ANZ TRANSACTIVE – GLOBAL SERVICE REQUESTS USER GUIDE

November 2018

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INTRODUCTION

About this guide

This user guide contains information and procedures for the Service Requests component of ANZ Transactive – Global. Service Requests are currently available for Commercial Cards and Nostro Accounts.

This user guide will be updated when there is new and/or updated information. Please ensure you regularly check the available version for the most up-to-date copy. We recommend that you read this guide in conjunction with the applicable product terms and conditions.

Online Help

The online help in ANZ Transactive – Global allows you to access screen specific help and frequently asked questions.

Online Resources

You can access the ANZ Transactive – Global Quick Reference Guides, User Guides and other information from the Online Resources page. To access the page, click on the Help icon within the application and then the Online Resources link.

Further Assistance

If you require further assistance, please contact your local Customer Service Centre. Details can be found at anz.com/servicecentres.

COMMERCIAL CARDS SERVICE REQUESTS

Service Requests for Commercial Cards allows you to raise a number of card requests to ANZ for processing.

COMMERCIAL CARDS SERVICE REQUEST TYPES

The types of Card Service Requests available are:

> Card Limit Change
> Replace Card
> Cancel Card
> New Cardholder Request
> New Cardholder Request - Bulk File Upload
> Statement Preferences

COMMERCIAL CARDS SERVICE REQUEST STATUSES

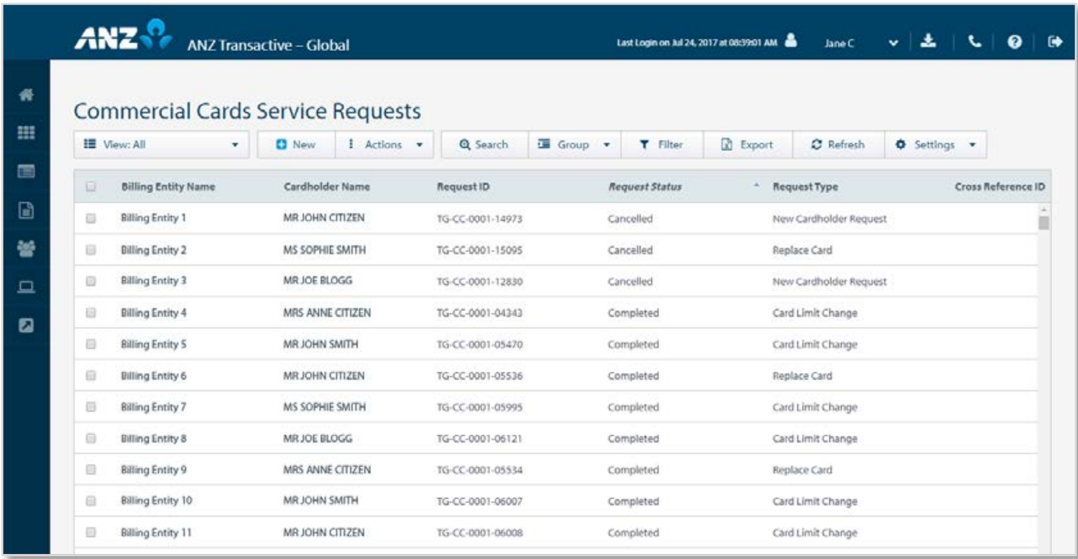
As a Commercial Cards Service Request moves through the service request workflow, it goes through a number of different statuses as a result of the actions performed on it. The following table details each service request status.

SERVICE REQUEST STATUS	DESCRIPTION
Cancelled	The service request has been cancelled.
Completed	The service request has been successfully processed by ANZ.
Failed Validation	The service request has failed validation at ANZ. Refer to reason code for more detail.
Future Dated	The service request has been approved and is being held for processing on the nominated future date.
In Progress	The service request is pending transmission and will automatically attempt to resubmit every 15 minutes for a maximum of two hours. If the service request cannot be sent during this timeframe, the status will change to Unsuccessful. Please resubmit.
Pending Approval	The service request has been created and submitted for approval.
Pending Second Approval	The service request has been approved once and is waiting for the second approval.
Pending Verification	The New Cardholder Application service request is pending verification by an Identification Officer (IO).
Rejected	The service request has been rejected by one of the approvers. It will need to be modified if necessary and resubmitted for approval. Alternatively it can be deleted.
Unsuccessful. Please resubmit	The service request has not been submitted successfully and will need to be resubmitted using the Resubmit action.

