



## **Rich Data Access**

Centrally retrieve ISO 20022 rich data from Case Management

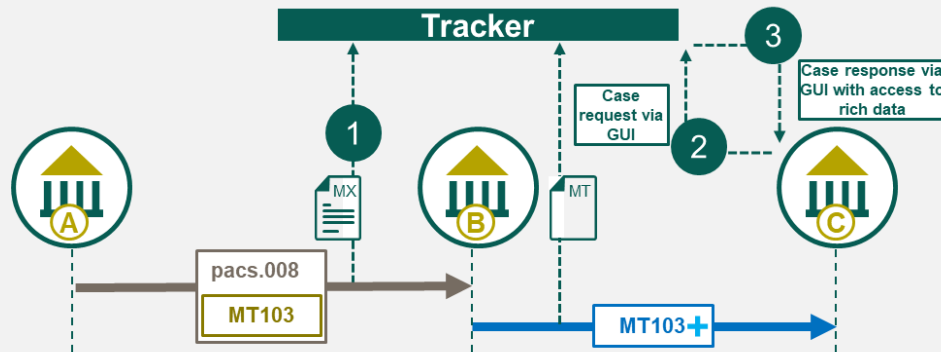
# Rich Data Access: centrally retrieve ISO 20022 rich data from Case Management

## CONTEXT

- Supports the implementation of the CBPR+ Data Integrity Market Practice Guidance
- Represents an alternative to bilateral requests for additional information

## BENEFITS

- Removes dependency on previous intermediaries
- Speeds up exceptions handling for rich data that could not be transported in legacy formats
- Provides a common streamlined process



1. Tracker extracts rich data elements from the last pacs.008 message exchanged over FINplus service.
2. Users request access to the rich data through the Case Resolution screens.
3. The Tracker automatically closes the case: users can consult rich data elements in the Tracker GUI.

## UNIVERSAL

- All SWIFT Financial Institutions will have access to this capability (no need for subscription nor onboarding)
- Developed as a new feature of the Case Resolution service

## AVAILABILITY

- In Pilot by the end of October 2022
- In Live by the end of November 2022



# How to centrally access rich data through Case Management?

## 1. ASSIGNING THE USER ROLES

Update

TMTransactionViewer

## 2. TRIGGERING THE CASE

Swift gpi tracker

John Doe

Back to search

Previous transaction Next transaction

Show in my local time

Cases in transaction (0) **Initiate case** Update payment status

Payment Latest status: On hold Pending at GLOBAL BANK GERMANY

20 NOV 2022 - 16:10 GMT+1

Instructed amount: 82 930,00 USD

Total deducts: 30,00 USD

Deducts type: SHA

Value: 82 900,00 USD

Total duration: 20min 54sec

UETR: xxxxxxxxxxx-4xxx-yxxx-xxxxxxxxxxxx

Cases in transaction (0)

UETR: xxxxxxxxxxx-4xxx-yxxx-xxxxxxxxxxxx

Status	Case reason	Assigner	Assignee	Sender's reference (TRR)	Case ID	Assignment ID	Message type
New case 1 Pending at my bank	Case initiation Pending at my bank	RICH - Request for enriched data	GLOBDEFF	/	/	YYYYMMDDCASE001	Payment

Initiate case

Case reason

RICH - Request for enriched data

Case Assigner entity

GLOBDEFF - GLOBAL BANK GERMANY

Case ID

YYYYMMDDCASE001

Cancel **Initiate case**

## 3. CONSULTING THE DATA

Swift gpi tracker

John Doe

Back

Cases in transaction (1)

UETR: xxxxxxxxxxx-4xxx-yxxx-xxxxxxxxxxxx

**Initiate case**

Status	Case reason	Assigner	Assignee	Sender's reference	Case ID	Assignment ID	Message type
Case 1 Closed	RICH - Request for enriched data	GLOBDEFF	TRCKCHZZ	/	YYYYMMDDCASE001	YYYYMMDDASS001	Payment

20 NOV 2022

Export PDF

Case closed 16:28 GMT+01

Case response 16:28

Response: Provide information within the response (INFO)

Access the rich data

Assignee: TRACKER (TRCKCHZZ)

Assignment ID: YYYYMMDDASS001

Swift gpi tracker

John Doe

Back to case

Rich Data Access

UETR: xxxxxxxxxxx-4xxx-yxxx-xxxxxxxxxxxx

Payment type: Payment

Copy data to clipboard

```
<UltmDbr>
  <Nm>John Gomez Martinez</Nm>
  <PstAdr>
    <Dept>Treasury</Dept>
    <SubDept>Financial Services</SubDept>
    <BldgNb>45</BldgNb>
    <Flr>7</Flr>
    <PstCd>SE108TW</PstCd>
    <TwnNm>London</TwnNm>
    <DistrcNm>Surrey</DistrcNm>
    <Ctry>GB</Ctry>
    <PstAdr>
    <CityOfRes>GB</CityOfRes>
  </UltmDbr>
<Cdr>
  <Nm>TEXT clothing incorporated</Nm>
  <PstAdr>
    <StrNm>Cable Walk</StrNm>
    <StgNb>89</StgNb>
    <PstCd>SE120</PstCd>
    <TwnNm>California</TwnNm>
    <Ctry>US</Ctry>
    <PstAdr>
  </Cdr>
```





[www.swift.com](http://www.swift.com)