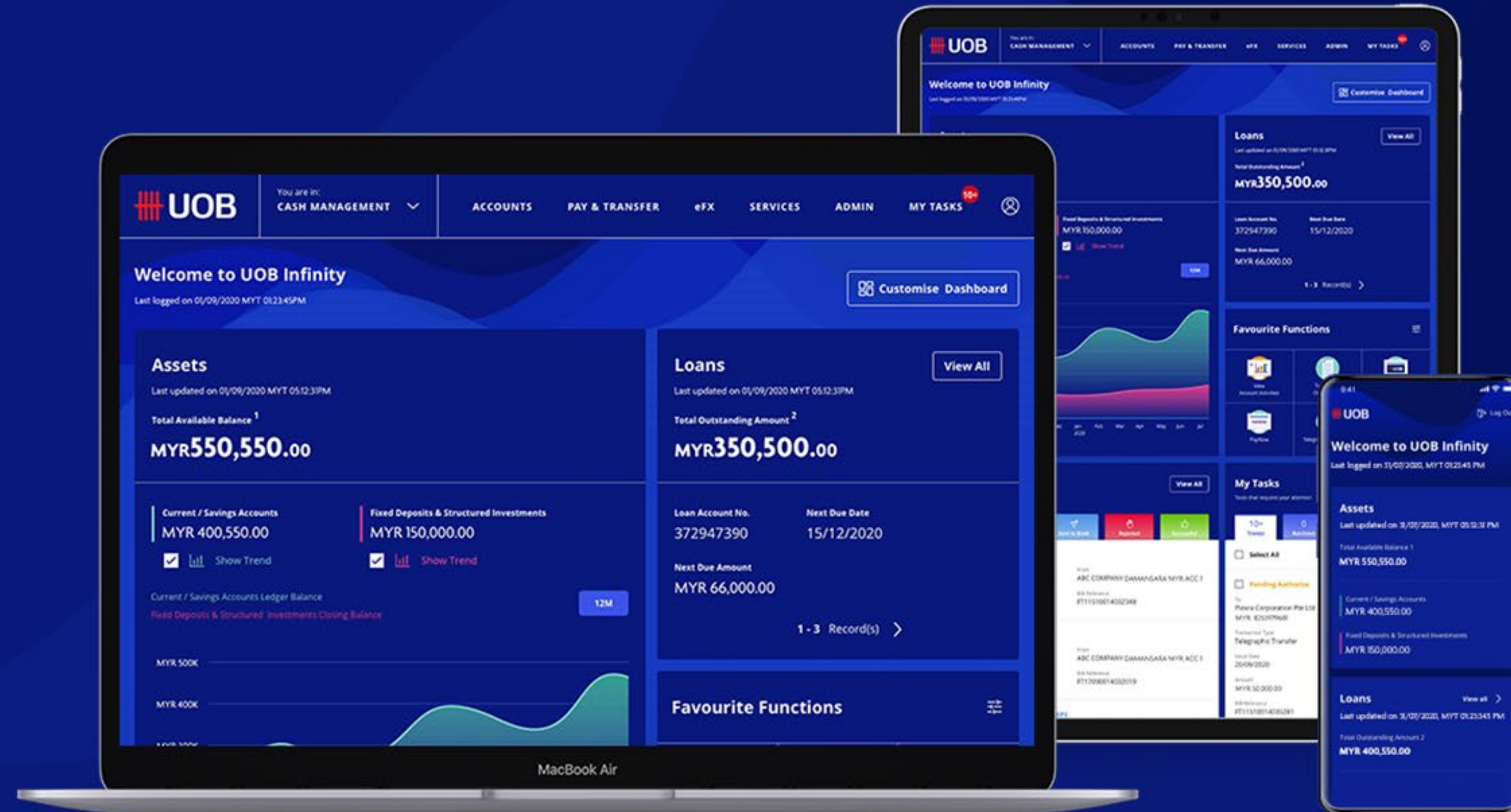


# INFINITY User Guide



# Track Payments (SWIFT gpi)

# Track Payments (SWIFT gpi)

## Overview

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- 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

