

# FAQ giropay

- **Why does the interface to giropay change?**
  - ➔ With giropay and paydirekt, Deutsche Kreditwirtschaft (DK) operates two online payment processes that it is gradually consolidating under the name giropay. The current consolidation step envisages that the two processes will be processed via a common technical interface. It is therefore necessary to make IT adjustments.
  
- **What exactly is changing with giropay?**
  - ➔ New data fields for e-commerce payments: Data such as the e-mail address or postal address of the payer must be transmitted. Different rules apply for e-government payments.
  - ➔ Change in the character length for the payment reference: Up to now, up to 27 alphanumeric characters could be transmitted for giropay payments. This maximum number of characters in the reason for payment will be reduced to 20.
  
- **What are the facilitations for e-government payments with giropay?**
  - ➔ For e-government payments, the transmission of the payer's e-mail address and postal address is optional. Nevertheless, we recommend that you make the changes to the interface so that this data could generally be transmitted. This ensures that municipalities/authorities can also carry out transactions that correspond to the e-commerce category, e.g. admission tickets for a city festival, swimming pool, etc.
  
- **What counts as an e-government payment with giropay?**
  - ➔ E-government payments are transaction processes of public sector entities (e.g., federal government, states, municipal associations, local authorities, administrations, etc.). Public institutions that are majority-owned by the public sector, such as libraries, museums, schools, swimming pools, sports grounds, municipal halls, theaters, associations, etc., are also regarded as e-government payments.
  
- **What is not changing with giropay at this time?**
  - ➔ giropay will continue to be available in its current form without any restrictions. Neither the contract nor the conditions will change at present.
  
- **What has to be implemented technically for giropay?**
  - ➔ We have tried to keep the effort for you as low as possible. Nevertheless, your cooperation is absolutely necessary to continue the operation of giropay. Please refer to our documentation for the specific changes to the interface - depending on the technical connection to us or third parties.

- **Will the interface to paydirekt also change?**
  - ➔ No, nothing changes in the interface for the paydirekt payment procedure. You do not need to make any adjustments here. In addition, neither the paydirekt contract nor the conditions will change.
  
- **By when must the technical changes to the interface be implemented?**
  - ➔ According to current knowledge, the previous interface will no longer be available on 30.11.2022. We ask you to carry out the update by 30.10.2022 in order to still have a small time margin, for example, for tests.
  
- **What happens in the event of late implementation?**
  - ➔ According to current knowledge, the previous interface will no longer be available on 30.11.2022. We ask you to carry out the update by 30.10.2022 in order to still have a small time margin, for example, for tests.
  
- **What changes to the reason for payment with giro pay?**
  - ➔ Previously, you could transmit 27 alphanumeric characters as part of the giro pay transaction, which were specified in the reason for payment of the transfer - also in the account statement. With the change to the new interface, you still have 20 alphanumeric characters available for the reason for payment. The exact details for this as well as which special characters are allowed can be found in our documentation.
  
- **What happens if more characters continue to be included in the intended use or the characters are illegal?**
  - ➔ In this case the transaction will be rejected by the new interface. Therefore, please make sure that you comply with the new regulations regarding the purpose of use according to our documentation in order to successfully submit and execute your giro pay transactions.
  
- **Who do I contact if I need technical support?**
  - ➔ Our support is available from Monday to Thursday from 08:00 to 18:00 and on Fridays from 08:00 to 17:00. You can reach him by e-mail at [support@s-publicservices.de](mailto:support@s-publicservices.de) or by phone at +49 7554 9790-00. We are happy to be there for you!
  
- **When will giro pay and paydirekt become one payment method?**
  - ➔ Both paydirekt and giro pay are offered b.a.w.. However, the aim is to consolidate both processes under the name giro pay. For this reason, paydirekt will disappear as a brand name. In the future, there will only be giro pay as a brand name.
  - ➔ A prerequisite for the consolidation is the technical update of the interface. This update must be carried out by November 30, 2022.
  - ➔ Based on this, there will then be a product consolidation. New contracts will then also have to be concluded for this. We currently have no information about a possible

timetable for product consolidation. We will inform you as soon as we have received reliable specifications from paydirekt GmbH.