

A photograph of two women sitting at a white table in a modern, bright office environment. The woman on the left has long dark hair and is wearing a green ribbed top and light-colored trousers, smiling at the camera. The woman on the right has long blonde hair and is wearing a light-colored blazer and dark trousers, looking towards the first woman. A laptop is open on the table, and a smartphone is visible on the left. The background features a white wall and lush green plants. The floor is covered with artificial green grass.

## SERVICE REQUESTS

ANZ TRANSACTIVE - GLOBAL  
2023

# SERVICE REQUESTS VIA ANZ TRANSACTIVE - GLOBAL

Raise the most frequent transaction, channel and account related Service Requests via ANZ Transactive - Global, providing you with an improved service experience.

## SERVICE REQUEST TYPES

Service Requests that are available:

- **Payment and Transaction Requests** are requests that relate to payments and transactions, such as investigating payments and transactions, managing automatic payments and general enquiries.
- **Digital Channels** are requests that relate to managing your digital channels such as adding or deleting Users and Accounts, amending functionality and billing details.
- **Accounts & Legal Entities** are requests that relate to account and legal entity management such as opening or closing an Account, managing statement preferences, or maintaining your Account signatories.
- Upload documents

## SIMPLICITY AND CONVENIENCE



Available 24/7 - log in at any time to submit service requests at your convenience



Check the progress of Service Requests anytime via real time tracking



Save time with simplified digital forms that utilise existing data from ANZ Transactive - Global



Be notified when your request is complete, or if additional details are required

The screenshot shows the ANZ Transactive - Global interface. The top navigation bar includes the ANZ logo and the text 'ANZ Transactive - Global'. On the right side of the bar are links for 'DEMO', 'Help', 'Contact', and 'Log Off'. A left-hand menu is titled 'Service Requests' and contains a dropdown arrow. Below this menu, the 'Payments & Transactions' option is selected and highlighted. The main content area is titled 'New Payments & Transactions Service Request' and features a 'Cancel' button. The content is organized into several sections with expandable options (indicated by right-pointing chevrons):

- General Enquiry**
  - > Account Enquiry
  - > Transaction Enquiry
- Trace Payments & Transactions**
  - > Trace Transaction
  - > View Transaction Details
- Investigate Payments & Transactions**
  - > Backdate Transaction
  - > Claim Missing Deposit
  - > Fix Cheque Encoding Error
  - > Recall Payment
  - > Return Incorrectly Received Funds
  - > Stop Cheque
  - > Stop Cheque - Bulk
- Order Books**
  - > Order Cheque Book
  - > Order Deposit Book
- Manage Periodical / Automatic Payments**
  - > Suspend Periodical / Automatic Payment
  - > Close Periodical / Automatic Payment
  - > Add Periodical / Automatic Payment
  - > Amend Periodical / Automatic Payment
- Manage Direct Debit Transactions**
  - > Block Direct Debit User ID
  - > Cancel Direct Debit
  - > Dispute Direct Debit Transaction
  - > Request Direct Debit Authorisation
- Request Technical Support**
  - > After Hours Technical Support



## SERVICE REQUEST ROLES

- Users can be assigned to one or more Service Request roles.
- ANZ recommends that each ANZ Transactive - Global site has at least two Users assigned to 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 Help under User Permissions > Service Request 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

## WORKFLOW EXAMPLE

1

### Select Service Request

2

### Enter details

Post Date	Value Date	Debit / Credit	Currency	Del
06/10/2023	06/10/2023	Debit	AUD	
06/10/2023	06/10/2023	Credit	AUD	
06/10/2023	06/10/2023	Debit	AUD	

3

### Review and Submit

4

### Track and Monitor

Request ID	Account Number	Account Name	Request Type	Request Date
SR_PAYMENT_17465	013141-29988524	Demo Ltd AUD Account	Trace Transaction	Submitted
SR_PAYMENT_16761	013141-29988524	Demo Ltd AUD Account	Stop Cheque	Submitted
SR_PAYMENT_18491			After hours technical sup...	Submitted
SR_PAYMENT_18862	013141-29988524	Demo Ltd AUD Account	Account Enquiry	Submitted

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