

# CreationOnline

## **User Manual**

## CreationOnline User Manual

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## Foreword

CreationOnline is a component of Clearstream Banking's CreationConnect total connectivity solution.

CreationOnline is Clearstream Banking's web-browser based, integrated workstation connectivity solution running in a secure Virtual Private Network (VPN) environment or over the internet.

With this release of CreationOnline, you can perform and manage activities (according to the authority level of your user profile and your individual user permissions) in the following areas:

- User Management
- Reporting
- Message exchange
- OU Preferences
- User Preferences
- Alerts
- Audit

## About this manual

This Foreword contains information about the general security of CreationOnline, the hardware and software requirements to run the system and details of how to get help.

This manual contains the following chapters:

- ["1. Getting started"](#) on page 1-1
- ["2. Working with users - Administration"](#) on page 2-1
- ["3. CreationDirect via Internet management"](#) on page 3-1
- ["4. Working with scheduled reports - Administration"](#) on page 4-1
- ["5. Working with Message Exchange - Business"](#) on page 5-1
- ["6. Working with retrieved reports - Business"](#) on page 6-1
- ["7. Working with alerts"](#) on page 7-1
- ["8. Working with audit events - Administration"](#) on page 8-1.

This manual contains the following appendixes:

- ["Appendix A. Using the Online Help"](#) on page A-1
- ["Appendix B. CSV file upload specifications"](#) on page B-1

A ["Glossary"](#) is included at the back of this manual.

# Foreword

## Hardware and software requirements

You can access CreationOnline from any computer running a supported Windows, Java and Internet Explorer version. You require an internet connection. For more details, please refer to the CreationOnline Technical Requirements document.

CreationOnline is designed to convert between Swift, browser and HTML formats, so that reports can be requested or displayed in either format. Users will not be required to employ the same message format as their counterparty in any transaction and customers can choose to use any or all of the formats.

## Where to get assistance

Help with the use of CreationOnline is directly available in two ways:

- from the integrated online help information system and
- from Clearstream Banking's Customer Services and Connectivity Services units.

## Online help

CreationOnline incorporates comprehensive online help information. On each page, you have access to two levels of help information, as follows:

- In the navigator panel, you can use the Help command to obtain information on all aspects of CreationOnline.
- On each page or form, you can use the Help menu to display specific help information for the current activity.

## Contact details

For further information, or if you have specific questions regarding CreationOnline and/or communications with Clearstream Banking, you can contact your Customer Service Officer or the Clearstream Banking Connectivity Services Help Desk.

Before contacting Clearstream Banking, please ensure that you have the following information to hand:

- Your organisation name and Clearstream Banking account number.
- Your name, telephone and fax numbers and your e-mail address.
- The make and model of your PC and modem.
- Details of the problem (please have full details available).
- If you receive an error message, full details of the error, with any error message number.

Contact details are as follows:

	<b>Luxembourg</b>	<b>Frankfurt</b>	<b>London</b>
Tel:	+352-243-38110	+49-(0) 69-2 11-1 15 90	+44 (0)20-7862-7100
Fax:	+352-243-638110	+49-(0) 69-2 11-6 1 15 90	+44 (0)20-7862-7254
E-mail:	connectlux@clearstream.com	connectfrankfurt@clearstream.com	connectlondon@clearstream.com

Customers should note that, as is normal practice within financial organisations, Clearstream Banking has implemented telephone line recording to ensure that the interests of Clearstream Banking and of its customers are protected against misunderstandings or miscommunications.

Areas subject to telephone line recording include Customer Services, the Treasury Dealing Room and back office operations. The recorded lines are the subject of an ongoing formal maintenance and quality control programme to ensure their continued effective and appropriate deployment and operation.

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# 1. Getting started

Access to CreationOnline is provided via your web browser. The use of the system is strictly controlled by security features that ensure that only licensed subscribers can connect to it.

This chapter describes the tasks and topics you will meet when you start to use CreationOnline, as follows:

- [“Logging on to CreationOnline”](#) below
- [“System administrator’s tasks”](#) on page 1-3
- [“What users can do”](#) on page 1-3
- [“Using wild card characters in queries”](#) on page 1-4
- [“Working with displayed list views”](#) on page 1-4
- [“The CreationOnline page”](#) on page 1-7
- [“Maintaining logon details, permissions and preferences”](#) on page 1-8.

## Logging on to CreationOnline

As a licensed subscriber, you may optionally have received a unique PIN code to enable you to connect to the system.

**Note:** Before you connect to the system for the first time, please make sure that you have read and fully understand any installation, connection and/or release documentation supplied with your CreationOnline package and with any external application.

On initial connection, your local system administrator must be the first to log on and must perform various initial tasks to make the system available to local users (see [“System administrator’s tasks”](#) on page 1-3).

When you open CreationOnline, the system presents the Log on page allowing you to use a P12 credentials file and password.

By default, on successful logon, you are presented with the CreationOnline page with the current alerts listed across the workspace in the alerts panel.

**Note:** The first time you log on, you must use the temporary password provided. You are recommended to define your own password immediately.

If you enter an invalid password and/or user credentials file, the system displays an error message accordingly. After three invalid logon attempts, you are logged out and your web browser session is locked.

Your OU (Organisation Unit) Administrator can define the default number of retries for password entry for the OU in OU Settings (see [“Maintaining logon details, permissions and preferences”](#) on page 1-8).

# Getting started

## To log on to CreationOnline using a P12 credentials file:

**Note:** If you are accessing CreationOnline via the Clearstream Banking's VPN, then you must, as a preliminary step, dial in to the VPN.

1. Start your web browser and do one of the following to access the CreationOnline secure web site:
  - Via the Equant VPN, connect to <https://creationonline.clearstream.banking>
  - Via the public internet, connect to <https://www.creationconnect.com>
2. On the Log on page, select the P12 File option.
3. Use the Browse button to locate your user credentials file in your local file system and double-click on it to open it. The name of the file is automatically entered in the User Credentials field on the Log on page.

**Note:** On a standalone PC, this is the folder in which you originally saved your credentials file. If you are using CreationOnline on a network, then your local system administrator will tell you where your credentials file is stored (see ["To change your own P12 access credentials:"](#) on page 1-9).

4. Type your current password in the Password field and either press Return or Enter or click on the Log on button to open CreationOnline for your use.

## System administrator's tasks

Your local system administrator must be the first to log on to CreationOnline in order to prepare the system for use at the location. Having followed the procedures described in the CreationOnline Installation Notes, the system administrator must perform the following initial tasks in the appropriate sequence:

- Set the conditions (for example, implementing the "4-eyes" principle and/or "Verify ON") of the OU working environment (see ["Setting OU preferences"](#) on page 1-11).
- Create individual Business User, Business Supervisor<sup>1</sup> and OU Administrator users and user groups (where "OU" refers to Organisation Unit), including their respective credentials and permissions to work with particular accounts. (see ["Working with users - Administration"](#) on page 2-1).
- Define the timing and frequency of the retrieval of scheduled reports (according to availability) (see ["Working with scheduled reports - Administration"](#) on page 4-1).

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1. Business User and Business Supervisor users are hereafter collectively referred to as Business users.

