ANZ TRANSACTIVE – GLOBAL ACCOUNTS USER GUIDE

July 2017

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INTRODUCTION

About this guide

This user guide contains information and procedures for the Accounts component of ANZ Transactive – Global provided by Australia and New Zealand Bank (China) Company Limited.

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.

ACCOUNTS

Accounts in ANZ Transactive – Global provides access to your account balance and transaction information that you have permission to view.

Accounts Menu Options

The following table contains the list of menu options that are available. You may not have access to all options as some are only available in specific markets for customers that subscribe to the service.

MENU	DESCRIPTION	REPORTS AVAILABLE
Net Position	This screen provides you with information for aggregated balances across different accounts.	Net Position
Operating Accounts	This screen displays current account transactions and balances for all registered operating accounts.	Account Statement Account Summary Balance Summary Returned Items Payment[1] Returned Items Cheque[1] Returned Items File[1] Transaction Details
Transaction Search	This screen provides you with the ability to perform a search for account transactions using a combination of different criteria. From the search results you can access the transaction details and run a Transaction Details Report.	Transaction Details
Commercial Cards[2]	This screen provides you with a summary of all your registered Commercial Cards billing entities.	Electronic Statement[2]
Commercial Cards[2] Search	This screen provides you with the ability to perform a search for Commercial Card transactions using a combination of different criteria.	Electronic Statement[2]
Nostro Accounts[3]	This screen provides you with details of your Nostro accounts.	Account Statement Account Summary Balance Summary Transaction Details
Nostro Accounts Search[3]	This screen provides you with the ability to perform a search for Nostro account transactions using a combination of different criteria.	Transaction Details
Deposits[4]	This screen provides you a comprehensive view of your term deposit details and history. You will also be able to request a Deposit Summary Report.	Deposit Summary[4]
Deposits Search[4]	This screen provides you with the ability to perform a search for term deposit transactions using a combination of different criteria.	Deposit Summary[4]

[1] AUD Accounts only
[2] Commercial Cards are offered in Australia only
[3] Nostro accounts are offered in Australia and New Zealand only
[4] Term Deposit reporting is only available in specific Asian markets

NET POSITION

Menu > Accounts > Net Position

The Net Position screen shows information for aggregated balances across different accounts that you are entitled to view.

> 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 information for a different balance date
> Set a Reference Currency through **Settings** to convert the information displayed in the Exchange Rate and Equivalent Balance columns, as well as the indicative Net Position total displayed at the bottom right of your screen
> Right-click a row (group of accounts) to Request a Net Position Report or View Summary Details
> Click a row to view the Operating Accounts, Deposits or Nostro Accounts screens, as determined by the Account Type. By default, the View in the follow on screen will be a Net Position View and will only show the accounts under the group selected in the Net Position Screen. Use the Menu to go back to the Net Position Screen if desired.

NOTES:
> The exchange rate used to convert balances is indicative only
> A warning will be displayed when the balance of an account or accounts is unable to be retrieved or is not available

Net Position Columns

COLUMN	DESCRIPTION
Company	The registered company name of the account.
Country	The country where the account is domiciled.
Type	Account Type, i.e. Nostro, Operating Accounts or Deposits.
Number	The number of accounts with a balance available, against the number of accounts you are entitled to access, for the relevant line item. E.g. If you can access 10 Operating Accounts but only 8 have a balance available, this would display as 8(10).
Exchange Rate	The indicative rate used to consolidate your account balances into your preferred currency.
Currency	Currency code of the account.
Total Amount	The latest available ledger balance grouped by company, country, currency and type. **NOTE:** If a previous date has been selected from Choose Balance Date in the View menu, the **Total Amount** column name will change to **Closing Total Amount**.
Equivalent Balance	The converted total amount based on your selected reference currency.

OPERATING ACCOUNTS

Menu > Accounts > Operating Accounts

The Operating Accounts screen provides you with the registered operating account balances that you have permission to view. You can also access transaction details for an account via this screen.

The **Total Available Balance** (sum of total available balances) and the **Total Ledger Balance** (sum of total ledger balances) for all accounts are available at the bottom right of the screen.

> 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 information for a different date range or to display accounts saved in one of your folders
> Create and manage folders containing accounts that you want to view from the **Actions** menu
> Set a Reference Currency through **Settings** to convert the amounts displayed in Total Available Balance and Total Ledger Balance
> Use **Settings** to save the View and Group selected
> Click on a row to view the details screen
> Right-click on a row to View Account Activity, View Balance Summary, View Returned Items, Request Account Statement, Request Balance Summary, Request Account Summary or to move the account to a folder you have created

NOTE: The exchange rate used to convert balances is indicative only.

Operating Accounts Columns

| COLUMN	DESCRIPTION
Company	The registered company name for an account.
Account Number	Registered account number[5].
Account Name	Registered account name or account short name (nickname)[5].
Account Type	Current or Savings account.
Last Updated	The most recent date and time the account balances are updated. **NOTE:** If a previous date is selected from Choose Balance Date in the Actions menu, the Last Updated column name will change to Balance Date.
Currency	The currency code of the account.

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[5] Users logging into ANZ Transactive – Global using only a password (non-Token/Smartcard/Smart USB Key users) will have the Account Number and Account Name masked for accounts domiciled in restricted countries (including Singapore, Hong Kong, China, Philippines, Cambodia, Taiwan, Vietnam and Japan) due to compliance and regulatory requirements. These users are able to view these accounts provided they log in using 2 factor authentication (Tokens/Smartcards/Smart USB Keys).

COLUMN	DESCRIPTION
Opening Available Balance	The closing available balance of the account from the previous day (without overdraft limit).
Opening Ledger Balance	The closing ledger balance of the account from the previous day including cleared and uncleared funds.
Available Balance	The available balance within the current day (without overdraft limit). **NOTE:** If a previous date is selected from Choose Balance Date in the Actions menu, the Available Balance column name will change to Closing Available Balance.
Ledger Balance	The balance of the account for the current day including cleared and uncleared funds. **NOTE:** If a previous date is selected from Choose Balance Date in the Actions menu, the Ledger Balance column name will change to Closing Ledger Balance.
Available Funds	The current available funds for the account that can be used for funding payments. Includes overdraft limit if applicable. **NOTE:** If a previous date is selected from View > Choose Balance Date, Available Funds data is not available.
Exchange Rate	The indicative rate used to consolidate account balances into your preferred currency.
Overdraft Limit	The overdraft limit for the account.
Country	The country in which the account is domiciled.
Bank Name	The bank where the account is registered.

Operating Accounts Details

Menu > Accounts > Operating Accounts > Select Account

The Operating Accounts Details screen provides information for the account selected from the Operating Accounts list.
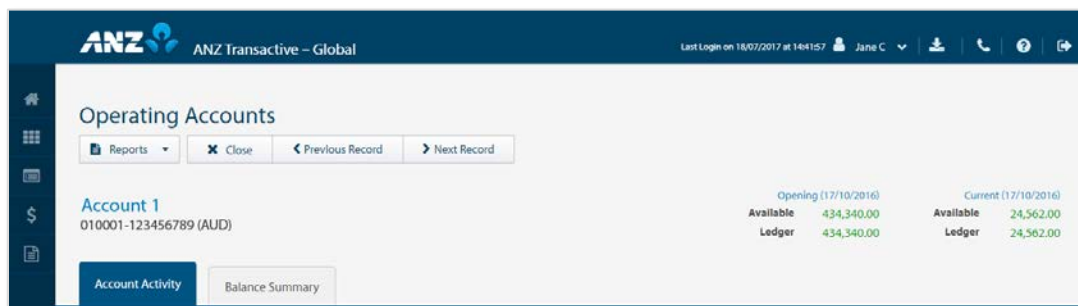
The top of the screen displays the account number, currency and name. It also provides the opening, current, ledger and available balances as well as the available funds for the current day. By default, the Account Activity tab is displayed. To view balance summaries or returned items, select the Balance Summary or Returned Items (AUD accounts only) tabs.

Use the **Reports** menu to request the following reports:
> Account Statement Report
> Balance Summary Report
> Account Summary Report
> Returned Items Cheque Report
> Returned Items Payment Report
> Returned Item Files Report

Account Activity Tab

The Account Activity tab provides you with a balance summary and detailed view of the transactions posted to an account.

