



## Observer Insights Frequently Asked Questions (FAQ)

A global view of banks' adherence to the SWIFT  
gpi Customer Credit Transfer (gCCT) Rulebook.

To **immediately access** the answer to your question, **click on the question** of your choice.

For more information about SWIFT gpi, please contact your SWIFT account manager or visit the **SWIFT gpi customer credit transfer webpage**.

For any further support needed, please contact **SWIFT Support** or send an e-mail to **[gpi.observer@swift.com](mailto:gpi.observer@swift.com)**.

### General information

- 1 What is Observer Insights and how does it work?
- 2 What does Observer Insights measure?
- 3 When does Observer Insights start to measure my performance?
- 4 Who has access to Observer Insights?
- 5 How do I subscribe/connect to Observer Insights?
- 6 How fast are end-user management activities processed? (e.g.: addition of users, change in restrictions, etc)
- 7 Where can I find training and user guides on how to use the tool?
- 8 Upon logging into the tool, why do I see other products like Watch and Compliance Analytics?

### Gpi quality index

- 9 What is the gpi quality index and how is it calculated?
- 10 How is the gpi quality index used to determine overall compliance with the gCCT rulebook?
- 11 How is the desired threshold established?

### Roles of a gpi member bank and how it affects their performance dimensions and gpi quality index

- 12 What roles can a gpi bank play in the payment flow?
- 13 Which performance dimensions are accounted for in each of the roles?

### Four Performance Dimensions and how they are calculated

#### Same day value

- 14 What does the same day value performance dimension measure?
- 15 How is the confirmation status of a gpi transaction determined?
- 16 What is a confirmation deadline?
- 17 Until what time can a receiving bank confirm on the deadline?
- 18 What is the cut-off time?
- 19 What is a "business day"?
- 20 What if a bank cannot credit same day?
- 21 What if for a certain currency a bank needs more than one day to credit?
- 22 What if a future value date is requested? Is same day confirmation of credit with same day availability of funds still needed?

To [immediately access](#) the answer to your question, [click on the question](#) of your choice.

For more information about SWIFT gpi, please contact your SWIFT account manager or visit the [SWIFT gpi customer credit transfer webpage](#).

For any further support needed, please contact [SWIFT Support](#) or send an e-mail to [gpi.observer@swift.com](mailto:gpi.observer@swift.com).

**23** What happens if an instructed agent sends a final status (ACSC or ACSP/001) to the Tracker while the value date in the MT 199 (or API) is set in the future?

**24** How is a gpi agent measured on this performance measurement?

#### Traceability

**25** What does the Traceability performance dimension measure?

**26** What happens if a BIC11 acts on behalf of another BIC11 and both BIC11s belong to the same BIC8?

#### Transparency of Deducts

**27** What does the Transparency of Deducts performance dimension measure?

**28** How is the Deducts performance measure verified in case of OUR (with FX if any)?

**29** How is Deducts performance measure verified in case of BEN / SHA?

**30** What if a bank cannot populate the SHA / BEN charge fields with the actual deduct amounts?

**31** What if an intermediary bank changes the charge details in a transaction chain?

#### Unaltered Remittance

**32** What does the Unaltered Remittance performance dimension measure?

**33** Does SWIFT store remittance information?

**34** What, if any, changes to remittance information can be tolerated for this performance measure?

**35** Who is measured on this Unaltered Remittance performance measure?

#### Observer Insights Homepage

**36** What is meant by the phrase "status duration"?

**37** What is meant by the phrase "monthly gpi traffic you sent" in the gpi community page?

#### Additional insights available in Observer Insights Dashboard

**38** What is the difference between performance dimensions (KPIs) and insights?

**39** What is the difference between the elapsed time and the processing time?

**40** What information do the processing times (speed) insights provide?

**41** What is the impact of future value date transactions on the processing times (speed) insights?

**42** What is the impact of specific market practices on message processing times (speed) and last known status code insights?

**43** What do we mean by unconfirmed transactions and to which role are these assigned?

#### Usage and other questions

**44** What is the difference between a message and a transaction?

**45** Where can I find the definitions of the different attributes and metrics available in Observer Insights?

**46** How do I filter on one specific currency only?

**47** How do I look at the performance of a specific direct counterparty?

**48** What do I do when after having logged into the tool, I see the following error message "The web server encountered an unknown runtime error"?