## What users can do

The functions provided by CreationOnline are available to the different users. All users can change their own credentials, password and preferences and view their own permissions. In addition:

- OU Administrator users can:
  - change the credentials, password and permissions of users in their OU;
  - create, modify and delete users and user groups;
  - control the day-to-day use of CreationOnline by individual users, user groups and OUs;
  - run queries on audit events and alerts;
  - create scheduled reports.
- Business Users and Supervisor Users can:
  - query and view messages;
  - run queries on alerts;
  - view retrieved reports;
  - sort and filter displayed reports as available;
  - export and download reports to file.

## Using wild card characters in queries

On some pages, some of the fields in which you can enter search criteria are marked with an asterisk (\*) to left and/or right.

This indicates that the asterisk (\*) as a wild card character will automatically be appended or prepended in these fields to request that all items that contain the string of characters associated with the wild card character are included in the results of your search.

The following examples illustrate the use of the wild card character in a field entry:

- ABC\* will include all items in which this field contains a value beginning with ABC.
- \*ABC will include all items in which this field contains a value ending with ABC.
- \*ABC\* will include all items in which this field contains a value that includes ABC anywhere between the first and last characters.

# Getting started

## Working with displayed list views

Local Action menus each contain a Query command that you can use, where appropriate, to define a set of filtering criteria in order to locate as closely as possible a particular target. You can save such a set of criteria as a query “view” which you can re-use in other queries.

The results of your query are displayed in a list view and you can select one or more to be the subject(s) of the commands available in the Action menu. Standard Shift+click and Ctrl+click selection can be used.

### A note about queries

A query can yield very high numbers of results and CreationOnline will present 50 results per page up to a maximum of 20 pages. Each page carries count and time information at the right-hand end of the menu bar. You can use left and right arrows in the menu bar to page forward and backward through the list as required.

If your query operation can yield more than 1000 results, a message warns you of this and explains that only the first 1000 results will be presented in the list view. If you do not choose to refine your query to yield fewer results, you can use the sequencer arrow in the toolbar of the current list view to show the next 1000.

With instructions, you can perform a query based on the reference exactly as it is entered in the field (in order to target a single instruction). To do this, ensure that the associated Exact Ref. checkbox is checked - you do not complete any other fields.

For queries on some items (for example, user groups), you can use the Refresh command to display the latest list view in your organisation unit.

**Note:** When you refresh the displayed list, the system executes the last query that you set up on the Query tab, even if that tab is not open. Therefore, before closing the Query tab, you are advised to click on the Reset and Query buttons or Action menu commands in succession to ensure that the most recent list is used.

### Maintaining query views

You can perform a query according to a one-time set of criteria or according to a “view” that you saved when performing a query on a previous occasion.

Some query pages have a View dropdown list and a Save as button or Action menu command. When you specify a query, you can define a one-time set of criteria or you can simply select an existing view from the View dropdown list to use a predefined set of query criteria.

When you have fully specified your current query, you can use the Save as button or Action menu command to preserve this set of criteria as a new view, which is added to the dropdown list and is available to be selected for re-use.

When you select an existing view for your current query, the appropriate values are automatically entered in the appropriate fields. You might use such a view as the basis of another query whose criteria are mostly the same but vary in one or two details.

When a list of results is displayed for a selected view, you can use the commands in the View menu as follows:

- To delete the current view from the list of available views;
- To give the current view a new name (replacing the name in the View dropdown list);
- To establish the current view as the default view for queries on this type of data.

## Customising displayed lists

When the list of results is displayed, you can customise the arrangement of its content in a general way as follows:

- To narrow or widen a column, click and hold down the mouse button on the column separator in the column header and drag it to left or right as required.
- To reposition a column, click and hold down the mouse button on the column header and drag it to left or right as required.
- To sort the displayed list (up to 50 entries) in descending order of values in a selected column, click on the column heading. Further clicks on the column heading will toggle the list between descending and ascending order of that column's values.

You can customise the content of a displayed list more specifically by means of the List menu available on list views, as follows:

- To copy selected list items to the Clipboard for use in other applications;
- To select all the list items on the currently displayed page (maximum 50);
- To specify which columns you want to include in and/or exclude from the list view;
- To print all pages, the current page or the details of selected list items;
- To export all the list items on the currently displayed page (maximum 50) to a specified file in CSV format;
- To export all pages (maximum 1000 items) to a specified file in CSV format;
- To save the current arrangement of columns for the list view;
- To reset the columns of the list view to the system defaults;
- To set the list view columns to your preferred settings.

# Getting started

## Hide/Show columns:

1. Right-click in the header of any column in the list view to display the Column management dialog box.
2. Ensure that the columns that you want to “hide” in the list view are unchecked and those that you want to “show” are checked.
3. Select OK to enact your column settings.

## Save Column Settings:

- When you have specified the presence, position and width of columns in the list view, right-click in the header of any column in the list view and select the Save Column Settings command to save these settings as your “preferred user settings” for this list view.

## Default System Settings:

- When you have specified the presence, position and width of columns in the list view but would like to return the list view to its original settings, right-click in the header of any column in the list view and select the Default System Settings command.

## Preferred User Settings:

- When you have used the Save Column Settings command (to specify the presence, position and width of columns in the list view) and you have since then used the Default System Settings command or rearranged the columns in some other way, right-click in the header of any column in the list view and select the Preferred User Settings command to return the display to your saved settings for this list view.

**Note:** In a list view, you can right-click in the header area of the list and select directly the Hide Columns command or the Save Column Settings command from a popup menu.

## The CreationOnline page

The CreationOnline page has three main areas. The overall layout of the CreationOnline page within the browser is as follows:

- The **navigator panel** on the left-hand side of the display, where the user can access a main menu of commands to perform the different activities that are available according to user permissions;
- The **workspace panel** at the upper right of the display, where the user can access a list view of items (up to 50 per page) related to the selected activity and perform various operations on them, according to the tabs and subtabs provided on the page and the commands available in the local Action menu;
- The **alerts panel** (see overleaf) at the lower right of the display, where up to 30 of the latest Alert entries indicating particular events occurring in the system (and to which the user has subscribed) are listed.

Every page provides a Help command to access the integrated online Help system. There is also a Logoff command on every page, which you can use to end your session and return to the logon page.

## The alerts panel

The alerts panel, which occupies the lower part of the CreationOnline page, is automatically refreshed every 30 seconds by the system and displays an entry for each currently non-expired alert in a list, in descending order of date/time of generation, across the width of the workspace panel.

The alerts in the alerts panel are, by default, sorted at generation time with the most recent alerts at the top of the list. The alerts panel contains a maximum of 30 entries. If this number is reached and then a new alert is generated, the oldest alert is removed from the alerts panel.

This panel is displayed independently of the activity you are performing in the workspace area. You cannot hide the alerts panel nor change its width but you can “grab” the horizontal bar at the top of the panel and move this up and down to vary its height.

The alerts panel shows alerts until they expire, at which time they are removed. Expired alerts can be queried from the Query tab on the Alerts page until they are archived (see [“Working with alerts”](#) on page 7-1).

You cannot sort, filter or perform searches on the list in the alerts panel; you must use the Query tab on the Alerts page to perform these operations. You can, however, right-click in the list to access the Refresh and Goto Link commands in a popup menu.

The different varieties of alert are indicated in the alerts panel as follows:

- All newly published alerts on which no action can be taken are displayed in normal type (no italic, no bold).
- Newly generated alerts that are not yet read and on which action can be taken (as indicated by the presence of a hyperlink in the Link column) are listed in **bold** type.
- Alerts on which action has been taken (that is, a user has clicked on the hyperlink to access the details of the underlying item that triggered the alert) are displayed in normal type (no italic, no bold).