Account Activity	Balance Summary							
☰ View: Today ▼	⋮ Actions ▼	☰ Group ▼	▼ Filter	🗎 Export	⟳ Refresh	⚙ Settings ▼		
☐ **Post Date** ▼	**Value Date**	**Debit Amount**	**Credit Amount**	**Running Balance**	**SWIFT Code**	**BAI Code**	**Bank Refe**
☐ 19/04/2017	19/04/2017		3,976.90	1,234.00			

> 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 information for a different date range
> Click on a row to view the Transaction Details in a pop-up window. If a transaction has a voucher image attached to it, you can view the image by selecting the View Images link.
> Right-click on a row to Request a Transaction Details Report
> Use **Settings** to save the View and Group selected

Account Activity Columns

COLUMN	DESCRIPTION
Post Date	The date the transaction is posted to an account.
Value Date	Value date is the payment or collection date. When value date is different from the post date, interest is calculated based on the value date.
Debits	Debit amount of the transaction.
Credits	Credit amount of the transaction.
Running Balance	Balance in the account after a transaction is posted. **NOTE:** This will only be displayed for certain types of foreign currency accounts.
Narrative	Transaction narrative/description.
Tran Type	Transaction short description.
Swift Code	Swift code of the transaction.
BAI Code	BAI code of the transaction.
Bank Reference	Bank reference of the transaction.
Customer Reference	Customer reference of the transaction.
Voucher Image	Indicates if voucher images are available for the transaction, e.g. cheque images.
SWIFT message	Indicates if an inbound SWIFT message is available for the transaction.

Balance Summary Tab

The Balance Summary tab provides the daily balance summary for an account.

Date	Opening Available...	Available	Opening Ledger B...	Ledger	Total Debits	Total Debit Amount	Total Credits
17/10/2016	434,340.00	24,562.00	434,340.00	24,562.00	2	410,000.00	

> 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 information for a different balance date
> Click a row to view the Account Activity tab where transactions for the selected date will be displayed

Balance Summary Columns

COLUMN	DESCRIPTION
Date	Balance date of the account.
Opening Available Balance	The previous day account closing available balance (without overdraft limit).
Available Balance	The available balance within the current day (without overdraft limit).
Opening Ledger Balance	The previous day account ledger closing balance including cleared and uncleared funds.
Ledger Balance	The current day account ledger balance including cleared and uncleared funds.
Total Debits	Number of debit transactions in the account for each posting date.
Total Debit Amount	Sum of all debits in the account for each posting date.
Total Credits	Number of credit transactions in the account for each posting date.
Total Credit Amount	Sum of all credits in the account for each posting date.
Debit Interest Rate	If available, the debit interest rate applied to the account if the account has a debit balance.
Accrued Debit Interest	If available, the debit interest payable by the account.
Credit Interest Rate	If available, the credit interest rate applied to the account if the account has a credit balance.
Accrued Credit Interest	If available, the credit interest payable to the account.
Overdraft Limit	Overdraft limit of the account.

Returned Items Tab

The Returned Items tab displays information for transactions that have been returned from a corresponding bank.

This information includes:
> Cheques deposited in the account that have not been paid by drawer's bank
> Debits or credits that have been initiated electronically which could not be processed by receiving bank

Note that Returned Items are only available for Australian domiciled AUD accounts.

> The transaction totals for **Total Return Credits**, **Total Return Debits** and **Total Cheques** are displayed at the bottom right of the screen
> 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 information for a different balance date

Returned Items Columns

COLUMN	DESCRIPTION
Date	Date that the item was initially submitted/lodged.
Reference	Reference as initially submitted.
Deposit Amount	Total amount of the original deposit.
Debits	Returned debit amount.
Return Date	Date item was returned by Drawer's financial institution.
Credit	Returned credit amount.
Type	Type of transaction, e.g. Return Credit, Return Debit or Cheque.
Account Name	Client account name.
Account Number	Client account number.
Cheque Number	Cheque serial number.
Remitter	Name of remitter as initially submitted.
DE User ID	Direct Entry User Identification number under which returned item was lodged.
Return Reason	Reason for the returned item.

TRANSACTION SEARCH

Menu > Accounts > Transaction Search

The Transaction Search screen allows you to perform advanced searches for account transactions using a combination of different criteria.

> 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
> 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 Transaction Details in a pop-up window. If a transaction has a voucher image attached to it, you can view the image by selecting the View Images link.
> Right-click on a row to Request a Transaction Details Report

Transaction Search Fields

Select the **Advanced Search** button to display or hide the search criteria fields. To complete any type of search, an **Account** or **Post Date** must be specified. Searches on fields that are left blank will return all available data for that field.

FIELD	DESCRIPTION
Accounts	Add an account to your search criteria. Clicking on the search filter will enable you to choose from the following options: > **Equal To** - enter one or more accounts to add to the search > **Not Equal To** - enter one or more accounts to exclude from the search To add accounts, use one of the following methods: 1. Click the Search Accounts button to display the Add Accounts pop-up window. Select the accounts to include in the search criteria and click on the Add button. 2. Add accounts directly into the Accounts field by placing the mouse cursor in field and typing any part of the account name, BSB or number
Amount	Add an amount or amount range to your search criteria. Clicking on the search filter will enable you to choose from the following options: > **Equal To** - enter an amount to add to the search > **Not Equal To** - enter an amount to exclude from the search > **Greater Than** - search for an amount that is greater than this amount > **Less Than** - search for an amount that is less than this amount > **Between** - search for an amount between these two amounts
Narrative	Add a narrative to your search criteria. Clicking on the search filter will enable you to choose from the following options: > **Like** - enter any part of the narrative. The search will return results that contain the search string

FIELD	DESCRIPTION
	entered. > **Equal To** - enter a narrative to add to the search > **Not Equal To** - enter a narrative to exclude from the search
Post Date	Add a post date or post 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 post date from a calendar to add to the search > **Date Range** - search for a post 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 Leave this field blank to search all available dates within the last 15 months.
Value Date	Add a value date or value 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 value date from a calendar to add to the search > **Date Range** - search for a value 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
Customer Reference	Add a customer reference to your search criteria. Clicking on the search filter will enable you to choose from the following options: > **Like** - enter any part of the customer reference. The search will return results that contain the search string entered. > **Equal To** - enter a customer reference to add to the search > **Not Equal To** - enter a customer reference to exclude from the search
Bank Reference	Add a bank reference to your search criteria. Clicking on the search filter will enable you to choose from the following options: > **Like** - enter any part of the bank reference. The search will return results that contain the search string entered. > **Equal To** - enter a bank reference to add to the search > **Not Equal To** - enter a bank reference to exclude from the search
Transaction Type	Add a transaction type to your search criteria. Clicking on the search filter will enable you to choose from the following options: > **Equal To** - enter one or more transaction types to add to the search > **Not Equal To** - enter one or more transaction types to exclude from the search To add transaction types, use one of the following methods: 1. Click the Search Transaction Types button to display the Add Transaction Types pop-up window. Select the transaction types to include in the search criteria and click on the Add button. 2. Add transaction types directly into the Transaction Types field by placing the mouse cursor in the Transaction Types field and typing any part of the transaction type
BAI Code	Add a BAI code to your search criteria. Clicking on the search filter will enable you to choose from the following options: > **Equal To** - enter one or more BAI codes to add to the search > **Not Equal To** - enter one or more BAI codes to exclude from the search To add BAI Codes, use one of the following methods: 1. Click the Search BAI Codes button to display the Add BAI Codes pop-up window. Select the BAI Codes to include in the search criteria and click on the Add button. 2. Add BAI Codes directly into the BAI Code field by placing the mouse cursor in the BAI Code field and typing any part of the BAI Code.
Swift Code	Add a swift code to your search criteria. Clicking on the search filter will enable you to choose from the following options:

FIELD	DESCRIPTION
	> **Equal To** - enter one or more swift codes to add to the search > **Not Equal To** - enter one or more swift codes to exclude from the search To add swift codes, use one of the following methods: 1. Click the Search Swift Codes button to display the Add Swift Codes pop-up window. Select the Swift Codes to include in the search criteria and click on the Add button. 2. Add swift codes directly into the Swift Codes field by placing the mouse cursor in the Swift Codes field and typing any part of the swift code.
Credits/Debits	Search for Credit or Debit transactions, or Both.
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