**49** What rate is applied for the currency conversion in Observer Insights?

**50** How can I export the data available in Observer Insights?

**51** How can I get the list of UETRs which are not compliant to the performance measures?

## General information

### 1

#### What is Observer Insights and how does it work?

Observer Insights is a business intelligence dashboard with pre-defined visuals created for gpi member banks, to monitor gpi members' adherence to the SWIFT gpi Customer Credit Transfer (gCCT) Rulebook.

These include:

- same day use of funds
- transparency of fees
- end-to-end tracking
- remittance information unaltered

This is to ensure control, monitoring and enforcement of the gCCT rulebook, and consequently, service quality as banks will see how their transactions are being handled.

All gpi banks will have a global view of other gpi banks' adherence to the gpi rulebook and their own branches' adherence to the rulebook. This will enable gpi banks to quickly pinpoint potential areas for improvement and work collaboratively towards better implementation of the gCCT rulebook.

In addition to measuring adherence to service levels, Observer Insights will also feature a number of useful insights on gpi transactions (for example, average time taken for gpi transactions sent to reach a credit confirmation status). These gpi transaction insights are for information and will not be used to determine whether a gpi bank is compliant within the business rules. Historical data is available too: current year-to-date and previous year information is available in the tool.

Observer Insights is updated monthly between the 11th to 15th day of each month with information on the previous month's transactions from the gpi Tracker.

[Back to questions](#)

### 2

#### What does Observer Insights measure?

Observer Insights measures adherence of gpi banks to the gCCT rulebook with the gpi quality index for FIN flows. The gpi quality index is created and calculated based on four dimensions:

- Speed (same-day use of funds)
- Traceability (end-to-end tracking)
- Transparency of Deducts (transparency of fees)
- Unaltered Remittance (remittance information unaltered)

Non-FIN flows are not measured in Observer Insights.

[Back to questions](#)

### 3

#### When does Observer Insights start to measure my performance?

Observer Insights starts measuring your performance from the moment you receive live gpi transactions and your cut-off times are published in the Directory.

[Back to questions](#)

### 4

#### Who has access to Observer Insights?

Observer Insights is available to financial institutions that have subscribed to SWIFT gpi and become a member bank. Up to 10 users within an institution can have access to Observer Insights, which is included in the SWIFT gpi subscription fee. Additional user bricks are available for purchase.

[Back to questions](#)

### 5

#### How do I subscribe/connect to Observer Insights

The tool uses SWIFT's Watch platform and you can access Observer Insights in the same way via SWIFT's Watch portal login, accessible online at [www2.swift.com/watch](http://www2.swift.com/watch). Note that a Watch license is not a prerequisite of getting access to Observer Insights.

There is also a login button available on the [SWIFT gpi customer credit transfer webpage](#).

The user administration is done in the exact same way as other Watch products. The below 'how to' videos are applicable to the Observer Insights user administration tool:

- [Registration and removal of end users](#)
- [How to restrict access](#)

[Back to questions](#)

### 6

#### How fast are end-user management activities processed? (e.g.: addition of users, change in restrictions, etc)

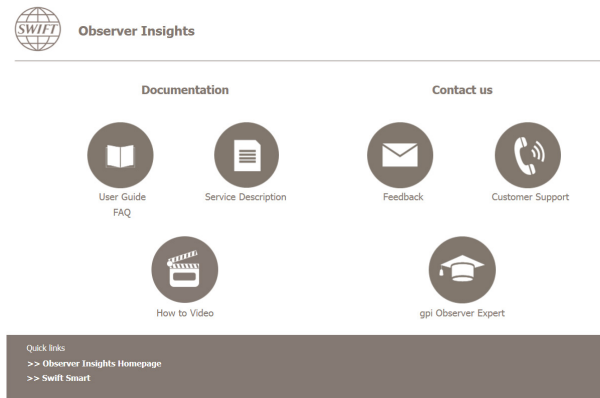
End-user management activities, such as the removal or addition of an end-user are effective, on average, two working days following the request.

[Back to questions](#)

## 7

### Where can I find training and user guides on how to use the tool?

Once logged into Observer Insights, user guides explaining how to use the Observer Insights landing page and dashboard can be found in the 'Documentation' folder or on the 'Documentation' page of the Observer Insights homepage. In there you can also find links to the service description, user



guides and 'how to' videos.

SWIFTSmart training dedicated to Observer Insights will be available in the first half of 2018.

[Back to questions](#)

## 8

### Upon logging into the tool, why do I see other products like Watch and Compliance Analytics?

Observer Insights is hosted on the same platform (MicroStrategy) as the Watch and Financial Crime Compliance product suite. Thus, once you have logged into the platform, you will be able to see all the products which you have been granted access to as an end user.

