REALNET™ CENTRAL

TRAINING OF NBM – DAY 1

LET'S CHANGE HOW MONEY MOVES

May 2021

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REALNET™ CENTRAL

TRAINING AGENDA

SECTION		DESCRIPTION	
01	INTRODUCTION	• Who are we? • Scope and approach • Key outcomes for the session • Setting the scene • Known limitations	Day 1: Walkthrough
02	THE SELF-SERVICE PORTAL	• Roles and access to the portal • Walkthrough of the portal	
03	MODULE SCENARIOS	• Scenarios with hand-on work from everyone	Day 2: Hands-on
04	WRAP UP	• Closing remarks	

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Day 1: Walkthrough

Day 2: Hands-on

INTRODUCTION

Who are we?

<NAME>
<ROLE>

<NAME>
<ROLE>

<NAME>
<ROLE>

Part of the RealNet™ Central team!

REALNET™ CENTRAL

KEY OUTCOMES

NBM has a **BETTER UNDERSTANDING** of the portal and its functionalities

NBM is able to provide the necessary **ASSISTANCE** and **SUPPORT** to their participating banks

NBM is able to **PROVIDE SIMILAR TRAINING** to new employees or banks

NBM feels confident in **NAVIGATING** and **TROUBLESHOOTING** via the portal

SETTING THE SCENE

- Training will include a high-level walkthrough as well as hands-on work
- Dialogue based approach
- We will be working in one of our PP environments
- We will be going through both operator and participant roles
    - Role-based access separating permissions

KNOWN LIMITATIONS

- <This slide will include information if there are any known limitations relevant for the training session. This can include functionality not ready at the time of the training or known bugs>

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Day 1: Walkthrough

Day 2: Hands-on

PORTAL WALKTHROUGH

- <The presenter will move into the portal and do a walkthrough of the different pages>

End of day 1

Thank you and see you tomorrow!

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TRAINING OF NBM – DAY 2

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Day 1: Walkthrough

Day 2: Hands-on

Scenarios

REALNET™ CENTRAL BASICS

USE CASE NO. 1 – BANKING DAYS CALENDAR

- **Context:** Banking days are automatically generated, but in case of non-banking days it must be manually entered by an Operator.
- **Scenario:** The holiday of Good Friday changes dates every year. In 2022, the holiday will land on Friday April 15th.
- **Task:** As an operator, mark Good Friday as a non-banking day for 2022.

USE CASE NO. 2 – NOTIFICATIONS

- **Context:** The portal supports both automatic as well as manual notifications. Notifications can include warnings of low liquidity, information of change of participant status or manual messages related to the operations of the system.
- **Scenario:** Black Friday is coming up and previous experience has shown that transaction volumes increase significantly during this day. Banks must therefore ensure they have enough liquidity in place to support the peak.
- **Task #1:** As an operator, create a notification informing all participants that a new Liquidity Window has been created for the purpose and Liquidity Profiles can now be created.
- **Task #2:** As an operator, send a notification to <INSERT BIC> to remind them they haven’t set up a Liquidity Profile yet.

USE CASE NO. 3 – PARTICIPANT

- **Context:** Operators play a vital role in the onboarding, changes and offboarding of Participants. This can be managed via the portal.
- **Scenario:** A new bank, <INSERT BIC 1> is joining the network and wishes to participate as soon as possible. The legal and technical preparation work has been completed.
- **Task #1:** Onboard the <INSERT BIC 1> with start date of tomorrow
- **Task #2:** You notice the address is wrong. Please update the address.

Scenarios

REALNET™ CENTRAL LIQUIDITY

USE CASE NO. 4 – LIQUIDITY MANAGEMENT

- **Context:** Operators of the system (can) have access to view and update the information for all Participants. This is especially useful if the Participant is technical experiencing issues on their end of if updates are needed urgently.
- **Scenario:** You are an operator of RealNet™ Central and a backoffice employee from a <INSERT BIC> calls you on the phone franticly asking for additional funds.
- **Task:** Increase the Available Credit of <INSERT BIC> with 10,000,000 <INSERT CURRENCY> as soon as possible. Remember to verify the before and after balances.

