



Implementation Guidelines for ISO 20022 Interbank Messages

euroSIC

SEPA Missing Incoming Payment Query (camt.027)

Version 2.1, valid from 21 November 2025

Change history

All the changes carried out in this handbook are listed below with the version designation, the change date, a brief description of the change and the specification of the chapters affected.

Version	Date	Description of the change	Chapter
2.1	28.02.2025	Modifications per SIC Platform Release 4.12	
		Modifications of "Technical specifications for the RTGS services": Addition of a reference to the base document due to changed specifications for "ISODatetime" (CR2025-SIC4-0002) for the following element: • <i>.../Assgnmt/CreDtTm</i>	4.1
2.0	28.02.2023	Modifications per SIC Platform Release 4.10	
		Complete revision due to update of ISO 20022 version 2019 (CR2023-SIC4-0003)	All
		New chapter "Introduction" (replaces the previous chapter "Overview of the documentation structure" and appendices)	1
		New ISO 20022 schema version	1, 2
		Revision of the chapter "ISO definitions" (term "block" replaced by "level", editorial change without functional impact)	2
		Revision of the entire chapter "Business specifications for the RTGS services" (editorial change without functional impact)	3
		Renaming of all sub-chapters under "Technical specifications for the RTGS services" (term "block" replaced by "level", editorial change without functional impact)	4
		Complete revision of "Technical specifications for the RTGS services"; Details as per the separate document "Delta Commentary camt.027"	4
1.1	28.02.2020	Last version based on the previous ISO 20022 version status	
1.0	20.03.2019	First edition	

Table 1: Change history

Please address all suggestions, corrections, and proposed improvements to this document to:

SIX Interbank Clearing Ltd
Hardturmstrasse 201
8005 Zurich
E-Mail: contact.sic@six-group.com
www.six-group.com

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If you detect any errors in this document or have any ideas or suggestions for improvements, we would be extremely grateful if you would notify these by e-mail to contact.sic@six-group.com.

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1 Introduction

1.1 Overview of the documentation structure

The Implementation Guidelines consist of a base document with general information concerning all message types and various module documents – this document is for the message type "camt.027" – with message-specific information, including information on the application-specific handling of individual elements. They specify the messages to be submitted to and delivered from the RTGS services SIC and euroSIC in the ISO 20022 message standard.

These Implementation Guidelines are modular in structure:

- The base document contains general information applying to all messages.
- The module documents contain message-specific information, including information on the application-specific handling of certain elements.
- An XML schema (XSD) and generic XML sample messages are published for each separate Implementation Guideline.

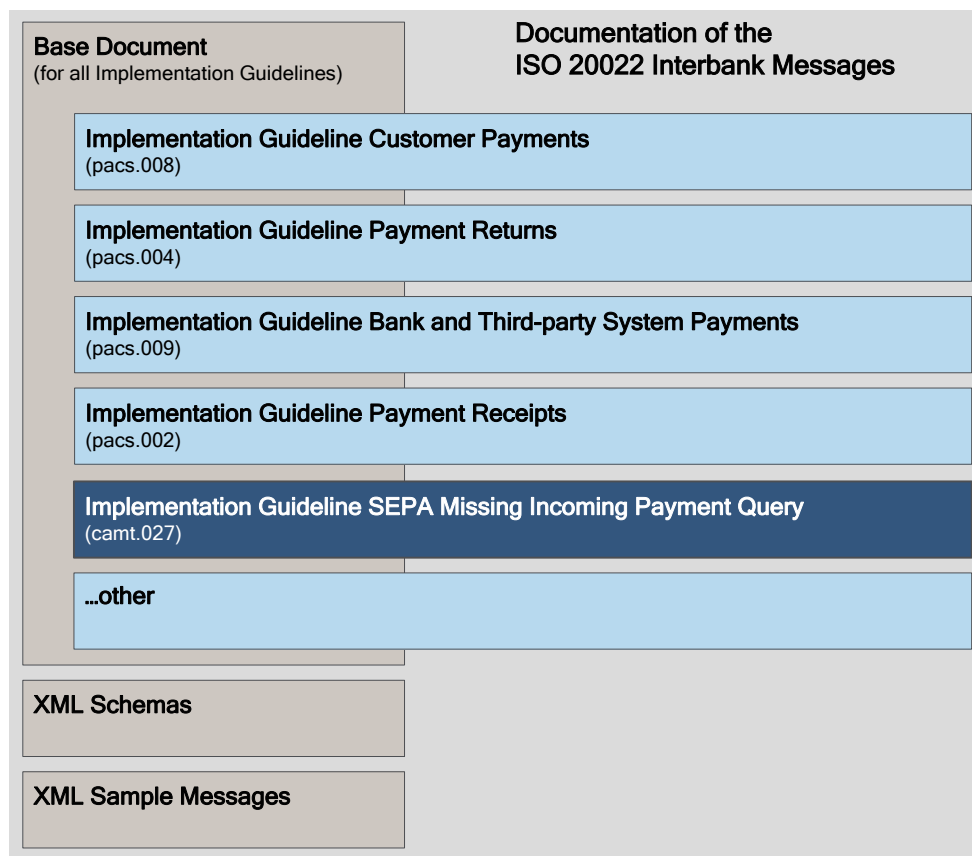


Figure 1: Documentation structure for the message type "camt.027"

1.2 Target audience

The "Implementation Guidelines for ISO 20022 Interbank Messages" are addressed to all participants of the Swiss RTGS services SIC and euroSIC.