COMMERCIAL CARDS SERVICE REQUESTS SCREEN

Menu > Service Requests > Commercial Cards

The Commercial Cards Service Requests screen allows you to view and submit service requests for your Commercial Cards.



- Use the **Control Bar** to quickly and easily access key tasks. See the Getting Started User Guide for full details.
- Change the **View** to display service requests in a Pending Approval, Pending Second Approval, Pending Verification or Future Dated status or manage your saved searches
- Click on **New** to Create Commercial Cards Service Requests
- Use **Settings** to save the View and Group selected
- Use the **Save** button to save a search for future use
- Click on a row to view the details screen
- Right-click on a row to Approve, Cancel, Modify, Reject, Resubmit, Verify or View the details

Advanced Search Fields

Select the **Advanced Search** button to display or hide the search criteria fields. Searches on fields that are left blank, will return all available data for that field. You are able to search for cards service requests using the following search fields:

FIELD	DESCRIPTION
Billing Entity Number	To add billing entities to your search criteria, use one of the following methods: 1. Click on the Search Billing Entity button to display the Add Billing Entities pop-up window. Select the billing entities to include in the search criteria and click on the Add button. 2. Add billing entities directly into the Billing Entity Number field by placing the mouse cursor in the field and typing any part of the billing entity number
Request Type	To add request types to your search criteria, use one of the following methods: 1. Click on the Search Request Types button to display the Add Request Types pop-up window. Select the request types to include in the search criteria and click on the Add button. 2. Add request types directly into the Request Type field by placing the mouse cursor in the field and typing any part of the request type
Request Status	To add request statuses to your search criteria, use one of the following methods: 1. Click on the Search Request Status button to display the Add Request Status pop-up window. Select the request statuses to include in the search criteria and click on the Add button. 2. Add request statuses directly into the Request Status field by placing the mouse cursor in the field and typing any part of request status
Creation Date	Add a creation date or creation date range to your search criteria. Clicking on the search filter will enable you to choose from the following options:

FIELD	DESCRIPTION
	> **Specific Date** - choose an exact creation date from a calendar to add to the search > **Date Range** - search for a creation date that is between the "From" and "To" entered into the search fields > **Rolling Dates** - choose from Yesterday, Week to Yesterday, Previous Week, Month to Yesterday and Previous Month
Last Updated Date	Add a last updated date or last updated date range to your search criteria. Clicking on the search filter will enable you to choose from the following options: > **Specific Date** - choose an exact last updated date from a calendar to add to the search > **Date Range** - search for a last updated date that is between the "From" and "To" entered into the search fields > **Rolling Dates** - choose from Yesterday, Week to Yesterday, Previous Week, Month to Yesterday and Previous Month
Requestor	To add requestors to your search criteria, use one of the following methods: 1. Click on the Search Requestor button to display the Add Requestor pop-up window. Select the requestors to include in the search criteria and click on the Add button. 2. Add requestors directly into the Requestor field by placing the mouse cursor in the field and typing any part of a requestors First Name, Last Name or User ID
Approved By	To add approvers to your search criteria, use one of the following methods: 1. Click on the Search Approved By button to display the Add Approved By pop-up window. Select the approvers to include in the search criteria and click on the Add button. 2. Add approvers directly into the Approved By field by placing the mouse cursor in the field and typing any part of an approvers First Name, Last Name or User ID
Verified By	To add Identification Officers to your search criteria, use one of the following methods: 1. Click on the Search Verified By button to display the Add Verified By pop-up window. Select the Identification Officers users to include in the search criteria and click on the Add button. 2. Add Identification Officers directly into the Verified By field by placing the mouse cursor in the field and typing any part of an Identification Officers First Name, Last Name or User ID
Reset and Search Buttons	> Click on the **Reset** button to clear the search criteria and results > Click on the **Search** button to run your search and return any matching results. When a search is run, the search criteria options will not be displayed. To view these, click on the **Show Search Criteria** button on the control bar. > To save a search, click on **Save Search** in the control bar

