B I N Y - CUSTOMER SERVICE

INVESTIGATIONS TRAINING

SUPPORT DOCUMENTATION
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INTRODUCTION

This documentation is a set of lists, tables and diagrams that will enable you to make the transition from the CSS systems used at SPIB for customer service to the PegaCLAIMS (CLAIMS) system used at BINY with as much ease as possible. This is by no means a complete document in that it does not contain all of the information necessary to process an investigation. Neither is it an attempt to supply you with a concise version of the CLAIMS User Manuals, they are too substantial and you should be able to refer to them on your own. What this document does try to provide you with is a useful set of lists of abbreviations, field names and commands, and an idea about where to go to find more complete information. It also provides you with some workflow diagrams which show you how the steps of an investigation are handled. These diagrams as well will refer you to both this and other documents.

This set of documents is also not intended to teach you either Investigations or Compensation handling. It is expected that you bring with you a thorough knowledge of both of these to your training on the CLAIMS system. If you do not have such knowledge, notify your supervisor.

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AFTER TRAINING

- Employees will be expected to be able to process inquiries through the "CLAIMS" system from Investigation (Data Entry, Search, Correspondence Generation, Payments &/or Adjustments) to Compensation (Payable and Receivables), as per attached processing workflow.

- Trained employees will be tested at the completion of each process (Data Entry, Search, etc.). They will be required to process at least three (3) inquiries selected from the current 600 items on the QA system. Processed inquiries will be reviewed for quality and accuracy by either the trainer and/or a senior Customer Service officer.

- Employees will be expected to meet BINY-Customer Service current MAPS (Minimum Acceptable Performance Standards) not later than 90 days after becoming a BINY Customer Service representative. This means that in addition to handling any messages related to ongoing investigations, you should be able to:

    After 30 days, process at least 7 new inquiries daily.
   After 60 days, process at least 12 new inquiries, and
    After 90 days, process at least 17 new inquiries.

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This is a picture of a VAX numeric keypad. The top four keys are called "PF" or function keys, but this key pad is setup in such a way that all of the keys can be used for special functions; they enable you to use the CLAIMS system more easily.

The top left <PF1> key is also known as the GOLD key, it is a special purpose key which allows you to access some of the functions of the other keys. For example, if you were viewing some text that didn't all fit on one screen, you would use the PAGF (numeric <7>) key to PAGe Forward through the text. In order to PAGe Backward to a previously viewed page of text, you would press the GOLD (<PF1>) key and then you would press the PAGB (numeric <7>) key.

You can see that the general layout of one of these keys is:

```
KEY
LABEL

FUNCTION

GOLD , FUNCTION
```
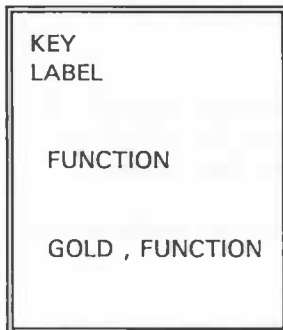
Typical Key Layout

PF1 GOLD BELL	PF2 HLPS HLPF	PF3 FRMF FRMF	PF4 PRTP PRTL
7 PAGF PAGB	8 PAGT PAGT	9 DELF UNDL	- SKIP SKIP
4 MSGF MSGT	5 BELL APPR	6 ACTN ACTN	, HOME INSM
1 CPYF IWRK	2 NEXT LWRK	3 IAUD BACK	ENTER
0 JUMP CMND	. BELL FWRK		ENTER

VAX PF (Numeric) Keypad Template

In this document, whenever you are asked to enter a CONTROL KEY SEQUENCE as described in the second paragraph above, it will appear like this:

press <PF1>,<7>

The key label will always be enclosed in angled brackets (<>), and the comma (,) indicates that you do **not** have to hold the <PF1> key down while you press the <7> key.

Also note that on this page, as elsewhere in this booklet, the key names <PF1> and <GOLD> will be used interchangeably.

(cont'd)

Below is a listing of the most commonly accessed function keys from the keypad. They are referenced by their FUNCTION or GOLD, FUNCTION names. In other words, the names that appear on the chart on the preceding page, such as [GOLD] and [BACK]. Notice that when these function keys are referenced this way, the name of the function appears in square brackets ([]) as in the preceding sentence. A more detailed description of all of these function keys, as well as any other special keys on the DEC keyboard begins on page INF.9˚ of the PegaCLAIMS user manual.

[GOLD]   This key, <PF1>, is used to access all of the GOLD, FUNCTION keys listed in this documentation and in the CLAIMS manuals.

[HLPS]   Displays help text about the currently displayed CLAIMS screen without disturbing the screen or its contents. You must press [ENTER] to return from this screen.

[HPLF]   Displays help text about the field in which the cursor is positioned. You must use the [ENTER] key to return from this display.