1.3 Change control

All modifications made to this document are listed in the change history showing the version, the date of the change, a brief description and references to the chapters concerned.

1.4 XML schema

The XML schema for "camt.027" is published on the website www.iso-payments.ch:

- ***camt.027.001.07.ch.01.xsd***

It should preferably be opened using specialized XML software.

1.5 Validation portal

After registration, users can upload their own messages to the SIC & euroSIC Validation Portal Interbank Messages (validation.iso-payments.ch/SIC4) and validate them against these Implementation Guidelines.

1.6 Reference documents

Additional information on the Implementation Guidelines can be found in the reference documents listed in the base document.

2 ISO definitions

The "Claim Non-Receipt" message (camt.027) is sent from the debtor agent (the instructing participant) to the RTGS services and from the RTGS services to the creditor agent (the instructed participant) in order to query why the payment has not yet been credited to the beneficiary. It is used on the basis of the ISO 20022 XML schema "camt.027.001.07".

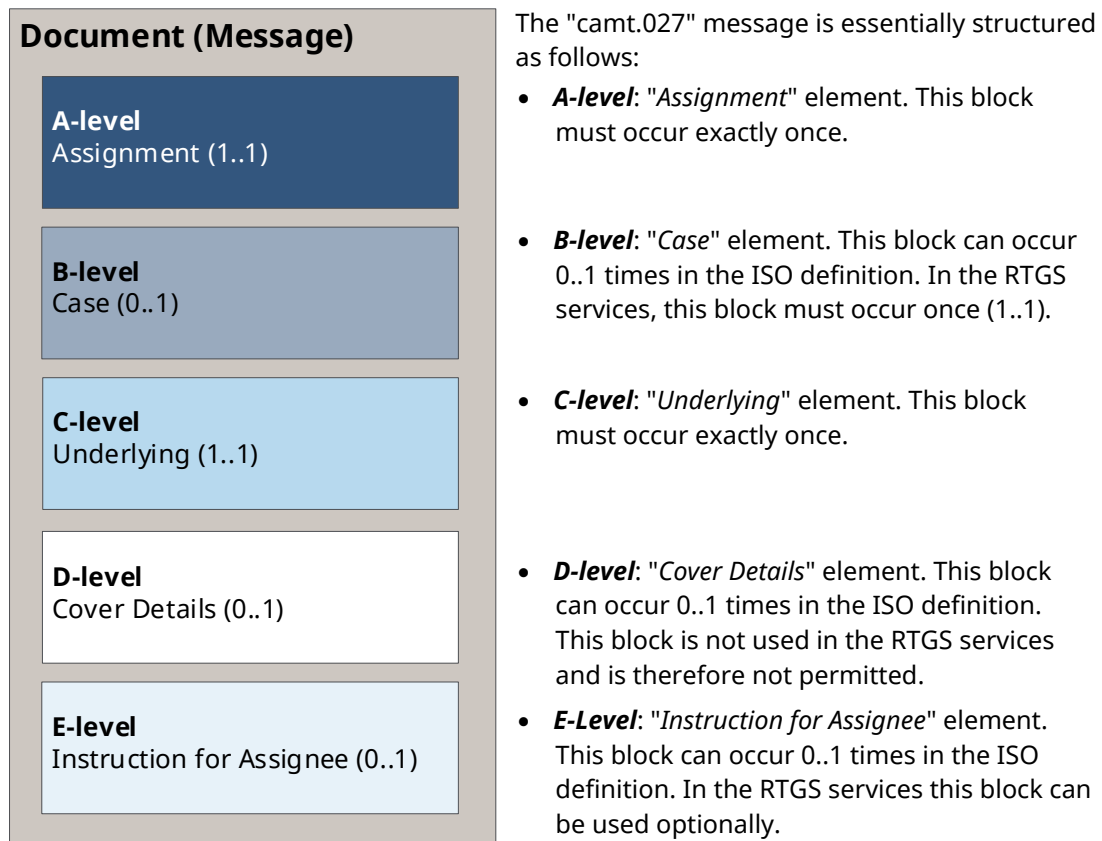


Figure 2: Basic message structure of the "camt.027" message

3 Business specifications for the RTGS services

3.1 Use case

The "Claim Non-Receipt" message is used in the following use case in the RTGS services:

Use case	Input/Output	ISO 20022
SEPA missing incoming payment query	I/O	camt.027

Table 2: Use case for the ISO 20022 message type "camt.027"

With the "SEPA missing incoming payment query" use case, the debtor agent asks the creditor agent why the money from an earlier SEPA payment (pacs.008) has not yet been credited to the creditor.

If a creditor does not receive an expected amount on his account, he usually contacts the debtor. If the debtor has ordered the payment from his institution and this institution has forwarded the SEPA payment to the creditor agent in due time, this use cases serves to formally request the reason for the missing incoming payment. The creditor agent is obliged to react to the "SEPA missing incoming payment query" with a "SEPA investigation resolution" (camt.029).

"SEPA missing incoming payment query" submitted by the participant to euroSIC

The "SEPA missing incoming payment query" message (camt.027) from the participant (debtor agent) is formally validated and then forwarded immediately via system manager SECB Swiss Euro Clearing Bank to the creditor agent.