Commercial Cards Service Requests Columns

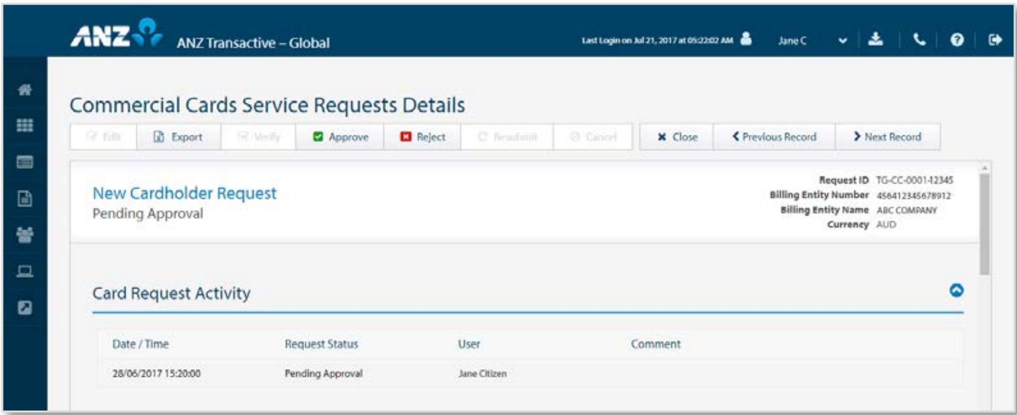
COLUMN	DESCRIPTION
Request Type	Type of service request; Card Limit Change, Statement Preferences, Replace Card, Cancel Card, New Cardholder Request
Request Status	The status of the service request; Completed, Cancelled, Failed Validation, Future Dated, In Progress, Pending Approval, Pending Second Approval, Pending Verification, Rejected, Unsuccessful. Please resubmit
Billing Entity Number	Registered billing entity number.
Billing Entity Name	Registered billing entity name.
Card Number	The number on the card.
Cardholder Name	The name of the person to whom the card is issued.
Request ID	The ID of the service request that was raised.
Requestor	The User ID of the user who raised the service request.
Approved By	The User ID of the first approver.

COLUMN	DESCRIPTION
Verified By	The User ID of the Identification Officer (IO) who verified additional cardholders.
Cross Reference ID	The ID of the service request that was delivered for processing.
Second Approval	The User ID of the second approver.
Creation Date	The date the service request was created.
Last Updated By	The User ID of the user who last updated the service request.
Last Updated Date	The date and time the service request was last updated.
Completed Date	The date the service request was completed.
Uploaded File Name	The name of the file that was uploaded for bulk requests to add new cardholders.

Commercial Cards Service Requests Details

Menu > Service Requests > Commercial Cards> select service request

The Commercial Cards Service Requests Details screen provides information for the service request selected from the Commercial Cards Service Requests Details list. The top of the screen displays the type of request and request status. Scroll down the screen to view the service request details.

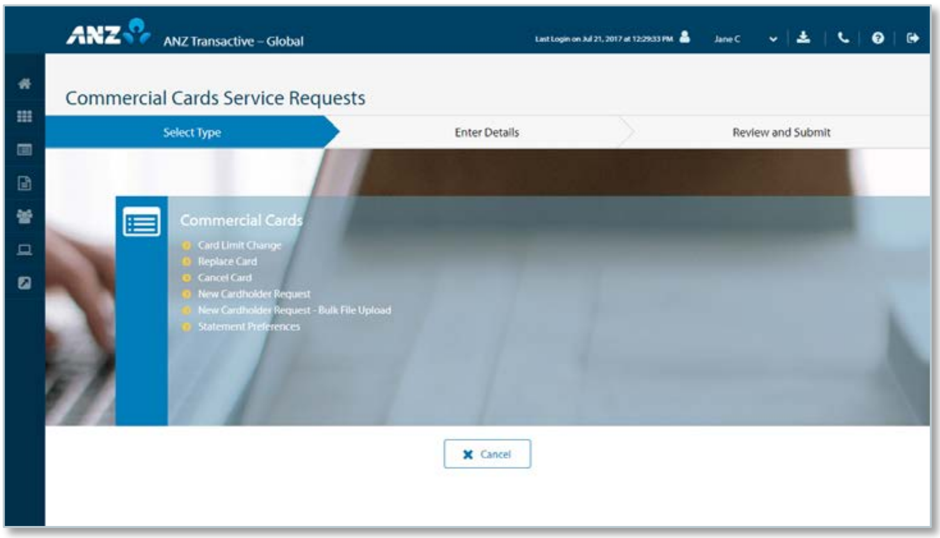


- Use the **Control Bar** to quickly and easily access key tasks. See the Getting Started User Guide for full details.
- Actions that are enabled are based on the status of the service request and your entitlements.
- Use the Export button the service request in a pdf file.