USE CASE NO. 5 – CAPS

- **Context: Direct Participants are able to utilize the CAPS functionality to manage the liquidity usage of the Indirect Participant.**
- **Scenario: <INSERT DP BIC> provides funding for <INSERT IP BIC 1> and <INSERT IP BIC 2>. <INSERT IP BIC 1> often has a very low net position and sometimes spends up to 80% of the Available Credit. <INSERT DP BIC> wants to limit <INSERT IP BIC 1> so they can only use 500,000<INSERT CURRENCY> per day.**
- **Task: Update the cap for <INSERT IP BIC 1> to 500,000<INSERT CURRENCY>**

Scenarios

REALNET™ CENTRAL INSTANT PAYMENTS

USE CASE NO. 6 – CREDIT TRANSFERS 1

- **You're working in the back office of <INSERT BIC 1> and looking for a certain credit transfer**
- **Find the credit transfer with the following information:**
  - Sender BIC: <INSERT BIC 1>
  - Debtor account: <INSERT DEBTOR ACCOUNT>
  - The amount: <INSERT AMOUNT>
  - The date: <INSERT DATE>
- **Task #1: What happened to this transaction?**
- **Task #2: Which reconciliation cycle is it part of?**

USE CASE NO. 7 – CREDIT TRANSFERS 2

- **<INSERT BIC 1> has sent a credit transfer which was rejected and they do not know why. They call you – the operator - and ask for help.**
- **They provide you with the following information:**
  - Their BIC: <INSERT BIC 1>
  - Tx ID: <INSERT TX ID>
  - The amount: <INSERT AMOUNT>
  - The date: <INSERT AMOUNT>
- **Task #1: What happened to this transaction?**
- **Task #2: How would you get an indication of whether this is part of a larger problem?**

Scenarios

REALNET™ CENTRAL PAYMENT ACCESS

USE CASE NO. 8 – PAYMENT REQUEST

- **Context:** Payment request messages (pain.013) lead to credit transfers (pacs.008) for the actual money movement. For trouble shooting, operators must therefore be able to track the flow from the initial payment request to the actual credit transfer. What happened to the pacs. 008?
- Scenario: <INSERT BIC 2> has sent a Payment Request which received no response. They need assistance in troubleshooting.
- Task: What happened to the Payment Request?

Info from pain.013:
- Debtor agent – <INSERT BIC 1>
- Creditor agent – <INSERT BIC 2>
- Amount – <INSERT AMOUNT>
- Date – <INSERT DATE>
- Time – <INSERT TIME>
- Msg ID – <INSERT MSG ID>

Scenarios

REALNET™ CENTRAL REPORTS

USE CASE NO. 9 – RECONCILIATION

- **Context:** Reconciliation reports are distributed to participants during scheduled times (e.g. after each cycle, day etc.). The portal provides functionality to see if it was received, resend and download.
- **Scenario:** <INSERT BIC 1> calls you - the operator - and says they were down for a moment and therefore did not receive the CRR for cycle <INSERT CYCLE>.
- **Task #1:** What is status of cycle <INSERT CYCLE AND DATE?
- **Task #2:** The bank asks what their net position for cycle <INSERT CYCLE> was ?
- **Task #3:** The bank requests you resend the CRR to them, but they are not able to receive it the regular way. They ask if you can send it via email. How would you do this?

USE CASE NO. 10 – REPORTS

- **Context:** While some reports are distributed as XML reports, other reports are available via the portal as spreadsheets for manual operations.
- **Scenario:** <INSERT BIC 1> needs to know how many credit transfers were recorded on <INSERT DATE>.
- **Task #1:** In which report are you able to find out how many credit transfers <INSERT BIC 1> sent on <INSERT DATE>?
- **Task #2:** How many credit transfers did <INSERT BIC 1> send on <INSERT DATE>?
- **Task #3:** What was the gross value of the credit transfers sent by <INSERT BIC 1> on <INSERT DATE>?

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WRAP UP

- Notes

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