"SEPA missing incoming payment query" received by SECB from the SEPA area to euroSIC

The "SEPA missing incoming payment query" message (camt.027) from the debtor agent is formally validated and then forwarded immediately to the participant (creditor agent).

Checking the referenced customer payment by the RTGS service

The RTGS services do not check whether the referenced customer payment was actually processed in the RTGS services.

3.2 Use of references

3.2.1 Message reference

Message Identification "Assignment" (A-level)

The message identification is a "technical" reference generated by the producer of the message. In a message from the instructing participant to the RTGS services, this is generated by the instructing participant (Assigner). The `<Id>` and `<Assgnr>` elements are used together in the RTGS services for duplicate checking at the message level ("technical" duplicate checking).

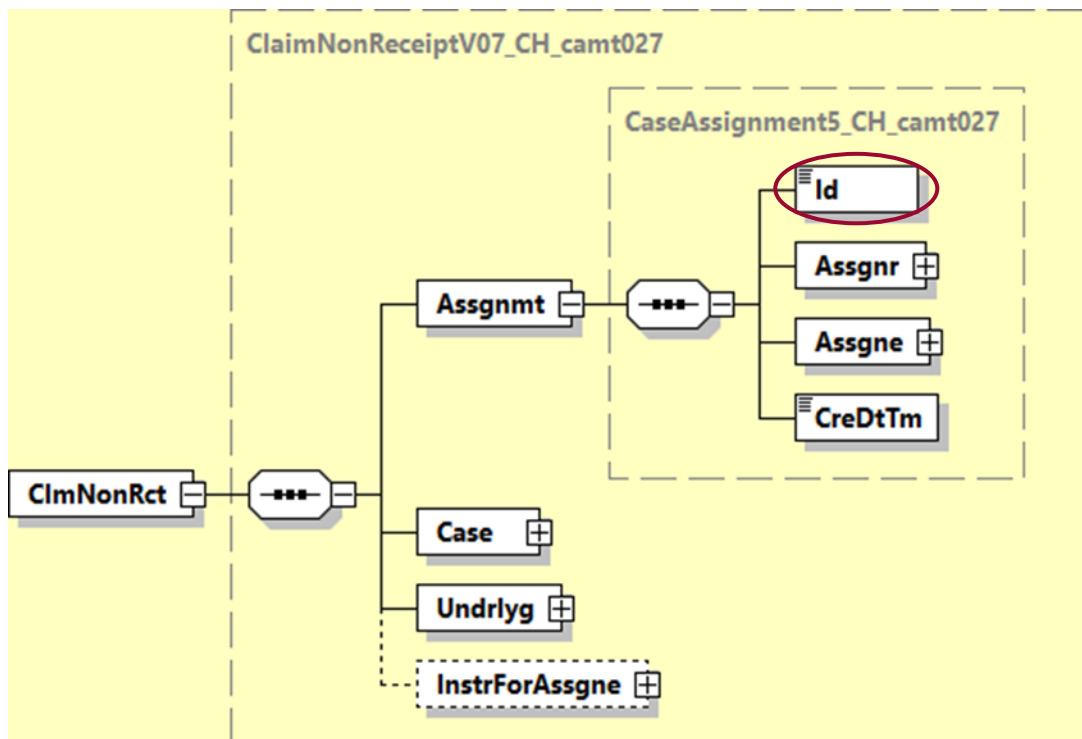


Figure 3: Message Identification (Assignment/Identification)

3.2.2 Other references

Identification of the query "Case Identification" (B-level)

The identification of the "SEPA Missing Incoming Payment Query" is the unique reference of the query. This reference is assigned by the instructing participant when the transaction is being set up and is forwarded unchanged by the RTGS services to the instructed participant. It is also used for the "operational" duplicate checking at the B-level.

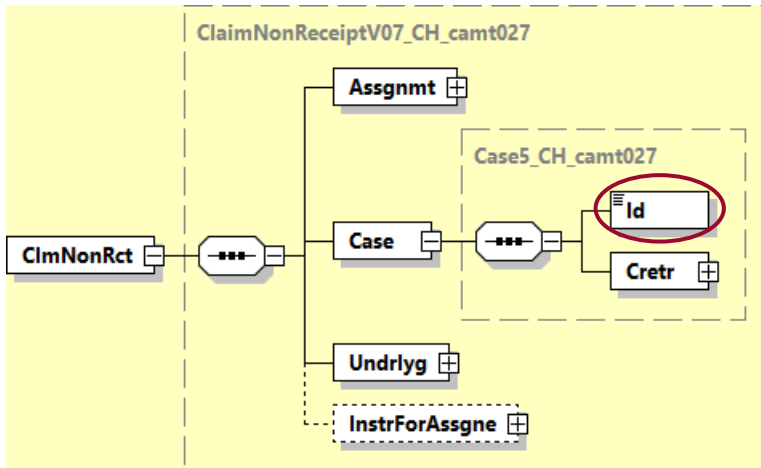


Figure 4: Identification of the query (Case/Identification)

Reference of the original payment "Original Transaction Identification (C-level)"

The transaction reference of the original payment must be provided in the <OrgnlTxId> element.

