



Presentation will begin at 12:00GMT

If you cannot hear us via WebEx / computer audio  
you may need to dial-in using a phone

# Global Vendor Webinar

## Transaction Management

## Partner Programme / Vendor Readiness

March 2022

## Admin notices

- This presentation is being recorded
- The content will be published on SWIFT.com (<https://www.swift.com/transaction-management-vendors>)
- Global vendor webinars occur the last Thursday of every month and you can register for future events on SWIFT.com here: [Transaction Management Global Vendor Webinar](#)
- To ensure you receive communications from us while we remain GDPR compliant please [update your preferences here](#) (you will need to login to / create your free SWIFT account) to include the interests 'Payments' and/or 'Standards' and we will ensure we keep you informed about:
  - Global Vendor Webinar Invitations
  - Relevant developments on ISO 20022 and Transaction Management
  - Updates from SWIFT's Market Practice team
  - The latest info on adoption enabling tools and support



# Update to vendor support

Support requests / queries should be raised by raising a case via the [Support](#) page.

Please don't send ISO 20022 / in-flow / transaction management support questions to [transaction.mgmt.vendor.support@swift.com](mailto:transaction.mgmt.vendor.support@swift.com)

Until the end April 2022 there is a transition period, during which the people that manage the inbox will create a support case on your behalf. As of May 1st 2022 support queries will not be handled by the mailbox and case will have to be raised on the Support page.

[transaction.mgmt.vendor.support@swift.com](mailto:transaction.mgmt.vendor.support@swift.com) will now only be used for:

- ISO 20022 vendor self-attestation
- GPI certification process
- Translation license sales
- Directing non-registered vendors to publicly available information – Q&A / support will not be provided

## Support contacts

### Mandatory registration

To contact a regional support centre, you must be registered on swift.com and have 'Access to support via Case Manager, phone or e-mail'. Without registration and/or access you will not be able to reach SWIFT Support for security reasons.

[Register here](#)

[Learn how to register](#)

[Request access to Support](#)

[Consult the user guide](#)

With 'Restricted' access, you can use the Case Manager to view the cases you reported or for which you are the delegated contact. With 'Unrestricted' access, you can use the Case Manager to view all cases in your hierarchy.

Each options require approval from your swift.com administrator.

### Online support

Users registered on swift.com with access rights to the Case Manager can receive 24-hour support. All our online support services are grouped under [mySWIFT](#).

### Telephone support

Registered users with access to Support can also contact a regional support centre by telephone for urgent matters. You will need your Support registration number and case reference for identification – and a faster, more personalised service. You can find your registration number in [My profile](#).

Europe	Tel: +31 71 582 2822
Hong Kong SAR	Tel: +852 2 852 8777
India	Tel: +91 0008004401795
United States	Tel: +1 540 825 6056
<b>SWIFT Customer Support Centre for CREST</b>	UK only: 0845 9645 648 - then choose option 2 Outside UK: +44 20 7849 0199



# Agenda

1. Recap: where to go for everything you need to know
2. ISO 20022 CBPR+ update
3. Transaction Management update
4. Close



- **Recap: where to go for everything you need to know**



# Transaction Management for Vendors Webpage

https://www.swift.com/transaction-management-vendors

The global provider of secure financial messaging services

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## Transaction management for vendors

To provide a single source of all information and specifications required for registered providers to adopt and support transaction management capabilities.

The SWIFT ecosystem of registered application and connectivity providers will play a key role in enabling our strategy to provide businesses and instant transactions from account to another, anywhere in the world.

Registered application and connectivity providers will be able to build capabilities on the SWIFT platform to support a set of common transaction processing services, such as pre-validation of essential data, sanctions screening, fraud detection, data analytics, transaction tracking and exception case management - multivaluing capabilities that today are typically provided, and invested in, by each financial institution individually. By bringing together data and common services, we aim to significantly improve end-to-end efficiency and reduce total costs, while bringing new business value to end customers with faster, more reliable transactions and better, richer data.

### Key resources

Access the [SWIFT platform evolution page](#) with all the tools to prepare for the first release of the Transaction Manager go-live in November 2022.

[Read more](#)

Log in to mySWIFT to download the [SWIFT platform evolution: Connectivity guidance info paper](#) to find out more about our platform approach.

[Read more](#)

Register here for the monthly [Global Vendor Webinar](#) where you can hear about the latest on transaction management for application or connectivity providers.