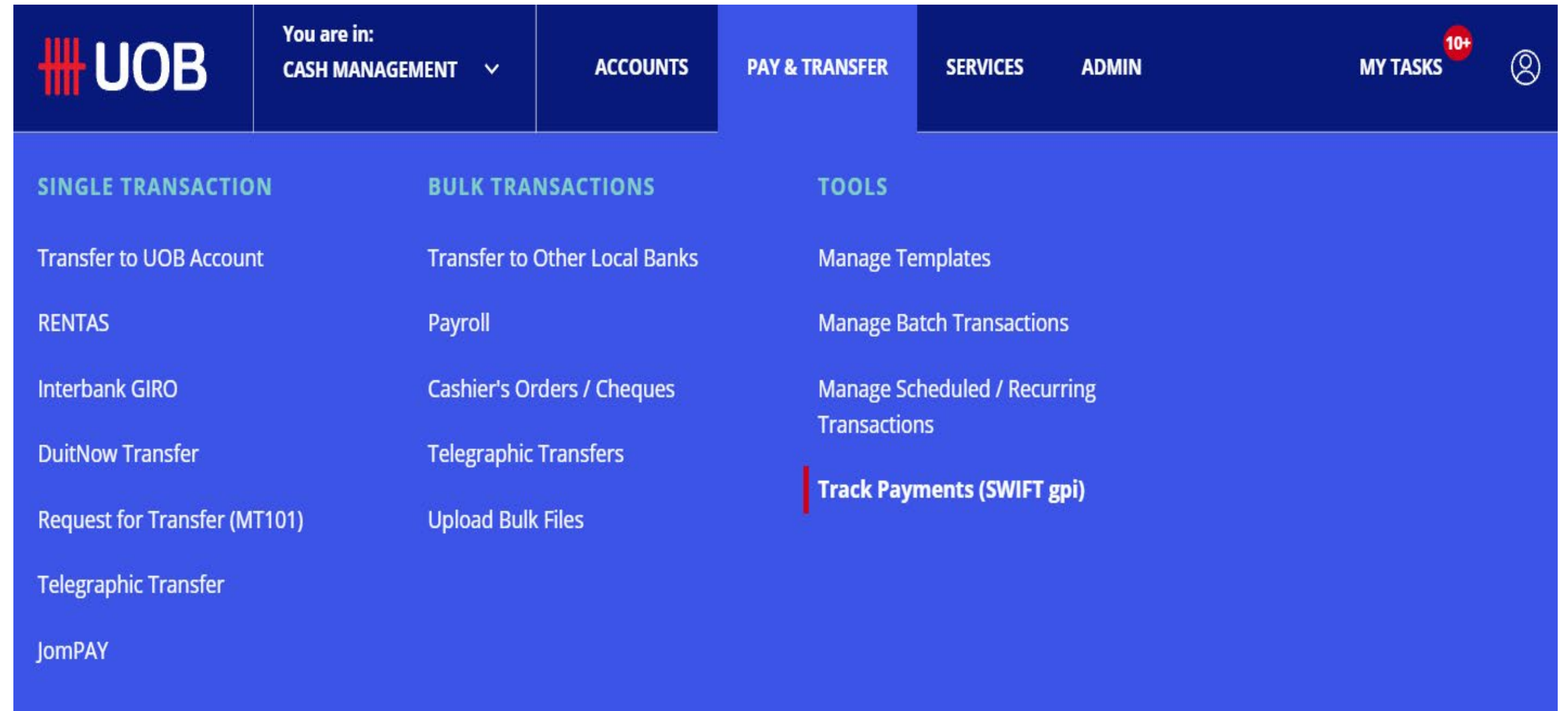
# *1. What is “Track Payments (SWIFT gpi)”*

# 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.




The screenshot displays the UOB online banking interface. At the top, the UOB logo is on the left, and navigation tabs include 'You are in: CASH MANAGEMENT', 'ACCOUNTS', 'PAY & TRANSFER', 'SERVICES', and 'ADMIN'. On the right, there is a 'MY TASKS' button with a '10+' notification and a user profile icon. The 'PAY & TRANSFER' menu is expanded, showing three columns: 'SINGLE TRANSACTION', 'BULK TRANSACTIONS', and 'TOOLS'. The 'Track Payments (SWIFT gpi)' option is highlighted with a red vertical bar in the 'TOOLS' column.