[PRTP]   Prints a copy of the displayed screen on whichever printer is attached to it. If there is more than one page of information, you must page down and re-execute this command to print the subsequent pages.

[PRTL]   Prints the logical screen for the currently displayed screen. This means that if there is more than one screenful of text, the entire text will be printed out without having to page forward as with [PRTP].

[PAGF]   Moves the display of the frame in which the cursor is located one page forward. In the case of a split-screen display, make sure you have the cursor in the half of the screen that you wish to page. If there is no further pages, you will hear a bell.

[PAGB]   Moves the display of the frame in which the cursor is located one page backward as above.

[PAGT]   Moves the display of the frame in which the cursor is located to the topmost page in that frame.

[DELF]   Deletes the entire contents of the field in which the cursor is positioned.

[UNDL]   Places the contents of the last deleted field into the field in whick the cursor is positioned. You can use this to restore an accidentally deleted field, or to move data from one field to another.

[SKIP]   Erases all data from the cursor position to the end of that field and moves the cursor to the first character position of the next unprotected field. You can use this to clear a field or to eliminate trailing characters from a prior entry.

˚See the following pages, THINGS YOU SHOULD KNOW ABOUT THIS DOCUMENTATION, for an explanation of this notation.

(cont'd)

[APPR]   Enters an action of APPR, meaning "Approve the screen". This replaces typing "APPR" in the action field and pressing [ENTER]. (See INF.16)

[ACTN]   Immediately moves the cursor to the action field of the screen.

[HOME]   Moves the cursor to the top left unprotected field of the screen.

[IAUD]   Displays the audit trail of the investigation. This will only work before an action is completed, otherwise you will be returned to the COMMAND screen. (See INF.16, INF.76)

[BACK]   Use of this GOLD, FUNCTION key will usually return you to the previously displayed screen. This is used when moving back to the split screen displays after the FULT or FULB action. (See BIT.21, INF.16)

[CMND]   Immediately returns you to the COMMAND screen, without saving any data that may have been entered on the current screen since the system last executed an action. (See BIT.21, INF.38, GEN.7)

[ENTER]   Instructs CLAIMS to process the current screen. If there are no on-screen errors, CLAIMS will execute the action entered in the action field on the screen.

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THINGS YOU SHOULD KNOW ABOUT THIS DOCUMENTATION

This document and its associated reference charts (workflow and command summary) very often make reference to the <u>PegaCLAIMS User Manual</u> (which exists in three volumes) and to itself. The CLAIMS user manual is divided into a number of sections, according to the program components purchased by B of A. The relevant components are as follows:

<u>Subsystem Name</u>	<u>Abbreviation</u>
General Information	INF
General Facilities	GEN
Work Item Processing	INV
Correspondence	COR
Transaction Retrieval	TXN
Electronic Customer Interface	ECI
Loss Control and Compensation	LCC

(in addition you will see references to this document:)

BINY - Investigations Training	BIT

These references use a standard form. Page references consist of two parts: chapter (or document) name as it appears on the bottom of each page of that chapter (or document,) and page number. The two parts are separated by a period as in the following highlighted examples:

- **COR.21** (Correspondence chapter, page **21**)

- **INV.32** (Work Item Processing chapter, page **32**)

- **BIT.11** (BINY - Investigations Training document, page **11**)

THINGS YOU SHOULD KNOW ABOUT THIS DOCUMENTATION - cont'd

You will also see some abbreviations used in this documentation which are common to the CLAIMS system and most CLAIMS screens. These are:

ABBREVIATION	MEANING
IDE screen	This stands for the Investigations Data Entry screen. This screen is used to perform many steps in investigations processing and is completely described on page INV.17.
iid	This is the investigation **i.d.** which is an i.d. number assigned to the investigation by the CLAIMS system after after the initial data entry has been completed. This number is in the format nnnn-ddmmyy. The "nnnn" identifies the sequential number of investigations that have been entered during the processing day, and the "ddmmyy" is the current date. More information on this topic is available on page INF.33.
itype, itype, invtyp	This stands for the investigation **type**, and is one of the fields that must be filled in on the IDE screen. A partial list of available itypes can be found on page BIT.31, and a complete listing can be obtained from the IDE screen by placing the cursor inside the itype field and pressing the <PF1>,<PF2> key combination. ([HLPF].)
mid	This is the message **i.d.**, and is assigned by the system when a message is received. It takes the format: Myymmdd-nnnnn. "M" identifies the i.d. as a message. "yymmdd" stand for the year, month and date, and "nnnnn" is the sequential entry assigned by the system to the message. More information on this topic can be found on page INF.34.
ttype, ttyp	This is the transaction **type**, and is a two-letter designation for a valid transaction type. A partial list of these can be found on page BIT.35 of this document. A full listing of ttypes can be requested in the same manner as for the itypes above, by placing the cursor in the ttype field and pressing [HLPF].

```
CLAIMS        IDE  Screen  IENT                   IENTRY  YOURNA  04-MAR-92  15:54:03
iid              invtyp _____    op YOURNA com    pri     0 utm T    pst
ttyp _____  tdt _____    sta INPROC csv IDSSAT   LC itm N        ndt

AMNT _____      VDT _____     ADJD _____
ISN  _____      CINO _____    OSN  _____
TRR  _____      IDT  _____    VDTC _____
       6  parties: DBT   CDT   ORG   WACT   BNF   WBNK                    orig ____
   1 role DBT_                            2 role CDT_
id _____  acct _____    id _____  acct _____
nm _____  nm _____
ad _____  ad _____
cor _____  ref _____    cor _____  ref _____
   3      ORG_                            4     WACT
   5      BNF_                            6     WBNK
   7      ____                            8
inf _____
LC op      sta      open sq  0        next rsdt           pri     +
error type _____   source _____   unit _____    charge  _
action ____  memo _____    prm _____ + pri ___
```

