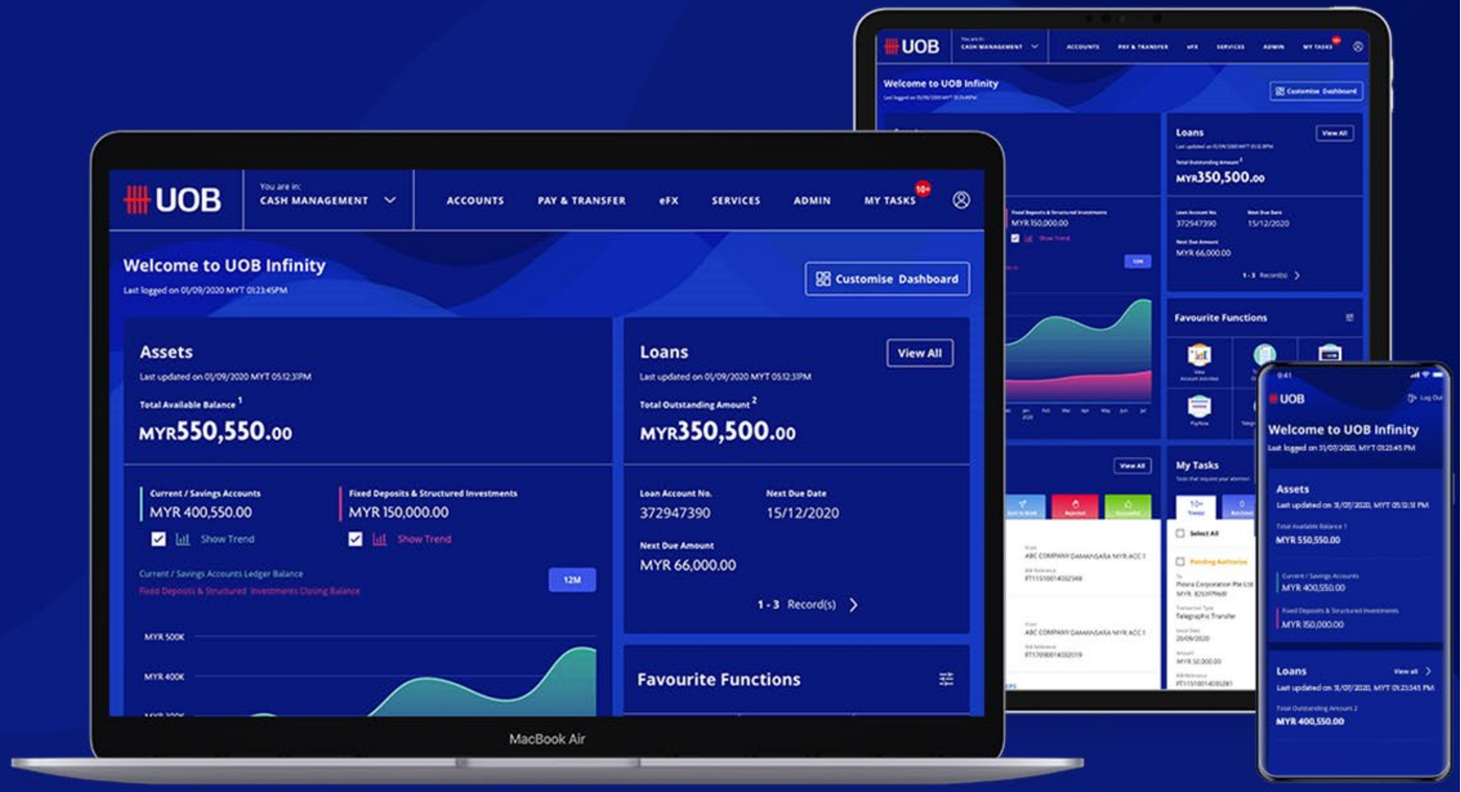
INFINITY
User Guide



UOB

23.10.2022 (Version 1.1)

Track Payments (SWIFT gpi)

