

Instruction

for work with incoming and outgoing SWIFT messages in Raiffeisen Business Online system



Raiffeisen Business Online Support Service

(Monday-Friday 8:00-22:00, Saturday-Sunday
8:00-20:00)

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Currency Transactions Support Service

(Monday-Friday 9:00-18:00)

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(for calls in Kyiv and call from abroad)

(for calls in Kyiv and calls from abroad)

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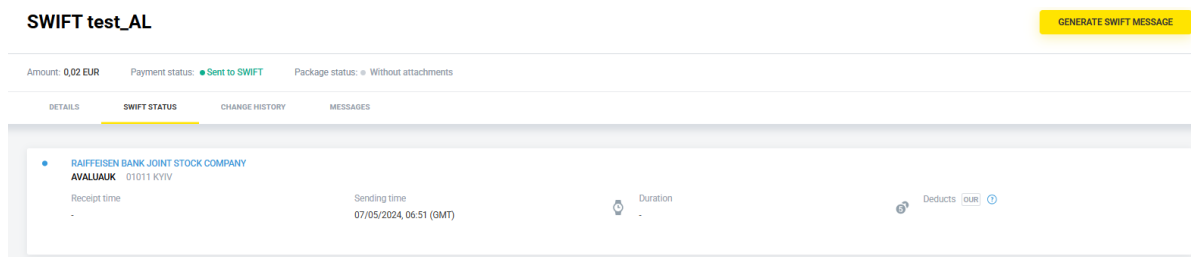
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1. Review of SWIFT-statuses under outgoing payments sent outside the Bank (SWIFT)

To review the details of an outgoing SWIFT-message and to print it out, please, go to "FX operations" menu, then to "Payments" section.

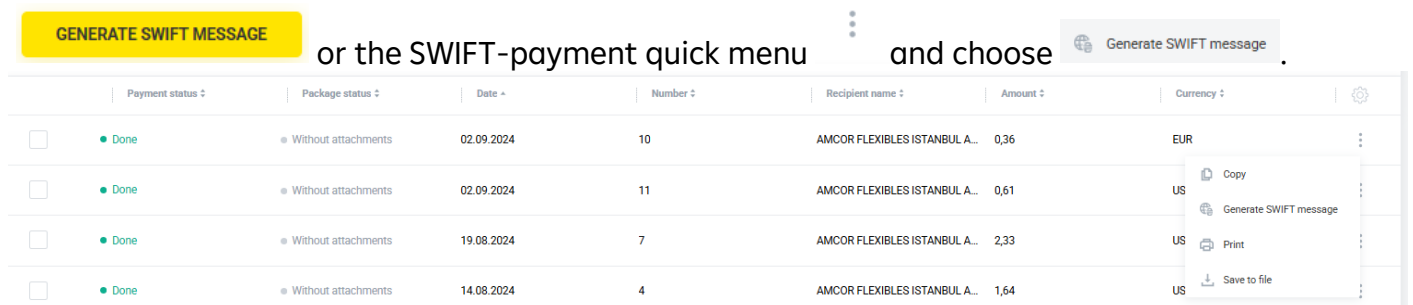
"SWIFT STATUS" tab is available for outgoing payments sent outside the Bank (SWIFT) with "Sent to SWIFT", "Credited to beneficiary" and "Done" statuses.



The following information under a SWIFT payment can be reviewed:

- the status of the payment under processing in SWIFT system;
- the payment amount and currency that was sent by the bank-sender and received by the bank-receiver;
- the list of the banks, by which the payment is processed;
- the time of the payment processing by each bank and the overall payment processing time;
- the amount of the fee withheld by each bank and the overall fees amount.

The option of forming a SWIFT-message bearing the Bank seal is also available for SWIFT-payments with "Sent to SWIFT" and "Credited to beneficiary" statuses, to do this, use the button



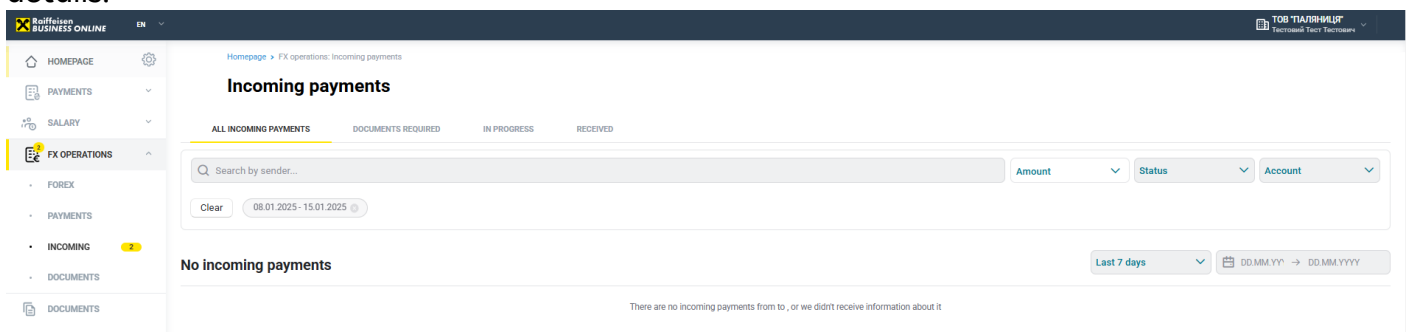
2. Review and work with incoming SWIFT-messages