Typical Investigation Entry Screen after entering IENT command

```
CLAIMS        Message Work item Entry              IENTRY  YOURNA  04-MAR-92  15:54:03
mid M920309-000116              memo ADM 0136 1/1      11829,00    type INT
================================= TRANSMISSION ENVELOPE ====================
   TRANS SEQ: 000136    DATE: 920309    PRIORITY: 0      DUP FLAG: 0
   SNDING SYS ID: B   RCVING SYS ID: L    TYPE CODE: ADM      ACK FLAG: 0
   SND SYS REF: BF223824
======================= TRANSACTION INFORMATION ===========================
   UNIT TYPE: 0    VALUE DATE: 800100    CUR CODE: USD    AMOUNT: 11829,00
   REPAIR COUNT: 2     TRANS REP: C2069BF223824   BNF REF: NONE
   SNDR REF: CLMS     TRANS SRC: MCI    EXT REF: 03090455 MCIIP 9159

iid                ityp WRGVDT    pt IENTRY    oper YOURNA    sta INPROC  com TLX
                   ttyp BB_____  tdt 15_____    csv IDSSAT LC item Y     + pri
AMNT 11829,00_____   VDT_ 15_____     ADJD _____
       5 parties  DBT   CDT   BBK   BNF   ORG                    orig DBT_
1  role DBT_                            2 role CDT_
id 95892_____  acct DDA/95892_____   id 84490_____   acct DDA/84490_____
nm UNITED_BANK_LIMITED_____      nm BANQUE_COMMERCIALE_DU_RWANDA
ad JUBILEE_INSURANCE_HOUSE_____     ad CHEF_DU_DEPARTEMENT_ETRANGER___
   MC_LEOD_ROAD_____         BLVD_DE_LA_REVOLUTION_P.O.BOX_354
cor _____  ref _____     cor _____  ref _____
inf _____
actn ____  p1 _____   p2 _____     memo _____
```

Typical Investigation Split-Screen Display after entering EIEN command, showing message information at the top and a completely filled-in, partial IDE screen at the bottom.

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D O

1.   ALWAYS check the authenticity of an inquiry before taking any action.

2.   ALWAYS understand the inquiry and reply within 24 hours.

3.   ALWAYS check balances before making any adjustments.

4.   ALWAYS check memos, liens, special instructions with Account Administrators.

5.   ALWAYS remember that returned payments credited to A/C's # 00007 and/or 00020 must be processed the same day.

6.   ALWAYS review everyday:
            -Message Work List (Key <F17> or Command EWRK)
            -Work Item List, better known as Investigation Work List, (<GOLD>,<1> or Command IWRK)
            -Loss Control Work List, better known as Compensation Work List, (<GOLD>,<2> or Command LWRK).
      All three can be displayed from the Work Item List (<GOLD>,<1>).

7.   ALWAYS remember that manual investigations should be IMEM and replied to within 24 hours.

8.   ALWAYS remember to immediately communicate to supervisor any item(s) believed to be a potential loss.

9.   ALWAYS check for previous cases (use command IFND) if inquiry refers to a previous message. This is to avoid/eliminate duplicate cases.

10.   ALWAYS generate an error letter if the error unit is identified as:
            Money Transfer (IPAYD)
            Trade Finance (ILOFC)
            BofA, Concord (DR or CR party 00032).

11.   ALWAYS check with your supervisor, if you are in doubt.

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D O   N O T

1.   Supply confidential information (account information, i.d.#, credit lines) to non-authorized B-of-A staff or outside callers.

2.   Debit/Credit A/C' s # 00032, 00007, 00015 and 00020 without prior approval from your supervisor and or unit manager.

3.   Close pending cases, unless specifically told to do so.

4.   Return compensation payments, unless told to do so.

5.   Refer any items to other department(s) without prior approval from your supervisor.

6.   Pay any third party inter-bank compensation claims, unless prior agreement was made with the institution and authorized by your supervisor.

