PINQ

Process INQuiries Management Solution

Rapid resolution of payment-related inquiries and claims
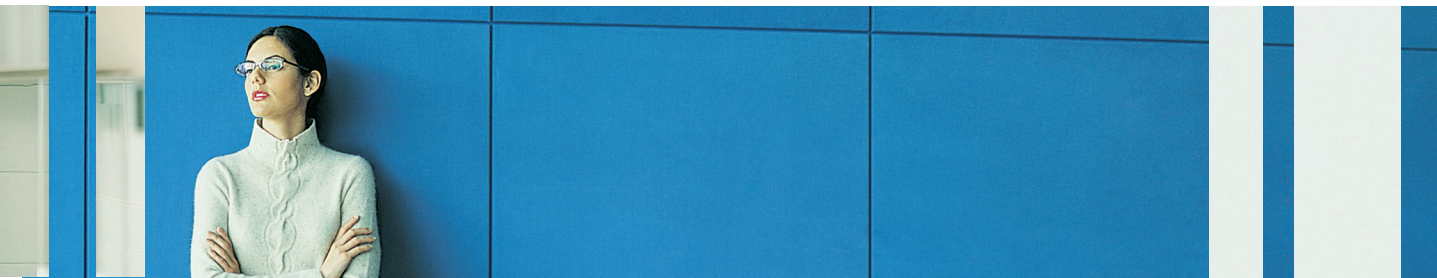
- Cost savings

- Increase in efficiency

- Customer satisfaction

- Risk reduction

- Increase in profitability

Reduction of process costs and operational risks

In almost no other industry markets have been developing so rapidly as in the finance industry. In order to ensure customer loyalty and reduce costs banks have to continue to invest extensively in the field of standardisation and automation of value-added processes in transaction banking. Ideal business processes are the common objective of IT and various departments. The result is a successful transition to automated transaction processes in more than 90 % of all cases.

But what happens if a transaction is not processed automatically or does not occur where it is expected to?

Despite all automation efforts over the last few years, a significant share of the performed transactions leads to inquiries. Reports from financial institutions from the markets show this. However, there are also regulatory requirements which have an impact on the transaction process. In view of the EU Payments Services Directive (PSD), the conditions for post-processing have tightened. In the meantime they have become as deep as the requirements for the transactions themselves. In addition, there are regulatory requirements such as the Financial Action Task Force (FATF). The requirements for bank transfers posit that the completeness of the client and beneficiary data should be ensured. This leads to additional inquiries.

Often such cases are processed manually – and in almost 60% of the cases these inquiries could have been processed automatically. Relevant information is distributed in a decentralised manner and the processing status is not transparent to the involved parties. The process costs are thus significant and customer satisfaction is put to the test.

Standardisation and automation of Case Management significantly improves productivity in the area of payments. According to calculations of leading financial institutions and SWIFT, this would save a volume of 48 million EUR annually world-wide. The expansion of services would additionally increase revenue by an estimated 100 million EUR annually.

Automation

PINQ delivers a highly flexible inquiry forwarding and routing mechanism between front and back office. PINQ Case Management enables the automation of processes and of case distribution right up to facilitating the volume of inquiries. Business Activity Monitoring enables the monitoring of processes, service levels and key figures.

Standardisation

In use within a company, PINQ creates through standardisation the necessary flexibility in order to handle inquiries in a simple and fast way. Through the use of SWIFT messages and through digital communication such as e-mail or fax an increased number of all inquiries can be routed to the correct source within an organisation. At the same time, media breaks are being eliminated. The distinct case referencing allocates all messages concerning a certain case to one case and archives them electronically and in an audit-proof way. The inquiry process is being supported by integrating the information systems of the client, such as payments or accounting systems.
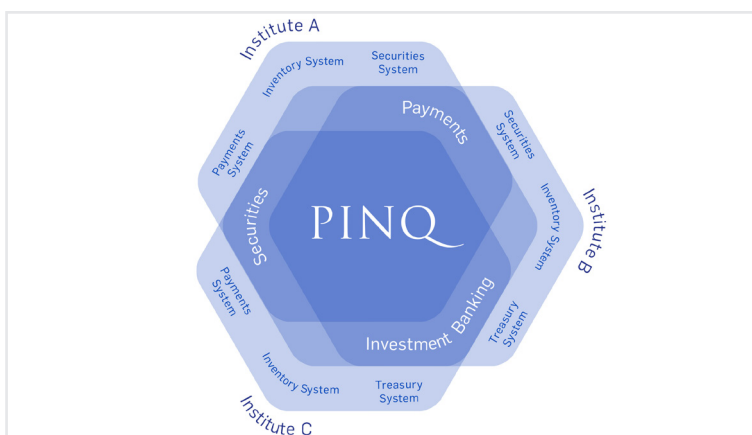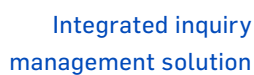
Consolidation

PINQ is platform-independent and offers a web-based user interface. Its architecture is completey service-oriented. The underlying digital business platform webMethods (Software AG) considerably simplifies analysing relevant data, controlling the dynamic business processes and linking existing back office systems using a wide range of existing adaptors. This ensures that PINQ supports inquiry and complaint processes of various departments within an organisation such as payments, securities or investment banking.

The solution is designed to enable an efficient client administration and a simple depiction of the organisational structure or the associated clients within the system. Complex authorisation and access structures as well as configuration, process and core data can be managed as easily as client-dependent fee and terms structures. The user interface is intuitively usable, facilitates the introduction of PINQ within a company and ensures a smooth workflow.