[Back to questions](#)

### Gpi quality index

## 9

### What is the gpi quality index and how is it calculated?

The gpi quality index is a composite indicator used to

determine a bank's compliance status with the gCCT rulebook. It is calculated based on four performance dimensions derived from the business rules: Speed, Transparency of Deducts, Traceability and Unaltered Remittance. These four gpi performance dimensions are measured at BIC8 level and differentiated by the role played in the payment chain (Instructing Agent, Intermediary Agent or Instructed Agent).

Individual gpi transactions are assessed on compliance against each gpi performance dimension. On a monthly basis, the ratio of the number of gpi transactions that met the performance dimension against the total number of gpi transactions performed by the gpi bank is calculated. This ratio is compared against a desired performance threshold to indicate whether the gpi bank is compliant in that performance dimension for that role. Currently, the threshold is set at 90% (see question 10).

Performance dimensions are evaluated at equal weight within each role to calculate the quality index per role. There are different combinations of performance dimensions for the different roles played in the payment flow, meaning that an Intermediary Agent will be measured on all four performance dimensions while an Instructed Agent will not be measured on the Unaltered Remittance business rule. The gpi quality index per role is then aggregated based on the number of gpi transactions for each role so it is a weighted average of the performance index for all roles of the bank.

	Volumes		Speed 90% Threshold	Traceability 90% Threshold	Deducts transparency 90% Threshold	Unaltered remittance 90% Threshold
Instructing agent	200	Weight	N/A	N/A	N/A	N/A
		KPI	N/A	N/A	N/A	N/A
Intermediary agent	300	Weight	25%	25%	25%	25%
		KPI	80%	92%	95%	85%
Instructed agent	500	Weight	33%	33%	33%	N/A
		KPI	90%	92%	95%	N/A

Example:

**Overall threshold:**  $300/(300+500) * ((90\%+ 90\%+ 90\%+ 90\%)*25\%) + (500/(300+500) * ((90\%+ 90\%+ 90\%)*33\%)) = 90\%$

**Overall KPI:**  $300/(300+500) * ((80\%+ 92\%+ 95\%+ 85\%)*25\%) + (500/(300+500) * ((90\%+ 92\%+ 95\%)*33\%)) = 90.7\%$

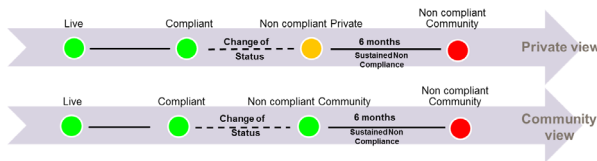
**90.7% > 90% = overall compliance to gpi business rules**

[Back to questions](#)

## 10

How is the gpi quality index used to determine overall compliance with the gCCT rulebook?

The gpi quality index is assessed on a monthly basis for all transactions that were initiated in the given month. A user is deemed compliant (compliance status is green) if the gpi quality index is above the desired performance threshold. A user will be deemed non-compliant (compliance status is red) if the gpi quality index is below the desired performance threshold. Non-compliance status will be visible to the non-compliant gpi bank immediately (compliance status is orange) but will only be visible to all other gpi participants if the gpi bank is not compliant with the gCCT rulebook for a period of six consecutive months.



As mentioned in question 9, the gpi quality index and thus the gpi compliance status is defined at BIC8 level.

[Back to questions](#)

## 11

How is the desired threshold established?

The threshold has been set at 90% for all four performance dimensions after validation with the gpi community.

[Back to questions](#)

**Roles of a gpi member bank and how it affects their performance dimensions and gpi quality index**

## 12

What roles can a gpi bank play in the payment flow?

Role	Action
Instructing Agent	Sender of the first MT 103 that contains a UETR
Intermediary Agent	Financial institution in the transaction chain which is not the Instructing Agent or the Instructed Agent
Instructed Agent	Receiver of the last MT 103 that contains a UETR

There are three roles that a gpi bank may have in a gpi transaction:

[Back to questions](#)

## 13

Which performance dimensions are

	Speed	Traceability	Transparency of Deducts	Unaltered Remittance
Instructing Agent	-	-	-	-
Intermediary Agent	✓	✓	✓	✓
Instructed Agent	✓	✓	✓	-

accounted for in each of the roles?

A gpi bank that rejects a transaction is not measured-by this and it does not contribute towards the total number of messages processed by the gpi bank. However, all predecessors of that agent will be measured on that transaction.