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Overview

1. What is “Track Payments (SWIFT gpi)”
2. How to Track Outward Telegraphic Transfers
3. How to Track Inward Telegraphic Transfers
4. How to View the Transaction Details

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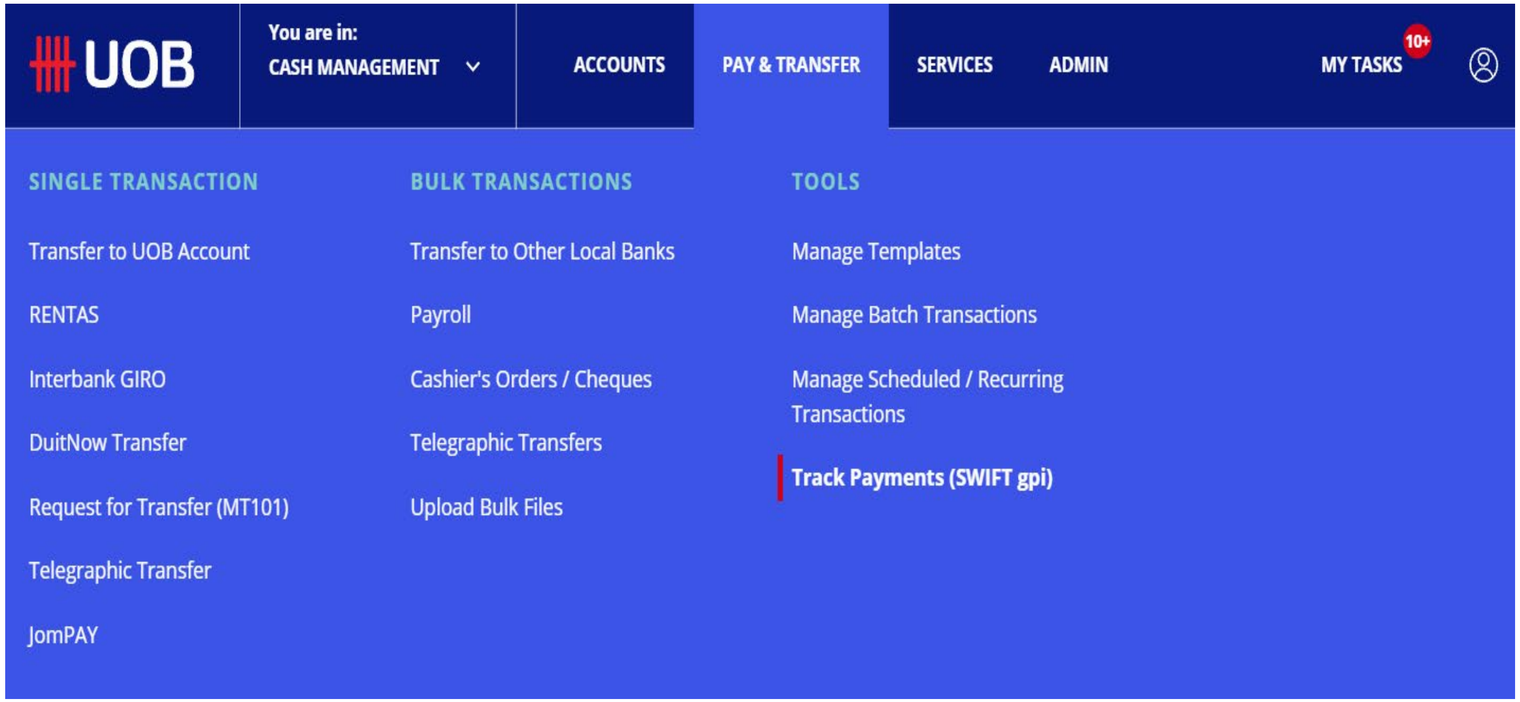
1. What is “Track Payments (SWIFT gpi)”

What is “Track Payments (SWIFT gpi)”

This feature allows users to do end-to-end tracking of their incoming/outgoing cross-border payments which includes Telegraphic Transfers/MT103/MT202 transactions.

You can also track telegraphic transfers submitted over the counter.

This feature is also available in UOB Infinity mobile app.