**Note:** All published alerts on which you cannot or have not yet taken any action contain a hyperlink in the Link column that you can use to view details of the underlying item (scheduled report).

When the user receives a Broadcast Message from Clearstream Banking, the user can double-click on the Narrative section to open a window containing the text.

# Getting started

## Maintaining logon details, permissions and preferences

All users can, at any time, perform the following tasks for their own settings:

- [“Changing your own credentials”](#) below
- [“Changing your own password”](#) on page 1-9
- [“Setting your own preferences”](#) on page 1-10
- [“Viewing your own current permissions”](#) on page 1-10.

**Note:** Your credentials file and your password are uniquely associated. If you change your credentials, you will also have to change your password. You can change your password without changing your credentials.

OU Administrators with the appropriate permissions can, in addition perform the following tasks for their OU settings:

- [“Changing another user’s credentials”](#) on page 1-10
- [“Setting OU preferences”](#) on page 1-11
- [“Viewing OU current permissions”](#) on page 1-11.

## Changing your own credentials

Unchanged credentials will expire naturally after two years but you can change your own credentials at any time. When you log on for the first time, you use a credentials file for P12 access that you have been given as a first-time file. You must change these first-time credentials as soon as possible. When you do so, you will have to specify a new password also.

### To change your own P12 access credentials:

1. In the navigator panel, select the My Settings-Change Credentials command to display the Change Credentials tab.
2. Select the P12 option and sweep your mouse pointer in any/all directions at random across the open entropy field until the associated progress bar reaches 100%.
3. Enter your own current P12 password and then the new password for use with the new credentials file that you are defining.
4. Confirm the new credentials password by entering it again in the next field.
5. Select Submit to establish your new credentials and password.
6. Specify a unique file name and save your new credentials file to a location of your choice on your file system. When you next use the P12 option to log on to CreationOnline, you will locate this new file through the Browse button on the Log on page.

**Note:** Passwords are case-sensitive. Each user credentials file is associated with a single password only. An OU Administrator can change the credentials for other users (see [“Changing another user’s credentials”](#) on page 1-10).

## Changing your own password

You can change your own password at any time. When you log on for the first time, you use an assigned first-time password. You must change this first-time password as soon as possible.

### Rules for passwords

User passwords for P12 access must:

- Be between 8 and 24 characters long
- Include characters from 3 of the following 4 character sets:
  - Punctuation (including special symbols)
  - Alphabetic (upper-case)
  - Alphabetic (lower-case)
  - Numbers.

The following additional validation rules apply when the user changes password:

- The new password must be unique in the password history stored in the user’s credentials file. An OU Administrator can specify the history length as part of the OU preferences (see [“Setting OU preferences”](#) on page 1-11).
- The new password must have at least 4 characters that have changed. The system checks this by comparing character 1 of the new password with character 1 of the old (current) password, character 2 with character 2 and so on.

**Note:** If you enter an invalid password or specify an invalid user credentials file, the system displays an error message accordingly. After three invalid logon attempts, you are logged out and locked out of the system and must contact your local System Administrator.

# Getting started

## To change your own P12 access password:

1. In the navigator panel, select the My Settings-Change Password command.
2. Type your current password.
3. Type a new valid password and type it again to confirm that this password is to be associated with the current credentials you are using (see [“Rules for passwords”](#) above).
4. Select Submit to establish your new password.

This will now be your personal password until you change it.

## Setting your own preferences

You can set your own preferences at any time.

## To set your own preferences:

1. In the navigator panel, select the My Settings-My Preferences command to display the My Preferences tab appropriate to your user profile.
2. Specify a file location as the default destination for all your CreationOnline export operations.  
Business users can also specify defaults for safekeeping account, instrument type (ISIN or Common Code) and various other aspects of the “behaviour” of the interface.
3. Select Submit to establish the default preferences.

These will now be your preferences until you change them.

## Viewing your own current permissions

You can view your own current permissions at any time. Only an OU Administrator can change your permissions. Your user permissions are expressed in terms of the user group to which you belong and either only your user permissions (if you are an OU Administrator) or additionally (if you are a Business User or Supervisor User) the accounts that you can perform operations on.

## To view your own permissions:

1. In the navigator panel, select the My Settings-My Permissions command to display the permissions for your User ID.  
The User subtab for your user ID is displayed on which are shown your name, user ID and the name and other details of the user group to which you belong.
2. Select the User Permissions subtab to display your user permissions as appropriate:
  - If you are an OU Administrator: User Management and Reporting permissions.
3. To quit, select another command from the navigator panel.

## Changing another user’s credentials

As an OU Administrator, you can change the credentials of any other user in your OU at any time. When you do so, you will also have to specify a new password for the user and store the new credentials file on your file system.

For details, see [“To create/change the credentials of another user:”](#) on page 2-9.

## Setting OU preferences

As an OU Administrator, you can, at any time, set OU preferences and view the current OU permissions. The defaults you set will operate for all users in the OU.

### To set your OU preferences:

1. In the navigator panel, select the OU Settings-OU Preferences command to display the OU preferences tab, which comprises four subtabs.
2. Specify your OU preferences as required in the various areas, as follows:
  - On the Security subtab, define defaults for password expiry, password history and other security-related details.
  - On the Other subtab, specify whether or not you want to enforce the “4-eyes” principle.
3. Select Submit to establish your OU preferences.

These will be your OU preferences until you change them.

## Viewing OU current permissions

As an OU Administrator, you can view your current OU permissions at any time.

### To view your current OU permissions:

1. In the navigator panel, select the OU Settings-OU Permissions command to display the OU Permissions tab.

The OU Permissions tab comprises two subtabs, which show the details of the OU permissions for OU Accounts and OU Business Services.

2. To quit, select another command from the navigator panel.

**Note:** OU Administrators can create and modify the OU permissions for users and user groups (see [“Working with users - Administration”](#) on page 2-1).

# Getting started

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## 2. Working with users - Administration

As an OU Administrator with the appropriate permissions, you can regulate the use of CreationOnline in your organisation unit. You can create users and user groups within your OU, assigning specific permissions (credentials) to allow individual users to perform selected tasks in particular areas of activity (for example, reporting).

You can also link Business User and Business Supervisor user groups<sup>1</sup> to selected accounts to restrict the activities of the Business Users in such a group to operations involving only specific accounts and specific reports.

You can customise other features (OU preferences) according to the internal policies of your organisation.

This chapter describes the tasks and topics that you will meet through the User Management-Users and User Management-User Groups commands in the navigation menu, as follows:

- [“The main user management activities”](#) below
- [“Managing users”](#) on page 2-2
- [“Managing User Groups”](#) on page 2-10.

**Note:** All users can change their own logon credentials, password and preferences at any time. OU Administrators can also change the credentials and password of any user in their OU and can set OU preferences (see [“Maintaining logon details, permissions and preferences”](#) on page 1-8).

### The main user management activities

The main User Management tasks are as follows:

- **Managing users:** to create new users and to perform other operations on existing users according to their individual status. (An OU Administrator can also force a user logoff.) Users are identified to CreationOnline by user name, ID and user group details, user credentials and permissions and (for Business User and Business Supervisor users) relevant accounts and reports.
- **Managing user groups:** to create new user groups and to perform other operations on existing user groups according to their individual status. User groups are identified to CreationOnline by user group name and type and user group permissions and (for Business User and Business Supervisor user groups) relevant accounts and reports.