CREATE COMMERCIAL CARDS SERVICE REQUESTS

Menu > Service Requests> Commercial Cards Service Requests > select New

The Create Commercial Cards Service Requests screen can be accessed from the Commercial Cards Service Requests screen and selecting the **New** button on the control bar.



Select one of the service request types:

> [Card Limit Change](#)
> [Replace Card](#)
> [Cancel Card](#)
> [New Cardholder Request](#)
> [New Cardholder Request - Bulk File Upload](#)
> [Statement Preferences](#)

The following are the request types available by product:

PRODUCT	REQUEST TYPE				
	Card Limit Change	Replace Card	Cancel Card	New Cardholder request (single and bulk)	Statement Preferences
ANZ Corporate Card	✓	✓	✓	✓	✓
ANZ Travel Account (AU only)					✓
ANZ Visa Purchasing Card	✓	✓	✓	✓	✓
ANZ Virtual Card (AU only)	✓		✓		✓

Card Limit Change Request

To create a card limit change service request, follow the steps below.

NOTE: Mandatory fields are marked with an asterisk.

<table>
<tr><th>STEP</th><th>ACTION</th></tr>
<tr><td>1</td><td>Click on Card Limit Change from the Create Commercial Cards Service Request screen.</td></tr>
<tr><td>2</td><td>Enter or search for the Billing Entity Number and click on the Continue button.</td></tr>
<tr><td>3</td><td>Select the type of Limit Type request. Choose from:
> Spend Cap/Credit Limit
> Transaction Limit
> OTC Cash Advance Limit
> Daily ATM Cash Limit</td></tr>
<tr><td>4</td><td>Click on the Add button to add the cards that require the limit change.</td></tr>
<tr><td>5</td><td>Enter the New Limit details:
<table>
<tr><th>FIELD</th><th>DESCRIPTION</th></tr>
<tr><td>New Limit*</td><td>Enter the new limit into the New Limit field.
NOTE: Spend Cap/Credit Limit, Transaction Limit and OTC Cash Advance Limit must be entered in multiples of $100.</td></tr>
<tr><td>New Limit Type*</td><td>Choose from Permanent or Temporary.</td></tr>
<tr><td>Effective Date*</td><td>Select the effective date, up to 12 months in the future, from the calendar.</td></tr>
<tr><td>Expiry Date*</td><td>For Temporary limit types, select the expiry date from the calendar.</td></tr>
<tr><td>Revert Limit*</td><td>For Temporary limit types, enter the limit to take effect after the expiry date.</td></tr>
</table></td></tr>
<tr><td>6</td><td>Add a note into the Comments section for other users in your organisation to view.</td></tr>
<tr><td>7</td><td>Complete the declaration if you are an Authorised Signatory or an Authorised Signatory + Identification Officer.</td></tr>
<tr><td>8</td><td>Click on the Next button.</td></tr>
<tr><td>9</td><td>Review the details on screen and click on the Submit button.
RESULT:
> If the request was created by an Authorised to Enquire user, the request will be in a Pending Approval status
> If the request was created by an Authorised Signatory or an Authorised Signatory + Identification Officer:
• Single Administration: The request will be submitted for processing
• Dual or Triple Administration: The request will be in a Pending Second Approval status</td></tr>
</table>

Replace Card Request

To create a replace card service request for cards that have been damaged, follow the steps below.

NOTE: Mandatory fields are marked with an asterisk.

STEP	ACTION
1	Click on **Replace Card** from the Create Commercial Cards Service Requests screen.
2	Enter or search for the Billing Entity Number and click on the **Continue** button.
3	Click on the **Add** button to add the cards that require replacement. **RESULT:** The cardholder details and delivery address will be displayed.
4	Select the **Do you want card to be delivered to an Alternative Address** checkbox if required, and enter the new address details.
5	Add a note into the Comments section for other users in your organisation to view.
6	Complete the declaration(s) if you are an Authorised Signatory or an Authorised Signatory + Identification Officer.
7	Click on the **Next** button.
8	Review the details on screen and click on the **Submit** button.