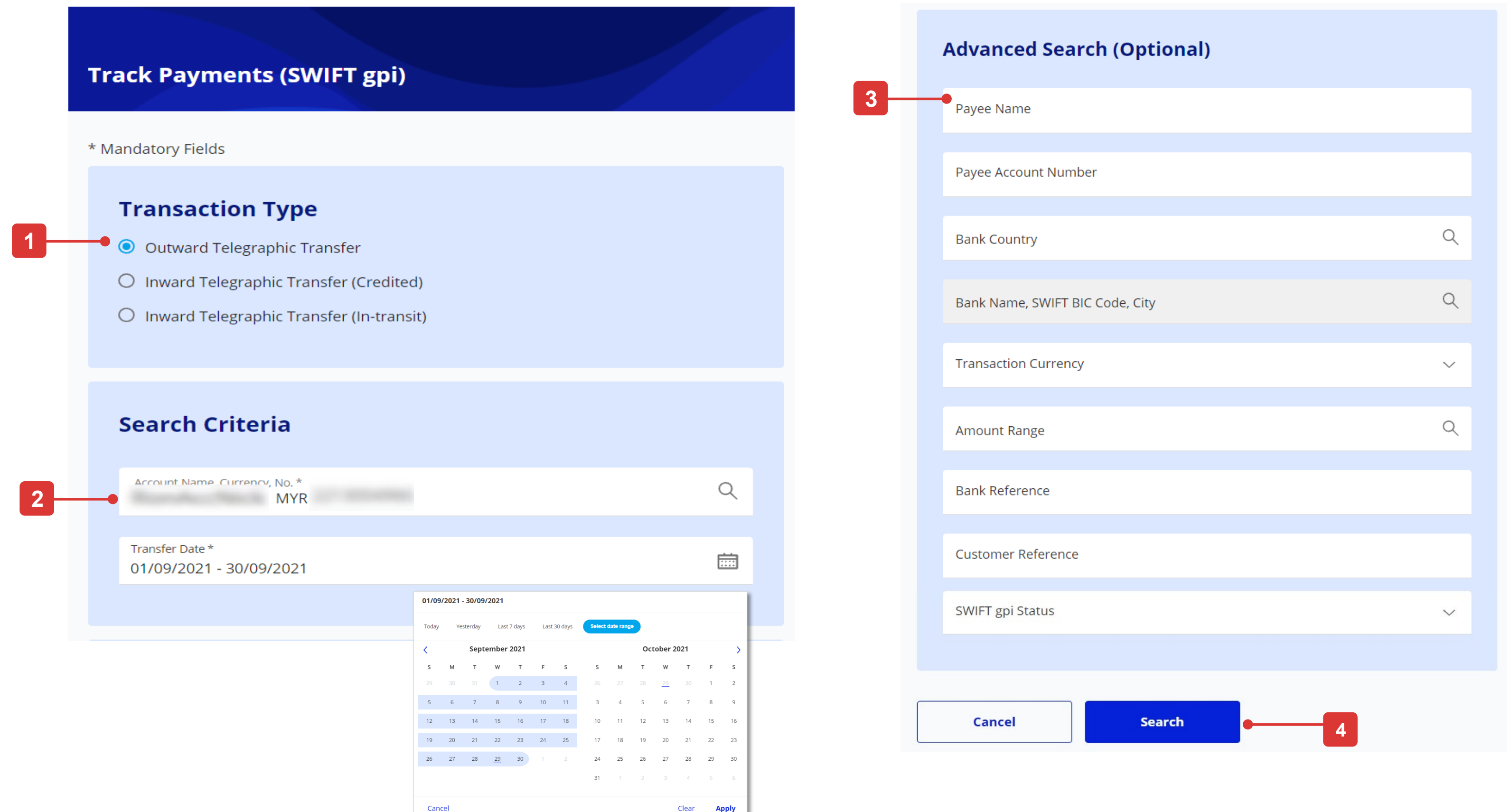
SINGLE TRANSACTION	BULK TRANSACTIONS	TOOLS
Transfer to UOB Account	Transfer to Other Local Banks	Manage Templates
RENTAS	Payroll	Manage Batch Transactions
Interbank GIRO	Cashier's Orders / Cheques	Manage Scheduled / Recurring Transactions
DuitNow Transfer	Telegraphic Transfers	<b>Track Payments (SWIFT gpi)</b>
Request for Transfer (MT101)	Upload Bulk Files	
Telegraphic Transfer		
JomPAY		

## ***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  button to proceed with transaction details.



The screenshot shows the 'Track Payments (SWIFT gpi)' interface. It is divided into several sections:

- Transaction Type:** A section with three radio button options: 'Outward Telegraphic Transfer' (selected), 'Inward Telegraphic Transfer (Credited)', and 'Inward Telegraphic Transfer (In-transit)'. A red callout '1' points to the 'Outward Telegraphic Transfer' option.
- Search Criteria:** A section with two input fields. The first is 'Account Name, Currency, No.\*' with a search icon and a red callout '2' pointing to it. The second is 'Transfer Date\*' with a date range '01/09/2021 - 30/09/2021' and a calendar icon. A calendar pop-up is shown below, displaying dates for September and October 2021.
- Advanced Search (Optional):** A section with several input fields: 'Payee Name' (with a red callout '3'), 'Payee Account Number', 'Bank Country' (with a search icon), 'Bank Name, SWIFT BIC Code, City' (with a search icon), 'Transaction Currency' (with a dropdown arrow), 'Amount Range' (with a search icon), 'Bank Reference', 'Customer Reference', and 'SWIFT gpi Status' (with a dropdown arrow).
- Buttons:** At the bottom, there are 'Cancel' and 'Search' buttons. A red callout '4' points to the 'Search' button.