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2. How to Track Outward Telegraphic Transfers

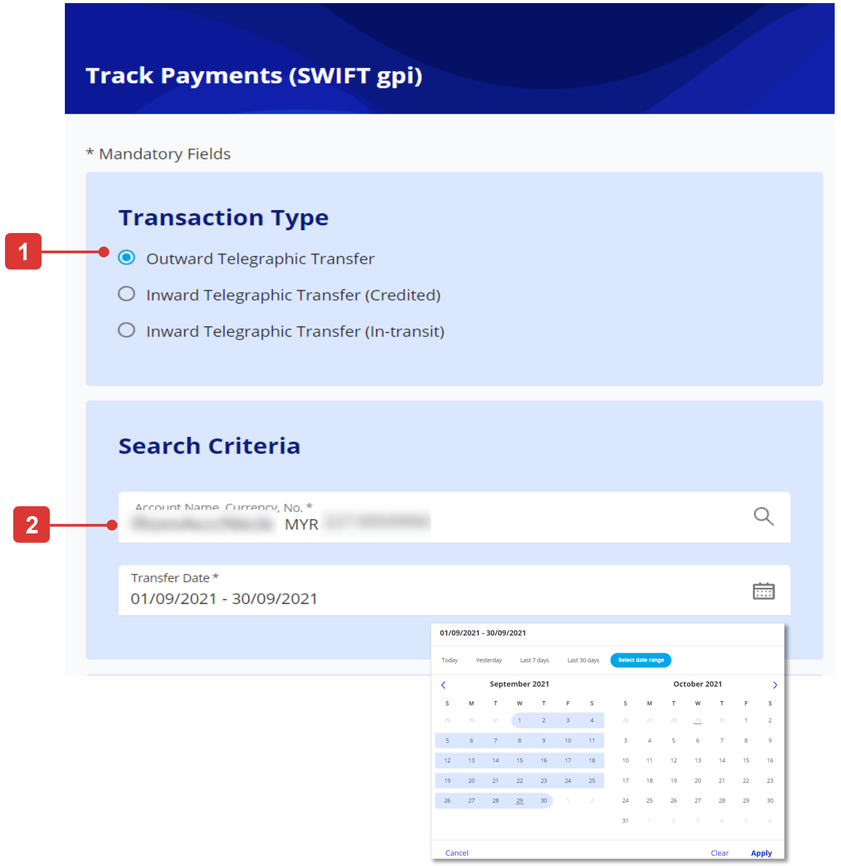
How to Track Outward Telegraphic Transfers

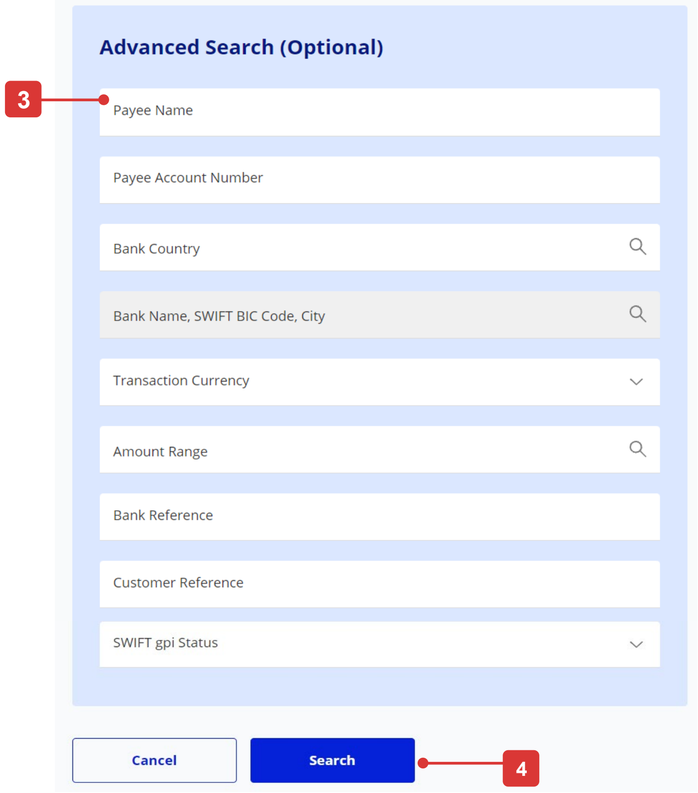
From top menu bar, hover over “Pay & Transfer” and click select “Track Payments (SWIFT gpi)” under “Tools” column.

