

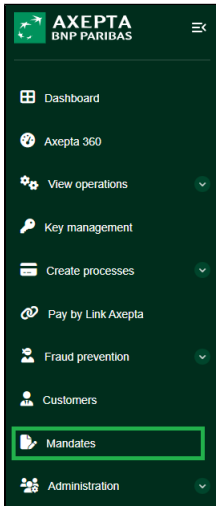
Mandates Management

The “**Mandates**” tab in the back-office allows users to search, view, and manage SEPA mandates linked to direct debit transactions. A SEPA mandate authorizes the creditor to initiate one or more direct debits from the debtor’s account. This section provides a global overview of all mandates recorded on the platform, with advanced filtering options.

It is particularly useful for:

- Identifying active, expired, or revoked mandates
- Retrieving a mandate by its reference number or debtor name
- Checking mandate parameters (type, sequence, status, etc.) before processing a debit

Merchant Portal



Search Criteria Overview

Mandates

Search details

Custom date

From

15-12-2025 12:00:00 AM

To

15-12-2025 11:59:59 PM

Merchant

BNP_ARE_STO_DEMO

Merchant's Credit

Mandate ref

Debtor name

All mandate sequences

All debtor types

All statuses

Search

Search Details

The search interface is displayed in a light green box containing multiple customizable fields :

Field	Description
Custom Date	Filters mandates created or updated within a specific period.
Creditor Entity	Selects the creditor entity (if multiple are available).
Mandate Reference Number	Searches directly using the unique SEPA mandate reference.
Debtor Name	Filters by the account holder's name.
Mandate Sequence	Filters by sequence type: FIRST, RECURRENT, FINAL, or ONE-OFF.
Debtor Type	Selects the type of debtor (individual, company, etc.).
Status	Filters by mandate status: active, suspended, revoked, expired, etc.

After entering the criteria, click “**Search**” to launch the query. The results are displayed in a paginated table listing all matching mandates.

Search Results

The displayed results typically include the following columns:

- Mandate reference number
- Debtor name
- IBAN (partially masked for security reasons)
- Creditor entity
- Mandate sequence
- Status
- Creation and/or last update date

Each row can be selected to access detailed information about the mandate, including:

- Debtor's banking information
- Authorization details
- Transaction history linked to the mandate

Export & Management

- Results can be exported in **CSV** or **Excel** format.
- With the appropriate permissions, users can **revoke** or **disable** a mandate directly from its detail view.