# ANZ TRANSACTIVE – GLOBAL
# Nostro Account Management FAQs

06 | 2015

Classification: **Public**

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## 1. USE OF ANZ TRANSACTIVE - GLOBAL

### 1.1 HOW DO I VIEW THE CURRENT BALANCE OF AN ACCOUNT?

Select Nostro Accounts from the Reporting menu, find the account in the list and look at the Current Balance column on screen.

You can also see the current balance of an account in the Favourite Accounts content on your landing page or from the Balance Summary tab within an account itself.

### 1.2 HOW DO I VIEW THE REAL TIME STATEMENT OF AN ACCOUNT?

Select Nostro Accounts from the Reporting menu, right-click on any account and select View Real Time Payments. From here you can see the current day real time SWIFT payments made to the selected account. Click on the Export button to export the records on screen in a CSV format.

### 1.3 HOW DO I CREATE A GENERAL ENQUIRY?

Select Enquires from the Reporting menu and click on the Create Enquiry button on the control bar.

You can also intiate an enquiry from within the transaction detail.

### 1.4 HOW CAN I SEE IF A TRANSACTION HAS AN ENQUIRY LODGED AGAINST IT?

Select Enquiries from the Reporting menu. All enquiries will be displayed on screen. Click on Advanced Search in the control bar to open the Advanced Search options for locating enquiries. Alternatively, you can find the transaction in the Nostro Accounts Search screen, right-click on the transaction and select View Enquiries.

### 1.5 HOW DO I PRINT THE LATEST STATEMENT?

To generate a report, select Nostro Accounts from the Reporting menu and then select an account from the list. You will be taken to the Nostro Accounts Details screen where you can select the type of report you require from the Request a Report drop down menu. The report will be available from within the Download Reports screen.

You can also produce statement reports from the Report Profiles or the Scheduled Reports screen.

### 1.6 HOW DO I FIND A TRANSACTION OF SPECIFIC VALUE OR REFERENCE?

Select Transaction Search on the Reporting menu and enter the transaction search criteria.

### 1.7 HOW DO I VIEW THE SWIFT MESSAGE THAT INITIATED A TRANSACTION?

If available, you can view the SWIFT message for transactions by clicking on the transaction in the Account Activity screen or the Nostro Accounts Search screen.

To view the SWIFT message for the same day transactions, go to the Real Time Payments tab and select a transaction to view the underlying SWIFT message.

### 1.8 HOW DO I VIEW A BALANCE HISTORY OF AN ACCOUNT?

Select the Balance Summary tab in the Nostro Accounts Details screen. You will be able to select the account and date range for the History.

### 1.9 HOW DO I REVIEW ALL THE ENQUIRIES PROCESSED BY ANZ?

Select Enquiries on the Reporting menu. You can enter selection criteria to show all or only the specific types of enquiries you want to review.

### 1.10 CAN I FIND OUT HOW MANY ENQUIRIES ARE OUTSTANDING?

Yes. From the Enquiries screen, select the Advanced Search option on the toolbar. Complete a search with an Enquiry Status of 'Open'. All open enquiries will be displayed on screen.

## 2. ANZ PROCESSING OF ENQUIRIES

### 2.1 WHO REVIEWS THE ENQUIRIES I ENTER?

All enquires entered in this system are reviewed by the ANZ Payments & Messaging Operations, Investigations Department.

### 2.2 HOW LONG WILL AN ENQUIRY TAKE TO ANSWER?

All enquiries are actioned by the Investigations Department within one day. However if the enquiry involves other banks then the resolution time can be delayed waiting for their response.

### 2.3 HOW DO I GET SUPPORT?

The contact points are listed under Contact Us found in the Contact menu. You can send a Swift message to ANZBAU3M or E-mail to the Correspondent Banking Help Desk.

### 2.4 CAN MY BANK STILL USE SWIFT TO SEND AND RECEIVE INFORMATION?

Yes. All responses will be sent by SWIFT and also made available on this system. Enquiries will be recorded in ANZ Transactive – Global whether they come from SWIFT Telex or via the Enquiries screen.

### 2.5 WHAT ENQUIRY INFORMATION IS REPORTED BY THE ENQUIRY SYSTEM?

ANZ Transactive – Global displays both the enquiry you entered on the system and all the related messages that have been returned to your bank.

### 2.6 HOW DOES THE ANZ BANK DISPLAY THE STATUS OF CUSTOMER ENTRY (CE) ENQUIRIES?

When the Bank reads a CE enquiry for processing, the status is changed to Final to show it is being processed. The reply will be sent via SWIFT and will also be reported on the Nostro system as a separate enquiry.

## 3. INTRADAY LIQUIDITY REPORTS

### 3.1 CAN ANZ TRANSAC TIVE – GLOBAL PROVIDE ME WITH LIQUIDITY REPORTING?

Yes, ANZ Transactive – Global can provide daily intraday Liquidity reporting. The Liquidity Report tab displays prior day transactions made into the account detailing the time stamp and running balance.

### 3.2 WHAT INFORMATION WILL THE LIQUIDITY REPORT PROVIDE ME?

The Liquidity report provides daily transaction and balance data using real-time, time-stamped, data for the selected date. The report can be viewed for any selected date during the previous 70 days.

### 3.3 HOW DO I FIND THE LIQUIDITY REPORT ON ANZ TRANSACTIVE - GLOBAL?

A Liquidity report is available by selecting Nostro Accounts from the Reporting menu, then select an account from the list and click on View Liquidity Report from the Actions menu. Click on the Export button to export the data on screen in a CSV format.

### 3.4 HOW LONG WILL THE DAILY INTRADAY LIQUIDITY REPORT BE AVAILABLE FOR?

The report data is available for up to 70 days.

## 4. BALANCE AND TRANSACTION REPORTS

### 4.1 WHERE DO I FIND THE MONTHLY SUMMARY REPORT ON ANZ TRANSACTIVE – GLOBAL?

The Monthly Summary report is available by selecting Report Profiles from the Reporting menu.

### 4.2 HOW DO I SET UP A REPORT TO BE AUTOMATICALLY GENERATED DAILY?

You can set up a report to be automatically generated each day by going to the Scheduled Report screen. Here you can select the report frequency, time and type.

## 5. PROPERTIES OF ANZ TRANSACTIVE – GLOBAL

### 5.1 HOW LONG DOES ANZ TRANSACTIVE - GLOBAL HOLD DATA?

ANZ Transactive - Global holds up to 2 years of data. Liquidity Report data is available for up to 70 days.

### 5.2 CAN I HAVE MULTIPLE REGISTERED USERS?

Your bank has control over the registered users who can access the system.

### 5.3 CAN THE HEAD OFFICE LOOK AT ACCOUNTS OF THEIR BRANCHES?

Yes. The registered account owner can request that the account be visible to other branches.

### 5.4 CAN HACKERS ON THE INTERNET SEE THE INFORMATION THAT IS DISPLAYED OR PRINTED?

No. The transmission is protected by SSL which is intended to prevent this. The system requires you to use a browser with 128 Bit SSL which is stronger than the standard SSL.

### 5.5 DOES THIS SYSTEM SHOW ENQUIRIES SENT BY SWIFT OR E-MAIL?

Yes, the system will show enquiries sent via SWIFT or email.

### 5.6 HOW LONG DOES THE NOSTRO SYSTEM HOLD REAL TIME DATA?

Nostro system will hold the Real Time data till midnight (12:00 AM) AEST.

## 6. FURTHER ASSISTANCE

For further assistance, please contact your local ANZ Customer Service Centre. Details can be found at www.anz.com/servicecentres.