Transaction Search Result Columns
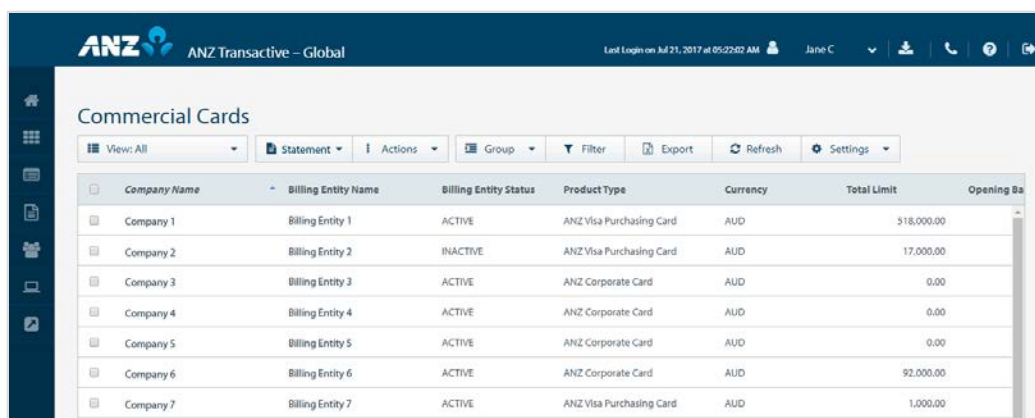
COLUMN	DESCRIPTION
Post Date	The date the transaction is posted to an account.
Value Date	The payment or collection date. When the value date is different from the Post Date, interest is calculated based on the value date.
Customer Reference	Customer reference of the transaction.
Swift Code	Swift code of the transaction.
BAI Code	BAI code of the transaction.
Transaction Type	Transaction short description.
Narrative	Transaction narrative.
Company	Legal Entity that owns the account and to which the transaction belongs.
Account Number	The account number[6] to which the transaction is posted.
Account Name	The account name[6] to which the transaction is posted.
Currency	Currency code of the transaction.
Debit Amount	Debit transaction amount.
Credit Amount	Credit transaction amount.

[6] Users logging into ANZ Transactive – Global using only a password (non-Tokens/Smartcards/Smart USB Keys users) will have the Account Number and Account Name masked for accounts domiciled in restricted countries (including Singapore, Hong Kong, China, Philippines, Cambodia, Taiwan, Vietnam and Japan) due to compliance and regulatory requirements. Such users are able to view these accounts provided they log in using 2 factor authentication (Tokens/Smartcards/Smart USB Keys).

COMMERCIAL CARDS

Menu > Accounts > Commercial Cards

The Commercial Cards screen provides you with a summary of all your registered Billing Entities.

The **Total Limits** (sum of total limits), **Total Opening Balance** (sum of total opening balances) and the **Total Available Funds** (sum of total available funds) for all Billing Entities are available at the bottom right of the screen.

> 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 Billing Entities saved in one of your folders
> Create and manage folders containing Billing Entities that you want to view from the **Actions** menu
> Set a Reference Currency through **Settings** to convert the amounts displayed in Total Limits, Total Opening Balance and Total Available Funds
> Use **Settings** to save the View and Group selected
> Click on a row to view the details screen
> Right-click on a row to Request Electronic Statement, View Card Summary, Account Activity, Outstanding Authorisations, Declined Transactions, Balance Summary, Create a New Service Request or move the Billing Entity to a folder you have created

NOTE: The exchange rate used to convert balances is indicative only.

Commercial Cards Columns

COLUMN	DESCRIPTION
Company Name	The registered company name for the billing entity.
Billing Entity Name	Registered billing entity name.
Billing Entity Number	Registered billing entity number.
Billing Entity Status	The billing entity status; Active, Inactive or Closed.
Product Type	The product type of the billing entity; ANZ Corporate Card, ANZ Visa Purchasing, ANZ Travel Account or ANZ Virtual Card.
Currency	The currency of the billing entity.
Total Limit	The total credit limit available for the billing entity.
Opening Balance	The total outstanding balance of the billing entity as at the close of the period from the previous day
Available Funds	The available funds for the billing entity.
Last Updated	The date and time of the last screen refresh; details on screen are correct as per this date and time stamp.
Minimum Payment Due	The minimum payment that is required to be paid by the Payment Due Date for the billing entity (combination of overdue/over limit and minimum amount due).
Payment Due Date	The due date of the next payment for the billing entity.

Billing Entity Details

Menu > Accounts > Commercial Cards > Select Billing Entity

The Billing Entity Details screen provides information for the billing entity selected from the Commercial Cards list.

The top of the screen displays billing entity information including the billing entity name, number, status, total limit, opening balance (the closing balance of the billing entity from the previous day) and available funds (in real time).

The billing entity details screen has five tabs: Card Summary, Balance Summary, Account Activity, Outstanding Authorisations and Declined Transactions.

Use the **Statement** menu to request an [Electronic Statement.](#)

Card Summary Tab

The Card Summary tab provides you with a summary of all the cards linked to a Billing Entity.
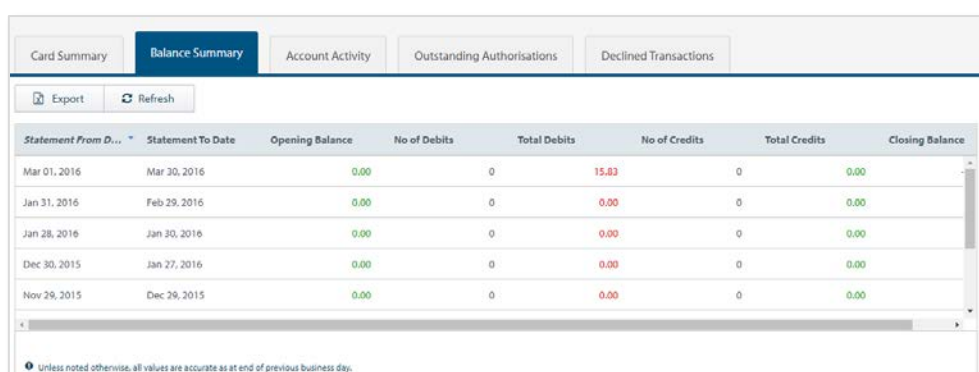
> Use the **Control Bar** to quickly and easily access key task. See the Getting Started User Guide for full details.
> Change the **View** menu to display Active, Closed or Lost/Stolen cards
> Use **Settings** to save the View and Group selected
> Click on a row to view Account Activity tab where posted transactions for the card selected will be displayed
> Right-click on a row to [Request Electronic Statement](#), View Account Activity, View Outstanding Authorisations, View Declined Transactions, replace, cancel or change the card limit

Card Summary Columns

COLUMN	DESCRIPTION
Card Number	The number on the card.
Cardholder Name	The name of the person to whom the card is issued.
Card Status	The card status; Active, Closed or Lost/Stolen.
Currency	The currency of the card.
Spend Cap	The monthly spend limit of the card for each statement cycle.
Transaction Limit	The maximum amount allowable per transaction.
ATM Limit	The maximum amount that can be withdrawn from the card via an ATM.
Over the Counter Limit	The maximum amount that can be withdrawn from the card over the counter at a bank or at another financial agency.
Last Updated	The date and time of the last screen refresh; details on screen are correct as per this date and time stamp.
Opening Balance	The total outstanding balance of the card as at the close of the period from the previous day.
Available Funds	The available funds for the card.
Open Date	The date the card was opened.
Close Date	The date the card was closed.

Balance Summary Tab

The Balance Summary tab lists the balance summaries of a Billing Entity for statement periods.

Click on a row to view the Account Activity tab where posted transactions for the card selected will be displayed.

Balance Summary Columns

COLUMN	DESCRIPTION
Statement From Date	The first day of the billing cycle that the balance relates to.
Statement To Date	The last day of the billing cycle that the balance relates to.
Opening Balance	The opening balance of the card for the statement period.
No of Debits	The total number of debits that were posted from the card.
Total Debits	The sum of the debits that were posted from the card.
No of Credits	The total number of credits that were posted to the card.
Total Credits	The sum of the credits that were posted to the card.
Closing Balance	The closing balance of the card for the statement period.

Account Activity Tab

The Account Activity tab gives you a detailed view of your card transactions.

> Use the **Control Bar** to quickly and easily access key task. See the Getting Started User Guide for full details.
> Change the **View** to display information for a different date range. If you have selected a card from the Card Summary tab, the view will default to Card Level. To view all account activity for the billing entity, select Billing Entity Level.
> Click on a row to view the Transaction Details in a pop-up window

Account Activity Columns

COLUMN	DESCRIPTION
Post Date	The date the transaction was finalised and posted to the card.
Transaction Date	The date the transaction occurred.
Card Number	The number on the card.
Cardholder Name	The name of the person to whom the card is issued.
Merchant Name	The wholesaler or retailer who processed the transaction.
Merchant Location	The location where the merchant is located and where the transaction took place.
Debit	The total amount debited from the card.
Credit	The total amount credited to the card.
Merchant Group	The merchant group the merchant belongs to.