# ***3. How to Track Inward Telegraphic Transfers***

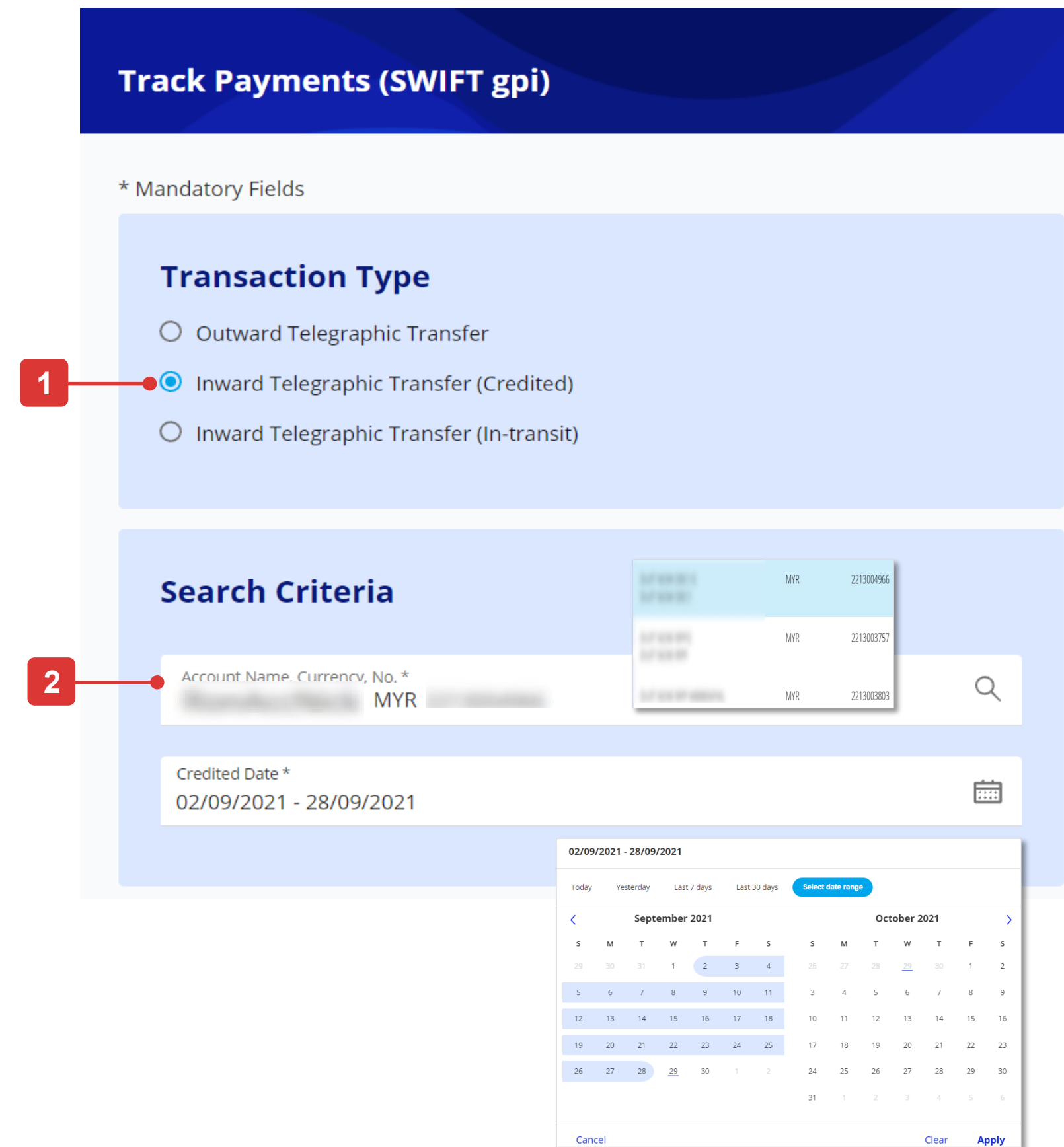


# How to Track Inward Telegraphic Transfers

## 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  button to proceed with transaction details.



**Track Payments (SWIFT gpi)**

\* Mandatory Fields

**Transaction Type**

Outward Telegraphic Transfer

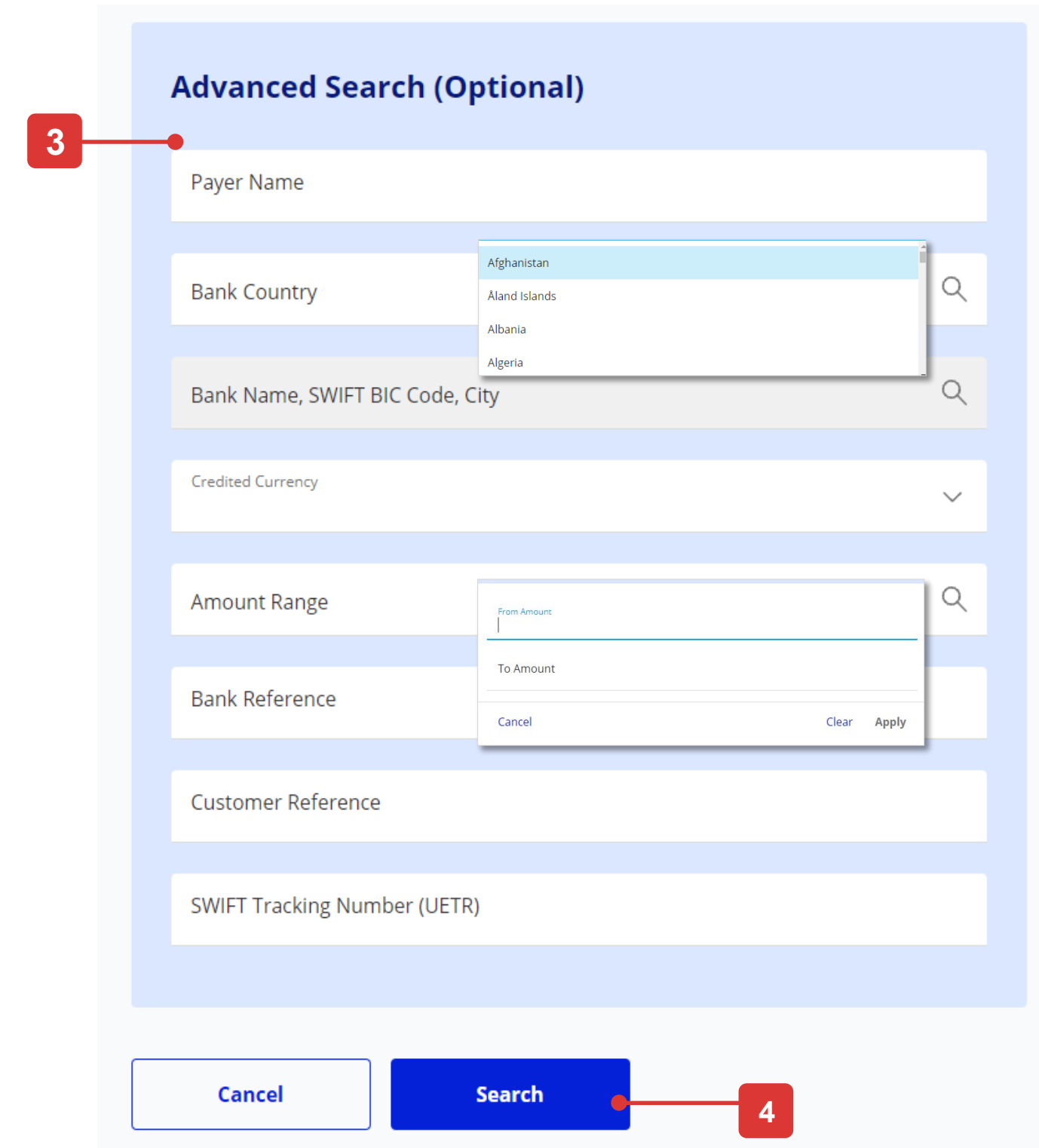
Inward Telegraphic Transfer (Credited)

Inward Telegraphic Transfer (In-transit)

**Search Criteria**

Account Name, Currency, No. \* MYR

Credited Date \* 02/09/2021 - 28/09/2021



**Advanced Search (Optional)**

Payer Name

Bank Country

Bank Name, SWIFT BIC Code, City

Credited Currency

Amount Range

Bank Reference

Customer Reference


SWIFT Tracking Number (UETR)