You can select the type of user management activity that you want to perform from the User Management command in the navigator panel.

You can run queries on users and user groups and view the details of one or more individual entries from the results list view in each case. See [“Working with displayed list views”](#) on page 1-4.

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1. Business User and Business Supervisor users are hereafter collectively referred to as Business Users.

# Working with users - Administration

## Managing users

As an OU Administrator, you can use the Action menu on the Users page as follows:

- [“To create a user:”](#) on page 2-3
- [“To query users:”](#) on page 2-3
- [“To view the details of an existing user:”](#) on page 2-4
- [“To modify the details of a user:”](#) on page 2-4
- [“To delete a user:”](#) on page 2-5
- [“To confirm a user with Pending status:”](#) on page 2-5
- [“To reject a user with Pending status:”](#) on page 2-6
- [“To suspend a user:”](#) on page 2-6
- [“To \(re-\)activate a user:”](#) on page 2-7
- [“To stop a user:”](#) on page 2-7
- [“To force a user to log off:”](#) on page 2-8
- [“To refresh the list of users:”](#) on page 2-8
- [“To create/change the credentials of another user:”](#) on page 2-9.

You can use the Refresh command to display the latest list of users in your organisation unit. You can also customise the displayed list of users (see [“Customising displayed lists”](#) on page 1-5).

**Note:** When you have created a user, if the “4-eyes” principle is set ON (see [“Setting OU preferences”](#) on page 1-11), the creation must be confirmed or rejected. If (as OU Administrator) you have “authorise own” privileges, then you can confirm or reject your own action on users. Otherwise, a second OU Administrator must do this.

All users can change their own user credentials and/or password and check their own permissions. See [“Maintaining logon details, permissions and preferences”](#) on page 1-8.

**It is up to your organisation's best practice to set the appropriate number of users and level of security in order to maintain control and prevent fraud. CreationOnline allows you to create users that have all rights and may input and release instructions without supervision.**

**Even though we offer this flexibility, we do not recommend it as it goes against best practice in order to maintain appropriate control and prevent fraud and money laundering.**

**Specifically, we do not recommend that:**

- You deactivate the 4-eyes principle (especially for Administrators and Cash);
- You centralise all privileges under a single user;
- The same individuals perform Administrator and Business activities.

**Clearstream Banking cannot be held responsible in the event of malpractice by a user that has all rights.**

### To create a user:

1. In the navigator panel, select User Management-Users.
2. From the Action menu, select the Create command to display a New User tab.
3. Adjust the depth of the alerts panel as required.
4. On the New User tab, fill in the first name and surname fields and give the user a (unique) user ID; then select the user group whose user profile (authority level) you want the user to share.

**Note:** A user can belong to only one user group.

5. Use the User Permissions subtab and (for Business Users and Business Supervisors) the User Accounts subtab, to set the activities that this user can perform and the accounts and reports that the user can work with.

**Note:** For OU Administrators, the full set of permissions and, for Business Users, the whole set of accounts and reports that a user can work with are defined at the level of the user group to which the user belongs. Individual users cannot use more than this set but can be defined to use a restricted subset of them.

6. Before submitting your created user, do one and/or other of the following if required:
  - If you decide to change the user details, use the Reset button or Action menu command to return all the specifications to their default values so that you can start again.
  - If you decide to abandon creation of the user, use the Discard button or Action menu command to cancel the operation and return to the Users page.
7. Select Submit to create the user.

The user that you have created so far is given the status "Pending Certificate".

**Note:** To enable a newly created user to log on to CreationOnline, you must create unique credentials for that user (see ["To create/change the credentials of another user:"](#) on page 2-9).

When you have created a user, if the "4-eyes" principle is set ON (see ["Setting OU preferences"](#) on page 1-11), the creation must be confirmed or rejected. If (as OU Administrator) you have "authorise own" privileges, then you can confirm or reject your own action on users. Otherwise, a second OU Administrator must do this.

### To query users:

1. In the navigator panel, select User Management-Users to display the Users page.
2. From the Action menu, select the Query command to display the Query tab for users.
3. Adjust the depth of the alerts panel to reveal the list of users as required.
4. On the Query tab, specify a sort sequence and other values to define your query as appropriate.
5. Before submitting your query, do one and/or other of the following if required:
  - If you decide to change it, use the Reset button or Action menu command to return all the specifications to their default values so that you can start the query again.
  - If you decide to abandon the query, use the Discard button or Action menu command to cancel the operation and return to the Users page.
  - If you want to check how many results your query will yield as it is currently specified, use the Count Only button or Action menu command to display the number in the Count field. If the count is high, you can refine your query to yield fewer results.
6. Select the Query button or Action menu command to perform the query.

## Working with users - Administration

The users that match your set of criteria are displayed on the Users tab. If there are no matches, the Users tab is displayed empty.

**Note:** You can customise the displayed list of results (see [“Customising displayed lists”](#) on page 1-5).

When you refresh the displayed list, the system executes the last query that you set up on the Query tab, even if that tab is not open. Therefore, before closing the Query tab, you are advised to click on the Reset and Query buttons or Action menu commands in succession to ensure that the most recent list of users is displayed.

### To view the details of an existing user:

1. In the navigator panel, select User Management-Users to display the Users page
2. From the Action menu, select the Query command to display the Query tab.
3. Adjust the depth of the alerts panel as required.
4. Perform a suitable query to list the required user (see [“To query users:”](#) on page 2-3).

**Note:** You can customise the displayed list (see [“Customising displayed lists”](#) on page 1-5).

5. On the Users tab, do one of the following to display the details of the user, in read-only mode, on its own tab:
  - Highlight the appropriate user in the list and select View from the Action menu.
  - Right-click on the appropriate user in the list and select View from the popup menu.
6. View the details of the user as required and, when finished, select the Close button or Action menu command to return to the list view.

### To modify the details of a user:

**Note:** Only users that have status “Confirmed” or “Pending Rejected” can be modified.

1. In the navigator panel, select User Management-Users to display the Users page
2. From the Action menu, select the Query command to display the Query tab.
3. Adjust the depth of the alerts panel as required.
4. Perform a suitable query to list the required user (see [“To query users:”](#) on page 2-3).

**Note:** You can customise the displayed list (see [“Customising displayed lists”](#) on page 1-5).

5. On the Users tab, do one of the following to display the current details of the selected user on its own tab:
  - Highlight the appropriate user in the list and select Modify from the Action menu.
  - Right-click on the appropriate user in the list and select Modify from the popup menu.
6. Use the User subtab, together with the User Permissions subtab and (if the user is a Business User) the User Accounts subtab, to make the required changes to the name, associated user group and/or relevant accounts and reports of the user.
7. Before submitting your modification, do one and/or other of the following if required:
  - If you decide to change the modification, use the Reset button or Action menu command to return all the specifications to their default values so that you can start the query again.
  - If you decide to abandon the modification, use the Discard button or Action menu command to cancel the operation and return to the Users page.
8. Select Submit to perform the modification.

**Note:** If there is an error in the modification (for example, no value input in a mandatory field), this will be listed on an Errors/Warnings subtab. You can use the Modify button or Action menu command, correct the fault and re-submit the modification.

On successful modification of the user, it will appear in list views with status “Modified”.

**Note:** When you change the name of a user, the links in the alerts panel and on the Alerts tab are changed accordingly.