Outstanding Authorisations Tab

The Outstanding Authorisation tab gives you a detailed view of the outstanding authorisations for all cards belonging to a billing entity. An outstanding authorisation, or a pending transaction, may occur when the merchant does not process the transaction immediately or the amount processed to a card is different to the amount of the authorisation.

> Use the **Control Bar** to quickly and easily access key task. See the Getting Started User Guide for full details.
> Change the **View** to display information at Billing Entity or Card level

Outstanding Authorisations Columns

COLUMN	DESCRIPTION
Transaction Date	The date the transaction occurred.
Card Number	The number on the card.
Cardholder Name	The name of the person to whom the card is issued.
Merchant Name and Location	The wholesaler or retailer who processed the transaction and the location where the merchant is located.
Debit	The total amount debited from the card.
Credit	The total amount credited to the card.
Authorisation Code	The authorisation code that is sent at the time of the transaction from the bank to either authorise or decline a sale.
Transaction Status	The status of the transaction.
Merchant Group	The merchant group the merchant belongs to.

Declined Transactions Tab

The Declined Transactions tab gives you a detailed view of the declined transactions for all cards belonging to a Billing Entity.

> Use the **Control Bar** to quickly and easily access key task. See the Getting Started User Guide for full details
> Change the **View** to display information at Billing Entity or Card level

Declined Transactions Columns

COLUMN	DESCRIPTION
Transaction Date and Time	The date the transaction occurred.
Card Number	The number on the card.
Cardholder Name	The name of the person to whom the card is issued.
Merchant Name and Location	The wholesaler or retailer who processed the transaction and the location where the merchant is located.
Debit	The total amount debited from the card.
Credit	The total amount credited to the card.
Merchant Group	The merchant group the merchant belongs to.
Decline Reason	The reason the transaction was declined, for example; Card Expiry Error, Insufficient Funds, PIN Error, Card Daily limit exceeded, Merchant Category Code (MCC) amount greater than limit.

COMMERCIAL CARDS SEARCH

Menu > Accounts > Commercial Cards Search

The Commercial Cards Search screen allows you to perform advanced searches for card transactions using a combination of different criteria.

> > 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
> > 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 Transaction Details in a pop-up window

Commercial Cards Search Fields

Select the **Advanced Search** button to display or hide the search criteria fields. To complete any type of search, a **Billing Entity Number** and **Transaction Date** must be specified. Searches on fields that are left blank will return all available data for that field.

FIELD	DESCRIPTION
Billing Entity Number*	To add billing entity numbers 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 entity numbers to include in the search criteria and click on the Add button. 2. Add billing entity numbers directly into the Billing Entity Number field by placing the mouse cursor in the field and typing any part of the billing entity name or number
Card Number	To add card numbers to your search criteria, click on the Search Card Number button to display the Add Card Number pop-up window. Select the card numbers to include in the search criteria and click on the Add button. **Note**: You can only search by Card Numbers when a single Billing Entity Number is entered into the Billing Entity Number field.
Merchant Category Code	Add a merchant category code to your search criteria. Clicking on the search filter will enable you to choose from the following options: > **Equal To** - enter one or more merchant category codes to add to the search > **Not Equal To** - enter one or more merchant category codes to exclude from the search To add merchant category codes, use one of the following methods: 1. Click on the Search Merchant Code button to display the Add Merchant Category Code pop-up window. Select the merchant category codes to include in the search criteria and click on the Add button. 2. Add merchant category codes directly into the Merchant Category Code field by placing the mouse cursor in the field and typing any part of the merchant category code

FIELD	DESCRIPTION
Merchant Group	Add a merchant group to your search criteria. Clicking on the search filter will enable you to choose from the following options: > **Equal To** - enter one or more merchant groups to add to the search > **Not Equal To** - enter one or more merchant groups to exclude from the search To add merchant groups, use one of the following methods: 1. Click on the Search Merchant Group button to display the Add Merchant Group pop-up window. Select the merchant groups to include in the search criteria and click on the Add button. 2. Add merchant groups directly into the Merchant Group field by placing the mouse cursor in the field and typing any part of the merchant group
Merchant Name	Add a merchant name to your search criteria. Clicking on the search filter will enable you to choose from the following options: > **Like** - enter any part of the merchant name. The search will return results that contain the search string entered. > **Equal To** - enter a merchant name to add to the search > **Not Equal To** - enter a merchant name to exclude from the search
Merchant Location	Add a merchant location to your search criteria. Clicking on the search filter will enable you to choose from the following options: > **Like** - enter any part of the merchant location. The search will return results that contain the search string entered. > **Equal To** - enter a merchant location to add to the search > **Not Equal To** - enter a merchant location to exclude from the search
Post Date	Add a post date or post 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 post date from a calendar to add to the search > **Date Range** - search for a post 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
Transaction Date*	Add a transaction date or transaction 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 transaction date from a calendar to add to the search > **Date Range** - search for a transaction 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
Transaction Currency	Search for ALL currencies or a specific currency that you can select from the list.
Billing Amount	Add a billing amount or billing amount range to your search criteria. Clicking on the search filter will enable you to choose from the following options: > **Equal To** - enter an amount to add to the search > **Not Equal To** - enter an amount to exclude from the search > **Greater Than** - search for an amount that is greater than this amount > **Less Than** - search for an amount that is less than this amount > **Between** - search for an amount between these two amounts
Credits/Debits	Search for Credits Only, Debits Only or Both.
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.

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FIELD	DESCRIPTION
	> To save a search, click on **Save Search** in the control bar

* Mandatory fields

Commercial Cards Search Result Columns

COLUMN	DESCRIPTION
Billing Entity Number	Registered billing entity number.
Billing Entity Name	Registered billing entity name.
Post Date	The date the transaction was finalised and posted to the card.
Transaction Date	The date the transaction occurred.
Card Number	The number on the card.
Cardholder Name	The name of the person to whom the card is issued.
Debit	The total amount debited from the card.
Credit	The total amount credited to the card.
Billing Amount	The total amount charged for the transaction.
Billing Currency	The currency of the billing entity.
Transaction Amount	The total amount of the transaction.
Transaction Currency	The currency of the transaction.
Merchant Name	The wholesaler or retailer who processed the transaction.
Merchant Location	The location where the merchant is located and where the transaction took place.
Merchant Group	The merchant group the merchant belongs to.
Merchant Category Code	A merchant category code (MCC) is a four-digit number assigned to your business to accept credit cards as a form of payment.
Overseas Transaction Fee	Fee charged on Australian dollar transactions where the merchant or financial institution accepting the transaction is located overseas.
ATM Operator Fee	The charge issued by banks and interbank networks for the use of their automated teller machines (ATMs).
Estimated GST Amount	The estimated GST amount for purchases.
Authorisation Code	The authorisation code that is sent at the time of the transaction from the bank to either authorise or decline a sale.

NOSTRO ACCOUNTS

Menu > Accounts > Nostro Accounts

The Nostro Accounts screen provides you with details of your Nostro accounts.

The **Total Opening Balance** and **Total Current Balance** for all accounts are available at the bottom right of the screen.

> 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 accounts saved in one of your folders
> Create and manage folders containing accounts that you want to view from the **Actions** menu
> Set a Reference Currency through **Settings** to convert the amounts displayed in Total Opening Balance and Total Current Balance.
> Use **Settings** to save the View and Group selected
> Click on a row to view the details screen
> Right-click a row to View Account Activity, View Balance Summary, View Real Time Payments, View Liquidity Report, Request Account Statement, Request Balance Summary, Request Account Summary or to move the account to a folder

NOTE: The exchange rate used to convert balances is indicative only.

Nostro Accounts Columns

COLUMN	DESCRIPTION
Post Date	The date the transaction is posted to an account.
Value Date	The payment or collection date. When the value date is different from the Post Date, interest is calculated based on the value date.
Account Number	Registered account number.
Account Name	Registered account name.
Last Transaction Time	Date and time of last transaction for the account.
Current Balance	Current balance available for the account. **NOTE:** If a previous date is selected from Choose Balance Date in the Actions menu, the Current Balance column name will change to Closing Balance.
Balance Date & Time	Current Balance date and time.
Currency	Currency code of the account.
Opening Balance	Start of day balance of the account for the balance date.
Type	Type of Account, i.e. Nostro.
Country	Name of the country in which the account is domiciled.
Indicative Exchange Rate	The indicative conversion rate between the user Set Reference Currency and the account currency.
Company	Company name to which the account belongs.