7.   Effect payments to individuals and/or corporations without at least two (2) Customer Service representatives and one supervisor reviewing case.

8.   Forget to ask your supervisor when in doubt.

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THINGS TO REMEMBER

1.   Have full knowledge of A/C's 00032/00035 processing.

2.   Have full knowledge of OARS product.

3.   Make certain to double check information in all cross-reference fields.

4.   Have full knowledge of:
- How to process stop payments on Cashier Checks
- USCIB Inter-bank Compensation Rules
- SEARCH commands
- Priority items: A/C's 00007, 00020, Adjustments and Account Administrators investigation requests.
- VMU

5.   Remember to update your password (CLAIMS, VMU, WBS, CONY) before it expires (every thirty days.)

6.   When in doubt, ASK YOUR SUPERVISOR.

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SIGN-ON PROCEDURES

1. Turn-on terminal

2. Press the <RETURN> key until you see the **USERNAME:** prompt

3. At the **USERNAME:** prompt type: **CLAOPRC** and press the <RETURN> key.
    This will bring you to the **PEGASYS - Signon Screen**

4. At the **Signon Screen** enter your **OPERATOR ID** and **PASSWORD**.
    This will bring you to the **"CLAIMS" - Command Screen**

5. At this time you should be able enter any of the attached mentioned
    COMMANDS, which will allow you to find an investigation, display audit
    trail, etc.

LOG-OFF PROCEDURES

1. On the **COMMAND SCREEN** type **"OFF"** and press the <ENTER> key.
    This will bring you to the **PEGASYS - Signon Screen**.
    (Do this if you do not wish to completely exit "CLAIMS", or when you leave
    the station, for any reason)

2. To completely exit "CLAIMS" you can type **"STOP"** at either:
    A. The **PEGASYS - Signon Screen**, or
    B. The **COMMAND SCREEN**
    and then press the <ENTER> key.

    You can also exit "CLAIMS" at any time, by pressing the <F10> key on the
    keyboard.

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COMMAND	DESCRIPTION	PARAMETERS	WHERE FOUND / INDEXED
APPR	Approve (accept all information as entered on) the screen. This can also be accomplished by using the [APPR] key (<PF1>,<5>).	none	Most CLAIMS screens/ INF.16
BACK	Usually returns operator to previous screen. You can also use the [BACK] key (<PF1>,<3>).	none	Most CLAIMS screens/ INF.16
CGEN	Access Correspondence Generation Menu - select proper template for correspondence you want to generate. (Also see templates list, BIT.37)	P1: iid P2: (template/ corr. type/ role(s)) P3: (purpose)	After Data Entry Updates/ COR.19, COR.26, COR.31
CMND	Display Command Screen - The basic entry screen of the CLAIMS system, used to access all other screens.	none	Access all CLAIMS functions from anywhere in system/ INF.38, GEN.7
CNCL	Used to cancel an action (correspondence) - kill the current correspondence.	none	Generate Correspondence/ COR.97
CREQ	Correspondence Request - helps you to select correct correspondence template.	P1: iid P2: (template/ corr. type/ role(s)) P3: (purpose)	Usded after data entry updates COR.54, COR.60, COR.64 (Will be replaced by CGEN)
DATT	Display Attachment - View previously attached item, or correspondence.	P1: Sequence Number	CLAIMS screens/ COR.45, COR.68, INV.78, INV.81
EATT	Attach Message - display a message for review along with a short IDE screen. You can update the investigation and add the message as an MSG attachment to the folder as appropriate.	P1: (mid) P2: iid P3: (MSG attachment name)	During reply to existing investigation/ ECI.36
EIEN	Message Investigation Entry - display a message from you worklist (EWRK) with a short IDE screen. You can enter an investigation into CLAIMS directly from this screen. (See BIT.11 for a sample screen display.)	P1: (mid)	Begin Data Entry/ ECI.30
ERVD	Message Review Detail - see detailed information about a message.	P1: (mid)	During Investigation/ ECI.21
EWRK	Message Worklist - view list of unattached messages in order to pick one to work on.	P1: (list name) P2: (display name)	To begin new Investigation/ ECI.12
FULB	Full Screen Display of Bottom of Split Screen (after command EIEN.)	none	During EIEN Split-Screen display (use BACK to return)
FULT	Full Screen Display of Top of Split Screen (afrer command EIEN.)	none	During EIEN Split-Screen display (use BACK to return)