You may also want to change the credentials for the user (see [“To create/change the credentials of another user:”](#) on page 2-9).

A modification must be confirmed or rejected before it can be effective. If (as OU Administrator) you have “authorise own” privileges, then you can confirm or reject your own action on users. Otherwise, a second OU Administrator must do this.

### To delete a user:

**Note:** You cannot delete users that have “Pending Modified” or “Activated” status. When a user is deleted, all the views and standing instructions created by this user are also deleted.

1. In the navigator panel, select User Management-Users to display the Users page
2. From the Action menu, select the Query command to display the Query tab.
3. Adjust the depth of the alerts panel as required.
4. Perform a suitable query to list the required user (see [“To query users:”](#) on page 2-3).

**Note:** You can customise the displayed list (see [“Customising displayed lists”](#) on page 1-5).

5. On the Users tab, do one of the following:
  - Highlight the appropriate user in the list and select Delete from the Action menu.
  - Right-click on the appropriate user in the list and select Delete from the popup menu.
6. Confirm your intention to delete to perform the deletion.

**Note:** To remove a user with “Activated” or “Suspended” status from CreationOnline, you use the Stop command (see [“To stop a user:”](#) on page 2-7).

If the user that you delete has “Pending New” or “Pending Rejected” status, there is no need to confirm or reject this action: the status of the user is immediately updated to “Deleted”.

If the user that you delete has “Confirmed” status, the status of the user is initially updated accordingly to “Pending Deleted” and the deletion must be confirmed or rejected. If (as OU Administrator) you have “authorise own” privileges, then you can confirm or reject your own action on users. Otherwise, a second OU Administrator must do this.

### To confirm a user with Pending status:

**Note:** Users awaiting confirmation/rejection may also be listed in the alerts panel.

1. In the navigator panel, select User Management-Users to display the Users page
2. From the Action menu, select the Query command to display the Query tab.
3. Adjust the depth of the alerts panel as required.
4. Perform a suitable query to list the required user (see [“To query users:”](#) on page 2-3).

**Note:** You can customise the displayed list (see [“Customising displayed lists”](#) on page 1-5).

5. Either, on the Users tab, do one of the following:
  - Highlight the appropriate user in the list and select Confirm from the Action menu.
  - Right-click on the appropriate user in the list and select Confirm from the popup menu.

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Or, in the alerts panel:

- a) Right-click on the appropriate alert in the list and select Goto Link from the popup menu to display the details of the associated user on a User tab.
- b) Select the Confirm button or Action menu command to confirm the user.

**Note:** If (as OU Administrator) you have “authorise own” privileges, then you can confirm or reject your own action on users. Otherwise, a second OU Administrator must do this.

### To reject a user with Pending status:

**Note:** Users awaiting confirmation/rejection may also be listed in the alerts panel.

1. In the navigator panel, select User Management-Users to display the Users page
2. From the Action menu, select the Query command to display the Query tab.
3. Adjust the depth of the alerts panel as required.
4. Perform a suitable query to list the required user (see [“To query users:”](#) on page 2-3).

**Note:** You can customise the displayed list (see [“Customising displayed lists”](#) on page 1-5).

5. Either, on the Users tab, do one of the following:
  - Highlight the appropriate user in the list and select Reject from the Action menu.
  - Right-click on the appropriate user in the list and select Reject from the popup menu.

Or, in the alerts panel:

- a) In the alerts panel, right-click on the appropriate alert in the list and select Goto Link from the popup menu to display the details of the associated user on a User tab.
  - b) Select the Reject button or Action menu command to reject the user.
6. Enter a reason for the rejection and select OK.

**Note:** If (as OU Administrator) you have “authorise own” privileges, then you can confirm or reject your own action on users. Otherwise, a second OU Administrator must do this.

### To suspend a user:

**Note:** You can only suspend a user that currently has “Activated” status.

1. In the navigator panel, select User Management-Users to display the Users page
2. From the Action menu, select the Query command to display the Query tab.
3. Adjust the depth of the alerts panel as required.
4. Perform a suitable query to list the required user (see [“To query users:”](#) on page 2-3).

**Note:** You can customise the displayed list (see [“Customising displayed lists”](#) on page 1-5).

5. On the Users tab, do one of the following:
  - Highlight the appropriate (activated) user in the list and select Suspend from the Action menu.
  - Right-click on the appropriate (activated) user in the list and select Suspend from the popup menu.
6. Select Submit to suspend the user.

**Note:** When you have suspended a user, this must be confirmed or rejected. If (as OU Administrator) you have “authorise own” privileges, then you can confirm or reject your own action on users. Otherwise, a second OU Administrator must do this.

### To (re-)activate a user:

**Note:** You can only (re-)activate a user that currently has “Suspended” status.

1. In the navigator panel, select User Management-Users to display the Users page
2. From the Action menu, select the Query command to display the Query tab.
3. Adjust the depth of the alerts panel as required.
4. Perform a suitable query to list the required user (see [“To query users:”](#) on page 2-3).

**Note:** You can customise the displayed list (see [“Customising displayed lists”](#) on page 1-5).

5. On the Users tab, do one of the following:
  - Highlight the appropriate (suspended) user in the list and select Activate from the Action menu.
  - Right-click on the appropriate (suspended) user in the list and select Activate from the popup menu.
6. Select Submit to (re-)activate the user.

**Note:** When you have (re-)activated a user, this must be confirmed or rejected. If (as OU Administrator) you have “authorise own” privileges, then you can confirm or reject your own action on users. Otherwise, a second OU Administrator must do this.

### To stop a user:

**Note:** You use the Stop command to remove only those users with “Activated” or “Suspended” status from CreationOnline. Otherwise, to remove a user from the OU, you use the Delete command (see [“To delete a user:”](#) on page 2-5).

1. In the navigator panel, select User Management-Users to display the Users page
2. From the Action menu, select the Query command to display the Query tab.
3. Adjust the depth of the alerts panel as required.
4. Perform a suitable query to list the required user (see [“To query users:”](#) on page 2-3).

**Note:** You can customise the displayed list (see [“Customising displayed lists”](#) on page 1-5).

5. On the Users tab, do one of the following:
  - Highlight the appropriate (activated or suspended) user in the list and select Stop from the Action menu.
  - Right-click on the appropriate (activated or suspended) user in the list and select Stop from the popup menu.
6. Select Submit to stop the user.

**Note:** When you have stopped a user, this must be confirmed or rejected. If (as OU Administrator) you have “authorise own” privileges, then you can confirm or reject your own action on users. Otherwise, a second OU Administrator must do this.

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## To force a user to log off:

1. In the navigator panel, select User Management-Users to display the Users page
2. From the Action menu, select the Query command to display the Query tab.
3. Adjust the depth of the alerts panel as required.
4. Perform a suitable query to list the required user (see [“To query users:”](#) on page 2-3).

**Note:** You can customise the displayed list (see [“Customising displayed lists”](#) on page 1-5).

5. On the Users tab, do one of the following:
  - Highlight the appropriate user in the list and select Force Log Off from the Action menu.
  - Right-click on the appropriate user in the list and select Force Log Off from the popup menu.
6. Confirm your intention to log off the selected user.

## To refresh the list of users:

- In the list view, do one of the following:
  - Select Refresh from the Action menu.
  - Right-click on the list and select Query from the popup menu.

