VADA in the confirmed positive response.
MS02	Not Specified Reason Customer Generated	By order of the Beneficiary.	Return	Refusal by Beneficiary at presentation of the NCT transaction to the Beneficiary PSP.	The Beneficiary PSP acts on behalf of the Beneficiary following an instruction from the Beneficiary for not accepting funds from a specific account, Originator or via a specific payment scheme.	Originator to contact the Beneficiary directly how the Originator should settle any financial obligation towards the Beneficiary.
MS03	Not Specified Reason Agent Generated	Reason not specified.	Reject, Return.	Only to be used in case national legislation (e.g., data protection laws) does not allow the use of AC04, RR01, RR02, RR03 and RR04.		Originator to contact the Beneficiary directly how the Originator should settle any financial obligation towards the Beneficiary.

Code	ISO definition	Reason in the Rulebook or IGs	Type of R-trans.	Exhaustive list of use-Cases	Possible root cause	Suggested action
				Note: limit the use of the reason code MS03 and select the appropriate reason code in the list.		
NERI	No ERI	The NPC Credit Transfer is tagged as an Extended Remittance Information (ERI) transaction but does not contain ERI.	Reject.	The NCT instruction is tagged as an Extended Remittance Information (ERI) instruction but does not contain ERI.	Error is made at the level of the Originator or the Originator PSP system when creating the payment message (file).	• Originator to re-submit its NCT instruction (file) with ERI included; • Originator PSP to check its processes and possibly revert to the Originator.
NOAS	No Answer from Customer	No response from Beneficiary.	Negative response to a Recall or to a RFRO.	Originator or Originator PSP tries to recover funds from a previously executed NCT transaction.	• Beneficiary PSP is not able to reach the Beneficiary; • The Beneficiary does not reply to the authorization demands from the Beneficiary PSP to reimburse the funds to the Originator or the Originator PSP.	Originator (and Originator PSP if it concerns a Recall due to an error made by the Originator PSP itself) to contact the Beneficiary directly to obtain back the funds outside the Recall -or the RFRO procedures of the NCT scheme.
NOOR	No Original Transaction Received	Original Credit Transfer never received.	Negative response to a Recall or to a RFRO; Negative response to NCT Inquiry “Claim Non-Receipt”.	Beneficiary PSP or Beneficiary denies having received the initial NCT transaction.	• Recall or RFRO: this request has been addressed to the wrong Beneficiary PSP or Beneficiary. • Negative response to NCT Inquiry “Claim Non- Receipt”: The Beneficiary PSP has not received the initial NCT transaction.	Originator PSP to address the Recall, the RRO or the NCT Inquiry to the correct Beneficiary PSP or Beneficiary.
RC01	Bank Identifier Incorrect	Bank identifier incorrect (i.e., invalid BIC).	Reject, Return.	BIC of the scheme participant is not correct.	• Originator: the provided BIC for a non-EEA NCT transaction is not complete (BIC8 instead of BIC11); • CSM or Beneficiary PSP: the provided BIC in the inter-PSP message does not exist in their BIC database.	• Originator to contact the Beneficiary for the correct BIC for a non-EEA NCT transaction. • Originator PSP to allocate the correct and complete BIC of the Beneficiary PSP in the inter-PSP message.