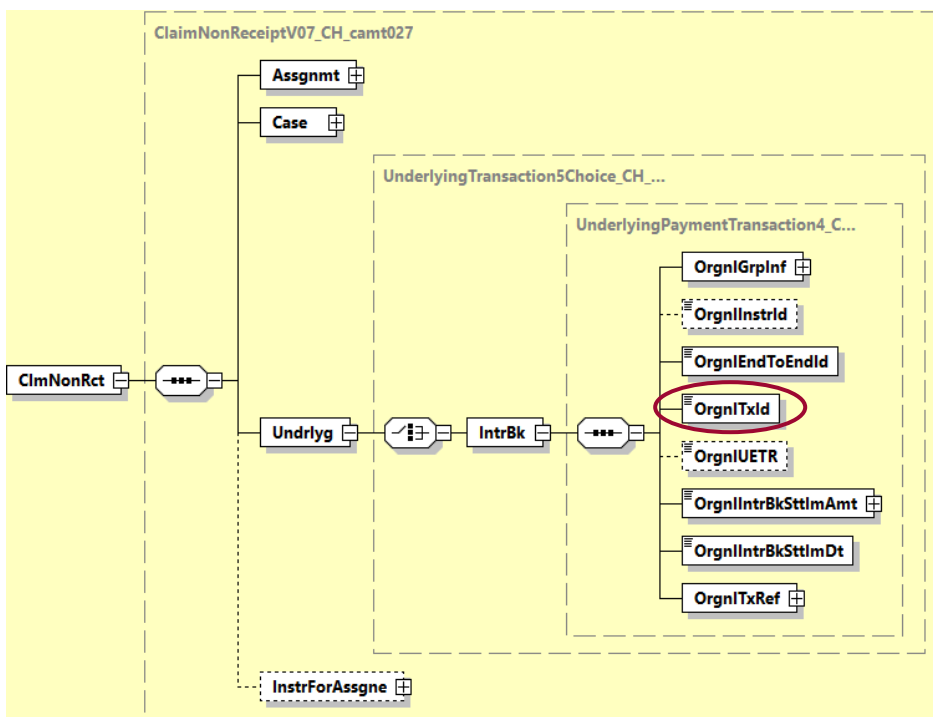


Figure 5: Transaction reference of the original payment (Original Transaction Identification)

Further mandatory information content of the original payment

Further mandatory information of the original payment must be supplied within the elements "IntrBk" and "OrgnlTxRef":

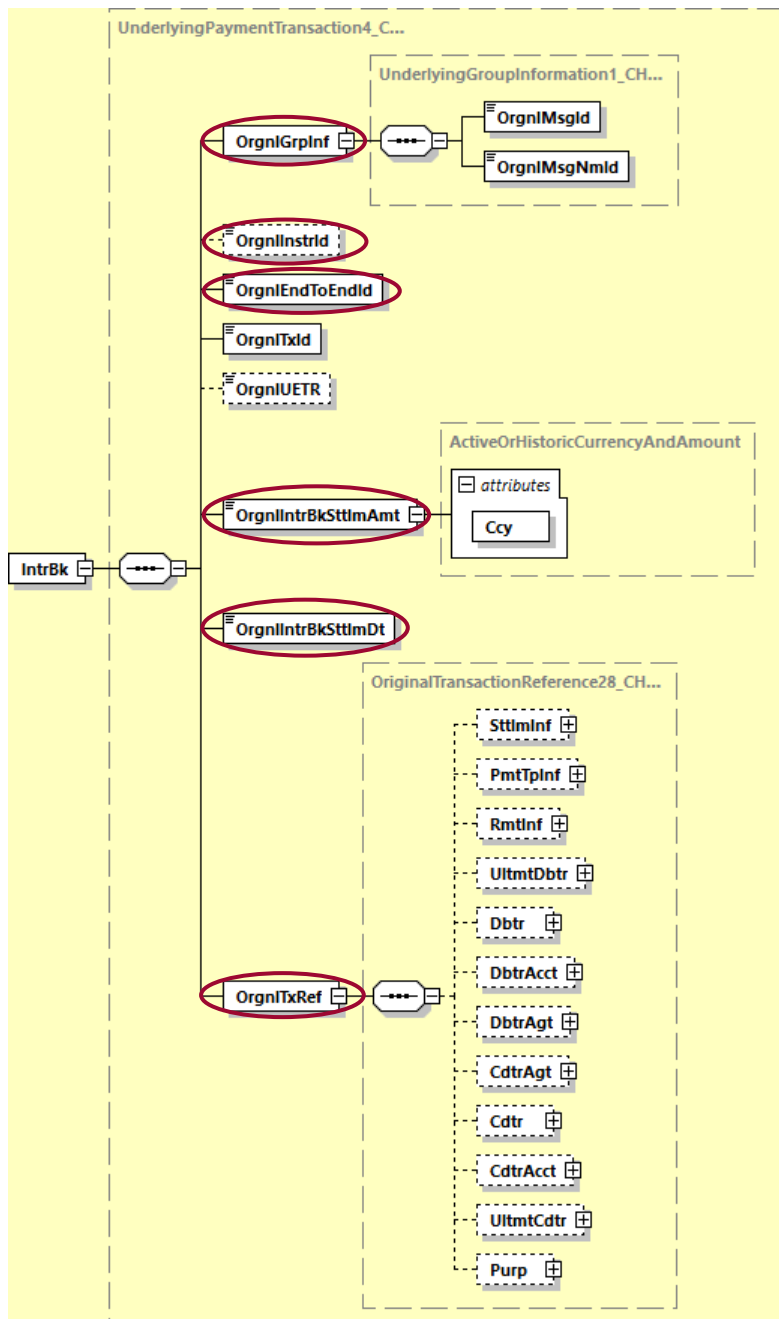


Figure 6: Further elements for information from the original payment

In the "Original Transaction Reference" element at the original payment level, an exact copy of the same elements from the original payment must be supplied.