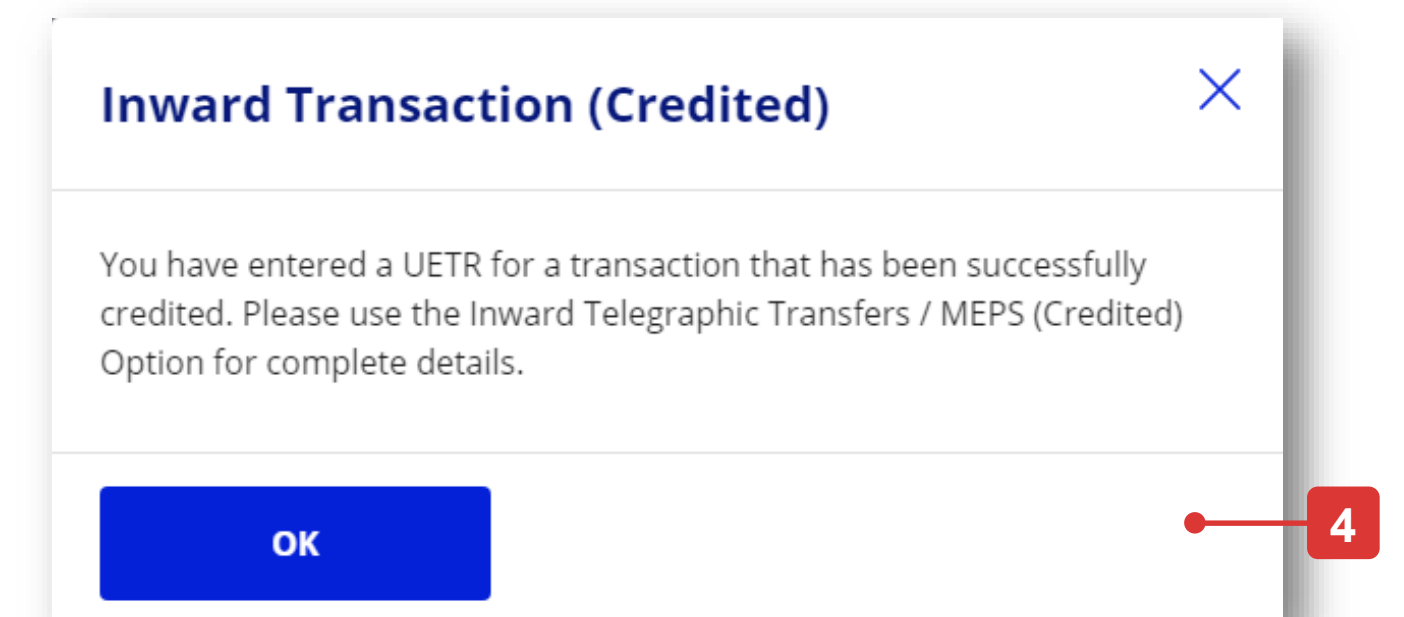
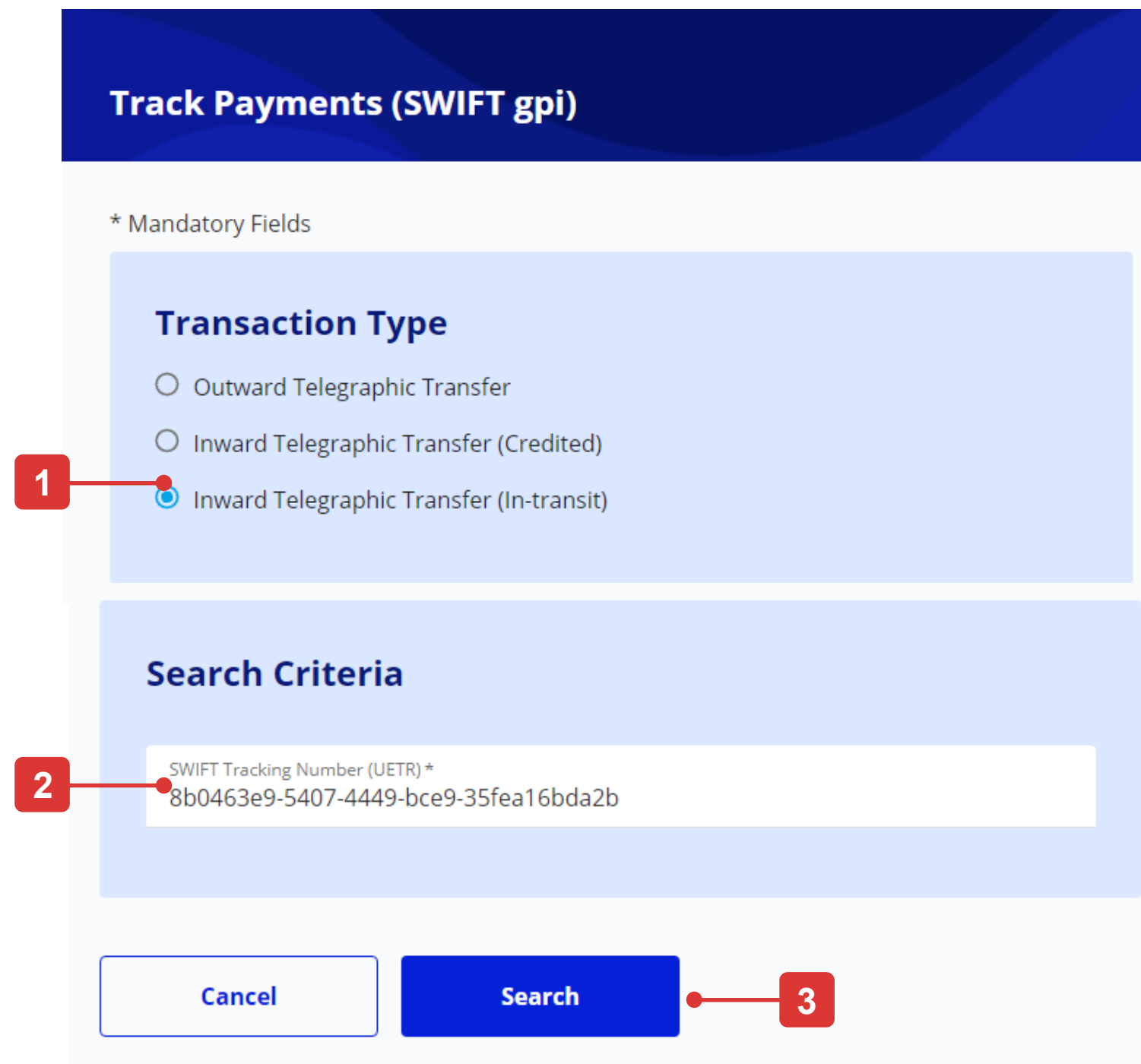
Cancel Search