[Read more](#)

### What do Partners need to do for go-live in November 2022?

To help unlock the huge opportunities for our community, registered application and connectivity providers will be required to support key enabling capabilities from November 2022 onwards.

#### Connectivity providers (interface and/or service bureau)

- Interface providers must adhere to the [SWIFT Compatible Interface specifications](#)\*
- Service Bureau providers must adhere to the [Shared Infrastructure Programme T&Cs](#) and the [Provider Security Controls Framework](#)
- In summary, they must support ISO 20022 and the multi-format message
- Work with your customers / end users to ensure they can receive and process the output from the interface / service bureau

\*Specifications are only available to providers who have bought a SWIFT Developer license or a SAG Developer license to develop a messaging interface

#### All Business Applications

Check that your connectivity solution supports FPIqian and multi-format message handling. If using a SWIFT connectivity solution:

- SWIFT Alliance Access v7.6+
- Alliance Messaging Hub v4.2+

If using a third-party connectivity solution, please contact the provider to understand their release plan.

- Ensure your application(s) can receive and process the output from the connectivity solution

Dedicated page on SWIFT.com detailing all the important information, links, tools, and support

<https://www.swift.com/transaction-management-vendors>



# ISO 2022: Reflecting the journey across our sources of information

UPDATED

New readiness page on SWIFT.com

Get ready for ISO 2022 for CBPR+

Ensure you're fully prepared for November 2022



Set up your testing environment

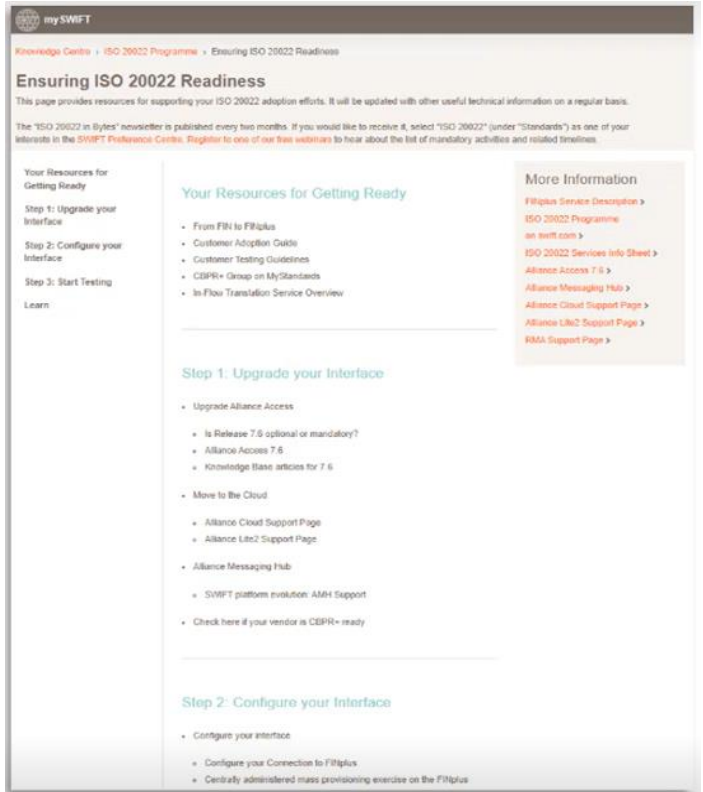
- Upgrade your test interface
- Configure your interface and set-up your test connectivity
- Test (self-testing or testing with SWIFT)

Prepare for live deployment

- Upgrade your live interface
- Bootstrap FINplus RMA
- Configure your interface and set up your live connectivity

Updated ISO 2022 Readiness Knowledge Centre in mySWIFT

[LINK](#)



mySWIFT Knowledge Centre > ISO 2022 Programmes > Ensuring ISO 2022 Readiness

### Ensuring ISO 2022 Readiness

This page provides resources for supporting your ISO 2022 adoption efforts. It will be updated with other useful technical information on a regular basis. The 'ISO 2022 in Bytes' newsletter is published every two months. If you would like to receive it, select 'ISO 2022' (under 'Standards') as one of your interests in the [mySWIFT Preference Centre](#). Register to one of our [free webinars](#) to hear about the list of mandatory activities and related timelines.