**Note:** When you refresh the displayed list, the system executes the last query that you set up on the Query tab, even if that tab is not open. Therefore, before closing the Query tab, you are advised to click on the Reset and Query buttons or Action menu commands in succession to ensure that the most recent list of users is displayed.

## Changing another user’s credentials

Your ability to create and/or change the credentials of another user depends on the following:

- whether the “4-eyes principle” is on (that is, it is switched on as part of your OU preferences) or off;
- whether the user is:
  - awaiting credential authorisation (that is, the user is created but must be authorised for the creation of credentials); or
  - pending credential creation (that is, the creation of credentials has been authorised but has not yet performed); or
  - activated (that is, the user has been fully created and has credentials already defined);
- whether you yourself originally created the user.

This means:

- If the “4-eyes principle” is on and:
  - if the user is activated, then you can create credentials for the user.
  - if the user is awaiting credential authorisation:
    - if you originally created the user, then you cannot create credentials for the user until another OU Administrator has authorised the creation of credentials for that user.
    - if you did not originally create the user, then you cannot create credentials for the user but you can authorise the creation of credentials for that user.

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- if the user is pending credential creation:
  - m if you originally authorised the creation of credentials for the user, then you cannot create credentials for that user.
  - m if you originally created the user and another OU Administrator has authorised the creation of credentials for the user, then you can create credentials for that user.
- If the “4-eyes principle” is off, the user cannot have the status awaiting credential authorisation and:
  - if the user is activated, then you can change the credentials for the user.
  - if the user is pending credential creation:
    - m if you originally authorised the creation of credentials for the user, then you cannot create/change credentials for that user.
    - m if you originally created the user, you can create the credentials for that user.

### To create/change the credentials of another user:

**Note:** Your ability to create/change the credentials of another user is subject to whether the “4-eyes principle” is in force and to other conditions (see above).

1. In the navigator panel, select User Management-Users to display the Users page
2. From the Action menu, select the Query command to display the Query tab.
3. Adjust the depth of the alerts panel as required.
4. Perform a suitable query to list the required user (see [“To query users:”](#) on page 2-3).

**Note:** You can customise the displayed list (see [“Customising displayed lists”](#) on page 1-5).

5. If you are changing an existing user’s credentials, check whether that user is logged on. If Yes, then use the Force Log Off command to log the user off (see [“To force a user to log off:”](#) on page 2-8).
6. Do one of the following to display the Change Credentials tab:
  - Highlight the appropriate user in the list and select Create Credentials from the Action menu.
  - Right-click on the appropriate user in the list and select Create Credentials from the popup menu.
7. On the Change Credentials tab, sweep your mouse pointer in any/all directions at random across the open entropy field until the associated progress bar reaches 100%.
8. Enter your own Administrator password and then the new password for the user whose credentials you are creating/changing and confirm this by entering it again in the next field.
9. Select a reason why you are changing the user’s credentials.
10. Select Submit to establish the credentials and password for the user.
11. Specify a unique file name and location for the credentials that you have defined.

**Note:** When you have changed the credentials for a user, this action must be confirmed or rejected. If (as OU Administrator) you have “authorise own” privileges, then you can confirm or reject your own action on users. Otherwise, a second OU Administrator must do this.

Unchanged credentials will expire naturally after two years but all users can change their own logon credentials, password and preferences at any time (see [“Maintaining logon details, permissions and preferences”](#) on page 1-8).

# Working with users - Administration

## Managing User Groups

As an OU Administrator with the appropriate permissions, you can use the commands in the Action menu to view, modify, delete, create, confirm or reject user groups on the User Groups page. There is no query function for user groups.

You can use the Refresh command to refresh the page to display the latest list of user groups in your organisation unit.

**Note:** When you have created a user group, it must be confirmed or rejected. If (as OU Administrator) you have “authorise own” privileges, then you can confirm or reject your own action on user groups. Otherwise, a second OU Administrator must do this.

You allocate each user to a specific user group when you originally create the user.

As an OU Administrator, you can use the Action menu on the User Groups page as follows:

- [“To create a user group:”](#) on page 2-11
- [“To query user groups:”](#) on page 2-11
- [“To view the details of an existing user group:”](#) on page 2-12
- [“To modify a user group:”](#) on page 2-12
- [“To delete a user group:”](#) on page 2-12
- [“To confirm a user group:”](#) on page 2-13
- [“To reject a user group:”](#) on page 2-14
- [“To refresh the list of user groups:”](#) on page 2-14.

You can use the Refresh command to display the latest list of user groups in your organisation unit. You can also customise the displayed list of user groups (see [“Customising displayed lists”](#) on page 1-5).

**Note:** You allocate each user to a specific user group when you originally create the user (see [“To create a user:”](#) on page 2-3).

If (as OU Administrator) you have “authorise own” privileges, then you can confirm or reject your own action on user groups. Otherwise, a second OU Administrator must do this.

There is no query function for user groups.

### To create a user group:

1. In the navigator panel, select User Management-User Groups.
2. From the Action menu, select the Create command to display the User Groups page.
3. Adjust the depth of the alerts panel to reveal the list of user groups as required.
4. On the User Groups tab, do one of the following:
  - Select Create from the Action menu.
  - Right-click anywhere on the list of user groups and select Create from the popup menu.
5. On the New User Group tab, give the user group a (unique) name; then select the user profile (authority level) that you want the users in the user group to share.
6. Use the other available subtabs to define further details of the user group as follows:
  - For an OU Administrator user group, use the User Group Permissions subtab to establish the User Management and Reporting capabilities for any member of the user group.
7. Before submitting your create user group, do one and/or other of the following if required:
  - If you decide to change the user group, use the Reset button or Action menu command to return all the specifications to their default values so that you can start again.
  - If you decide to abandon creation of the user group, use the Discard button or Action menu command to cancel the operation and return to the User Groups page.
8. Select Submit to create the new user group.

**Note:** If there is an error in the creation of the user group (for example, no value input in a mandatory field), this will be listed on an Errors/Warnings subtab. You can use the Modify button or Action menu command, correct the fault and re-submit the user group.

On successful creation of the user group, it will appear in list views with status “New”.

**Note:** For OU Administrators, the full set of permissions and, for Business Users, the whole set of accounts and reports that a user can work with is defined at the level of the user group to which the user belongs. Individual users cannot use more than this set but can be defined to use a restricted subset of them.

A newly created user group must be confirmed or rejected. If (as OU Administrator) you have “authorise own” privileges, then you can confirm or reject your own action on user groups. Otherwise, a second OU Administrator must do this.

### To query user groups:

1. In the navigator panel, select User Management-User Groups to display the User Groups page.
2. From the Action menu, select the Refresh command to list the user groups.
3. Adjust the depth of the alerts panel to reveal the list of user groups as required.

**Note:** You can customise the displayed list of results (see [“Customising displayed lists”](#) on page 1-5).

When you refresh the displayed list, the system executes the last query that you set up on the Query tab, even if that tab is not open. Therefore, before closing the Query tab, you are advised to click on the Reset and Query buttons or Action menu commands in succession to ensure that the most recent list of user groups is displayed.

# Working with users - Administration

## To view the details of an existing user group:

1. In the navigator panel, select User Management-User Groups to display the User Groups page
2. From the Action menu, select the Refresh command to list the user groups.
3. Adjust the depth of the alerts panel as required.