[Back to questions](#)

## Four Performance Dimensions and how they are calculated

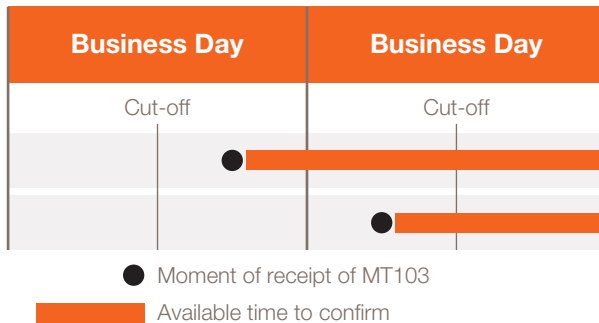
### Same day value

## 14

### What does the same day value performance dimension measure?

It is a ratio which shows how many gpi transaction confirmations were sent by the Instructed & Intermediary Agents before the (same day) confirmation deadline, relative to the total number of gpi transaction instructions received by Intermediary or Instructed Agents.

If Intermediary or Instructed Agents receive a payment



instruction before their cut-off time, they should confirm before end of day. If Agents receive a payment instruction after their cut-off time, they have until the end of the next day to confirm.

[Back to questions](#)

## 15

### How is the confirmation status of a gpi transaction determined?

The status code in field 79 of MT 199 and in API calls is used to make a distinction between Final & Interim Confirmation Status depending on the role of the gpi bank.

Final Statuses:

- ACSC – Creditor has been credited
- ACSP/001\* – payment transferred to non-GPI Agent, non gpi-compatible MI, or transferred to a GPI Agent but for a currency or reachable-through / channel type combination not listed in the gpi Directory for such GPI Agent - no further updates from Status Originator; no further updates to be expected on transaction status
- RJCT – Rejected

\*ACSP/001 is not considered anymore as a final status

according to the gCCT rulebook. As updates are only expected in very specific cases, Observer Insights still considers these as a final status.

Interim Statuses:

- ACSP/002 – credit to Creditor's account may not be confirmed same day, update will follow
- ACSP/003 – credit to Creditor's account pending receipt of required documents, Instructed gpi bank has requested Creditor to provide additional documentation – update will follow
- ACSP/004- credit to Creditor's account pending, status originator waiting for funds provided by or on behalf of the Instructing or Intermediary gpi Agent – update will follow

In the Observer Insights, if a gpi transaction does not reach a final status within 10 days of the initiation of the transaction, it will be frozen in its last known status. There will be no further updates to those transactions in the Observer Insights.

[Back to questions](#)

## 16

### What is a confirmation deadline?

The standard confirmation deadline is the day by which the bank should credit with same day value, based on the bank's cut-off time (defined per currency and per institution), as published in the gpi Directory. Business days are also taken into account (see question 19).

In case of future value date payments, the banks have until the future value date to confirm this payment.

[Back to questions](#)

## 17

### Until what time can a receiving bank confirm on the deadline?

Before midnight (11.59pm) local time of the receiver on the deadline day when confirmation is due.

[Back to questions](#)

## 18

### What is the cut-off time?

The cut-off time is determined by the gpi Directory, per BIC / currency / channel combination.

Banks can have bilateral, more advantageous cut-off times. However, Observer Insights measures only according to the published times in the directory.

If a bank receives a gpi transaction in a currency for which no cut-off time has been published, that bank will not be measured on that particular transaction.

[Back to questions](#)

## 19

### What is a “business day”?

A business day is defined as a day where the bank is normally operating in the country of the bank receiving the gpi message. Bank holidays and weekends are not business days. If it is a bank holiday, the deadline to confirm is extended accordingly.

[Back to questions](#)

## 20

### What if a bank cannot credit same day?

As currently defined, the same day value performance dimension measures whether banks confirmed a status before the deadline, not whether they actually confirmed credit (or other final status before the deadline).

So, a gpi transaction for which a bank cannot confirm a “final” ACSC or ACSP/001\* status before the deadline, but is able to send out an ACSP 002/003/004 message before that same deadline will be considered as “compliant” on the speed performance measurement.

[Back to questions](#)

## 21

### What if for a certain currency a bank needs more than one day to credit?

The applicable cut-off times need to be published by gpi banks in the gpi Directory, including whether extra days are needed to provide credit and value (eg D-1, D-2).

If for certain currencies, banks need one or two extra days to credit, and publish this in the directory, then the deadline to provide confirmation is extended, as applicable, with those number of days.

There is a daily feed between the gpi Directory and Observer Insights so changes in Directory information will be applicable in Observer the same day.

