

ABOUT SERVICE REQUESTS

ROLES, TYPES AND MAPPING
1 MARCH 2023

INTRODUCTION

This guide will provide you with an overview of the Service Requests roles and types available within ANZ Transactive - Global, as well as outlining the process used when mapping existing Users as part of activating you .

SERVICE REQUESTS ROLES

- Users can be assigned one or more of the following Service Requests roles.
- ANZ recommends that each ANZ Transactive - Global site has at least two Users assigned the Appoint, Authorised Person and Transact roles.
- ANZ Transactive - Global sites with dual and triple Administrator models will need two Users with the Transact role to approve any applicable requests within Payments & Transactions Service Requests, and two Users with the Appoint role to approve any applicable requests within Accounts & Legal Entities Service Requests.
- All ANZ Transactive - Global sites will require two Users with the Authorised Person role to approve any applicable requests within Digital Channels Service Requests.
- Company Managed roles can be managed by a Customer Administrator for both Company and ANZ Managed Users. ANZ Managed roles must be managed by ANZ.
- For more information on roles and permission settings, please refer to ANZ Digital Services Help under User Permissions > Service Requests Roles & Permission Settings.

Role	View Service Requests	Manage Service Requests	Approve Service Requests	Security Device Required	Service Requests the role can access	Managed By
View	✓	✗	✗	✗	Payments & Transactions Accounts & Legal Entities Upload Documents	Company Managed
Create	✓	✓	✗	✗	Payments & Transactions Accounts & Legal Entities Upload Documents	Company Managed
Transact	✓	✓	✓ Payments & Transactions Service Requests only	✓	Payments & Transactions Accounts & Legal Entities Upload Documents	ANZ Managed
Appoint	✓	✓	✓ Accounts & Legal Entities Service Requests only	✓	Payments & Transactions Accounts & Legal Entities Upload Documents	ANZ Managed
Authorised Person	✓	✓	✓	✓	Digital Channels	ANZ Managed















SERVICE REQUESTS TYPES

The table below outlines each Service Request that is currently available within ANZ Transactive - Global.















Each Service Request falls into one of the following categories as indicated in ANZ Digital Services Help under Service Requests Types:









- Payments & Transactions
- Digital Channels
- Accounts & Legal Entities
- Upload Documents

Note: Where indicated that fees may apply, this is subject to your Cash Product Fee Schedule. Please refer to your Cash Product Fee Schedule for further information.

Service Request/s	Are Fees charged?	Made by uploading paper form or submitting web form?	Web form is submitted by or paper form is uploaded by:	... and is then approved (if required) by:
Viewing and tracing transactions: <ul style="list-style-type: none"> • View details relating to direct entry credit transactions • Trace transaction if beneficiary is claiming non receipt or unable to reconcile 	 No fees apply	 Web	Create Transact Appoint	No approval
Stop unpresented cheque or cheque book	 Fees may apply	 Web	Create Transact Appoint	No approval
Bulk stop cheque request	 No fees apply	 Web	Create Transact Appoint	No approval
Order a cheque book to be printed and delivered	 No fees apply	 Web	Create Transact Appoint	Either 1 or 2 Transact roles as agreed with you Only applicable when requesting delivery to a new address
Order a deposit book to be printed and delivered	 No fees apply	 Web	Create Transact Appoint	No approval
Periodical/automatic payment management: <ul style="list-style-type: none"> • Add periodical/automatic payment • Amend a periodical/automatic payment • Suspend a periodical/automatic payment • Close a periodical/automatic payment 	 No fees apply	 Web	Create Transact Appoint	Either 1 or 2 Transact as agreed with you (other than closing a periodical/automatic payment)
Request a transaction to be backdated	 No fees apply	 Web	Create Transact Appoint	No approval