Nostro Accounts Details

Menu > Accounts > Nostro Accounts > select account

The Nostro Accounts Details screen provides information for the account selected from the Nostro Accounts list.
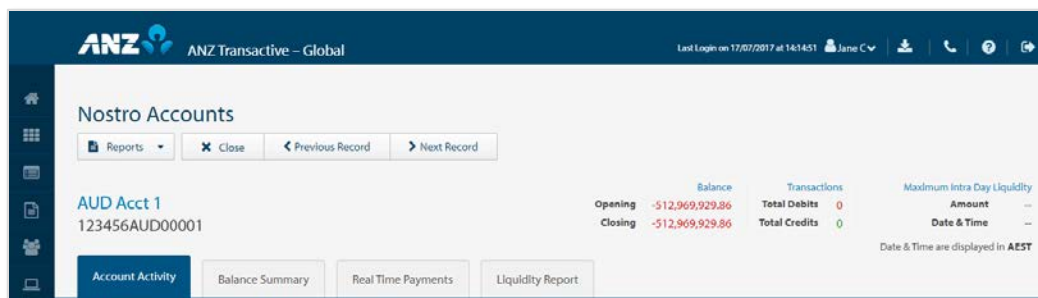
The top of the screen displays the account number, currency and name. It also shows the following information for the date selected:

FIELD	DESCRIPTION
Opening Balance	Start of day balance of the account. If a date range has been selected, this will be the opening balance of the date range.
Current Balance	Current balance of the account. If a date range has been selected, this will be the closing balance on the last day of the date range.
Total Debits	Number of debits on the account today
Total Credits	Number of credits on the account today
Maximum Intra Day Liquidity Amount	The highest daily overdraft position
Maximum Intra Day Liquidity Date & Time	Date and time in reference to when amount was generated

The Nostro Accounts Details screen has four tabs: Account Activity, Balance Summary, Real Time Payments and Liquidity Report.

Use the **Reports** menu to request the following reports:
> Account Statement Report
> Balance Summary Report
> Account Summary Report

Account Activity Tab

The Account Activity tab provides you with a detailed view of your Nostro account transactions.
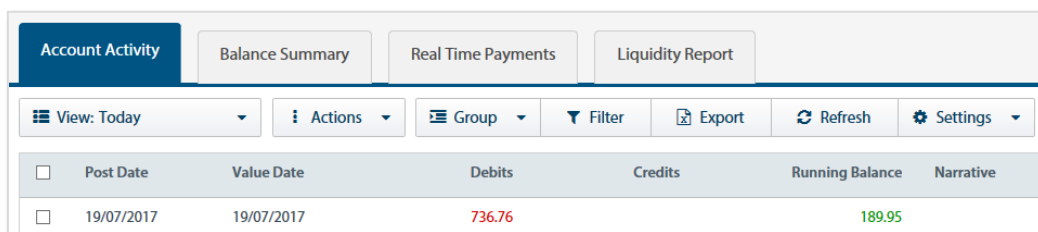
NOTE: When the date selected is Today, SWIFT messages relating to transactions will not be available. To view the SWIFT messages, go to the Real Time Payments tab.

> 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 information for a different date range
> Use **Settings** to save the View and Group selected
> Click on a row to view the Transaction Details in a pop-up window
> Right-click on a row to Request Transaction Details Report, Create Enquiry or View Enquiries

Account Activity Columns

COLUMN	DESCRIPTION
Value Date	Payment or collection date for the transaction.
Post Date	The date the transaction is debited/credited.
Debits	Debit amount for the transaction.
Credits	Credit amount for the transaction.
Reference	Transaction Reference.
Narrative	Transaction narrative.
Running Balance	Balance on the account after this transaction (only available when Date is Today).
Time Processed	Time that the transaction was processed (only available when Date is Today).
SWIFT MT	Type of swift message, e.g. MT 202. Clicking on this will display transaction details and details of the underlying SWIFT message if available (not available when Date is Today).
Transaction Type	Transaction Type, i.e. MSC (not available when Date is Today).
Voucher Image	Indicates if voucher images are available for the transaction. To display the voucher, select the transaction to open the Transaction Details window and click on the Voucher Images hyperlink.

Balance Summary Tab

The Balance Summary tab lists the daily balance summary for an account.

Change the **View** to display information for a different balance date

Balance Summary Columns

COLUMN	DESCRIPTION
Date	Account balance date.
Statement Balance	Account balance as of <Date>.
Adjusted Balance	The balance adjusted to reflect the debits and credits moving in and out of the account. Takes into account transactions that have been back value dated or forward value dated.
Total Debits	Number of debits in the account on a date.
Total Credits	Number of credits in the account on a date.
Total Debit Amount	Sum of all debits in the account on a date.
Total Credit Amount	Sum of all credits in the account on a date.
Maximum Intra Day Liquidity	The highest daily overdraft position.
Maximum Intra Day Time	The date and time an amount was generated.

Real Time Payments Tab

The Real Time Payments tab lists the current day real time SWIFT payments made to the selected account.

> 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 information for a different date range
> Click on a row to view details of the underlying SWIFT message

Real Time Payments Columns

COLUMN	DESCRIPTION
Time Processed	Time the payment was processed. **NOTE:** The Time Processed in the Account Activity screen may differ from Time Processed in Real Time Payments screen because information may be sourced from different bank systems. If there is a difference, the Account Activity time should be taken as the official time processed.
Reference	Transaction reference.
SWIFT MT	Type of swift message, e.g. MT 202.
Debit Amount	Amount debited.
Credit Amount	Amount credited.

Liquidity Report Tab

The Liquidity Report tab displays prior day transactions made into the account detailing the time stamp and running balance.

NOTE: The data retention period is 70 days.

> 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 information for a different date range

Liquidity Report Columns

COLUMN	DESCRIPTION
Transaction Detail/Reference	Transaction Reference
Time Processed	The time the transaction was processed
Debit Amount	Debit transaction amount
Credit Amount	Credit transaction amount
Running Balance	The balance in the account after a particular transaction

NOSTRO ACCOUNTS SEARCH

Menu > Accounts > Nostro Accounts Search

This screen allows you to perform a search for Nostro account transactions using a combination of different criteria.

- > 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
- > Use the **Save** button to save a search for future use
- > Use **Settings** to save the View and Group selected
- > Click on a row to view the Transaction Details in a pop-up window
- > Right-click on a row to [Request Transaction Details](#), Create Enquiry or View Enquiries

Search Fields

Select the **Advanced Search** button to display or hide the search criteria fields. To complete any type of search an **Account** or **Post Date** must be specified. Searches on fields that are left blank, will return all available data for that field.

FIELD	DESCRIPTION
Accounts	Add an account to your search criteria. Clicking on the search filter will enable you to choose from the following options: > **Equal To** - enter one or more accounts to add to the search > **Not Equal To** - enter one or more accounts to exclude the search To add accounts, use one of the following methods: 1. Click the Search Accounts button to display the Add Accounts pop-up window. Select the accounts to include in the search criteria and click on the Add button. 2. Add accounts directly into the Accounts field by placing the cursor in the Accounts field and typing any part of the account name, BSB or number.
Value Date	Add a value date or value 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 value date from a calendar to add to the search > **Date Range** - search for a value 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
Post Date	Add a post date or post 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 post date from a calendar to add to the search > **Date Range** - search for a post date that is between the "From" and "To" entered into the search fields