[Back to questions](#)

## 22

### What if a future value date is requested? Is same day confirmation of credit with same day availability of funds still needed?

When a MT 103 is received on Day D requesting a future value date D+X, banks have until D+X to confirm credit & value. However, banks can confirm credit before D+X, with mention of D+X in line 1 of the ACSC message. In such a case, the same day value performance measurement will also be met. If a value date in the MT 103 occurs before the deadline derived from the time of receipt of the message, the same day deadline of the time of receipt of the message applies.

[Back to questions](#)

## 23

### What happens if an instructed agent sends a final status (ACSC or ACSP/001\*) to the Tracker while the value date in the MT 199 (or API) is set in the future?

Currently we do not take the future value date in the MT 199 (or API) into account to measure the same day value performance dimension. We take into account of the timestamp of the MT 199 with the final status code itself. At a later stage (date to be confirmed), this logic will be adapted to take the future value dates in the MT 199 into account.

[Back to questions](#)

## 24

### How is a gpi agent measured on this performance measurement?

Instructed Agents: have to send an ACSC or, if they cannot, any MT 199 (or via API) ACSP status before their deadline to be compliant.

Intermediary Agents: have to send the MT 103 onwards or, if they cannot, an MT 199 ACSP status before their deadline (see question 16) to be compliant.

For Intermediaries, the business rule on speed states “send immediately to next agent”. Without initial reference on how to measure “immediately”, we proceed as per the above, meaning before end of day.

[Back to questions](#)

## Traceability

### 25

#### What does the Traceability performance dimension measure?

A ratio is calculated which shows how many transaction confirmations were sent by an Instructed & Intermediary Agent relative to the total number of gpi transactions received by that Intermediary or Instructed Agent. In other words, it is similar to speed, without the notion specific to the same day value performance measure that confirmation needs to occur before a certain deadline. If confirmation occurs after this deadline, the transaction will be marked as compliant on the Traceability performance measure, but not on the same day value performance measure.

[Back to questions](#)

### 26

#### What happens if a BIC11 acts on behalf of another BIC11 and both BIC11s belong to the same BIC8?

The Observer Insights considers this as one uninterrupted transaction.

[Back to questions](#)

## Transparency of Deducts

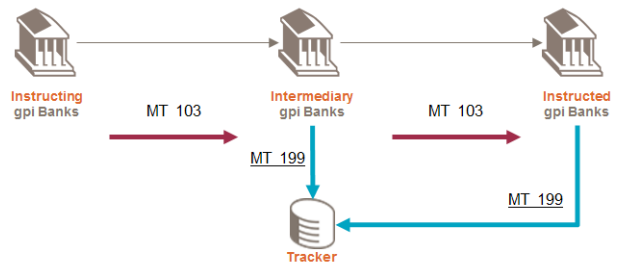
### 27

#### What does the Transparency of Deducts performance dimension measure?

A ratio is calculated, showing:

1. For OUR: for how many transactions OUR principles are respected, i.e. confirmed amount in MT 199 (or API) equals instructed amount on MT 103
2. For SHA / BEN: for how many transactions charges are systematically added to the transaction or confirmation?
3. Both relative to the total number of gpi transactions handled by Intermediary or Instructed Agents

Note that only messages with a 'completed' status are



1. **OUR** Confirmed amount in MT199 equals instructed amount on MT103
2. **SHA/BEN** charges (fields 71F) are added and/or reported in the MT103 or MT199

measured on this business rule.

[Back to questions](#)

### 28

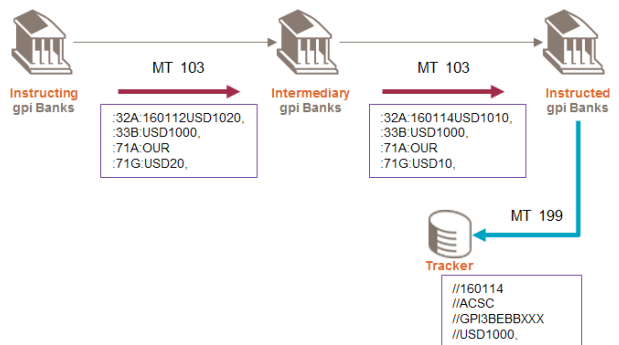
#### How is the Deducts performance measure verified in case of OUR (with FX if any)?

Intermediary Agents:

(Amount in 32A - Amount in 71G) sent must equal (amount in 32A - amount in 71G) received. If Field 36 contains FX, that FX rate is applied to the latter part of the equation to calculate.