COMMAND	DESCRIPTION	PARAMETERS	WHERE FOUND / INDEXED
GCHC	Change Session Characteristics (terminal type, printer, etc.)	none	Used to change terminal characteristics/ GEN.79
GCHP	Change Point - allows you to change the way the system looks at you. (Its point of view, your "point" in its hierarchy.)	(new point)	Used during guarantees process/ GEN.9
GPWU	Update Password - this MUST be done every thirty days, the system will notify you when it is about to expire.	none	Used to update your password/ GEN.19
IAUD	Investigation Audit Display - view the audit trail and associated information for an investigation. You can also use the [IAUD] key (<3>).	(iid)	Most CLAIMS screens/ INF.16, INV.76
IDAT	Display Attachments to the audit trail. With only the iid, you will see the most recent attachment, P2 plus the audit trail sequence number (from IAUD) will let you view a particular item.	P1: iid P2: (display parameter)	Most CLAIMS screens/ INV.121
IDIS	Display Investigation Screen - to view any open or resolved investigations without making changes.	P1: iid or folder name P2: iid, IDAT, IDAT note name	Most CLAIMS screens/ INV.35
IENT	Investigation Entry - used to add information about a new investigation to the system. Accessed from EWRK. (See page BIT.11 for a sample screen display.)	P1: itype (/ttype) P2: (party account number)	Begin Data Entry/ INV.23
IFND	Quick Locator - Find an existing duplicate, open or closed investigation using many different search options.	(party account number)	Command screen, others/ INV.105
IMEM	Investigation Memo - add one or more lines of memo text to an investigation audit trail.	P1: iid	Used when attaching a message to an existing case/ INV.82
IPRT	Investigation Print - print full or partial listing of an investigation at a specified printer.	P1: iid	Most CLAIMS screens/ INV.124
IUPD	Investigation Update Screen - use to update investigation information or resolve an investigation.	P1: iid or foldername P2: (Split parameter - iid, IDAT/note name) or (Transfer Destination - point/operator)	Used to update or resolve an investigation. Can be used in full or split-screen mode/ INV.39, INV.42
LBVL	Loss Control Back Value Compensation - use to process back value compensation adjustments from a loss control worklist.	P1: iid P2: step name	Entry point into Compensation operations/ LCC.52

COMMAND	DESCRIPTION	PARAMETERS	WHERE FOUND / INDEXED
LCAL	Calculator Emulation - use to calculate potential compensation for different principal amounts, date ranges and compensation rates.	none	Use to calculate potential compensation amounts without a CLAIMS investigation/ LCC.59
LFEE	Loss Control Fee Compensation - use to process compensation fee adjustments from a loss control worklist.	P1: iid P2: step name	Entry point into Compensation operations/ LCC.53
LINK	Link items: Duplicate investigations, transaction queries, messages, transactions and results of searches, to existing case folders.	none	Command screen, after Search (IFND)/ INV.92, TXN.10, TXN.53
LRSV	Loss Control Reserve Loss Compensation - use to process reserve loss compensation adjustments from a loss control worklist.	P1: iid P2: step name	Entry point into Compensation operations/ LCC.55
LUNJ	Loss Control Unjust Enrichment Compensation - use to process unjust enrichment compensation adjustments from a loss control worklist.	P1: iid P2: step name	Entry point into Compensation operations/ LCC.56
MENU	Display Main Command Menu - a list of the commands available to you in the current context.	none	Gain access to other menus and information from anywhere in CLAIMS system/ GEN.7
NLNK	Nolink - deletes results of current query and returns you to the previous screen (transaction located is not involved with current case.)	none	After performing a search/ TXN.16, TXN.53
OFF	Sign Off your operator ID from the system, but keep your terminal in CLAIMS.	none	From most CLAIMS screens/ GEN.22
PATT	Previous Attachment - view previous attachment (from the attachment display only (IDAT, DATT).)	none	From Attachment display (IDAT, DATT) only/ INV.78, INV.81
STOP	Sign off your operator ID from the system and disconnect from CLAIMS.	none	Most CLAIMS screens/ GEN.22
TDIS	Transaction Display - displays texts of transactions returned by transaction query and allows you to link it to a new or existing case folder.	P1: (iid)(mid) (operator)(none)	After Transaction Query/ TXN.5
TQEN	Open and Link a Displayed Transaction - used after TDIS	P1: itype	After TDIS action/ TXN.15
TQUE	Initiate Transaction Query - request a split transaction query, the top half to enter query, the bottom half is variable depending how accessed.	P1: (iid)(mid)(none)	Most CLAIMS screens/ TXN.21

COMMAND	DESCRIPTION	PARAMETERS	WHERE FOUND / INDEXED
TSTA	Display Transaction Query Status - view status of query and description of results of the query.	none	Automatically displayed when waiting for query results/ TXN.31
TSUM	Display Summary of Transactions - displays first text line of first four transactions returned. To view complete text, use TDIS as action along with selection number.	P1: (iid)(mid)(operator) (none)	Used after a database query/ TXN.36

ERROR SOURCE LIST

ABBREVIATION	DESCRIPTION
CBRCH	Bank of America Branch
CUST	Customer With (DDA) Accounts
OBANK	No CHIPS, ABA or DDA Number
OINTRN	BINY Department
OPARTY	Originator of Transaction
SYSTEM	Processing System