STEP	ACTION
	RESULT: > If the request was created by an Authorised to Enquire user, the request will be in a **Pending Approval** status > If the request was created by an Authorised Signatory or an Authorised Signatory + Identification Officer: • Single Administration: The request will be submitted for processing • Dual or Triple Administration: The request will be in a **Pending Second Approval** status

Cancel Card Request

To create a cancel card service request, follow the steps below.

NOTE: Mandatory fields are marked with an asterisk.

STEP	ACTION
1	Click on **Cancel Card** from the Create Commercial Cards Service Request screen.
2	Enter or search for the Billing Entity Number and click on the **Continue** button.
3	Click on the **Add** button to add the cards that require replacement.
4	Add a note into the Comments section for other users in your organisation to view.
5	Complete the declaration(s) if you are an Authorised Signatory or an Authorised Signatory + Identification Officer.
6	Click on the **Next** button.
7	Review the details on screen and click on the **Submit** button. **RESULT:** > If the request was created by an Authorised to Enquire user, the request will be in a **Pending Approval** status > If the request was created by an Authorised Signatory or an Authorised Signatory + Identification Officer: • Single Administration: The request will be submitted for processing • Dual or Triple Administration: The request will be in a **Pending Second Approval** status

New Cardholder Request

To create a new cardholder service request, follow the steps below.

NOTE: Mandatory fields are marked with an asterisk.

STEP	ACTION
1	Click on **New Cardholder Request** from the Create Commercial Cards Service Request screen.
2	Enter or search for the Billing Entity Number and click on the **Continue** button.
3	Enter the New Cardholder Details:

FIELD	DESCRIPTION
Title*	Select the cardholder's title from the drop-down list.
First Name*	Enter the cardholder's first name.
Middle Name	Enter the cardholder's middle name.
Surname*	Enter the cardholder's surname.
Cardholder Mobile Number	Enter the cardholder's mobile phone number.
Date of Birth*	Select the cardholder's date of birth from the calendar.
Security Code	Enter the cardholder's security code which is a password that you create for the cardholder. **NOTE:** Only required for Commercial Cards in Australia.
Employee ID	Enter the cardholder's Employee ID.

STEP	ACTION
4	Select the **Do you want card to be delivered to an Alternative Address** checkbox if required, and enter the new address details.
5	Enter the Card Limit Details:

FIELD	DESCRIPTION

STEP	ACTION	
	Spend Cap/Credit Limit	Enter the monthly spend limit of the card in multiples of $100 for each statement cycle. Note that the minimum Spend Cap/Credit Limit is $500.00.
	Transaction Limit	Enter the maximum amount allowable per transaction in multiples of $100.
	OTC Cash Advance Limit	Enter the maximum amount that can be withdrawn from the card over the counter (OTC) at a bank or at another financial agency. Enter the amount in multiples of $100 or $0.
	Daily ATM Cash Limit	Enter the maximum amount that can be withdrawn from the card per day from an ATM.
	MCC Block Profile	Select the Merchant Category Code (MCC) block profiles from the drop-down list. Choose from: > Profile 1 > Profile 2 > Profile 3 > Profile 4 **NOTE:** Only required for Commercial Cards in Australia.
6	Add a note into the Comments section for other users in your organisation to view.	
7	Complete the declaration if you are an Authorised Signatory or an Authorised Signatory + Identification Officer.	
8	Click on the **Next** button.	
9	Review the details on screen and click on the **Submit** button. **RESULT:** > If the request was created by an Authorised to Enquire user, the request will be in a **Pending Approval** status > If the request was created by an Authorised Signatory or Authorised Signatory + Identification Officer:: • Single Administration: The request will be in an **Pending Verification** status • Dual or Triple Administration: The request will be in a **Pending Second Approval** status	

New Cardholder Request - Bulk File Upload

To create a new cardholder service request using a file upload, follow the steps below.

NOTE: Mandatory fields are marked with an asterisk.