Service Request/s	Are Fees charged?	Made by uploading paper form or submitting web form?	Web form is submitted by or paper form is uploaded by:	... and is then approved (if required) by:
Manage direct debits: <ul style="list-style-type: none"> Block a direct debit user ID from debiting account Cancel direct debit authorisations from account Dispute a direct debit transaction on account and request return of funds Request a copy of a Direct Debit Authorisation 	 No fees apply	 Web	Create Transact Appoint	No approval
Request a return of incorrectly received funds	 No fees apply	 Web	Create Transact Appoint	No approval
Fix a cheque encoding error	 No fees apply	 Web	Create Transact Appoint	No approval
Request a payment recall of a payment in error	 No fees apply	 Web	Create Transact Appoint	No approval
Make a claim for a missing cash or cheque deposit	 No fees apply	 Web	Create Transact Appoint	No approval
General account and transaction enquiries: <ul style="list-style-type: none"> Account enquiry Transaction enquiry 	 No fees apply	 Web	Create Transact Appoint	No approval
Manage authorised signatories for an account and/or digital channel: <ul style="list-style-type: none"> Add an authorised signatory Amend details of an authorised signatory Delete an authorised signatory 	 No fees apply	 Paper	Create Transact Appoint Authorised Person	Form is to be signed by authorised signatories
Amend administration model or functionality of a digital channel	 No fees apply	 Paper	Create Transact Appoint Authorised Person	Form is to be signed by authorised signatories
Manage digital channel: <ul style="list-style-type: none"> Close a digital channel Amend the billing details for a digital channel 	 No fees apply	 Paper	Create Transact Appoint Authorised Person	Form is to be signed by authorised signatories
Manage digital channel Users digitally: <ul style="list-style-type: none"> Add ANZ Managed user Amend ANZ Managed user or upgrade Company Managed user Delete ANZ Managed user 	 Fees may apply	 Web	Customer Admin Authorised Person	2 Authorised Persons (other than for delete user)

Service Request/s	Are Fees charged?	Made by uploading paper form or submitting web form?	Web form is submitted by or paper form is uploaded by:	... and is then approved (if required) by:
Manage digital channel Users through paper forms: <ul style="list-style-type: none"> • Add a user to digital channel • Amend details of User on digital channel • Delete a User from a digital channel 	 Fees may apply	 Paper	Create Transact Appoint Authorised Person	Form is to be signed by authorised signatories
Manage accounts on ANZ Transactive - Global: <ul style="list-style-type: none"> • Add an account • Amend an account • Delete an account 	 No fees apply	 Paper	Create Transact Appoint Authorised Person	Form is to be signed by authorised signatories
Manage accounts and legal entities on digital channel: <ul style="list-style-type: none"> • Add account to a digital channel • Amend functionality or product entitlements for an account on a digital channel • Delete an account from a digital channel • Add legal entities to a digital channel • Add or remove accounts to/from legal entities registered to a digital channel • Delete legal entities from a digital channel • Add a loan deal to a digital channel 	 No fees apply	 Paper	Create Transact Appoint Authorised Person	Form is to be signed by authorised signatories
Manage accounts: <ul style="list-style-type: none"> • Open a new account and add it to a digital channel • Close an account and remove it from a digital channel • Amend the legal entity for an account to the name of an administrator/ liquidator / receiver 	 No fees apply	 Paper	Create Transact Appoint Authorised Person	Form is to be signed by authorised signatories
Amend the legal entity name for an account	 No fees apply	 Paper	Create Transact Appoint Authorised Person	Form is to be signed by authorised signatories
Manage statement preferences: <ul style="list-style-type: none"> • Amend frequency, address and/or account title 	 No fees apply	 Web	Create Transact Appoint	No approval
Request a closing balance for an account	 No fees apply	 Web	Create Transact Appoint	No approval

Service Request/s	Are Fees charged?	Made by uploading paper form or submitting web form?	Web form is submitted by or paper form is uploaded by:	... and is then approved (if required) by:
Amend the Group Mandate	 No fees apply	 Paper	Create Transact Appoint Authorised Person	Form is to be signed by authorised signatories
Manage a BPAY Facility	 No fees apply	 Paper	Create Transact Appoint Authorised Person	Form is to be signed by authorised signatories
Manage a Bureau Facility	 No fees apply	 Paper	Create Transact Appoint Authorised Person	Form is to be signed by authorised signatories
Manage the bank feeds from an account to accounting software <ul style="list-style-type: none"> • Activating bank feeds for an account • Deactivating bank feeds for an account 	 No fees apply	 Web	Create Transact Appoint	No approval

MAPPING EXISTING USERS

The below table outlines how your existing Users will be mapped to Service Requests role/s as part of the automatic enablement of Service Requests.