ERROR UNIT LIST*

ABBREVIATION	DESCRIPTION
EFRBSY	Ext. Fed. Res. Bank System
EMAILS	Ext. Mail Service
ENYCHA	Ext. New York Clearing House
ESUBPO	Ext. U.S. Dist. Court Subpoena
ESWFCA	Ext. SWIFT Carrier
ETLXCA	Ext. Telex - Cable Carrier
GBICSC	BI Customer Service Center #7686
GFADMN	GFIG Administration #7640-00
GFAMER	GFIG & CSO Americas
GFASIA	GFIG & CSO Asia Pacific
GFEMEA	GFIG & CSO Europe, Mid-East, Africa
GPVTBK	Private Banking NY #7685
IACCT	Int. Demand Deposit Services #7620-30
ICOLL	Int. Trade Fin. Collections
ICONY	Comm of New York (CONY)
ICORR	INT. MT. Cust. Service "INVEST"
IDEPS	MT Checks Proc. Svc. #7620-23
IICCU	BI Compliance & Int. Control
IICS	International Clearing Services (ICS)
ILOAN	Trade Fin. Loan Service
IMAIL	Int. Mail Messenger Service
IMMKT	Treasury Ops NY (NYTC-TOPS)
IPAYD	MT Paying & Receiving Dept.
IRECSY	System-Nostro Reconciliation
ISECD	BankAmerica Tr. NY (BATNY)
ISUPP	Int. Support Services #7633
ITELE	Telecommunications
ORG	Originator
SMICRO	System-Micro Wire Message
SMSTAR	System-Micro Star
SRECSY	System-Nostro Reconciliation

*These are used with ERROR SOURCES OINTRN, OPARTY and SYSTEM.

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FIELD TAGS*

TAG	DESCRIPTION
ADJD	Adjustment Date
AMDP	Amount Duplicated
AMNT	Amount
AMTD	Amount Difference
AMTI	Amount Incorrect
CCG =	Cable Charge: (ID = DDA or GLC)
CDIV	Credit Division
CINO	C and I Reference Number
CORF	Other Reference on Credit GL Ticket
CSUS	Credit Suspense Number
CUS =	Customer Type (a, b or n)
DDIV	Debit Division
DEPT	BINY Department
DIV	Division
DORF	Other Reference on Debit GL Ticket
DSUS	Debit Suspense
FRM	Starting Date
IDT	Instructions Date
IDTD	Duplicate Instructions Date
IRN	CONY's Internal Reference #
ISN	Incoming Sequence Number
ISND	Duplicate Incoming Sequence Number
OSN	Outgoing Sequence Number
OSND	Duplicate Outgoing Sequence Number
RFB	Reference for Beneficiary
RFS	Reference for Sender
TDT	Transaction Date
TDTD	Duplicate Date
TO	Ending Date
TRR	Transaction Reference Number
TRRD	Different Transaction Type
TYPD	Duplicate Transaction Type
VDT	Value Date
VDTC	Correct Value Date
VDTD	Duplicate Value Date

*The name "Field Tags" refers to the labels that are likely to appear on the screen for fields that you will be required to fill in during investigation entry/update, etc.

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INVESTIGATION STATUS LIST*

ABBREVIATION	DESCRIPTION
ICLSE	Pending Operator Action
ICONFG	Configuration Error
ICORCX	Cancelled: Correspondence Generated
ICORRP	Repair: Correspondence Generated
IDOCCX	Documents Generated
IDUPER	Duplicate: Searching Error
IDUPRE	Duplicate: To be Retired
IDUPS	Possible Duplicates Found
INODUP	No Duplicates Found
INPROC	Investigation Processing
IREOPEN	Investigation Reopened
ISTPCX	Cancelled: Processing step
ISTPRP	Step Repair
ITRSF	Investigation Transferred
PABENF	Pending Amendment of BNF Name
PAINFO	Pending Additional Information
PAOFFR	Pending: Inst. of GFIG Officer
PARCHV	Pending: Archives Request
PCACTN	Pending Confirm Action
PDAUTH	Pending Debit Authority
PEMGMT	Pending Management Authorization
PIDOCM	Pending Internal Documentation
PRFNDS	Pending Return of Funds
PRGTEE	Pending Indemnity Release
PVERIF	Pending Sequence Verification
RADJ	Resolved: Adjustment Completed
RCOMP	Resolved: Req. Interbank Comp.
RNADJ	Resolved: No Adjustment Required
RNOACT	Resolved: No Further Action
RNOMTI	Resolved: Not Money Transfer Investigation
RPAYCP	Resolved: Compensation to be Paid
RPLOSS	Resolved: Possible OPS Losses
RRFXNY	Resolved: Referred to TOPS-NY
SDUPS	System Performing Search

*Items on this list that begin with the letter:

I	-	Item is awaiting operator action
P	-	Item is pending
R	-	Item is resolved
S	-	System Control Item

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INVESTIGATION TYPES*

ABBREVIATION	DESCRIPTION
AMEND	Add of ORG to BNF Information (OBI)
AMNINC	Incorrect or Wrong Amount USD
CONFRM	Confirm Execution of DR-OR-CR
DUPCR	Duplicate Credit Posted
DUPDR	Duplicate Debit Posted
MISPST	Misposted Payment Instructions
NONMTI	Not Money Transfer Item
NONREC	Non Receipt of Instructions
UNAPPL	Unable to Apply Transaction Posted
UNSURE	Investigation Type Unclear
WRGVDT	Payment Executed with Wrong Value

*This is a partial list of the most common Investigation Types. For a complete list, place your cursor in the itype field and press the HLPF (<GOLD>,<PF2>) CONTROL KEY sequence.

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ROLES LIST*

ABBREVIATION	DESCRIPTION
AOFF	Account Officer or Administrator
BBK	Beneficiary Bank
BNF	Ultimate Beneficiary
BRCH	BofA Unit Originating Inquiry
CDT	Credit Party to Investigation
DBT	Debit Party to Investigation
DEPT	Department Receiving NonMTI Message
IBK	Intermediary Bank
INS	Instructing Bank
OGB	Originator's Bank
ORG	Originator of Transaction
SND	Sender of Message
WACT	Wrong Account
WBBK	Wrong Beneficiary Bank
WBNF	Wrong Beneficiary
WBNK	Wrong Bank

*This refers to the role a party plays in a transaction, and is indicated on the Investigation data entry screen by the field tag "role".

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MOST COMMON TRANSACTION TYPES*

TTYPE	DESCRIPTION	TTYPE	DESCRIPTION
A	Advance	PH +	Check Photocopy
AC	Acceptance	PM +	CHIPS Pymt Public Non-Auto
BB +	Book Transfer Payment Non-Auto	PQ	CHECKS Pymt Public Non-Auto
BC +	CHIPS Pymt BofA Automatic	PR	FED Pymt Public Automatic
BF +	FED Pymt BofA Non-Automatic	PZ	Public Non-Auto Comm'l Transfer
BM +	CHIPS Pymt BofA Non-Automatic	RB +	Book Trans Received Automatic
BQ	CHECKS Pymt BofA Non-Automatic	RD	FED Rec'd Automatic
BR	FED Pymt BofA Automatic	RE	Reversing Entry
BU	BofA Auto Comm'l Transfer	RF	Auto Fed Third Party
BW +	Book Transfer Pymt BofA Auto	RH	Auto CHIPS Third Party
BZ	BofA Non-Auto Comm'l Transfer	RK +	Book Trans Rec'd Non-Automatic
CB	Cost of Cable	RM +	CHIPS Received Automatic
CC	Certified Check	RN +	CHIPS Received Non-Automatic
CI	Credit Internal	RQ +	FED Rec'd Non-Automatic
CK +	Check Paid	RR	Non-Auto FED 3rd Party
CM	Commission	RS	Non-Auto CHIPS 3rd Party
CO	Collection	RU	Miscellaneous Returned Items
DI	Debit Internal	SA +	CHIPS Pymt SWIFT Automatic
EB	Book Trans BofA Non-Auto BEN	SB	Book Trans Pymt SWIFT Non-Auto
EC	CHIPS Pymt BofA Automatic BEN	SC	Service Charges
EF	FEDwire Pymt BofA Non-Auto BEN	SF +	FED Pymt SWIFT Non-Automatic
EM	CHIPS Pymt BofA Non-Auto BEN	SM +	CHIPS Pymt SWIFT Non-Automatic
EO	Check Pymt BofA Auto BEN	SQ	CHECKS/Other Pymt SWIFT Non-Auto
ER	FEDwire Pymt Automatic BEN	SR	FED Pymt SWIFT Automatic
EW	Book Trans BofA Automatic BEN	SU	SWIFT Automatic Comm'l Transfer
GB	Book Trans Non-Automatic	SW +	Book Trans Pymt SWIFT Automatic
GF	FEDwire Non-Automatic	SZ	SWIFT Non-Automatic Comm'l Transfer
GM	CHIPS Pymt Automatic BEN	UC +	Unclassified
HB	Book Trans Automatic BEN	VA	SWIFT Statement Per Page
HK	Book Trans Non-Automatic BEN	XB	Book Trans SWIFT Non-Auto Our
HN	CHIPS Pymt Non-Automatic BEN	XC	Merged Credit
HR	Non Auto FED 3rd Pty Chg BEN	XF	FEDwire SWIFT Non-Auto Our Chgs
IC	Interest	XM	CHIPS SWIFT Non-Auto Our Chgs
JB	Book Trans Auto Our Chgs	YB	Book Trans BofA Non-Auto Our
JK	Book Trans Non-Auto Our Chgs	ZM	CHIPS Pymt Non-Auto Our Chgs
KA	CHIPS SWIFT Automatic BEN		
KB	Book Trans SWIFT Non-Auto BEN		
KF	FEDwire SWIFT Non-Auto BEN		
KM	CHIPS SWIFT Non-Automatic BEN		
KO	CHECKS SWIFT Automatic BEN		
KQ	FEDwire Non-Automatic BEN		
KR	FEDwire SWIFT Automatic BEN		
KW	Book Trans SWIFT Automatic BEN		
LC	Letter of Credit		
MD	Mail Deposit		
NO +	No Transaction Type		
PA	CHIPS Pymt Public Automatic		
PB	Book Transfer Public Non-Auto		
PF +	BED Pymt Public Non-Automatic		