STEP	ACTION
1	Click on **New Cardholder Request – Bulk File Upload** from the Create Commercial Cards Service Request screen.
2	Click on the **Browse** button to locate and select the file to upload. **NOTE:** You can download the Bulk Cardholder Form template using the **Download file template** link if required. Note that you need to click on the **Export** button and save the cardholder information before uploading to ANZ Transactive – Global.
3	Complete the declaration if you are an Authorised Signatory or an Authorised Signatory + Identification Officer.
4	Click on the **Upload** button. **RESULT:** The file upload process will validate the file and service requests created. > If the request was created by an Authorised to Enquire user, the request will be in a **Pending Approval** status > If the request was created by an Authorised Signatory or an Authorised Signatory + Identification Officer: • Single Administration: The request will be in an **Pending Verification** status • Dual or Triple Administration: The request will be in a **Pending Second Approval** status

Statement Preferences Request

To change your statement preferences for your Billing Entity, follow the steps below.

NOTE: Mandatory fields are marked with an asterisk.

STEP	ACTION
1	Click on **Statement Preferences** from the Create Commercial Cards Service Request screen.
2	Enter or search for the Billing Entity Number and click on the **Continue** button.
3	Select the Statement Preferences option. Choose from: > Online Only > Paper and Online
4	Add the email address that will receive the Email Notifications.
5	Add a note into the Comments section for other users in your organisation to view.
6	Complete the declaration(s) if you are an Authorised Signatory or an Authorised Signatory + Identification Officer.
7	Click on the **Next** button.
8	Review the details on screen and click on the **Submit** button. **RESULT:** > If the request was created by an Authorised to Enquire user, the request will be in a **Pending Approval** status > If the request was created by an Authorised Signatory or an Authorised Signatory + Identification Officer: • Single Administration: The request will be submitted for processing • Dual or Triple Administration: The request will be in a **Pending Second Approval** status

COMMERCIAL CARDS SERVICE REQUESTS ACTIONS

View a Service Request

To view the details of a service request, follow the steps below:

STEP	ACTION
1	Go to the **Service Requests** > **Commercial Cards** screen
2	Locate the service request and use one of the following methods to view the details: Method 1: Click on the service request in the list Method 2: Right-click on the service request and click on **View** Method 3: Select the service request and click on **View** in the Actions menu **RESULT:** The Commercial Cards Service Requests Details screen is displayed. Click on the **Back** button to exit the screen.

Edit a Service Request

To modify details of a service request that is in a **Failed Validation**, **Future Dated** or **Rejected** status, follow the steps below.

STEP	ACTION
1	Go to **Service Requests** > **Commercial Cards** screen
2	Locate the service request and use one of the following methods to modify the service request: Method 1: Click on the service request in the list to display the Commercial Cards Service Requests Details screen and then click on the **Edit** button Method 2: Right-click on the service request and click on **Modify** Method 3: Select the service request and click on **Modify** in the Actions menu **RESULT:** The service request is in modify mode.
3	Modify the service request details as required.
4	Select one of the following actions: **ACTION** / **STEPS** Cancel updates: Click on the **Cancel** button **RESULT:** Any changes made to the serviced request will not be saved. Submit the updates: > Click on the **Next** button > Review the details on screen. If the service request details are correct, click on the **Submit** button. **RESULT:** A confirmation pop-up window is displayed with the Request ID and the request is in a Pending Approval or Pending Second Approval status.

Approve a Service Request

To approve a service request that is in a **Pending Approval** or **Pending Second Approval** status, follow the steps below. It is recommended that you view service request details prior to approving.

NOTE: You must have the appropriate permissions to approve service requests. You can approve service requests individually, or several at a time.

STEP	ACTION
1	Go to the **Service Requests** > **Commercial Cards** screen
2	Select **Filter** > **Pending Approval** or **Pending Second Approval** from the control bar. **RESULT:** Service requests that you are entitled to approve will be displayed.
3	Use one of the following methods to approve the service request: Method 1: Click on the service request in the list to display the Commercial Cards Service Requests Details screen and click on the **Approve** button Method 2: Right-click on the service request and click on **Approve** Method 3: Select the service request and click on **Approve** in the Actions menu **RESULT:** The **Approve Service Request(s)** pop-up window is displayed.
4	Read and tick the declaration checkbox and add a note into the Comments box if required.
5	Click on the **Approve** button. **RESULT:** A confirmation pop-up window is displayed with the Request ID. > For non-new cardholder requests: • If the request does not require additional approvals it will be submitted for processing • If the request requires additional approvals, it will be in a **Pending Second Approval** status > For new cardholder requests: The request needs to be verified by an Identification Officer or an Identification Officer + Authorised Signatory. The service request will be in a **Pending Verification** status.