FIELD	DESCRIPTION
	> **Rolling Dates** - choose from Yesterday, Week to Yesterday, Previous Week, Month to Yesterday and Previous Month.
Transaction Amount	Add a transaction amount or transaction amount range to your search criteria. Clicking on the search filter will enable you to choose from the following options: > **Equal To** - enter an amount to add to the search > **Not Equal To** - enter an amount to exclude from the search > **Greater Than** - search for an amount that is greater than this amount > **Less Than** - search for an amount that is less than this amount > **Between** - search for an amount between these two amounts
Reference	Add a reference to your search criteria. Clicking on the search filter will enable you to choose from one of the following options: > **Like** - enter any part of the reference. The search will return results that contain the search string entered. > **Equal To** - enter a reference to add to the search > **Not Equal To** - enter a reference to exclude from the search
Narrative	Add a narrative to your search criteria. Clicking on the search filter will enable you to choose from the following options: > **Like** - enter any part of the narrative. The search will return results that contain the search string entered. > **Equal To** - enter a narrative to add to the search > **Not Equal To** - enter a narrative to exclude from the search
Transaction Type	Add a transaction type to your search criteria. Clicking on the search filter will enable you to choose from the following options: > **Equal To** - enter one or more transaction types to add to the search > **Not Equal To** - enter one or more transaction types to exclude from the search. To add transaction types, use one of the following methods: 1. Click the Search Transaction Types button to display the Add Transaction Types pop-up window. Select the transaction types to include in the search criteria and click on the Add button. 2. Add transaction types directly into the Transaction Types field by placing the mouse cursor in the Transaction Types field and typing any part of the transaction type
SWIFT MT	Add a Swift MT to your search criteria. Clicking on the search filter will enable you to choose from the following options: > **Equal To** - enter one or more Swift MT's to add to the search > **Not Equal To** - enter one or more Swift MT's to exclude from the search To add swift MT's, use one of the following methods: 1. Click on the Search SWIFT MT's button to display the Add Swift MT's pop-up window. Select the Swift MT's to include in the search criteria and click on the Add button. 2. Add Swift MT's directly into the Swift MT field by placing the mouse cursor in the Swift MT field and typing any part of the Swift MT.
Credits/Debits	Search for Credit or Debit transactions, or Both.
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 the **Save Search** button in the control bar

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Nostro Accounts Search Columns

COLUMN	DESCRIPTION
Account Number	Registered account number.
Value Date	Value Date for the transaction.
Post Date	Post Date for the transaction.
Reference	Transaction Reference.
Narrative	Transaction narrative.
Transaction Type	Transaction Type, e.g. 100.
SWIFT MT	Type of swift message, e.g. MT 202. Clicking on this will display transaction details and details of the underlying SWIFT message if available (not available when Date is Today).
Debits	Debit amount for the transaction.
Credits	Credit amount for the transaction.
Currency	Currency code of the transaction.

DEPOSITS

Menu > Accounts > Deposits

The Deposits screen provides you with a comprehensive view of your term deposits. Note that term deposit reporting is only available for Asia domiciled term deposits in specific Asian markets.

The **Total Principle** and **Total At Maturity** are applicable for outstanding deposits and are available at the bottom right of the screen.

> 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 Outstanding, Rolled Over or Matured deposits or to display deposits saved in one of your folders
> Create and manage folders containing deposits that you want to view from the **Actions** menu
> Set a Reference Currency through **Settings** to convert the information displayed in Exchange Rate column as well as the Total Principle and Total At Maturity
> Use **Settings** to save the View and Group selected
> Click on a row to view the details screen
> Right-click on a row to View Deposit Details, View Deposits History, Request Deposit Summary or to move the deposit to a folder that you have created.

NOTE: The exchange rate used to convert balances is indicative only.

Deposits Columns

COLUMN	DESCRIPTION
Deposit Name	Registered deposit name.
Deposit Number	Deposit number.
Currency	Currency code of the term deposit.
Balance Date	The last updated date for the deposit.
Deposit Date	The date on which the deposit was made.
Principal Amount	The initial sum used to open the deposit.
Interest Rate	The interest rate at which the deposit is held.
Maturity Date	The date the deposit is due to mature.
Maturity Amount	Total amount yielded by the deposit at the end of the term.
Exchange Rate	The indicative rate of the account currency to your preferred currency as set under Set Reference Currency.
Status	The status of the deposit - Outstanding, Rolled Over or Matured.
Company	The company the deposit is registered to.
Country	The country in which the deposit is domiciled.
Bank	The name of the bank holding the term deposit.

Deposit Details

Menu > Accounts > Deposits > select Deposit

The Deposit Details screen provides you with a detailed summary and history of a deposit. The Deposit Details screen contains Deposit Details and Deposit History tabs.

Use the **Reports** menu to Request Deposit Summary Report.

Deposit Details Tab

This gives you a detailed view of a deposit. The fields that are visible are based on the country your account is domiciled in.
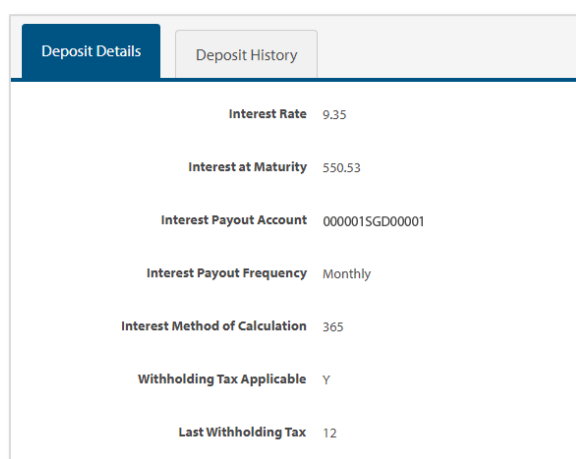
FIELD	DESCRIPTION
Interest Rate	Interest rate at which the deposit is held.
Interest at Maturity	Interest amount yielded at the end of the term.
Interest Payout Account	Account to which the interest is paid out.
Interest Payout Frequency	Frequency at which the interest from the deposit is paid.
Interest Method of Calculation	Interest calculation method, either 360 or 365 days.
Withholding Tax Applicable	Yes (Y) or No (N).
Last Withholding Tax	Latest withholding tax amount deducted.
Maturity Details	Instructions to bank on maturity of the deposit.

Deposit History Tab

This gives you the history of your deposit.

Change the **View** to display information for a different date range

Deposit History Columns

COLUMN	DESCRIPTION
Date	Date of the deposit.
Balance	Principal balance of the deposit on a date.
Interest Paid to Date	Interest paid for the deposit.
Withholding Tax	Withholding Tax deducted.

DEPOSITS SEARCH

Menu > Accounts > Deposits Search

The Deposits Search screen allows you to perform advanced searches for deposits using a combination of different criteria. Term deposit reporting is only available for Asia domiciled term deposits in specific Asian markets.

> 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
> 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 Transaction Details in a pop-up window
> Right-click on a row to Request Deposit Summary Report

Deposits Search Fields

Select the **Advanced Search** button to display or hide the search criteria fields. To complete any type of search a **Deposit Number** or **Deposit Date** must be specified. Searches on fields that are left blank will return all available data for that field.

FIELD	DESCRIPTION
Deposit Number	Add a deposit number to your search criteria. Clicking on the search filter will enable you to choose from the following options: > **Equal To** - enter one or more deposit numbers to add to the search > **Not Equal To** - enter one or more deposit numbers to exclude from the search Search by deposit number. To add a deposit, use one of the following methods: 1. Click the Search Deposit Number button to display the Add Deposits pop-up window. Select the deposits to include in the search criteria and click on the Add button. 2. Add deposits directly into the Deposit Number field by placing the mouse cursor in the Deposit Number field and typing any part of the deposit number.
Deposit Date	Add a deposit date or deposit 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 deposit date from a calendar to add to the search > **Date Range** - search for a deposit 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
Principal Amount	Add a principal amount or principal amount range to your search criteria. Clicking on the search filter will enable you to choose from the following options: > **Equal To** - enter an amount to add to the search > **Not Equal To** - enter an amount to exclude from the search > **Greater Than** - search for an amount that is greater than this amount

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FIELD	DESCRIPTION
	> **Less Than** - search for an amount that is less than this amount > **Between** - search for an amount between these two amounts
Currency	Add a currency to your search criteria. Clicking on the search filter will enable you to choose from the following options: > **Equal To** - enter a currency to add to the search > **Not Equal To** - enter a currency to exclude from the search > **In** - search for multiple currencies. If you add more than one currency to this field, this option will automatically be set.
Maturity Date	Add a maturity date or maturity 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 maturity date from a calendar to add to the search > **Date Range** - search for a maturity 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
Maturity Amount	Add a maturity amount to your search criteria. Clicking on the search filter will enable you to choose from the following options: > **Equal To** - enter an amount to add to the search > **Not Equal To** - enter an amount to exclude from the search > **Greater Than** - search for an amount that is greater than this amount > **Less Than** - search for an amount that is less than this amount > **Between** - search for an amount between these two amounts
Status	Add a deposit status to your search criteria. Clicking on the search filter will enable you to choose from the following options: > Outstanding > Rolled Over > Matured
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 the **Save Search** button in the control bar

Deposits Search Result Columns

COLUMN	DESCRIPTION
Deposit Number	Term deposit number.
Deposit Date	The date on which the deposit was made.
Maturity Date	The date on which the deposit is due to mature.
Principal Amount	The starting balance of the deposit.
Maturity Amount	Total balance yielded by the deposit at the end of the term.
Currency	Currency code of the deposit.
Company	Company to which the deposit belongs.
Status	Deposit status: Outstanding, Rolled Over or Matured.
Interest Rate	Interest rate at which the deposit is held.
Bank	Name of the bank holding the deposit.