Code	ISO definition	Reason in the Rulebook or IGs	Type of R-trans.	Exhaustive list of use-Cases	Possible root cause	Suggested action
RJNR	Rejected Claim Non- Receipt	Inter-PSP negative response to Claim Non-Receipt.	Negative response to NCT Inquiry "Claim Non-Receipt"	The Beneficiary PSP states a more precise reason for rejecting the NCT inquiry. One of the following codes must be provided: **NOOR, RNPR, ARJT, ARDT or RR04**.	• NOOR: it was never received; • RNPR: it was received but it was not processable; • ARJT: it has already been rejected; • ARDT: it has already been returned; • RR04: a regulatory reason.	See suggested actions under the reason codes NOOR, RNPR, ARJT, ARDT and RR04.
RJVA	Rejected Value Date Adjustment	Inter-PSP negative response to Claim for Value Date Correction.	Negative response to NCT Inquiry "Claim for Value Date Correction".	The Beneficiary PSP rejects the claim to correct the currently applied value date of the NCT transaction.	The Beneficiary PSP rejects the value date correction because • the debit date of the NCT transaction exceeds the 13 months preceding the submission date of the NCT inquiry; • the NCT transaction has a debit date prior to 17 November 2019 being the entry-into-force date of the NCT Inquiry procedure.	No further action.
RNPR	Original Transaction Received but Not Processable	Original Transaction Received but Not Processable.	Negative response to NCT Inquiry "Claim Non-Receipt".	The Beneficiary PSP is not able to process the NCT transaction at this point in time.	In case the Beneficiary PSP cannot process the NCT transaction for a reason other than ARJT, ARDT and RR04.	Originator PSP and Beneficiary PSP may contact each other on how to possibly resolve the issue causing the non-execution of the NCT transaction.
RR01	Missing Debtor Account or Identification	Regulatory Reason.	Reject, Return.	Missing Originator account details.	Specification of the Originator's account or unique identification needed for reasons of regulatory requirements is insufficient or missing.	Originator PSP to check the transaction and if necessary, repair the transaction by completing the Originator account.
RR02	Missing Debtor's Name or Address	Regulatory Reason.	Reject, Return.	• Missing Originator name (address is optional field for EEA NCT transactions);	Specification of the Originator's name and/or address needed for regulatory requirements is insufficient or missing.	Originator PSP to repair the transaction by completing the Originator's name and/or address information

Code	ISO definition	Reason in the Rulebook or IGs	Type of R-trans.	Exhaustive list of use-Cases	Possible root cause	Suggested action
				• Missing address of the Originator for non-EEA NCT transactions. • Provided address format of the Originator is invalid or no longer allowed (e.g., an unstructured address format is delivered after the November 2026 phase-out deadline). **Note: This code cannot be used in certain countries for reasons of data protection. MS03 could be used as an alternative.**		
RR03	Missing Creditor's Name or Address	Regulatory Reason.	Reject, Return.	• Missing Beneficiary's name (address is optional field). • Provided address format of the Beneficiary is invalid or no longer allowed (e.g., an unstructured address format is delivered after the November 2026 phase-out deadline). **Note: This code cannot be used in certain countries for reasons of data protection. MS03 could be used as an alternative.**	Specification of the Beneficiary's name needed for regulatory requirements is insufficient or missing.	Originator PSP to repair the transaction by completing the Beneficiary's name.
RR04	Regulatory Reason	Regulatory Reason.	Reject, Return; Negative response to NCT Inquiry "Claim Non-Receipt".	Only to be used for Regulatory Reasons other than RR01, RR02 or RR03. **Note: This code cannot be used in certain countries for reasons of data protection. MS03 could be used as an alternative except to a negative response to an NCT Inquiry "Claim Non-**	Potential hit due to AML, Embargo or Counter-Terrorist-Financing reasons.	Originator to contact the Originator PSP.

Code	ISO definition	Reason in the Rulebook or IGs	Type of R-trans.	Exhaustive list of use-Cases	Possible root cause	Suggested action
				Receipt" (please refer to the code RJNR).		
TECH	Technical Problem	Technical problems resulting in erroneous NCTs.	Recall	Originator or Originator PSP detects a technical problem with the result of incorrect NCT transactions sent out. Originator or Originator PSP tries to recover the funds.	• Technical issue at the applications or systems of the Originator itself when creating the NCT instruction(s) or files; • Technical issue at the NCT applications or systems of the Originator PSP itself when handling the NCT instruction(s)/ files or in their conversion into NCT transactions for further inter-PSP processing.	Originator and/or Originator PSP: no action apart of setting up measures preventing such technical problems from happening in the future.
TM01	Cut Off Time	File received after Cut-off Time.	Reject	The CSM has not received the initial NCT transaction (files) within the cut-off time deadline defined by that CSM.	Connection, processing or validation issue at any step starting from the Originator PSP to the CSM(s).	Originator PSP to re-submit the NCT transactions before the next cut-off time.