#### Your Resources for Getting Ready

- Step 1: Upgrade your Interface
- Step 2: Configure your Interface
- Step 3: Start Testing

Learn

#### Your Resources for Getting Ready

- From FIN to FINplus
- Customer Adoption Guide
- Customer Testing Guidelines
- CBPR+ Group on MyStandards
- In-Flow Translation Service Overview

#### More Information

- [FINplus Service Description >](#)
- [ISO 2022 Programme on swift.com >](#)
- [ISO 2022 Services Info Sheet >](#)
- [Alliance Access 7.6 >](#)
- [Alliance Messaging Hub >](#)
- [Alliance Cloud Support Page >](#)
- [Alliance Lib2 Support Page >](#)
- [RMA Support Page >](#)

#### Step 1: Upgrade your Interface

- Upgrade Alliance Access
  - Is Release 7.6 optional or mandatory?
  - Alliance Access 7.6
  - Knowledge Base articles for 7.6
- Move to the Cloud
  - Alliance Cloud Support Page
  - Alliance Lib2 Support Page
- Alliance Messaging Hub
  - SWIFT platform evolution: AMH Support
- Check here if your vendor is CBPR+ ready

#### Step 2: Configure your Interface

- Configure your interface
  - Configure your Connection to FINplus
  - Centrally administered mass provisioning exercise on the FINplus

Getting Started Guide

Entry level reference guide, listing the key project steps towards readiness

*(former 'FIN to FINplus')*

Customer Adoption Guide

Step-by-step guide for the delivery towards readiness

*(absorbed 'TM Getting Started')*



# SWIFT Transaction Manager (Platform Evolution) Support Page



The screenshot shows the mySWIFT Knowledge Centre interface. At the top, it says 'mySWIFT Knowledge Centre > SWIFT platform > Support Page'. The main heading is 'SWIFT platform evolution'. Below this, there is a sub-heading 'Access all the key resources and documentation you need to prepare for the go live of the first release of the Transaction Manager in November 2022.' and a link to 'New SWIFT platform evolution: register to one of our free webinars to hear about the list of mandatory activities and related timelines.'

On the left, there is a navigation menu with items: 'Get ready for November 2022', 'Connect to the platform', 'Value-added Services', 'Learn', and 'What's Next'.

The main content area has a 'New' tag for 'SWIFT platform evolution: Connectivity Guidance - Version 1.2 now available.' and a link to 'Download our info paper to learn more about your options to connect to SWIFT's enhanced platform and how you can start planning now.' Below this is a section titled 'Get ready for November 2022' with links for 'Getting Started Guide' and 'New Customer Testing Guidelines'. There is also a 'Change your interface' section with a list of items: 'Upgrade Alliance Access' (with sub-points for Release 7.6, Alliance Access/Entry, and Alliance Access/Entry), 'Move to the Cloud' (with sub-points for Alliance Cloud and Alliance Lite2), and 'Alliance Messaging Hub' (with a sub-point for 'SWIFT platform evolution: AMH Support').

On the right, there is a 'Related links' section with links for 'Your Questions Answered', 'Release Timeline', 'Alliance Access 7.6', 'ISO 20022 Customer Adoption Support Page', 'RMA Support Page', 'Knowledge base tips for 7.6', 'Contact Support', 'Standards Readiness Portal', and 'Translation Portal'.

Below the main content, there is a 'Knowledge Centre > KB Articles > 5025314' section for 'ISO 20022 and Transaction Manager Update'. It includes a table with columns: ID (5025314), Last update (29 March 2022), Product & release (ISO 20022 Programme +2 more), Change request, Found in, Fixed in, Audience (External). The article text discusses migration to ISO 20022, TM development progress, and testing plans.

## Key updates:

- [SWIFT Transaction Manager Release 1: Messaging Flows](#)
- [Transaction Manager Business Processing Rules](#)
- [ISO 20022 and Transaction Manager Update](#)

Comprehensive Knowledge Centre page detailing everything you need to know about Transaction Management, in-flow translation, and much more...

[https://www2.swift.com/knowledgecentre/subjects/swift\\_platform/index.html](https://www2.swift.com/knowledgecentre/subjects/swift_platform/index.html)