REQUEST REPORTS

If you have requested to generate a report in the Accounts section, you will be prompted to enter report criteria into a pop-up window. Follow the relevant steps in this section to generate the requested report.

ACCOUNT STATEMENT REPORT

An Account Statement Report provides the daily balances and the detail transaction activity for the selected date ranges. To generate an Account Statement Report from the **Request Account Statement** pop-up window, follow the steps below.

NOTE: This report is not available for the current day.

STEP	ACTION
1	Fill in the criteria for the report:

FIELD	DESCRIPTION
Report Format*	Choose from CSV, XLSX, PDF, MT940, BAI2, Multicash, Statement Files or NZ Statement Files. > If XLSX or PDF is selected, a Group Transactions checkbox will be available. If selected, the transactions for each day will be grouped by debit/credit amount and transaction type. > If CSV or Statement Files is selected, a Generate with additional information checkbox will be available. Select this to generate the report with additional fields. Where there is no additional information available, the value will be set to "".
Report Language	Choose from English, Traditional Chinese, Japanese, Vietnamese, Khmer or Simplified Chinese.
Report Encoding	Only applicable for some report formats. The encoding options available are based on your language selection. Choose from: > English: UTF-8, US-ASCII > Traditional Chinese: Big5, UTF-8 > Japanese: Shift-JIS, 1byte Kana, UTF-8 > Vietnamese: Windows, UTF-8 > Khmer: UTF-8 > Simplified Chinese: GB2312, UTF-8
Report Name	Enter a name for the report (up to 20 characters).
Report Description	Enter a brief description for the report (up to 100 characters).
Show Data For	The date range displayed on the screen will be retained in this field. To specify a different period for which you would like to view report data, choose from one of the following options: > Yesterday > Week to Yesterday (current week, beginning Monday, to yesterday, e.g. if Wednesday, data will include Mon, Tues of current week) > Previous Week (Mon-Sun of previous week) > Month to Yesterday (current month to yesterday, e.g. if Wednesday 3 Dec, will include Dec 1, 2) > Previous Month > Specific Date > Date Range > Last Business Day
Account Statement Header	Available for selection only if XLSX or PDF is used as your report format. The options are: > One Per Day > One Per Date Range
Transaction Code	Available for selection only if MT940 is used as your report format. The options are: > SWIFT Code > BAI Code
Multilingual Narrative	Available for selection only if MT940, BAI2 or MultiCash is used as your report format. Select this checkbox if you wish to enable multilingual narratives (where non-Latin characters are

STEP	ACTION	
		allowed) for your Account Statement Report.
	Value Date Required	Available for selection only if BAI2 is used as your report format.
	*Mandatory field	
2	Click on the **Submit** button. **RESULT:** The report will be created and available at the bottom of your screen, in the Download Centre or in Report Centre > Download Reports.	

ACCOUNT SUMMARY REPORT

An Account Summary Report provides the balance summary of all accounts that are assigned to a user. To generate an Account Summary Report from the **Request Account Summary** pop-up, follow the steps below.

NOTE: This report is not available for the current day.

STEP	ACTION	
1	Fill in the criteria for the report:	
	FIELD	**DESCRIPTION**
	Report Format*	Choose from CSV, PDF or XLSX.
	Report Language	Choose from English, Traditional Chinese, Japanese, Vietnamese, Khmer or Simplified Chinese.
	Report Encoding	Only applicable for some report formats. The Encoding options available are based on your language selection. Choose from: > English: UTF-8, US-ASCII > Traditional Chinese: Big5, UTF-8 > Japanese: Shift-JIS, 1byte Kana, UTF-8 > Vietnamese: Windows, UTF-8 > Khmer: UTF-8 > Simplified Chinese: GB2312, UTF-8
	Report Name	Enter a name for the report (up to 20 characters).
	Report Description	Enter a brief description for the report (up to 100 characters).
	Show Data For	The date range displayed on the screen will be retained in this field. To specify a different period for which you would like to view report data, choose from one of the following options: > Yesterday > Week to Yesterday (current week, beginning Monday, to yesterday, e.g. if Wednesday, data will include Mon, Tues of current week) > Previous Week (Mon-Sun of previous week) > Month to Yesterday (current month to yesterday, e.g. if Wednesday 3 Dec, will include 1 Dec, 2 Dec) > Previous Month > Specific Date > Date Range > Last Business Day
	*Mandatory field	
2	Click on the **Submit** button. **RESULT:** The report will be created and available at the bottom of your screen, in the Download Centre or in Report Centre > Download Reports.	

ANZ

BALANCE SUMMARY REPORT

A Balance Summary Report provides the balance summary of an account across a date range or a particular date. To generate a Balance Summary Report from the **Request Balance Summary** pop-up, follow the steps below.

NOTE: This report is not available for the current day.

STEP	ACTION
1	Fill in the criteria for the report:

FIELD	DESCRIPTION
Report Format*	Choose from CSV, XLSX or PDF.
Report Language	Choose from English, Traditional Chinese, Japanese, Vietnamese, Khmer or Simplified Chinese.
Report Encoding	Only applicable for some report formats. The Encoding options available are based on your language selection. Choose from: > English: UTF-8, US-ASCII > Traditional Chinese: Big5, UTF-8 > Japanese: Shift-JIS, 1byte Kana, UTF-8 > Vietnamese: Windows, UTF-8 > Khmer: UTF-8 > Simplified Chinese: GB2312, UTF-8
Report Name	Enter a name for the report (up to 20 characters).
Report Description	Enter a brief description for the report (up to 100 characters).
Show Data For	The date range displayed on the screen will be retained in this field. To specify a different period for which you would like to view report data, choose from one of the following options: > Yesterday > Week to Yesterday (current week, beginning Monday, to yesterday, e.g. if Wednesday, data will include Mon, Tues of current week) > Previous Week (Mon-Sun of previous week) > Month to Yesterday (current month to yesterday, e.g. if Wednesday 3 Dec, will include Dec 1, 2) > Previous Month > Specific Date > Date Range > Last Business Day

*Mandatory field

STEP	ACTION
2	Click on the **Submit** button. **RESULT:** The report will be created and available at the bottom of your screen, in the Download Centre or in Report Centre > Download Reports.

DEPOSIT SUMMARY REPORT

To request a Deposit Summary Report from the **Request Deposit Summary Report** pop-up, follow the steps below.

NOTE: Only available in specific markets for customers who subscribe to term deposit services.

STEP	ACTION
1	Fill in the criteria for the report:

FIELD	DESCRIPTION
Report Format*	Choose from CSV, PDF or XLSX.
Report Language	Choose from English, Traditional Chinese, Japanese, Vietnamese, Khmer or Simplified Chinese.
Report Encoding	Only applicable for some report formats. The Encoding options available are based on your language selection. Choose from: > English: UTF-8, US-ASCII > Traditional Chinese: Big5, UTF-8 > Japanese: Shift-JIS, 1byte Kana, UTF-8 > Vietnamese: Windows, UTF-8 > Khmer: UTF-8 > Simplified Chinese: GB2312, UTF-8
Report Name	Enter a name for the report (up to 20 characters).
Report Description	Enter a brief description for the report (up to 100 characters).
Show Data For	The date range displayed on the screen will be retained in this field. To specify a different period for which you would like to view report data, choose from one of the following options: > Yesterday > Week to Yesterday (current week, beginning Monday, to yesterday, e.g. if Wednesday, data will include Mon, Tues of current week) > Previous Week (Mon-Sun of previous week) > Month to Yesterday (current month to yesterday, e.g. if Wednesday 3 Dec, will include Dec 1, 2) > Previous Month > Specific Date > Date Range > Last Business Day

*Mandatory field

STEP	ACTION
2	Click on the **Submit** button. **RESULT:** The report will be created and available at the bottom of your screen, in the Download Centre or in Report Centre > Download Reports.