# 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  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.



# *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.

**Track Payments (SWIFT gpi)**

1

Payer / Payee Currency Amount UETR Customer Reference Bank Reference Status Clear Filter(s)

**RonAccNick 3513220403MYR**

4 outward transactions between 01/01/2020 and 29/02/2020

Customise View

Payee	Transaction Currency	Transaction Amount	Transfer Date	SWIFT Tracking Number (UETR)	Customer Reference	SWIFT gpi Status	Action
	MYR	1956	24/01/2020	2402aeb6-3d1a-4801-bd04-cf7ce6c583de	FT20010001168641	On Hold	
	MYR	1955	24/01/2020	bffb1874-abbe-4749-ae22-dc909b69cd7b	FT20010001168535	On Hold	2
	MYR	35.22	15/01/2020	07a5a270-1374-4bec-8694-1d623568d367	PY0000000003	In Progress	
	MYR	35.21	15/01/2020	85b86788-c301-4a7c-890d-a645c2081067	PY0000000002	In Progress	

1 - 4 of 4 Transaction(s)

Back

You can choose between 2 to 7 columns to display.

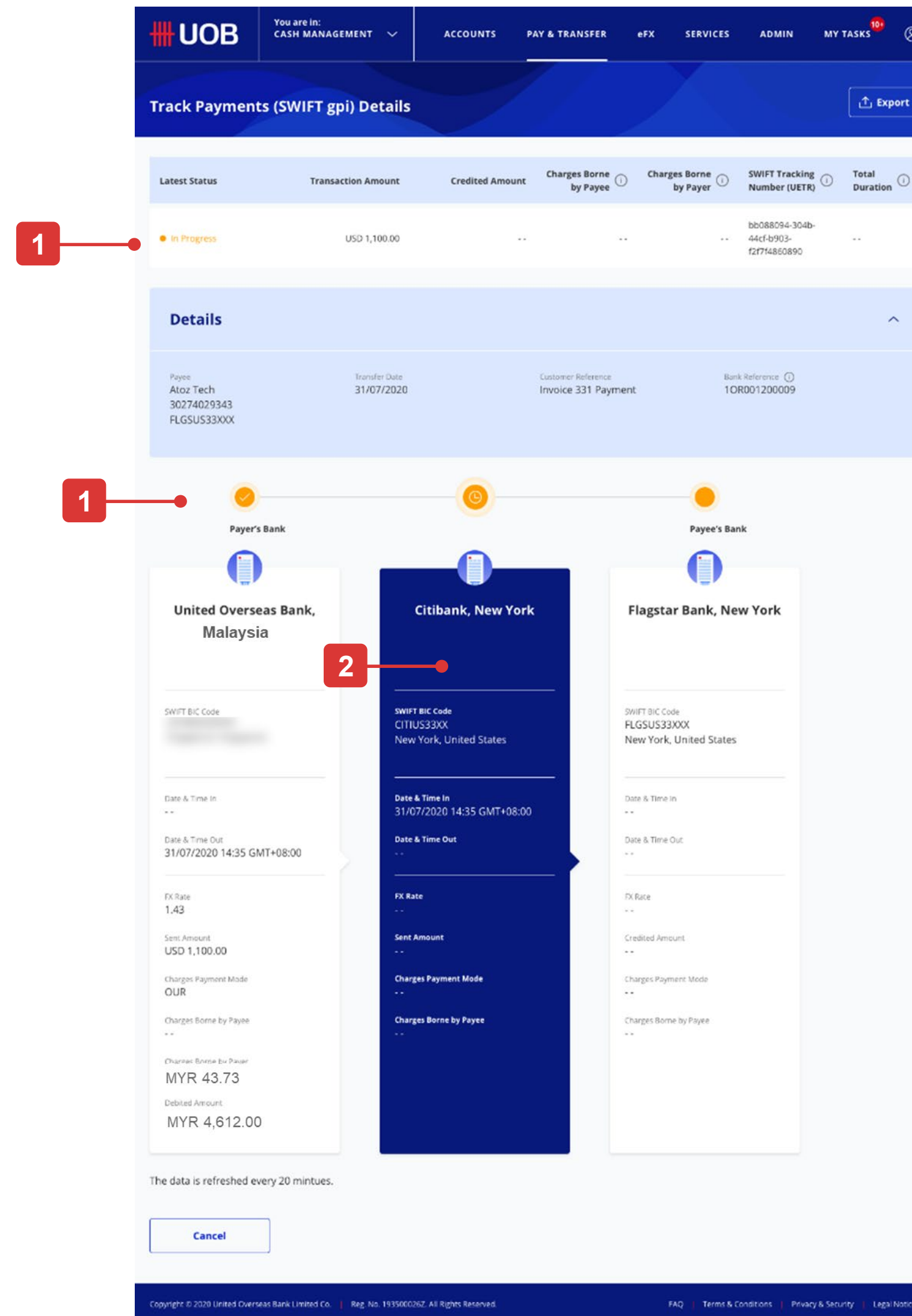
- Payee
- Transaction Currency
- Transaction Amount
- Transfer Date
- SWIFT Tracking Number (UETR)

Cancel Clear Apply

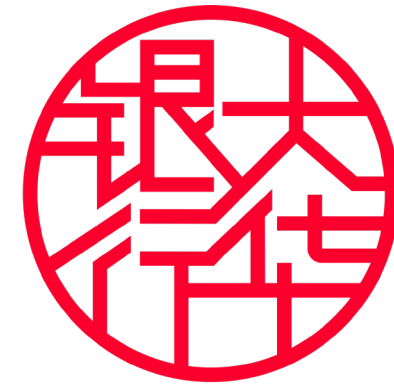
Track Payments (SWIFT gpi)

# 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.



The screenshot displays the UOB Track Payments (SWIFT gpi) Details page. At the top, there is a navigation bar with the UOB logo and menu items: ACCOUNTS, PAY & TRANSFER, eFX, SERVICES, ADMIN, and MY TASKS. Below this is a header for 'Track Payments (SWIFT gpi) Details' with an 'Export' button. A table shows the transaction status as 'In Progress' with a transaction amount of USD 1,100.00. Below the table is a 'Details' section with fields for Payer (Atoz Tech), Transfer Date (31/07/2020), Customer Reference (Invoice 331 Payment), and Bank Reference (1OR001200009). A flow diagram below shows the payment path from the Payer's Bank (United Overseas Bank, Malaysia) to the Payee's Bank (Flagstar Bank, New York) via Citibank, New York. Citibank is highlighted in blue, indicating it is the current bank where the payment is being processed. A red box with the number '1' points to the 'In Progress' status in the table, and another red box with the number '2' points to the Citibank bank name in the flow diagram. A 'Cancel' button is located at the bottom left of the flow diagram. The footer contains copyright information and links for FAQ, Terms & Conditions, Privacy & Security, and Legal Notices.



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