Reject a Service Request

To reject a service request that is in a **Pending Approval** or **Pending Second Approval** or **Pending Verification** status, follow the steps below.

NOTE: You must have the appropriate permissions to reject service requests. You can reject service requests individually, or several at a time.

STEP	ACTION
1	Go to the **Service Requests** > **Commercial Cards** screen
2	Select **Filter** > **Pending Approval, Pending Second Approval** or **Pending Verification** from the control bar. **RESULT:** Service requests that you are entitled to approve, reject or verify will be displayed.
3	Use one of the following methods to reject the service request: Method 1: Click on the service request in the list to display the Commercial Cards Service Requests Details screen and click on the **Reject** button Method 2: Right-click on the service request and click on **Reject** Method 3: Select the service request and click on **Reject** in the Actions menu **RESULT:** The **Reject Service Request(s)** pop-up window is displayed.
4	Enter a reason for rejecting the service request and click on the **Reject** button. **RESULT:** A confirmation message is displayed advising that the service request has been Rejected and the status changes to Rejected.

Verify a Service Request

To verify a service request that is in a **Pending Verification** status, follow the steps below.

NOTE: You must have the appropriate permissions to verify service requests. You can verify service requests individually, or several at a time.

STEP	ACTION
1	Go to the **Service Requests** > **Commercial Cards** screen
2	Select **Filter** > **Pending Verification** from the control bar. **RESULT:** Service requests that you are entitled to verify will be displayed.
3	Use one of the following methods to verify the service request: Method 1: Click on the service request in the list to display the Commercial Cards Service Requests Details screen and click on the **Verify** button Method 2: Right-click on the service request and click on **Verify** Method 3: Select the service request and click on **Verify** in the Actions menu **RESULT:** The **Verify Service Request(s)** pop-up window is displayed.
4	Read and tick the declaration checkbox and add a note into the Comments box if required.
5	Click on the **Verify** button. **RESULT**: The request is submitted for processing and a confirmation message is displayed advising that the service request is in progress.
6	Click on the **OK** button to close the confirmation message.

Cancel a Service Request

To cancel a service request that is in a **Failed Validation**, **Future Dated, Rejected** or **Unsuccessful. Please resubmit** status, follow the steps below.

NOTE: Authorised to Enquire users can only cancel service requests they created or those created by another Authorised to Enquire user. Authorised Signatories can cancel all requests.

STEP	ACTION
1	Go to **Service Requests** > **Commercial Cards** screen
2	Locate the service request and use one of the following methods to cancel the service request: Method 1: Click on the service request in the list to display the Card Service Request screen and click on the **Cancel** button Method 2: Right-click on the service request and click on **Cancel** Method 3: Select the service request and click on **Cancel** in the Actions menu **RESULT:** The **Cancel Service Request(s)** pop-up window is displayed.
3	Add a note into the Comments box if required and click on the **Submit** button. **RESULT:** A confirmation message is displayed and the service request is in a Cancelled status.

Resubmit a Service Request

To resubmit a service request that is in an **Unsuccessful. Please resubmit** status, follow the steps below.

STEP	ACTION
1	Go to **Service Requests** > **Commercial Cards** screen
2	Locate the service request and use one of the following methods to resubmit the service request: Method 1: Click on the service request in the list to display the Commercial Cards Service Requests screen and click on the **Resubmit** button Method 2: Right-click on the service request and click on **Resubmit** Method 3: Select the service request and click on **Resubmit** in the Actions menu **RESULT:** A confirmation pop-up window is displayed.
3	Click on the Yes button. **RESULT:** A confirmation message is displayed and the service request is in an In Progress status.