3.3 Further business-related definitions

Further business-related definitions can be found in the base document.

4 Technical specifications for the RTGS services

4.1 Assignment (Assgnmt, A-level)

The "Assignment" block (A-level of the message) occurs exactly once and contains the following elements:

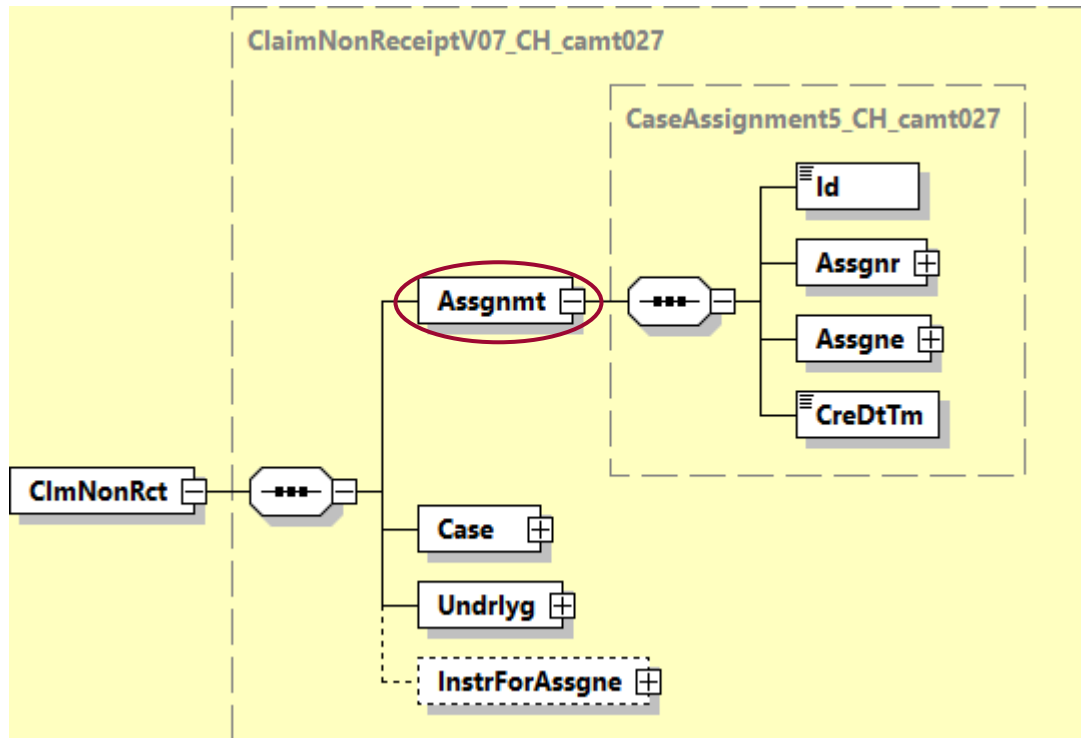


Figure 7: Assignment (Assgnmt)

The following table specifies all the elements of the A-level "Assignment" in the "camt.027" message that are relevant to the RTGS services.

ISO 20022 Standard			Swiss ISO 20022 Payments Standard	
Message Item	XML Tag	Mult	Mult	Definition
Document +Claim Non Receipt V07	ClmNonRct	1..1	1..1	
Assignment	Assgnmt	1..1	1..1	
Assignment +Identification	Id	1..1	1..1	Message Identification Only the restricted character set for references (excluding spaces) is permitted for this element. It is used together with <Assgnr> for duplicate checking at message level and may only occur once within the permitted clearing days. Permitted clearing days are clearing day today and 2 days in the past. Note: to be processed successfully, no duplicates must be detected at either message level or transaction level.
Assignment +Assigner	Assgnr	1..1	1..1	Instructing Participant Identification of the instructing participant. Is used together with <Id> for duplicate checking.
Assignment +Assigner ++Agent	Agt	1..1	1..1	Agent
Assignment +Assigner ++Agent +++Financial Institution Identification	FinInstnId	1..1	1..1	Financial Institution Identification
Assignment +Assigner ++Agent +++Financial Institution Identification ++++BICFI	BICFI	0..1	1..1	Identification of Instructing Participant (BIC) Only a valid published BIC (Business Identifier Code) is permitted. BICs for financial institutions are registered and published by the ISO 9362 Registration Authority in the ISO directory of BICs, and consists of eight (8) or eleven (11) contiguous alphanumeric characters. Must contain a valid BIC of an active participant. Must not be concatenated.
Assignment +Assigner ++Agent +++Financial Institution Identification ++++Other	Othr	0..1	1..1	Other Identification This element must be provided.