**Note:** You can customise the displayed list (see [“Customising displayed lists”](#) on page 1-5).

4. On the User Groups tab, do one of the following to display a tab for the selected user group:
  - Highlight the appropriate user group in the list and select View from the Action menu.
  - Right-click on the appropriate user group in the list and select View from the popup menu.
5. View the details of the user group as required and, when finished, select the Close button or Action menu command to return to the list view.

## To modify a user group:

**Note:** Only user groups with status “Pending Rejected” or “Confirmed” can be modified.

1. In the navigator panel, select User Management-User Groups to display the User Groups page
2. From the Action menu, select the Refresh command to list the user groups.
3. Adjust the depth of the alerts panel as required.

**Note:** You can customise the displayed list (see [“Customising displayed lists”](#) on page 1-5).

4. On the User Groups tab, do one of the following to display a tab for the selected user group:
  - Highlight the appropriate user group in the list and select Modify from the Action menu.
  - Right-click on the appropriate user group in the list and select Modify from the popup menu.
5. On the User Group tab, change the name of the user group if required and use the available subtabs to modify further details of the user group as follows:
  - For an OU Administrator user group, use the User Group Permissions subtab to establish the User Management and Reporting capabilities for any member of the user group.

**Note:** You cannot modify the user profile assigned to a user group.

6. Before submitting your modification, do one and/or other of the following if required:
  - If you decide to change the modification, use the Reset button or Action menu command to return all the specifications to their default values so that you can start again.
  - If you decide to abandon the modification, use the Discard button or Action menu command to cancel the operation and return to the User Groups page.
7. Select Submit to implement your changes to the user group.

**Note:** If there is an error in the modification (for example, no value input in a mandatory field), this will be listed on an Errors/Warnings subtab. You can use the Modify button or Action menu command, correct the fault and re-submit the modification.

On successful modification of the user, it will appear in list views with status “Modified”.

**Note:** A modification must be confirmed or rejected before it can be effective. If (as OU Administrator) you have “authorise own” privileges, then you can confirm or reject your own action on user groups. Otherwise, a second OU Administrator must do this.

## To delete a user group:

**Note:** You cannot delete user groups that have “Pending Modified” or “Pending Deleted” status or user groups to which users are still allocated.

## Working with users - Administration

1. In the navigator panel, select User Management-User Groups to display the User Groups page
2. From the Action menu, select the Refresh command to list the user groups.
3. Adjust the depth of the alerts panel as required.

**Note:** You can customise the displayed list (see [“Customising displayed lists”](#) on page 1-5).

4. On the User Groups tab, do one of the following:
  - Highlight the appropriate user group in the list and select Delete from the Action menu.
  - Right-click on the appropriate user group in the list and select Delete from the popup menu.
5. Confirm your intention to delete to perform the deletion.

**Note:** If the user group that you delete has “Pending New” or “Pending Rejected” status, its status is immediately updated to “Deleted” and there is no need to confirm or reject this action.

If the user group that you delete has “Confirmed” status, its status is initially updated accordingly to “Pending Deleted” and the deletion must be confirmed or rejected. If (as OU Administrator) you have “authorise own” privileges, then you can confirm or reject your own action on user groups. Otherwise, a second OU Administrator must do this.

You cannot delete multiple user groups in one action.

### To confirm a user group:

**Note:** User groups awaiting confirmation/rejection may also be listed in the alerts panel.

1. In the navigator panel, select User Management-User Groups to display the User Groups page
2. From the Action menu, select the Refresh command to list the user groups.
3. Adjust the depth of the alerts panel as required.

**Note:** You can customise the displayed list (see [“Customising displayed lists”](#) on page 1-5).

4. Either, on the User Groups tab, do one of the following:
  - Highlight the appropriate user group in the list and select Confirm from the Action menu.
  - Right-click on the appropriate user group in the list and select Confirm from the popup menu.

Or, in the alerts panel:

- a) Right-click on the appropriate alert in the list and select Goto Link from the popup menu to display the details of the associated user group on a User Group tab.
- b) Select the Confirm button or Action menu command to confirm the user group.

**Note:** If (as OU Administrator) you have “authorise own” privileges, then you can confirm or reject your own action on user groups. Otherwise, a second OU Administrator must do this.

You cannot confirm or reject multiple user groups in one action.

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### To reject a user group:

**Note:** User groups awaiting confirmation/rejection may also be listed in the alerts panel.

1. In the navigator panel, select User Management-User Groups to display the User Groups page
2. From the Action menu, select the Refresh command to list the user groups.
3. Adjust the depth of the alerts panel as required.

**Note:** You can customise the displayed list (see [“Customising displayed lists”](#) on page 1-5).

4. Either, on the User Groups tab, do one of the following:
  - Highlight the appropriate user group in the list and select Reject from the Action menu.
  - Right-click on the appropriate user group in the list and select Reject from the popup menu.

Or, in the alerts panel:

- a) In the alerts panel, right-click on the appropriate alert in the list and select Goto Link from the popup menu to display the details of the associated user group on a User Group tab.
  - b) Select the Reject button or Action menu command to reject the user group.
5. Enter a reason for the rejection and select OK.

**Note:** If (as OU Administrator) you have “authorise own” privileges, then you can confirm or reject your own action on user groups. Otherwise, a second OU Administrator must do this.

You cannot confirm or reject multiple user groups in one action.

### To refresh the list of user groups:

- In the list view, do one of the following:
  - Select Refresh from the Action menu.
  - Right-click on the list and select Query from the popup menu.

### 3. CreationDirect via Internet management

CreationDirect via Internet is a component of Clearstream Banking's CreationConnect total connectivity solution. CreationOnline is used in conjunction with CreationDirect via Internet to manage its users and schedule reports.

The main management tasks in CreationOnline in for CreationDirect via Internet are:

- Creating new users of CreationDirect via Internet and performing other operations on existing users.
- Requesting the creation of new CreationDirect via Internet delivery addresses and setting up a CreationDirect filestore for receiving reports.

You can select the type of CreationDirect via Internet management activity that you want to perform from the CreationDirect Management command in the navigator panel.

You can run queries on CreationDirect via Internet users and user groups and view the details of one or more individual entries from the results list view in each case. using the Action menu on the CreationDirect via Internet Users page, as follows:

- [“To create a CreationDirect via Internet user:”](#) below
- [“To confirm a CreationDirect via Internet user:”](#) on page 3-2
- [“To query CreationDirect via Internet users:”](#) on page 3-3
- [“To view the details of a CreationDirect via Internet user:”](#) on page 3-4
- [“To modify a CreationDirect via Internet user:”](#) on page 3-4
- [“To release a CreationDirect via Internet user:”](#) on page 3-4
- [“To reject a CreationDirect via Internet user:”](#) on page 3-5
- [“To delete a CreationDirect via Internet user:”](#) on page 3-5
- [“To refresh a list of CreationDirect via Internet users:”](#) on page 3-5
- [“To specify CreationDirect via Internet accounts:”](#) on page 3-6

You can request the creation of new CreationDirect via Internet delivery addresses and set up a CreationDirect filestore for receiving reports using the Action menu on the CreationDirect via Internet Settings page, as follows:

- [“To request a CreationDirect via Internet address:”](#) on page 3-6

# CreationDirect via Internet management

## Managing CreationDirect via Internet users

As an OU administrator, you can view, modify, create, delete, release and revoke CreationDirect via Internet users and create definitions of CreationDirect via Internet user credentials.

A Query command is also available to view the current set of CreationDirect via Internet users. You can also confirm, confirm the deletion, and reject a CreationDirect via Internet user (if the “4-eyes” principle is in force) or create new credentials for a CreationDirect via Internet user.