1. Select Transaction Type for tracking payments of “Outward Telegraphic Transfer”.
2. Select the originating account number and indicate the transaction date. You are allowed to indicate the date range if you cannot remember the exact transaction date. You can search past transactions, up to 180 days from current day.
3. These information are optional but it will help to produce a more specific search result:

- Payee Name
- Payee Account Number
- Bank Country
- Bank Name, SWIFT BIC Code, City
- Transaction Currency and Amount Range
- Bank Reference and Customer Reference
- SWIFT GPI Status (completed, In progress, No longer Traceable, On hold)

4. Click **Search** button to proceed with transaction details.





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3. How to Track Inward Telegraphic Transfers

How to Track Inward Telegraphic Transfers

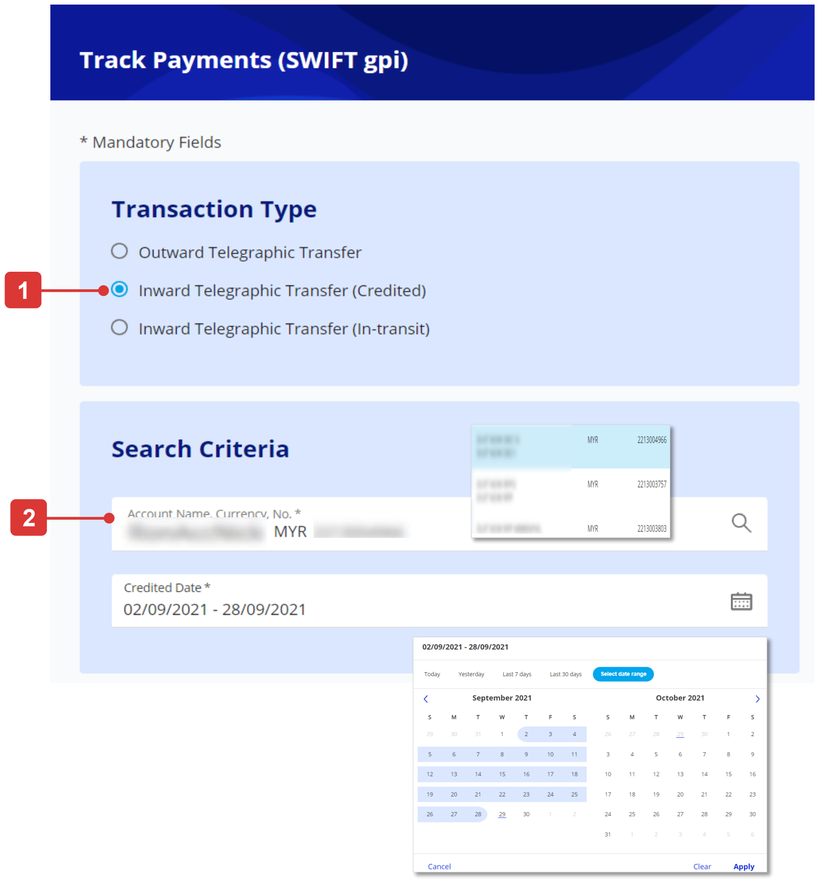
For credited transactions

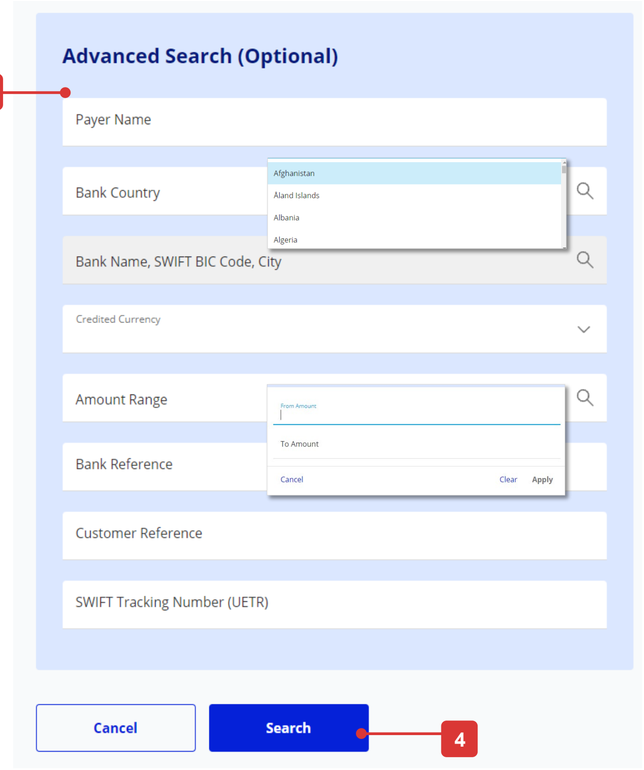