ISO 20022 Standard			Swiss ISO 20022 Payments Standard	
Message Item	XML Tag	Mult	Mult	Definition
Assignment +Assigner ++Agent +++Financial Institution Identification ++++Other +++++Identification	Id	1..1	1..1	Clearing System Identification (proprietary) Identification of the clearing system, the following code value is available: euroSIC (EUR only) = value SEU must be used
Assignment +Assignee	Assgne	1..1	1..1	Instructed Participant Identification of the instructed participant.
Assignment +Assignee ++Agent	Agt	1..1	1..1	Agent
Assignment +Assignee ++Agent +++Financial Institution Identification	FinInstnId	1..1	1..1	Financial Institution Identification
Assignment +Assignee ++Agent +++Financial Institution Identification ++++BICFI	BICFI	0..1	1..1	Identification of Instructed Participant (BIC) Only a valid published BIC (Business Identifier Code) is permitted. BICs for financial institutions are registered and published by the ISO 9362 Registration Authority in the ISO directory of BICs, and consists of eight (8) or eleven (11) contiguous alphanumeric characters. Must contain a valid BIC of an active participant.
Assignment +Assignee ++Agent +++Financial Institution Identification ++++Other	Othr	0..1	0..1	Other Organisation Identification
Assignment +Assignee ++Agent +++Financial Institution Identification ++++Other +++++Identification	Id	1..1	1..1	Assigned Identification of the Instructed Participant Message from RTGS service to participant: In case of a concatenation, the identification of the instructed participant will be assigned by the service and provided in this element. The type of addressing the concatenation destination will be done in the same way as it was provided by the sender (BIC). Message from participant to RTGS service: Must not be used.

ISO 20022 Standard			Swiss ISO 20022 Payments Standard	
Message Item	XML Tag	Mult	Mult	Definition
Assignment +Creation Date Time	CreDtTm	1..1	1..1	Creation Date Time See chapter "Times in all services (ISODatetime)" in the Implementation Guideline "Base Document".

Table 3: Assignment (Assgnmt, A-level)

4.2 Case (Case, B-level)

The "Case" block (B-level of the message) occurs exactly once and contains the following elements:

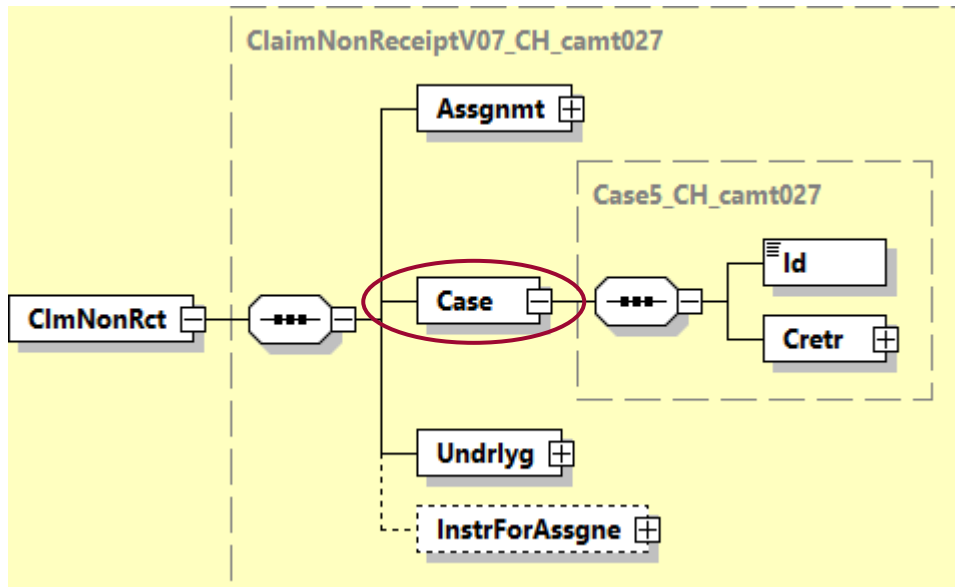


Figure 8: Case (Case)

The following table specifies all the elements of the B-level "Case" in the "camt.027" message that are relevant to the RTGS services.

ISO 20022 Standard			Swiss ISO 20022 Payments Standard	
Message Item	XML Tag	Mult	Mult	Definition
Case	Case	0..1	1..1	
Case +Identification	Id	1..1	1..1	Case Identification Unique identification of the missing incoming payment query. Only the restricted character set excluding spaces is permitted for this element. Must contain a digit 0 - 9 or a letter a - z or A - Z in the first position. It is used together with <Assgnr> for duplicate checking at transaction level and may only occur once within the permitted clearing days. Permitted clearing days are clearing day today and 2 days in the past. Note: To be processed successfully, no duplicates must be identifiable at either message level or transaction level.
Case +Creator	Cretr	1..1	1..1	Originator PSP of the original credit transfer
Case +Creator ++Agent	Agt	1..1	1..1	Agent
Case +Creator ++Agent +++Financial Institution Identification	FinInstnId	1..1	1..1	Financial Institution Identification
Case +Creator ++Agent +++Financial Institution Identification ++++BICFI	BICFI	0..1	1..1	Identification of the originating PSP (BIC) Only a valid published BIC (Business Identifier Code) is permitted. BICs for financial institutions are registered and published by the ISO 9362 Registration Authority in the ISO directory of BICs, and consists of eight (8) or eleven (11) contiguous alphanumeric characters.