The solution to managing a secure and fast inquiry process

By using PINQ costs for integration, operation and adaptation are reduced by more than 50 %. PINQ is the fully automated system designed to steer and reply to inquiries in transaction processes. The advantages of PINQ are obvious:

- Significant cost reduction through faster process times
- Efficiency optimisation through fully automated processes
- Increase in customer satisfaction by improving services
- Reduction of operational risks through effective risk management
- Flexible integration in existing IT landscape

Integrated inquiry
management solution

Institute A
Inventory System
Securities System
Payments
Securities System
Payments System
Institute B
Inventory System
Securities
PINQ
Inventory System
Treasury System
Payments System
Investment Banking
Inventory System
Treasury System
Institute C

Inquiry cover page

Inquiry Information

Inquiry Reference:	120616123A000201
Related Reference/ AssignmentID:	120616123A000201
CaseID:	120616123A000201
Category:	Investigations
Transaction Type:	Credit Transfer
Payment Direction:	Incoming
Category Reason:	Request to cancel
Inquiry Reason:	Undue Payment

Initiator

CITIBANK N.A.
NEW YORK, NY
Contact Person: John Doe
Counsellor: M. Moneypenny

Counterparty

Jane Doe
FRANKFURT AM MAIN
Contact Person: M. Mustermann
Counsellor:

Status

Status:	In Process
Editor :	M. Schulz (MS) Investigations
Creator:	M. Schulz (MS) Investigations
Incoming Type:	SWIFT
Created on:	10.08.2016 12:41
Escalation on:	**14.08.2016 16:45**

Linked Inquiries

Status	Reference Number
Closed	100616123A000709

Messages/Attachments

Assigned Messages

Medium	Date	Send./Rec.	
MT 998	14.08.2016	CITIUS33XXX	→
E-Mail	14.08.2016	jane@doe.de	←
Fax	11.08.2016	Jane Doe	←
E-Mail	10.08.2016	payments.intern@bank.de	→
MT 992	10.06.2016	CITIUS33XXX	←

Attached Files

File name	Description
Invoice-20160801.pdf	Invoice

Business Transactions

Ref.-No. 120616123A000201
Root Business Transaction - Messages

Medium	Value Date	Amount	ISO	Rec. BIC
MT202COV	05.08.2016	8.540,25	USD	HELADEFF
MT103	05.08.2016	8.540,25	USD	CITIUS33

Underlying

Medium	Amount	ISO	Value Date

Claimed Payment

Beneficiary:	Jane Doe
Account Beneficiary :	DE12511511510648489890
BIC Beneficiary:	
Amount:	8.540,25 USD
Booking Date:	
Value Date:	05.08.2016
Debtor:	
Account Debtor:	
BIC Debtor:	

Main menu

PINQ

User : kmeier
Team : Investigations
Mandator : PINQ Bank

Team Postbox | User Postbox ▾ | + Create new ▾ | Search ▾ | BusinessCards   Settings ▾ | Logout

12 Inquiries by Investigations   Search for...

	Status	Inquiry Category	Account	Name	BIC/BankID	Referenz	Amount	ISO	Date ▾	Prev. User
	In Process	Request to modify		SYRACOM AG		DZEQ160624-00005			24.06.2016 17:53	kmeier
	In Process	Request to cancel	5544880022	SYRACOM AG	PTSBDEEEXXX	DZEQ160621-00007	343.434,00	EUR	21.06.2016 11:37	rschnell
	In Process	Unable to apply - miss		SYRACOM AG		DZEQ150901-00171			20.06.2016 08:55	kmeier
	In Process	Sonstige Reklamation		SYRACOM AG		DZEQ150901-00167			20.06.2016 08:51	abauer
	In Process	Request for Informatio	0012345678	SYRACOM AG	PTSBDEEEXXX	DZEQ150901-00166			20.06.2016 08:50	abauer
	In Process	Unable to apply - miss		SYRACOM AG		DZEQ150901-00165			17.06.2016 13:08	kmeier
	In Process	Sonstige Reklamation		SYRACOM AG		DZEQ150901-00163			17.06.2016 08:48	kmeier

Export   Team: [   ] User: [kmeier - Meier, K.] Send

9 Messages by Investigations   Search for...

	Type	Status	Country	Send./Rec.	Case Creator	Reference	Related Reference/CaseID	Date ▾
	camt.008	New	DE	PTSBDEEEXXX	PTSBDEEEXXX	INQ20160624-193	I0041101602R	24.06.2016 19:25
	camt.029	New	DE	PTSBDEEEXXX		INQ20160624-189	I0041101602R	24.06.2016 19:14
	E-MAIL	New	DE	investigations@syrac			NACHFORSCHUNGSANTRAG ZA	24.06.2016 15:48
	MT 292	Assigned	DE	PTSBDEEEXXX	PTSBDEEEXXX	INQ20160624-179	DZ160624-286	24.06.2016 15:19
	MT 192	New	DE	PTSBDEEEXXX		INQ20160624-160	160624AZ00001951	24.06.2016 10:51
	MT 192	New	DE	PTSBDEEEXXX		INQ20160624-145	REF160624_152	24.06.2016 10:41
	MT 190	New	DE	PTSBDEEEXXX		INQ20160624-122	INQ1606240012459	24.06.2016 09:35

Export   Team: [   ] User: [kmeier - Meier, K.] Send

PINQ

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powered by

WEBMETHODS
BY **SOFTWARE AG**