2.1. General functions of "INCOMING" menu

To review the SWIFT-messages sent by the counterparty, you need to go to "FX operations" menu, then to "Incoming" section.

The following tabs are available in "Incoming" section menu:

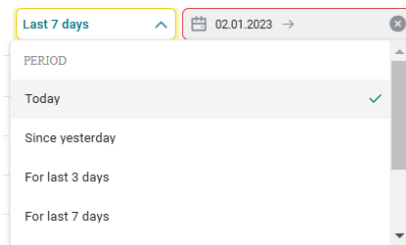
- **All incoming payments** – here all incoming SWIFT-messages with all possible statuses are displayed. The actions available depend on the status.
- **Documents required** – here the incoming SWIFT-messages, under which the documents required for the currency supervision should be provided or those, under which the documents have been provided, but the currency supervision has not yet been completed are displayed. The following actions are available: to send documents, to print out, to save as a file;
- **In progress** – here the incoming SWIFT-messages that were sent by the counterparty, but the funds under which have not yet been credited to the account of the receiver are displayed. The following actions are available: to print out and to save as a file;
- **Received** – here the incoming SWIFT-messages, under which the funds have been credited are displayed. The following actions are available: to print out or to save the SWIFT-message as a file bearing the Bank's seal, as well as to print out or to save as a file the incoming payment details.




The number indicator next to 'INCOMING' menu shows the number of the new incoming messages and the number of the messages with comments.


To make the search more convenient, several **filters** can be applied in each tag:

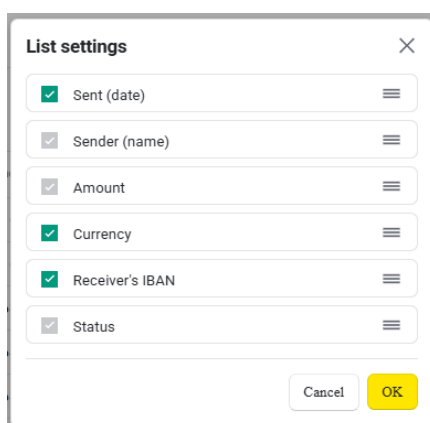
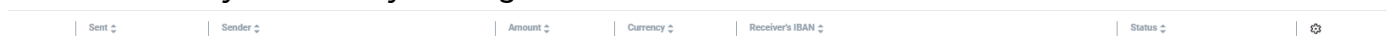
- **Search by sender** - enter manually the full or a part of the sender's name.
- **Currency** – select the letter currency code out of the popup list. The currency codes of the incoming SWIFT-message received are available for selection.
- **Amount** – select the amount by setting the amount range.
- **Status** – select the status out of the popup list.
- **Account** – select the account number out of the popup list. The accounts, under which there are incoming SWIFT-messages are available for selection.
- **Search by the time period** – the time period should be selected from the popup list (since yesterday, for 3 last days, for 7 last days, for the current month, for the previous month, date range).



If none of the time periods suggested in the list suits the search parameters, there is a possibility to indicate the necessary dates. To do this, the required time period should be selected in the date field by clicking on  or entering the date in DD.MM.YYYY format.

2.2. Review of the incoming payments list and details

All incoming payments are displayed in the form of a list. The fields that will be available in the list should be set by the user by clicking on  .



The user needs to check/uncheck the check-box of the field that has to be added/removed from the list in the table.

Review of a message details in "Incoming" menu:

To review the details, you need to click on the line of the respective SWIFT-message.

The following information can be reviewed:

Payment details:

- status,
- sender,
- payment start date,
- currency and amount of the payment,
- purpose of payment.

Enrollment:

- confirmed amount,
- total charges,
- IBAN of receiver,
- payment end date (the date is indicated only in "Received" status).

Payment route:


- list of the banks processing the payment,

- date of the payment receipt by each of the banks involved in the payment processing,
- date of sending by the bank-intermediary,
- time of the payment processing by each bank and the overall payment processing time,
- amount of the fee withheld by each bank and overall fees amount,
- date of the funds crediting,
- international payment identifier, the Unique End-to-End Transaction Reference (UETR).