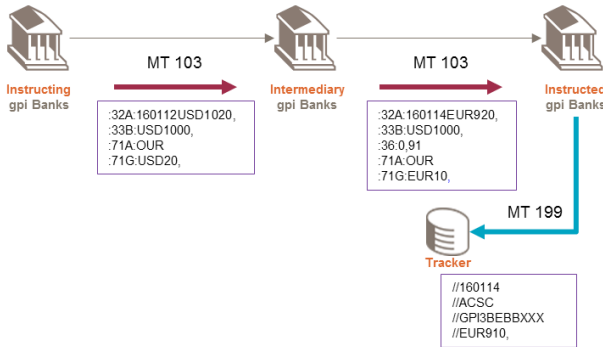
Instructed Agents:

Amount confirmed in MT 199 must equal (Amount in 32A - Amount in 71G of MT 103 received). If FX is populated in fifth line of the MT 199 sent, that FX rate gets applied to the latter part of the equation to calculate.



Example without FX





Example with FX

[Back to questions](#)

## 29

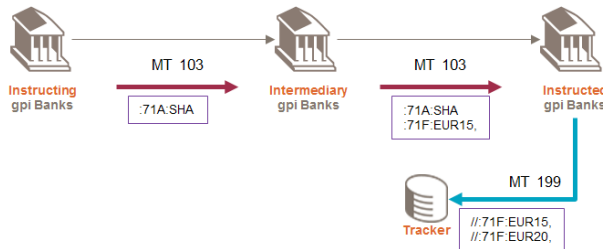
How is Deducts performance measure verified in case of BEN / SHA?

Intermediary Agents:

In case field 71A is BEN/SHA, there must be one more instance of 71F in the MT 103 sent by the intermediary than the number of instances of 71F they received.

Instructed Agents:

In case field 71A is BEN/SHA, there must be one more instance



of 71F in the MT 199 sent by the instructed agent than the number of instances of 71F they received in the MT 103.

[Back to questions](#)

## 30

What if a bank cannot populate the SHA / BEN charge fields with the actual deduct amounts?

The charge fields are integral to the gpi Customer Credit Transfer (gCCT) Rulebook, and they must be included. Without such inclusion, the performance measure on SHA / BEN will be non-compliant.

If the actual charges cannot be added to the MT 103 a 0 amount should be added in field 71F. This keeps the business rules operational for other gpi participants.

[Back to questions](#)

## 31

What if an intermediary bank changes the charge details in a transaction chain?

Changing charge details within a gpi transaction is not in line with the gCCT rulebook. This is why Observer Insights measures in how many cases an intermediary bank has done this (out of the total number of gpi transactions). However, for now, intermediaries where such a switch occurs will be excluded from the Deducts performance measure.

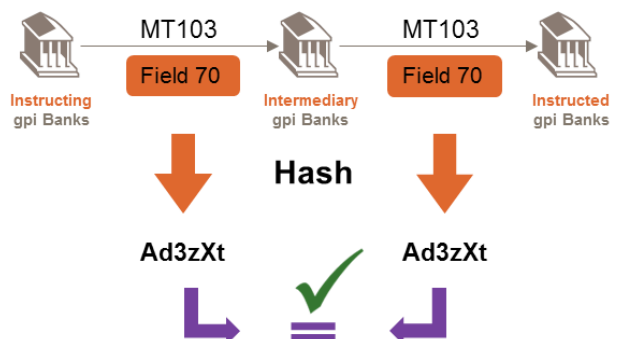
[Back to questions](#)

## Unaltered Remittance

## 32

What does the Unaltered Remittance performance dimension measure?

A ratio is calculated to show in how many transactions the remittance information in the MT 103 received was exactly the same as the remittance information in the MT 103 sent, relative



to the total number of gpi transactions sent and received by

that Intermediary Agent.

[Back to questions](#)

### 33

#### Does SWIFT store remittance information?

No. SWIFT is hashing the remittance information, and this hash is used to compare the remittance information from the inbound / outbound MT 103 of Intermediary Agents.

[Back to questions](#)

### 34

#### What, if any, changes to remittance information can be tolerated for this performance measure?

No changes whatsoever are authorised, including leading or trailing spaces. The measure is also case sensitive. Field 70 sent needs to be exactly the same as Field 70 received.

At a later stage (date to be confirmed), the case sensitivity and addition/removal of spaces will be removed from the measure.

[Back to questions](#)

### 35

#### Who is measured on this Unaltered Remittance performance measure?

This business rule only applies to Intermediary Agents, so they are the only ones measured on it.