*This is only a partial list of Transaction Types available. In order to view a full list, place the cursor in the ttype field on the CLAIMS screen, and then press the HLPF (<GOLD>, <PF2>) key.

⁺Ttypes listed with a plus (+) symbol are those you are most likely to need.

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MESSAGE TEMPLATES - TESTED MESSAGES

TEMPLATE NAME	INTENDED FOR ROLE	DESCRIPTION
ADDMSGDT	CDT	Advice to credit party of additional details for a credit to their account on our books.
AMBNOGTY	CDT	Request to the receiving bank of a CHIPS or FED payment to amend the Beneficiary - no indemnity.
AMDETCFC	CDT	Request to the receiver (CDT) of a CHIPS or FED payment to amend the details.
AMDETCR	CDT	Request to the credit party to amend the details of a credit to their account on our books.
CFMRETCR	DBT	To be used with an adjustment (DOCM) advising debit party funds recredited to their account per their cancellation request.
CFMREWCR	CDT or WACT	To be used with an adjustment (DOCM) advising the credit part or the wrong account their account is being debited in reversal of an erroneous credit.
CONFRMCR	DBT or ORG	Confirmation to debit party or originator that funds have been credited to an account on our books.
CRAMDBEN	CDT	To be used with an adjustment (DOCM) advising the amended beneficiary (CDT) their account on our books is being credited.
DCRRDATH	CDT	Request to credit party for authorization to debit their account for a duplicate credit.
FREEFORM	ALL	All text entered by operator.
LATECRED	CDT	To be used with an adjustment (DOCM) advising credit party their account on our books is being credited.
RDRAWACT	WACT	Request to wrong account for authorization to debit their account for an erroneous credit.

MESSAGE TEMPLATES - TESTED MESSAGES, cont'd

TEMPLATE NAME	INTENDED FOR ROLE	DESCRIPTION
RELINGTY	DBT	Release of an indemnity upon confirmation of action from the affected account on our books.
REQDRATH	CDT	Request to credit party for authorization to debit their account due to a cancellation request from the debit party (DBT.)
REQRETOF	CDT or WBNK	Request to the receiving bank (credit party or wrong bank) of a CHIPS or FED payment for return of funds sent in error.
RETCRDAC	DBT	To be used with an adjustment (DOCM) advising the debit party their account is being credited for funds returned by the credit party (CDT) due to inability to apply.
RRETCHFD	CDT	Request to the credit party for return of a duplicate CHIPS or FED payment.
VOIDGTY	DBT	Advice to the issuer of an indemnity that the indemnity is considered null and void - reason entered by operator.

- UNTESTED MESSAGES BEGIN ON FOLLOWING PAGE -

MESSAGE TEMPLATES - UNTESTED MESSAGES

TEMPLATE NAME	INTENDED FOR ROLE	DESCRIPTION
ACKAB	ALL	Acknowledgement of Inquiry.
ACKCDT	CDT	Acknowledgement to credit party advising we are contacting debit party (DBT) for additional information.
AVDADJ	CDT	Advice to credit party of value date adjustment to a credit to their account on our books.
CFMCDTBT	CDT	Confirmation to credit party of a credit to their account on our books when beneficiary claims non-receipt.
CFMCHPFD	CDT	Confirmation to the receiving bank of an outgoing CHIPS or FED payment when beneficiary claims non-receipt.
CFMFRCDT	DBT	Reply to debit party when reply has been received from a credit party (CDT) that they have paid the beneficiary.
CFMRMPM	DBT	Confirmation to debit party that payment was effected when they claim non-receipt by the beneficiary.
CFMTRSAD	DBT	Confirmation to debit party that amended payment details supplied by them have been transmitted to the credit party.
FREEFORM	ALL	All text entered by operator.
UNAOCHFD	DBT	Request for additional details from debit party when credit party (CDT) advises they cannot apply funds.
UNAPINCF	DBT	Request for additional details from the sending bank of a CHIPS or FED payment when the credit party on our books cannot apply funds.
COVERLET	ALL	Letter enclosing copies of source documents.

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