

Change Request Proposal for the Display of Internal Reason Codes in the TIPS GUI and UHB

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Currently, TIPS uses a limited set of ISO error codes defined at the level of the supported Rulebooks for business and technical message validations. Moreover, to minimise the use of proprietary error codes, the same error code is applied for a number of business and technical validations.

However, internally, for each error code TIPS associates a four-digit unique internal error code that is exposed in the TIPS GUI **only for the TIPS Operator**.

EXAMPLE: Regarding the pacs.008 message type, **DNOR** external ISO code refers to several validation checks among which:

- **Debtor Account/CMB existence** → Internal Error Code: **1100**
- **Debtor Account/CMB Opening Date** → Internal Error Code: **1130**

Following an internal assessment, the 4CB would like to propose a change request with a twofold objective:

- To expose in the TIPS GUI, besides the external error code (e.g. DNOR) also the corresponding four-digit error code (e.g. 1100). This will provide evidence of the exact error condition hit in the system.
- To support the reconciliation of the new internal error codes, a mapping table shall be added to the TIPS UHB to list all the possible external/internal error code combinations.

By way of example, the proposed change would result in the following information being made available to participants:

External ISO code	Internal Error Code	Description on TIPS UHB
DNOR	1100	Debtor account not found - No TIPS account or CMB exists for the specified debtor BIC and currency combination. Verify the debtor BIC is correctly registered in CRDM.
DNOR	1130	Debtor account not active - The debtor account exists but is outside its valid operating period (opening/closing dates) for the current business date.

- The following change request would enable participants in TIPS to autonomously identify the root cause of a specific ISO error triggered by the TIPS platform, without the need to request support from their respective Central Bank or the TIPS Service Desk, thereby reducing resolution times and facilitating any required fixes.
- In this regard, the TIPS Working Group members endorsed 4CB to prepare the first draft of this change request.

Thank you for the attention!