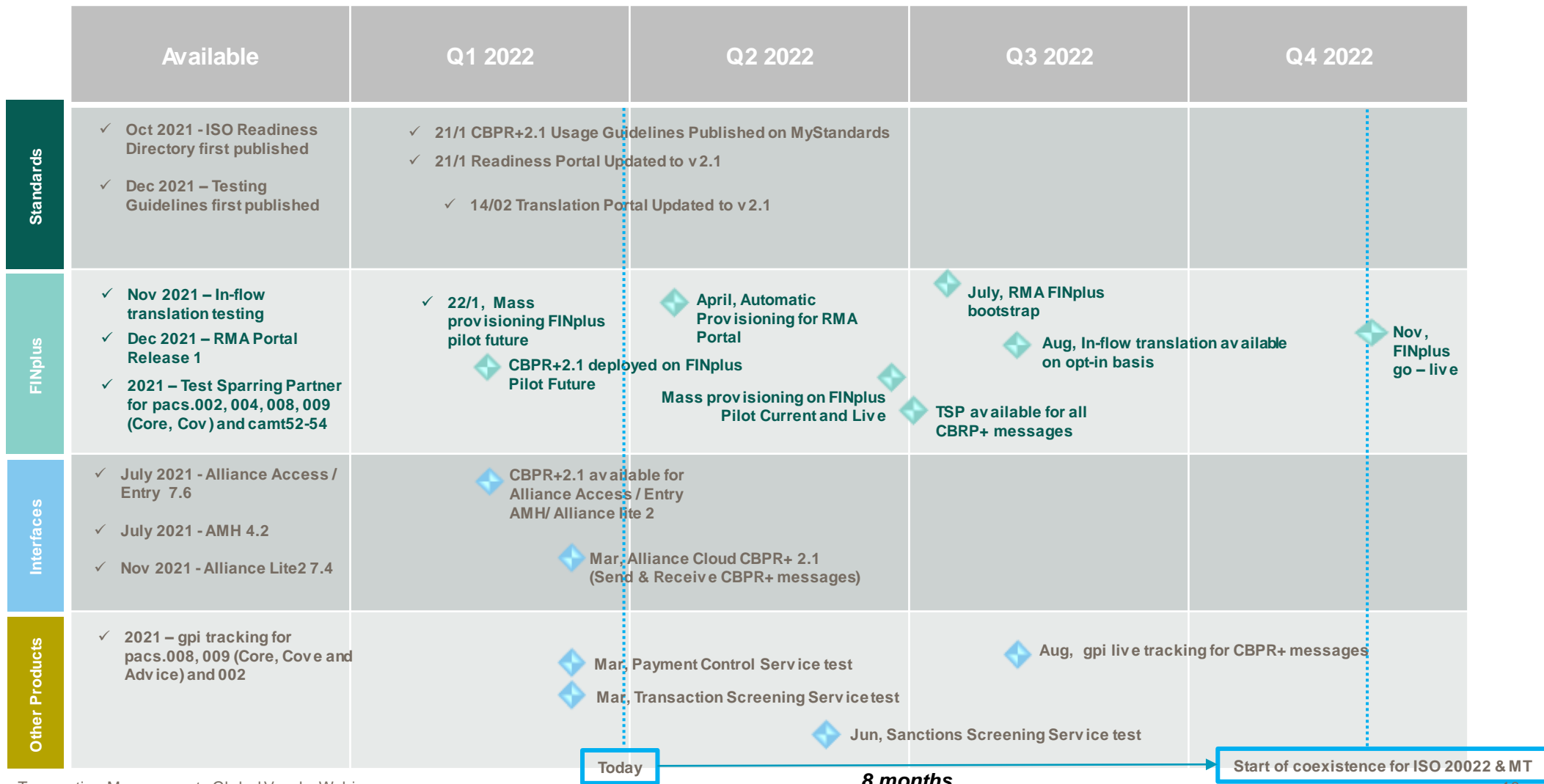




# – Community ISO 20022 CBPR+ adoption

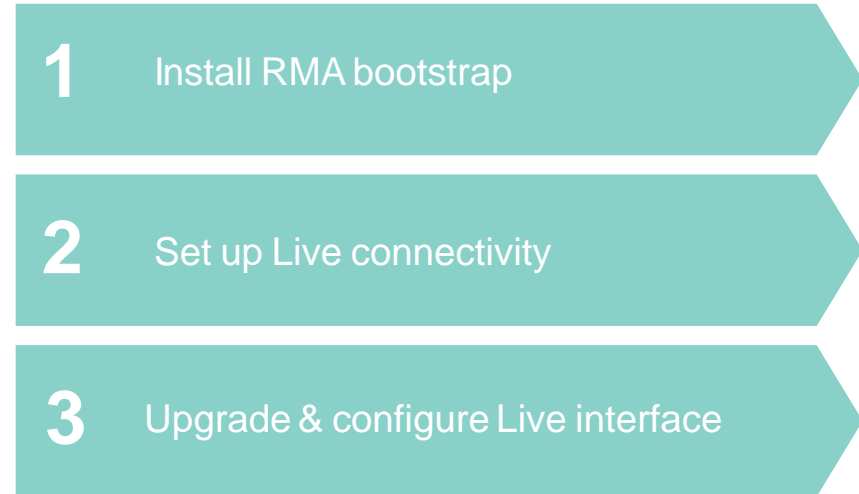
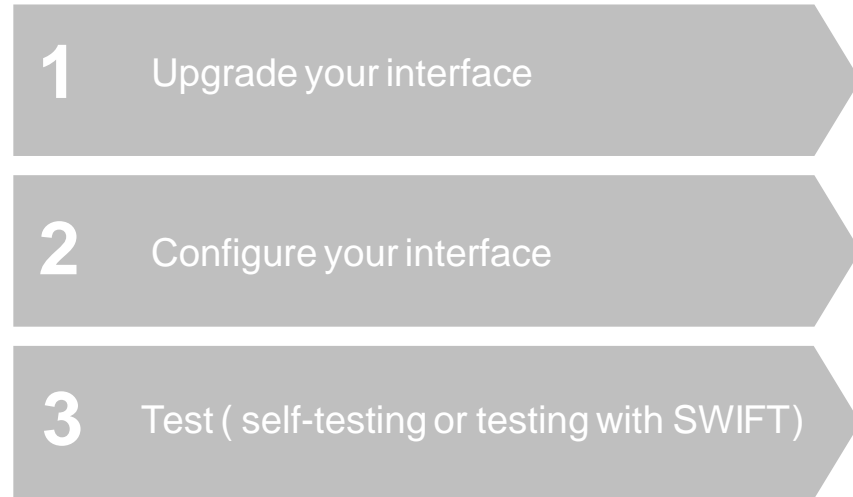


# ISO 20022 CBPR+ Milestones



# Bank and financial institution readiness journey towards November 2022

## Set up your testing environment



If using a third-party FIN interface, work with the vendor to ensure the product supports multi-format message handling and recognizes the signature from the platform. Perform end-to-end testing to ensure successful straight-through processing from the interface to the back-office applications.

If using a service bureau, work with the vendor to ensure they you receive and process the output from the service bureau.



# Vendor community call to action

**1** Amplify the key messages towards the community

What do I need to be ready for November 2022?

1. Ensure my Interface is ready
2. Ensure I am able to receive ISO 20022 format with embedded MT over FINPlus
3. Ensure I understand the impact on my operations

**2** Point towards knowledge centre page

To support customers, all information related to SWIFT Platform is centralised in a single Knowledge Centre page

**3** Drive towards the Testing Guidelines

Comprehensive customer testing guidelines for ISO 20022 and CBPR+ adoption and for assessing customer readiness for November 2022



# – Transaction Management update



# Updates since Connectivity Guidance v1.2 (Oct 2021)

- Update on message types in scope (no reject/returns)
- Updates to indicate that API access is not in scope for release 1
- Clarification on when a message is processed by Transaction Manager
- Minor updates