Table 4: Case (Case, B-level)

4.3 Underlying (Undrlyg, C-level)

The "Underlying" block (C-level of the message) occurs exactly once and contains the following elements:

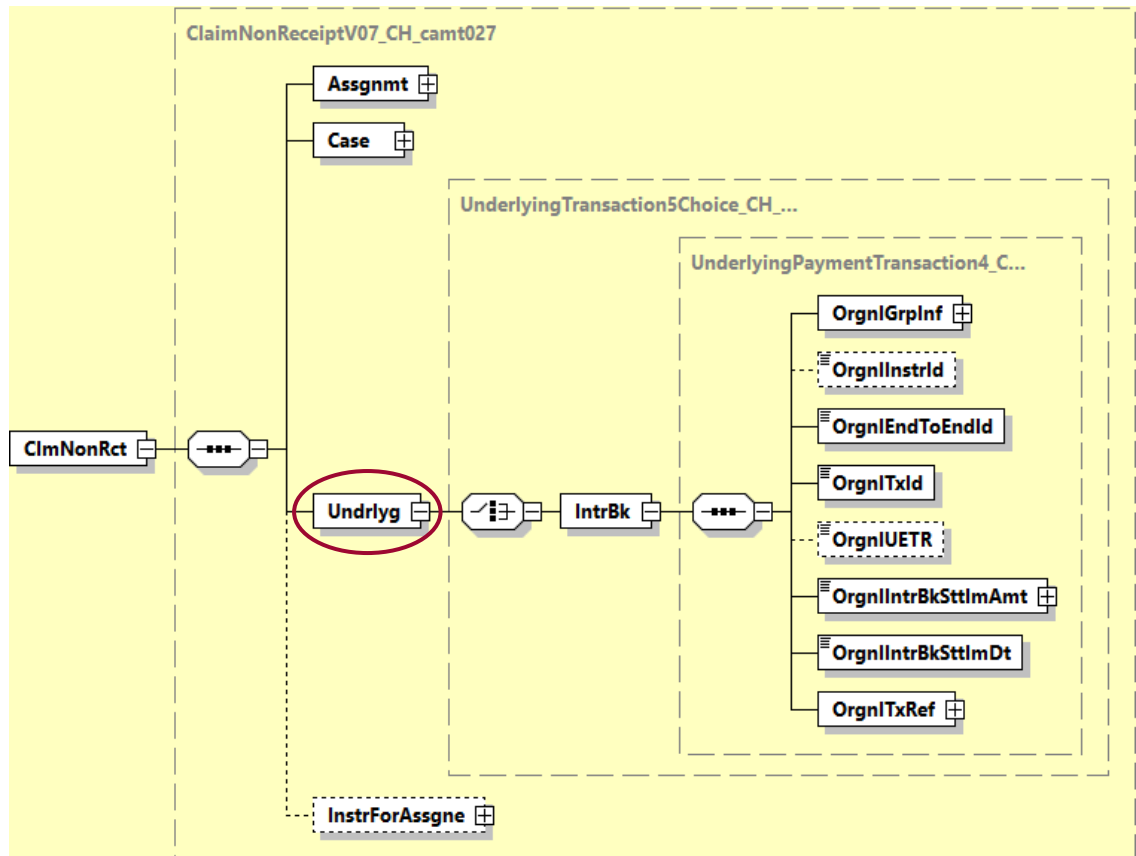


Figure 9: Underlying (Undrlyg)

The following table specifies all the elements of the C-level "Underlying" in the "camt.027" message that are relevant to the RTGS services.

ISO 20022 Standard			Swiss ISO 20022 Payments Standard	
Message Item	XML Tag	Mult	Mult	Definition
Underlying	Undrlyg	1..1	1..1	Underlying
Underlying +Interbank	IntrBk	1..1	1..1	Interbank Transaction Information
Underlying +Interbank ++Original Group Information	OrgnlGrpInf	0..1	1..1	Original Group Identification
Underlying +Interbank ++Original Group Information +++Original Message Identification	OrgnlMsgId	1..1	1..1	Original Message Identification
Underlying +Interbank ++Original Group Information +++Original Message Name Identification	OrgnlMsgNmId	1..1	1..1	Original Message Name Identification The first 8 digits of the message type must mandatory be sent. The following values are permitted (will be validated by the RTGS service): <ul style="list-style-type: none"> • pacs.008 Additional digits to indicate the complete message version (e.g. "pacs.008.001.09") are permitted but will not be validated by the RTGS service.
Underlying +Interbank ++Original Instruction Identification	OrgnlInstrId	0..1	0..1	Original Instruction Identification
Underlying +Interbank ++Original End To End Identification	OrgnlEndToEndId	0..1	1..1	Original Debtor Reference
Underlying +Interbank ++Original Transaction Identification	OrgnlTxId	0..1	1..1	Original Transaction Identification
Underlying +Interbank ++Original UETR	OrgnlUETR	0..1	0..1	Original Unique End-to-end Transaction Reference This identification contains a Universally Unique Identifier (UUID) according to RFC 4122 version 4. The UETR is only checked by the RTGS service against the schema definition according to ISO 20022. Note: The use and continuous forwarding of a UETR is not supported by the SEPA Rulebook. For this reason, it cannot be guaranteed that the UETR will be forwarded by all parties and infrastructures involved in cross-system traffic.