← SWIFT №733-474-678

Received   **Get SWIFT messages** ▾

| Payment details | | | Enrollment | | |
|------------------------------------------------------------------------------------------------------------------------|----------------------------------|------------------------|--------------------------------------------------|---------------------------|--------------------------------|
| Sender LLC MT103 STP | Payment start date 06.12.2024 | Amount 5 687,00 EUR | Confirmed amount 5 686,00 EUR | Total charges 1,00 EUR | Payment end date 09.12.2024 |
| Purpose of payment REMITTANCE INFORMATION 1REMITTANCE INFORMATION 2REMITTANCE INFORMATION 3REMITTANCE INFORMATION 4 | | | IBAN of receiver UA40380805000000026005773727 | | |

| Payment route | | | | | |
|-----------------------------------------------------------------------------------|--------------------------------------------|------------|------------|-----------------|------------|
| State | Bank | Received | Sent | Processing time | Commission |
|  | SWEDBANK AB HABALT22XXX · KONSTITUCIJS 20A | 06.12.2024 | 06.12.2024 | 0 min | 1,00 EUR |
| UETR (International payment identifier): 09e1acc9-d442-4ec7-b114-9a66105cbbf2 | | | | | |

The possibility to print out and to save as a file bearing the Bank’s seal a SWIFT-message with the status “Received” is also available, to do this, use the button **Get SWIFT messages** ▾ . For payments in all other statuses, only the details of the SWIFT message can be printed or saved to a file:

- to save the details of the SWIFT message to a file, click the “Save” button  ;
- to print the details of the SWIFT message to a file, click the “Print” button  .

For the incoming SWIFT-messages with the status “Docs Required”, an information block with the reminder that the documents required for currency supervision have to be provided is displayed, it contains the link to the document processing menu, where you can create an application for the documents provision.

 It is necessary to provide documents for enrollment of funds: Причина на уточнення. Доброго дня. Просимо надати договір №3 від 06.07.2024

[Upload documents](#)

In the menu allowing to provide the documents, please, click on “Create” **CREATE** , select the application type “Export” and submit the documents in the standard manner.


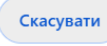
Homepage > FX operations: Documents

Documents **CREATE**

NEW IN PROCESS REJECTED EXECUTED ALL


The following actions are available depending on the status:

- **Print.** To do this, click on the button  and select the action  Print out of the popup list.

Confirm printing by clicking on the button  . To cancel printing - click on the button  ;


Several incoming SWIFT-messages can be printed at the same time. To do this, check the checkboxes of the incoming SWIFT-messages you want to print out and click on the button


Print



- **Save as a file** – save as PDF file on your device. To do this, click on the button **⋮** and select "Save as a file"  Save file out of the popup list.

Several incoming SWIFT-messages can be saved at the same time. To do this, check the checkboxes of the incoming SWIFT-messages you want to save and click on the button

Save



- **SWIFT-message** – if the funds under the SWIFT-message have been already credited (the status "Received"  Received), you can:

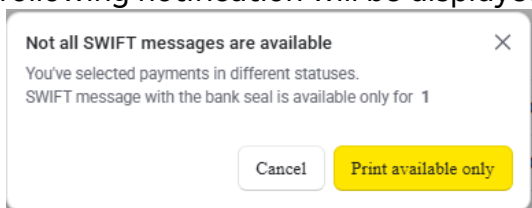
- **Print (with the Bank`s seal)** – to do this, click on the button **⋮** and in the popup list select the action  Print (with bank seal) :

- Several incoming SWIFT-messages can be printed out at the same time. To do this, check the checkboxes of the incoming SWIFT-messages you want to print out and click on the button  and on  Print (with bank seal) .
- The forms prepared for printing will open in a separate browser menu, from which printing should be launched by the browser means.

- **Save as a file (with the Bank`s seal)** - save as PDF file on your device. To do this, click on the button **⋮** and select "Save as a file (with the Bank`s seal)" out of the popup menu

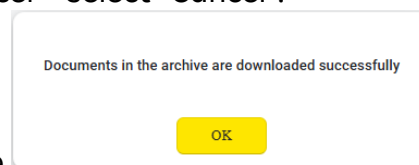
 Save file (with bank seal) :


- Several incoming SWIFT-messages can be saved as a file at the same time. To do this, check the checkboxes of the incoming SWIFT-messages you want to save and click on the button  and on  Save file (with bank seal) .
- The selected messages are saved in the form of an archived file. If among the selected SWIFT-messages there are the messages that are not in the status "Received", the following notification will be displayed:



- To confirm saving, select "Print available only", to cancel – select "Cancel".

- Upon the successful saving, press "OK" in the message



- **Send documents** – available for SWIFT-massages with "Docs Required" status. To do this, click on the button **⋮** and select "Upload documents"  Upload documents out of the popup list.

Enjoy your work!
Raif makes it more convenient!

0 800 505 770 (in the territory of Ukraine) +38 (044) 495 41 40 (for calls in Kyiv and calls from abroad)

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