Role/Permission Name...	An existing ANZ Transactive - Global User who...	as described in...	meaning they can usually...	will be mapped to the following Service Requests roles...	meaning with respect to Service Requests they can...
View Account / View Payment	Has 'Reporting - View & Download' and/or 'Payment Management - View' permission/s	ANZ Digital Services Help under User Permissions > Cash Management Roles & Permission Settings	View and download account information and/or view current and past requests to pay in ANZ Transactive - Global	View	View any Web or Paper form Service Requests other than those described under 'Manage digital channel Users digitally'
Make Payment	Has 'Payments Management - Make Payment' permission	ANZ Digital Services Help under User Permissions > Cash Management Roles & Permission Settings	Make a request through ANZ Transactive - Global to pay ad hoc payees or pay using approved templates or payees (including editing, deleting, recalling, resubmitting, stopping and copying payments)	Create	Create any Web form Service Requests other than those described under "Manage digital channel Users digitally" Upload any Paper form Service Requests
Approve Payment	Has 'Payment Management - Approve' permission	ANZ Digital Services Help under User Permissions > Cash Management Roles & Permission Settings	Approve requests to pay in ANZ Transactive - Global	Transact	Create any Web form Service Requests other than those described under "Manage digital channel Users digitally" Upload any Paper form Service Requests Approve any Web form Service Requests described under "Order a cheque book to be printed and delivered" or "Periodical/ automatic payment management"
Customer Admin	Has 'Customer Admin' role	ANZ Digital Services Help under User Permissions > Administration Roles	Create Users and manage Users, roles, accounts and other settings in ANZ Transactive - Global	View	Create any Web form Service Requests described under "Manage digital channel Users digitally" Note: The Service Requests 'View' role will provide access to the Service Requests feature, while the 'Customer Admin' role will allow the user to create the above mentioned Service Requests

Role/Permission Name...	An existing ANZ Transactive - Global User who...	as described in...	meaning they can usually...	will be mapped to the following Service Requests roles...	meaning with respect to Service Requests they can...
Paper Authorised Person	Is an 'Authorised Officer' or 'Appoint – Channel Signatory'	ANZ Institutional Authorised Person and Users Guide [December 2023] version	Approve and sign Paper forms relating to digital channel maintenance (including adding ANZ Managed Users and digital channel signatory)	Authorised Person	<p>Create any Web form Service Requests described under "Manage digital channel Users digitally"</p> <p>Upload any Paper form Service Requests other than those described under "Manage accounts", "Amend the legal entity name for an account", "Amend the Group Mandate", "Manage a BPAY Facility" or "Manage a Bureau Facility"</p> <p>Approve any Web form Service Requests described under "Manage digital channel Users digitally"</p>
Paper Transact	Is a "Transacting Signatory 'Transact'"	ANZ Institutional Authorised Person and Users Guide [December 2023] version	Approve and sign Paper forms relating to payments	Transact	<p>Create any Web form Service Requests other than those described under "Manage digital channel Users digitally"</p> <p>Upload any Paper form Service Requests</p> <p>Approve any Web form Service Requests described under "Order a cheque book to be printed and delivered" or "Periodical/ automatic payment management"</p>
Paper Appoint	Is an "Appointing Signatory 'Appoint'"	ANZ Institutional Authorised Person and Users Guide [December 2023] version	Approve and sign Paper forms relating to account maintenance (including account/ legal entity signatory)	Appoint	<p>Create any Web form Service Requests other than those described under "Manage digital channel Users digitally"</p> <p>Upload any Paper form Service Request</p>

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