ISO 20022 Standard			Swiss ISO 20022 Payments Standard	
Message Item	XML Tag	Mult	Mult	Definition
Underlying +Interbank ++Original Interbank Settlement Amount	OrgnlIntrBkSttlMamt	1..1	1..1	Original Settlement Amount Must contain no more than 11 digits (excl. decimal separators), including a maximum of 2 fractional digits. Amount must be >0, the maximum accepted amount is 999,999,999.99.
	@ Ccy			Currency Code The currency code must be EUR.
Underlying +Interbank ++Original Interbank Settlement Date	OrgnlIntrBkSttlMdt	1..1	1..1	Original Interbank Settlement Date
Underlying +Interbank ++Original Transaction Reference	OrgnlTxRef	0..1	1..1	Original Transaction Reference The elements that are sent must contain an exact copy of the content from the elements in the original payment. All sub-elements from <OrgnlTxRef> are only subject to a schema validation by the RTGS service.
Underlying +Interbank ++Original Transaction Reference +++Settlement Information	SttlmInf	0..1	0..1	Settlement Information
Underlying +Interbank ++Original Transaction Reference +++Payment Type Information	PmtTpInf	0..1	0..1	Payment Type Information
Underlying +Interbank ++Original Transaction Reference +++Remittance Information	RmtInf	0..1	0..1	Remittance Information
Underlying +Interbank ++Original Transaction Reference +++Ultimate Debtor	UltmtDbtr	0..1	0..1	Ultimate Debtor
Underlying +Interbank ++Original Transaction Reference +++Debtor	Dbtr	0..1	0..1	Debtor

ISO 20022 Standard			Swiss ISO 20022 Payments Standard	
Message Item	XML Tag	Mult	Mult	Definition
Underlying +Interbank ++Original Transaction Reference +++Debtor Account	DbtrAcct	0..1	0..1	Debtor Account
Underlying +Interbank ++Original Transaction Reference +++Debtor Agent	DbtrAgt	0..1	0..1	Debtor Agent
Underlying +Interbank ++Original Transaction Reference +++Creditor Agent	CdtrAgt	0..1	0..1	Creditor Agent
Underlying +Interbank ++Original Transaction Reference +++Creditor	Cdtr	0..1	0..1	Creditor
Underlying +Interbank ++Original Transaction Reference +++Creditor Account	CdtrAcct	0..1	0..1	Creditor Account
Underlying +Interbank ++Original Transaction Reference +++Ultimate Creditor	UltmtCdtr	0..1	0..1	Ultimate Creditor
Underlying +Interbank ++Original Transaction Reference +++Purpose	Purp	0..1	0..1	Transaction Purpose

Table 5: Underlying (Undrlyg, C-level)

4.4 Cover Details (CoverDtls, D-level)

The "Cover Details" block (D-level of the message) is not used by the RTGS services.

4.5 Instruction for Assignee (InstrForAssgne, E-level)

The "Instruction for Assignee" block (E-level of the message) contains the following elements:

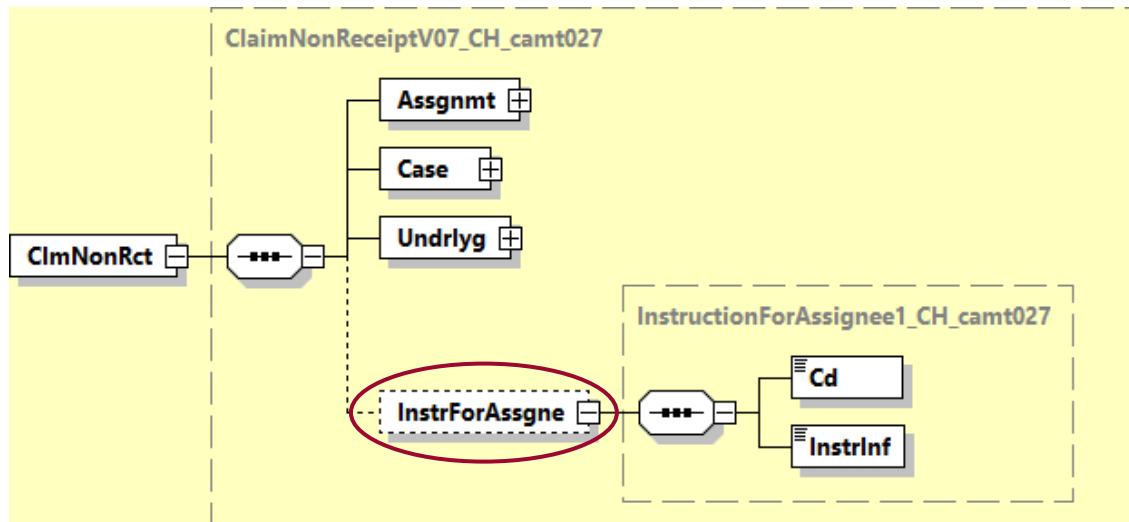


Figure 10: Instruction for Assignee (InstrForAssgne)

The following table specifies all the elements of the E-level "Instruction for Assignee" in the "camt.027" message that are relevant to the RTGS services.

ISO 20022 Standard			Swiss ISO 20022 Payments Standard	
Message Item	XML Tag	Mult	Mult	Definition
Instruction For Assignee	InstrForAssgne	0..1	0..1	Instruction For Assignee
Instruction For Assignee +Code	Cd	0..1	1..1	Instruction For Assignee (code) Only INQR is allowed.
Instruction For Assignee +Instruction Information	InstrInf	0..1	1..1	Instruction For Assignee (text) According to SEPA Usage Rule (extract from SEPA Credit Transfer Scheme Inter-PSP Implementation Guidelines): The text shall be in a comprehensible language to the Scheme Participant receiving the SCT inquiry who is obliged to act upon this information received.

Table 6: Instruction for Assignee (InstrForAssgne, E-level)