From top menu bar, hover over “Pay & Transfer” and click select “Track Payments (SWIFT gpi)” under “Tools” column.

1. Select “Inward Telegraphic Transfer (Credited)”.
2. Select your account number used for receiving the transaction and the transaction date. You are allowed to indicate the date range if you cannot remember the exact transaction date. You can search past transactions, up to 180 days from current day.
3. These information are optional but it will help to produce a more specific search result:

- Payee Name
- Bank Country
- Bank Name, SWIFT BIC Code, City
- Credited Currency and Amount Range
- Bank Reference and Customer Reference
- SWIFT Tracking Number (UETR)

4. Click **Search** button to proceed with transaction details.





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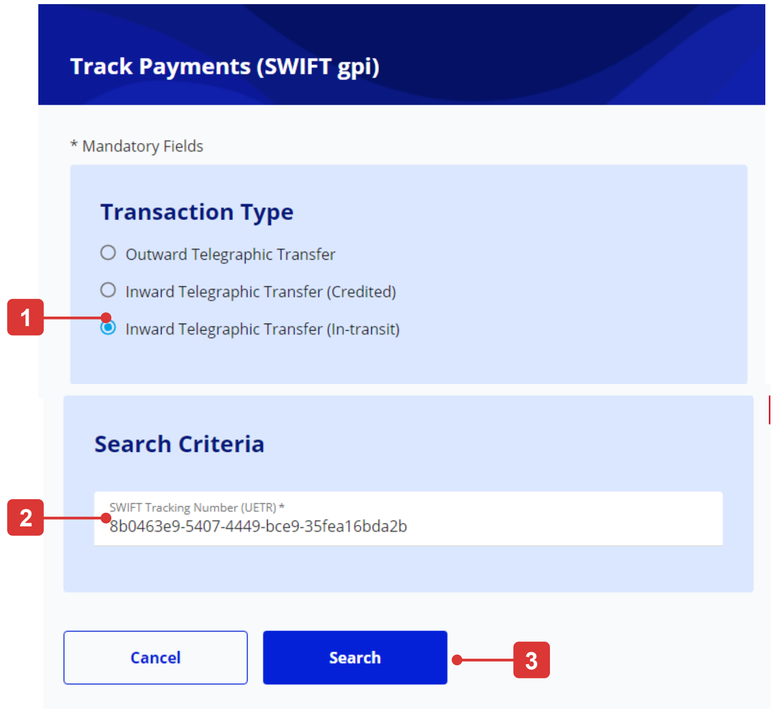
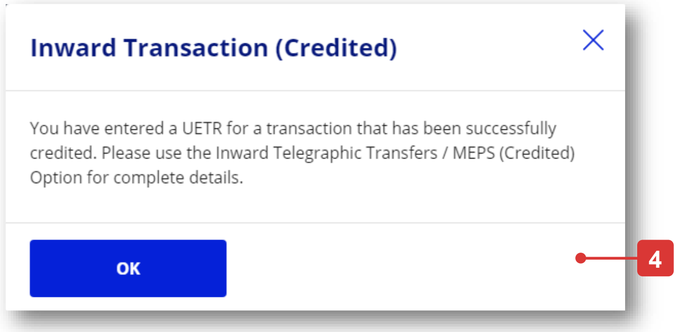
How to Track Inward Telegraphic Transfers

For in-transit transaction

From top menu bar, hover over “Pay & Transfer” and click select “Track Payments (SWIFT gpi)” under “Tools” column.