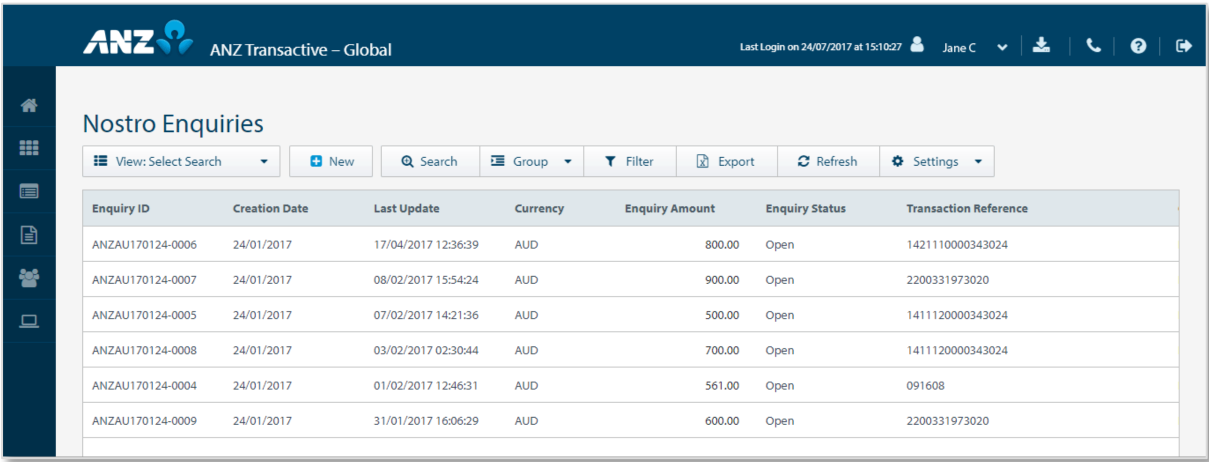
NOSTRO ENQUIRIES

Nostro Enquiries allows you to raise a number of Nostro Account Enquiries to ANZ for processing.

NOSTRO ENQUIRIES SCREEN

Menu > Service Requests > Nostro Enquiries

This screen allows you to submit and view enquiries for your Nostro accounts.



- Use the **Control Bar** to quickly and easily access key tasks. See the Getting Started User Guide for full details.
- Use the **View** menu to display and mange saved searches
- Click on **New** to Create a Nostro Enquiry
- Use **Settings** to save the View and Group selected
- Use the **Save** button to save a search for future use
- Click on a row to view the details screen

Enquiries Columns

COLUMN	DESCRIPTION
Account Number	Registered account number.
Enquiry ID	Enquiry ID.
Creation Date	Date enquiry created.
Last Update	Date enquiry was last updated.
Currency	Currency of the account.
Enquiry Amount	Amount of the enquiry.
Enquiry Status	Status of the enquiry.
Transaction Reference	Transaction Reference entered when creating the enquiry.
Created By	Details of user who created the enquiry.
Account Owner	Owner of the account.
Enquiry Type	Type of enquiry.
Closed Date	Date enquiry closed.
Channel	Channel enquiry is in relation to, e.g. Self Service.

CREATE NOSTRO ENQUIRY

To create an enquiry for your Nostro accounts, follow the steps below:

<table>
<tr><th>STEP</th><th>ACTION</th></tr>
<tr><td>1</td><td>Click on the New button in the Nostro Enquiries screen.
RESULT: The New Enquiry pop-up window will display.</td></tr>
<tr><td>2</td><td>Enter the Schedule Information and Report Information:
<table>
<tr><th>FIELD</th><th>DESCRIPTION</th></tr>
<tr><td>Enquiry Type*</td><td>Select your Enquiry Type from the drop down options.</td></tr>
<tr><td>Account Number*</td><td>Add an account number using the Search icon.</td></tr>
<tr><td>Transaction Date*</td><td>Select the transaction date from the calendar.</td></tr>
<tr><td>Transaction Reference*</td><td>Add a transaction reference using the Search icon.</td></tr>
<tr><td>Amount*</td><td>Enter an amount.</td></tr>
<tr><td>Value Date</td><td>Select a value date from the calendar.</td></tr>
<tr><td>Description*</td><td>Add a description for the enquiry.</td></tr>
</table>
*Mandatory fields
Note: Multiple enquiries cannot be created for the same transaction. If an enquiry already exists for the transaction you will be notified with a pop-up message at the top of your screen.</td></tr>
<tr><td>3</td><td>Click on the Submit button.
RESULT: The enquiry is submitted.</td></tr>
</table>

DISCLAIMER