  - Updated text with regards to our interfaces (release information)
  - Minor corrections in the example in Annex 2
  - Clarification on MT205 sent and pacs.009 delivered
  - For "messages out of scope of transaction manager and no in-flow translation"
    - removal of text on local translation
  - Typo corrections

Message types in scope of release 1	
MT format	ISO 20022 format
<ul style="list-style-type: none"><li>• MT 103 (incl MT103 STP, excl MT103 REMIT)</li><li>• MT 202/205 (incl COV)</li></ul>	<ul style="list-style-type: none"><li>• pacs.008</li><li>• pacs.009 (incl COV)</li></ul>



# – Closing summary



## Essential actions

- If you haven't already, talk with all your customers now to agree plans to be 'ISO 20022 ready' by November 2022
- Ensure your customer is working with an upgraded interface that supports FINplus and multi-format MX handling (an ISO 20022 message with an embedded MT)
  - SWIFT Alliance Access v7.6+
  - SWIFT Alliance Messaging HUB v4.2+
  - If using a 3<sup>rd</sup> party interface, contact the vendor to check
- For connectivity providers, ensure you have taken the additional readiness steps:
  - RMA bootstrap to ensure synchronisation – see [Feb 2022 global vendor webinar](#) for full details
  - Security Officers must approve PKI certificates
- Ensure SWIFT connectivity solution is configured and routing rules agreed with back-office applications so the message format sent/received is as expected
- Perform end-to-end testing with you customers – see [Customer Testing Guidelines](#)







www.swift.com

If you have any questions, please contact your account manager  
or raise a case via the [Support](#) page