[Back to questions](#)

## Observer Insights Homepage

### 36

#### What is meant by the phrase “status duration”?

Status duration indicates the number of months the entity has been in its current gpi compliance status. Calculation will be reset to 1 when the compliance status of an entity changes. There are 2 “status durations” disclosed: “My Status duration” which refers to your gpi compliance status duration (being green, orange or red) and “Community Status duration” which refers to the gpi compliance status duration of the gpi community (being green or red).

Note that all status durations have been reset to 1 in January 2018 as the Observer Insights calibration period ended in December 2017.

[Back to questions](#)

### 37

#### What is meant by the phrase “monthly gpi traffic you sent” in the gpi community page?

It displays the total volume of gpi traffic that you have sent to the gpi Agent BIC8 for the month. This helps in identifying and sorting the gpi Agent BIC8s based on the activity that you have with them.

[Back to questions](#)

## Additional insights available in Observer Insights Dashboard

### 38

#### What is the difference between performance dimensions (KPIs) and insights?

Performance dimensions will contribute toward the calculation of gpi quality index, which shows the overall adherence of the participant to the gCCT rulebook. Insights on gpi transactions are not taken into account to determine whether a participant is compliant or not, but provides additional useful information for gpi member banks to look into their efficiency and quality.

There is also a Counterparty Analysis section which helps gpi banks deep dive into the performance of a selected direct counterparty specifically for those transactions where the gpi bank was an Instructing or an Intermediary Agent.

[Back to questions](#)

### 39

#### What is the difference between the elapsed time and the processing time?

Elapsed time is the gross amount of time used to fully handle a gpi transaction, regardless as to whether this includes non-business days. For example, three days elapsed time is three days elapsed time, regardless as to whether those three days occurred on weekends or public holidays.

Processing time is the net amount of time used to fully process a gpi transaction. It takes into account all of the processing time of all parties in the payment flow. So, for example, if a transaction spans over a weekend, that weekend is excluded from the time to determine the processing time.

[Back to questions](#)

## 40

### What information do the processing times (speed) insights provide?

This insight is available on the Same day value panel for each role, Instructing, Intermediary and Instructed Agent.

Depending on the role played by the gpi bank in the payment, the speed insights provide different information using time buckets:

- Instructing Agents: It measures the transaction processing time between the moment the first gpi MT 103 is sent by you as an Instructing Agent to when the final MT 199/ API with 'completed' status is received.
- Intermediary Agents: It measures the message processing time between the moment when you receive the gpi MT 103 to when you sent the gpi MT 103 to the next gpi agent.
- Instructed Agents: It measures the message processing time between the moment you received the gpi payment instruction to when you sent the MT 199/ API with 'completed' status.

Please note that the above is only applicable for FIN flows. For non-FIN flows, we will not know when the next bank received the payment instruction.

[Back to questions](#)

## 41

### What is the impact of future value date transactions on the processing times (speed) insights?

As mentioned in question 22, gpi Intermediary and Instructed agents have until the future value date to confirm or forward these payments. This is why you might see message processing times that are longer than 1 day in the speed insights in the 'Me as Intermediary Agent' and 'Me as Instructed Agent' tab, although these messages are still compliant to the Same day value KPI.

A flag to identify the future value date transactions will be available in Q1 2018. With this flag it will be possible to remove future value dated transactions from the speed insights.

[Back to questions](#)

## 42

### What is the impact of specific market practices on message processing times (speed) and last known status code insights?

Note the local market practice in place in the following country that explains the high number of payments with final status code ACSP/003 within observed window of 10 days: South Africa.

Banks have to contact the creditor to receive confirmation of settlement instructions for all cross border transactions prior to any booking that can be made. The customer has a predefined number of days (more than 10) to provide an answer. The process could ultimately lead to a reject of the payment. This market practice impacts the message processing times (speed) insight on the 'Same day value' panel as the message processing times cannot be calculated for payments that are not 'completed' within the observed window of 10 days and will fall in the category 'not available'. It will also impact the insight 'Last known status code' on the Traceability panel as there also will be a higher number of ACSP/003 status codes after the 10 days observed window.

[Back to questions](#)

## 43

### What do we mean by unconfirmed transactions and to which role are these assigned?

Unconfirmed transactions refer to transactions that did not reach a 'final' status, meaning not ACSC, ACSP/001\* or RJCT, or no subsequent MT 103 was sent.

All these unconfirmed transactions are assigned to the Instructed Agent.