1. Select “Inward Telegraphic Transfer (In-transit)”.
2. Please provide the UETR of the transaction you wish to track. UETR stands for Unique End-to-end Transaction Reference.
3. Click Search button to provide tracking inward transaction.
4. If this transaction was successfully credited into your account, you will see a modal box requesting you to initiate the check from the “Inward Transaction (Credited)” menu.





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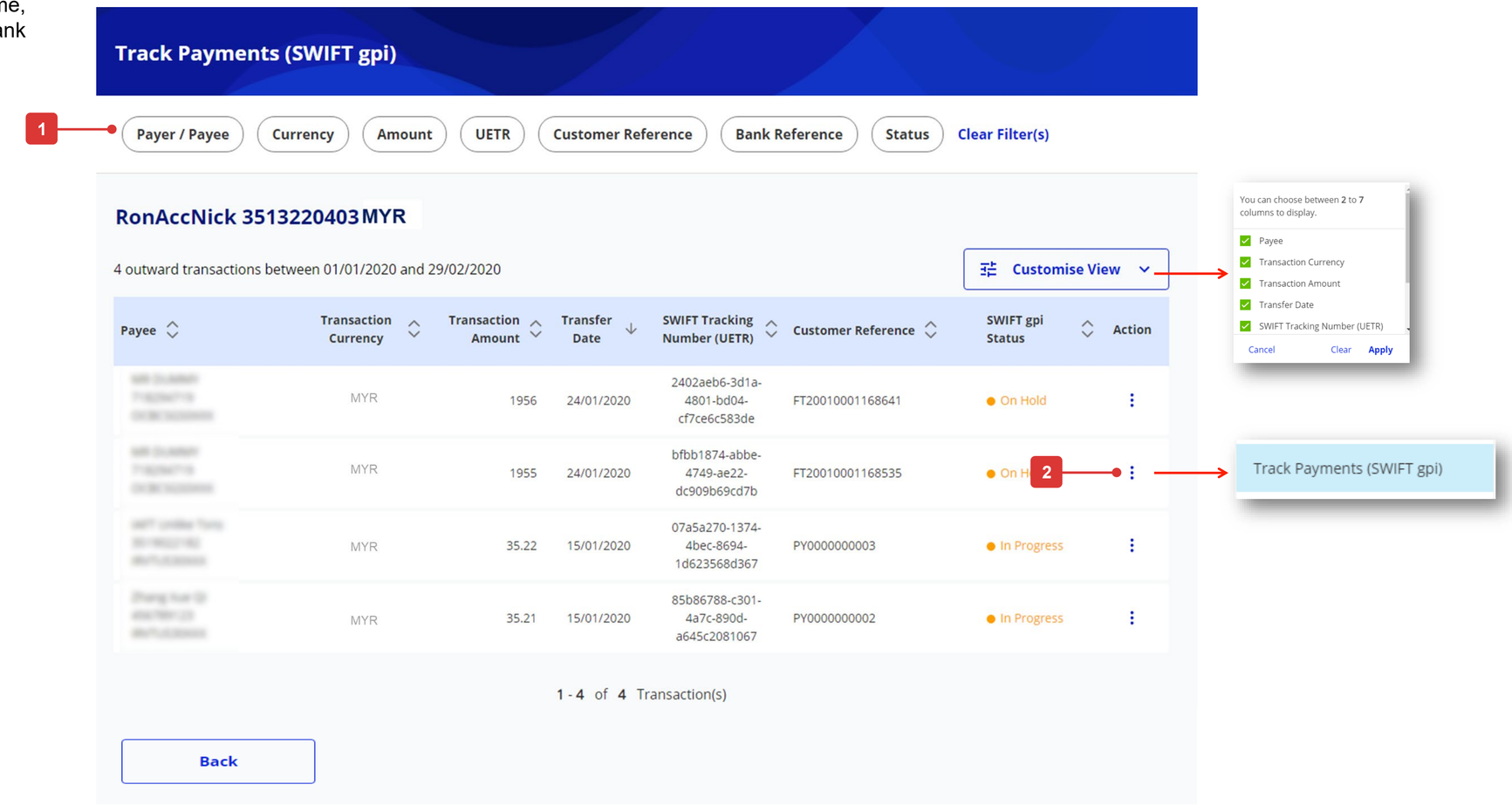
4. How to View the Transaction Details