NET POSITION REPORT

To generate a Net Position Report from the **Request Net Position Report** pop-up window, follow the steps below.

NOTE: This report is not available for the current day.

STEP	ACTION
1	Enter your criteria for generating the Report:

FIELD	DESCRIPTION
Report Format*	Choose from CSV, PDF or XLSX.
Report Language	Choose from English, Traditional Chinese, Japanese, Vietnamese, Khmer or Simplified Chinese.
Report Encoding	Only applicable for some report formats. The Encoding options are based on your language selection. Choose from: > English: UTF-8, US-ASCII > Traditional Chinese: Big5, UTF-8 > Japanese: Shift-JIS, 1byte Kana, UTF-8 > Vietnamese: Windows, UTF-8 > Khmer: UTF-8 > Simplified Chinese: GB2312, UTF-8
Report Name	Enter a name for the report (up to 20 characters).
Report Description	Enter a description for the report (up to 100 characters).
Show Data For	The date range displayed on the screen will be retained in this field. To specify a different period for which you would like to view report data, choose from one of the following options: > Yesterday > Week to Yesterday (current week, beginning Monday, to yesterday, e.g. if Wednesday, data will include Mon, Tues of current week) > Previous Week (Mon-Sun of previous week) > Month to Yesterday (current month to yesterday, e.g. if Wednesday 3 Dec, will include Dec 1, 2) > Previous Month > Specific Date > Date Range
Account Type	Choose the accounts you would like to see in your report. The options are based on the type of accounts you have: Operating Accounts, Deposits and All.
*Mandatory field	

STEP	ACTION
2	Click on the **Submit** button. **RESULT:** The report will be created and available at the bottom of your screen, in the Download Centre or in Report Centre > Download Reports.

ANZ

RETURNED ITEMS CHEQUE REPORT

A Returned Items Cheque Report provides a summary of returned cheques deposited to the account that have not been paid by the drawer's bank. To generate a Returned Items Cheque Report from the **Request Returned Items Cheque** pop-up, follow the steps below.

NOTE: This report is only available for AUD accounts.

STEP	ACTION
1	Fill in the criteria for the report:
2	Click on the **Submit** button. **RESULT:** The report will be created and available at the bottom of your screen, in the Download Centre or in Report Centre > Download Reports.

Within Step 1:

FIELD	DESCRIPTION
Report Format*	Choose from CSV, PDF or XLSX.
Report Language	Default is English.
Report Encoding	Available for selection if CSV is used as your report format. Default is US-ASCII.
Report Name	Enter a name for the report (up to 20 characters).
Report Description	Enter a brief description for the report (up to 100 characters).
Show Data For	The date range displayed on the screen will be retained in this field. To specify a different period for which you would like to view report data, choose from one of the following options: > Yesterday > Week to Yesterday (current week, beginning Monday, to yesterday, e.g. if Wednesday, data will include Mon, Tues of current week) > Previous Week (Mon-Sun of previous week) > Month to Yesterday (current month to yesterday, e.g. if Wednesday 3 Dec, will include Dec 1, 2) > Previous Month > Specific Date > Date Range > Last Business Day

*Mandatory field

ANZ

RETURNED ITEMS PAYMENT REPORT

A Returned Items Payment Report provides a summary of the electronic returned debit and credit payments including the reasons for the returns. To generate a Returned Items Payment Report from the **Request Returned Items Payment** pop-up, follow the steps below.

NOTE: This report is only available for AUD accounts.

STEP	ACTION
1	Fill in the criteria for the report:

FIELD	DESCRIPTION
Report Format*	Choose from CSV, PDF or XLSX.
Report Language	Default is English.
Report Encoding	Available for selection if CSV is used as your report format. Default is US-ASCII.
Report Name	Enter a name for the report (up to 20 characters).
Report Description	Enter a brief description for the report (up to 100 characters).
Show Data For	The date range displayed on the screen will be retained in this field. To specify a different period for which you would like to view report data, choose from one of the following options: > Yesterday > Week to Yesterday (current week, beginning Monday, to yesterday, e.g. if Wednesday, data will include Mon, Tues of current week) > Previous Week (Mon-Sun of previous week) > Month to Yesterday (current month to yesterday, e.g. if Wednesday 3 Dec, will include Dec 1, 2) > Previous Month > Specific Date > Date Range > Last Business Day

*Mandatory field

STEP	ACTION
2	Click on the **Submit** button. **RESULT:** The report will be created and available at the bottom of your screen, in the Download Centre or in Report Centre > Download Reports.

RETURNED ITEM FILES REPORT

A Returned Item Files Report provides details of returned debit and credit payments as well as returned cheques, including the reason for returns. To generate a Returned Item Files Report from the **Request Returned Item Files** pop-up, follow the steps below.

NOTE: Only available for AUD accounts.

STEP	ACTION
1	Fill in the criteria for the report:

FIELD	DESCRIPTION
Report Format*	Default is TXT.
Report Language	Default is English.
Report Encoding	Default is ASC X9(ANZI).
Report Name	Enter a name for the report (up to 20 characters).
Report Description	Enter a brief description for the report (up to 100 characters).
Show Data For	The date range displayed on the screen will be retained in this field. To specify a different period for which you would like to view report data, choose from one of the following options: > Yesterday > Week to Yesterday (current week, beginning Monday, to yesterday, e.g. if Wednesday, data will include Mon, Tues of current week) > Previous Week (Mon-Sun of previous week) > Month to Yesterday (current month to yesterday, e.g. if Wednesday 3 Dec, will include Dec 1, 2) > Previous Month > Specific Date > Date Range > Last Business Day

*Mandatory field

STEP	ACTION
2	Click on the **Submit** button. **RESULT:** The report will be created and available at the bottom of your screen, in the Download Centre or in Report Centre > Download Reports.

TRANSACTION DETAILS REPORT

To create a Transaction Details Report from the **Request Transaction Details** pop-up window, follow the steps below:

STEP	ACTION
1	Fill in the criteria for the report:
2	Click on the **Submit** button. **RESULT:** The report will be created and available at the bottom of your screen, in the Download Centre or in Report Centre > Download Reports.

Step 1 detail:

FIELD	DESCRIPTION
Report Format*	Choose from CSV, XLSX or PDF.
Report Language	Choose from English, Traditional Chinese, Japanese, Vietnamese, Khmer or Simplified Chinese.
Report Encoding	Only applicable for some report formats. The Encoding options are based on your language selection. Choose from: > English: UTF-8, US-ASCII > Traditional Chinese: Big5, UTF-8 > Japanese: Shift-JIS, 1byte Kana, UTF-8 > Vietnamese: Windows, UTF-8 > Khmer: UTF-8 > Simplified Chinese: GB2312, UTF-8
Report Name	Enter a name for the report (up to 20 characters).
Report Description	Enter a brief description for the report (up to 100 characters).
*Mandatory field	

REQUEST STATEMENTS

ELECTRONIC STATEMENT

An Electronic Statement provides up to 24 months of statements for a billing entity or card.

NOTE: Only available in specific markets for customers who subscribe to Commercial Cards.

The following are the statement types available by product:

PRODUCT	STATEMENT TYPE			
	Full Statement	Statement Of Account (Billing Entity level)	Cardholder Summary Report (Billing Entity level)	Cardholder Activity Report (Card level)
ANZ Corporate Card		Yes	Yes	Yes
ANZ Travel Account		Yes	Yes	Yes
ANZ Visa Purchasing Card		Yes	Yes	Yes
ANZ Virtual Card		Yes	Yes	Yes

To generate an Electronic Statement from the **View Electronic Statement** pop-up, follow the steps below:

STEP	ACTION
1	Fill in the criteria for the report: <table><tr><td>**FIELD**</td><td>**DESCRIPTION**</td></tr><tr><td>Billing Entity Number*</td><td>Pre-populates the billing entity being viewed.</td></tr><tr><td>Statement Type*</td><td>Choose from: > Full statement > Statement of Account > Cardholder Summary Report > Cardholder Activity Report **NOTE:** The statement types available are based on the billing entity product type.</td></tr><tr><td>Card Number*</td><td>For Cardholder Activity Reports, enter or search for the card number.</td></tr></table> ***Mandatory fields**
2	Click on the report row to download the statement. **NOTE:** The Status column icons indicate the current status of the report: > Green download symbol indicates ready for download > Green circle with a tick indicates successful download > Red triangle with exclamation mark indicates failure to download and need to retry **RESULT:** The report will be created and available in a separate window.

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