[Back to questions](#)

## Usage and other questions

## 44

### What is the difference between a message and a transaction?

Transactions refer to the end-to-end payment flow, in other words all message exchanges related to a given UETR. Transactions are a combination of messages related to the processing of the same payment.

[Back to questions](#)

## 45

### Where can I find the definitions of the different attributes and metrics available in Observer Insights?

Please refer to the [Observer Insights User guide](#) for the full list of attributes and metrics used in the Observer Insights.

[Back to questions](#)

## 46

### How do I filter on one specific currency only?

On the left-hand side of most tabs available in the Observer Insights dashboard, there is a filter panel which allows you to deep dive on specific criteria. Currency is available as one of the filter selections. The dashboard is automatically updated upon the selection of certain criteria.

[Back to questions](#)

## 47

### How do I look at the performance of a specific direct counterparty?

In Observer Insights, the Counterparty analysis is one of the additional insights available for gpi banks to deep dive into the performance of a specific direct counterparty that receives your gpi payment instruction.

[Back to questions](#)

## 48

### What do I do when after having logged into the tool, I see the following error message "The web server encountered an unknown runtime error"?

Please try logging in again > on this [page](#) > Click on 'Log in to the observer'. If you still encounter the same error message, please contact [SWIFT Support](#). They will be able to check if there is an issue with your profile or with the platform.

[Back to questions](#)

## 49

### What rate is applied for the currency conversion in Observer Insights?

An average daily rate third party source is applied for each transaction using the US dollar as base currency.

[Back to questions](#)

## 50

### How can I export the data available in Observer Insights?

Observer Insights enables you to export both the visualisation, as well as the underlying data of the visualisation. On the top right corner of each visualisation, there is an option button that enables you to show the underlying data in the visualisation, maximise the view and export the data,

To export the visualisation, click on top right corner option and select "Export". Two export formats are available:

- Data: Export the underlying data in csv format
- PDF: Export the visualisation in PDF format

To export the underlying data of the visualisation, select "Show data" option on the top right corner of the visualisation. Then select the "Export data" functionality. Three export formats are available:

- Excel: Export the underlying data in Excel workbook format.
- Data: Export the underlying data in csv format
- PDF: Export the underlying data in PDF format

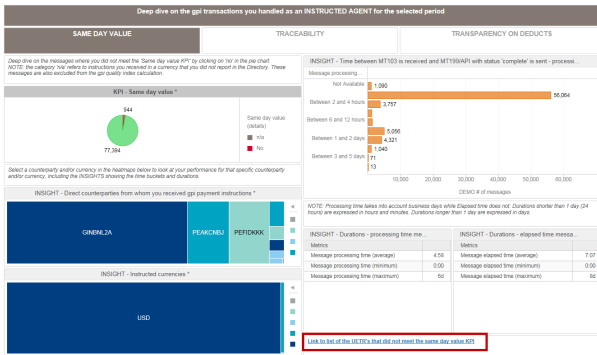
[Back to questions](#)

# 51

## How can I get the list of UETRs which are not compliant to the performance measures?

The list of UETRs that failed a specific performance measure like Same day value, Traceability or Transparency on deducts (KPIs), is available in the dedicated panels for each of the roles that are measured on these KPIs. This list can be accessed by clicking on the link in the bottom right of each panel.

The export will be done via Microsoft Excel and is only for the BIC8s selected.



[Back to questions](#)

## About SWIFT

SWIFT is a global member-owned cooperative and the world's leading provider of secure financial messaging services.

We provide our community with a platform for messaging, standards for communicating and we offer products and services to facilitate access and integration; identification, analysis and financial crime compliance.

Our messaging platform, products and services connect more than 11,000 banking and securities organisations, market infrastructures and corporate customers in more than 200 countries and territories, enabling them to communicate securely and exchange standardised financial messages in a reliable way.

As their trusted provider, we facilitate global and local financial flows, support trade and commerce all around the world; we relentlessly pursue operational excellence and continually seek ways to lower costs, reduce risks and eliminate operational inefficiencies.

Headquartered in Belgium, SWIFT's international governance and oversight reinforces the neutral, global character of its cooperative structure. SWIFT's global office network ensures an active presence in all the major financial centres.

Disclaimer: This report is provided for information only. If the customer or any third party decides to take any course of action or omission based on this report and/or any conclusion contained therein, they shall do so at their own risk and SWIFT shall not be liable for any loss or damage, arising from their acts or omissions based on this report and/or any recommendations contained therein.

For more information, please refer to our website [www.swift.com](http://www.swift.com), send us your questions and comments to [watch@swift.com](mailto:watch@swift.com).