How to View the Transaction Details

1. You can filter the search result by Payer/payee Name, Currency, Amount, UETR, Customer Reference, Bank Reference and Status.
2. Click the action button to view the transaction details.



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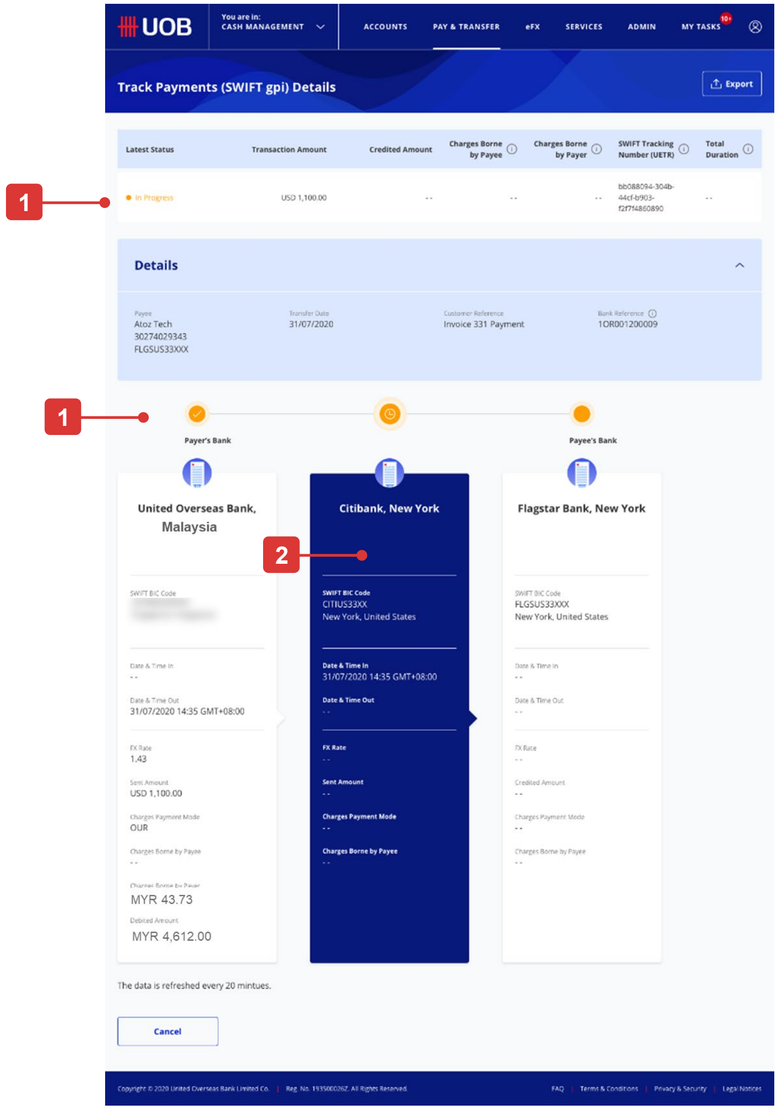
How to View the Transaction Details

1. The transaction status is displayed in the top summary section and on top of each bank name where the transaction is travelling to.

- Green – completed
- Orange – In progress/On Hold
- Red – Rejected
- Grey – Not traceable (e.g. payment reaches a non- SWIFT Bank)

2. The blue column indicates where the payment is currently at.



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