You can refresh the page to display the latest list of CreationDirect via Internet users in your organisation unit.

**Note:** When you created a new CreationDirect via Internet user, if the “4-eyes” principle is set ON, the the new user must be confirmed or rejected. If (as OU administrator) you have “authorise own” privileges, you can release, modify or delete users. Otherwise, a second OU administrator must do this.

### To create a CreationDirect via Internet user:

To create a CreationDirect via Internet user, do the following:

1. In the navigator panel, select CreationDirect Management - Users to display the Users page.
2. From the Action menu, select the Create command to display the Create New CreationDirect via internet User tab.
3. Adjust the depth of the alerts panel as required.
4. On the New CDInternet User tab, fill in the first name and surname fields and give the user a unique user ID.
5. Before submitting the instruction creating a new user, do one and/or other of the following, if required:
  - If you decide to change any of the details in the instruction, use the Reset button or Action menu command to return all the specifications to their default values so that you can start again.
  - If you decide to abandon creation of the instruction, use the Discard button or Action menu command to cancel the operation and return to the Users page.
6. Select the Submit button to create the user.

The user that you have created so far is given the status “Confirmed Profile”.

**Note:** To enable a newly created user to log on to CreationOnline, you must create unique credentials for that user.

### To confirm a CreationDirect via Internet user:

**Note:** This action is required only if the “4-eyes” principle is in force.

To confirm a CreationDirect via Internet user, do the following:

1. In the navigator panel, select User Management - Users to display the Users page.
2. From the Action menu, select the Query command to display the Query tab.
3. Adjust the depth of the alerts panel as required.
4. Perform a suitable query to list the required user in a list view.

**Note:** You can customise the displayed list of results.

5. Either, do one of the following on the Users tab:
  - Highlight the appropriate user in the list and select Confirm from the Action menu.

## CreationDirect via Internet management

- Right-click on the appropriate user in the list and select Confirm from the popup menu.

Or, in the alerts panel:

- Right-click on the appropriate alert in the list and select Goto Link from the pop-up menu to display the details of the associated user on a User tab.
- Select the Confirm button or Action menu command to confirm the user.

**Note:** If (as the OU administrator) you have the “authorise own” privileges, then you can confirm or reject your own actions on users. Otherwise, a second OU administrator must do this.

### To create credentials for CreationDirect via Internet users:

**Note:** An OU administrator can only create credentials for a CreationDirect via user when the status of the user is “Pending Credential Creation”. This status is assigned by Clearstream Banking upon completion of the internal set-up required.

The “4-eyes” principle does not apply for creating credentials for CreationDirect users.

1. In the navigator panel, select **CreationDirect Management - Users** to display the Users page.
2. From the Action menu, select the Query command to display the Query tab.
3. Adjust the depth of the alerts panel as required.
4. Perform a suitable query to list the required user in a list view.

**Note:** You can customise the displayed list of results.

5. Do one of the following:
  - Highlight the appropriate user in the list and select Change Credentials from the Action menu.
  - Right-click on the appropriate user in the list and select Change Credentials from the popup menu.
6. On the Change Credentials subtab, sweep your mouse pointer in any/all directions at random across the open entropy area until the associated progress bar reaches 100%.
7. Enter your own Administrator password and then the new password for the user whose credentials you are creating and confirm this by entering it again in the next field.
8. Select Submit to establish the credentials and password for the user.
9. Specify a unique file name and location for the credentials that you have defined.

### To query CreationDirect via Internet users:

1. In the navigator panel, select CreationDirect Management - Users to display the Users page.
2. From the Action menu, select the Query command to display the Query tab.
3. Adjust the depth of the alerts panel as required.
4. Perform a suitable query to list the required user in a list view.
5. Before submitting your query, do one and/or other of the following if required:
  - If you decide to change it, use the Reset button or Action menu command to return all the specifications to their default values so that you can start the query again.
  - If you decide to abandon the query, use the Discard button or Action menu command to cancel the operation and return to the Users page.
  - If you want to check how many results your query will yield as it is currently specified, use the Count Only button or Action menu command to display the number in the Count field. If the count is high, you can refine your query to yield fewer results.

## CreationDirect via Internet management

6. Select the Query button or Action menu command to perform the query and list the results in a list view.

**Note:** You can customise the displayed list of results.

### To view the details of a CreationDirect via Internet user:

1. In the navigator panel, select CreationDirect Management - Users to display the Users page.
2. From the Action menu, select the Query command to display the Query tab.
3. Adjust the depth of the alerts panel as required.
4. Perform a suitable query to list the required user in a list view.  
**Note:** You can customise the displayed list of results.
5. On the Users tab, do one of the following to display the details of the user, in read-only mode, on its own tab:
  - Highlight the appropriate user in the list and select View from the Action menu.
  - Right-click on the appropriate user in the list and select View from the popup menu.
6. View the details of the user as required and, when finished, select the Close button or Action menu command to return to the list view.

### To modify a CreationDirect via Internet user:

**Note:** Only users who have the “Confirmed Profile” or “Pending Rejected” status can be modified.

When you change the name of a user, the links in the alerts panel and on the Alerts tab are changed accordingly.

1. In the navigator panel, select CreationDirect Management - Users to display the Users page.
2. From the Action menu, select the Query command to display the Query tab.
3. Adjust the depth of the alerts panel as required.
4. Perform a suitable query to list the required user in a list view.  
**Note:** You can customise the displayed list of results.
5. On the Users tab, do one of the following to display the current details of the selected user on its own tab:
  - Highlight the appropriate user in the list and select Modify from the Action menu.
  - Right-click on the appropriate user in the list and select Modify from the popup menu.
6. Before submitting your modification, do one and/or other of the following if required:
  - If you decide to change the modification, use the Reset button or Action menu command to return all the specifications to their default values so that you can start the query again.
  - If you decide to abandon the modification, use the Discard button or Action menu command to cancel the operation and return to the Users page.
7. Select Submit to perform the modification.

### To release a CreationDirect via Internet user:

**Note:** Only users who have the “Confirmed Profile” status can be released.

1. In the navigator panel, select CreationDirect Management - Users to display the Users page.
2. From the Action menu, select the Query command to display the Query tab.
3. Adjust the depth of the alerts panel as required.

## CreationDirect via Internet management

4. Perform a suitable query to list the required user in a list view.  
**Note:** You can customise the displayed list of results.
5. On the Users tab, do one of the following to display the details of the user, in read-only mode, on a separate Users tab:
6. Highlight the appropriate user in the list and select Release from the Action menu.
7. Right-click on the appropriate user in the list and select Release from the pop-up menu.

### To reject a CreationDirect via Internet user:

**Note:** This is only applicable if the “4-eyes” principle is in force.

1. In the navigator panel, select CreationDirect Management - Users to display the Users page.
2. From the Action menu, select the Query command to display the Query tab.
3. Adjust the depth of the alerts panel as required.
4. Perform a suitable query to list the required user in a list view.

**Note:** You can customise the displayed list of results.

5. Either, on the Users tab, do one of the following:
  - Highlight the appropriate user in the list and select Reject from the Action menu.
  - Right-click on the appropriate user in the list and select Reject from the popup menu.Or, in the alerts panel:
  - Right-click on the appropriate alert in the list and select Goto Link from the pop-up menu to display the details of the associated user on a User tab.
6. Select the Reject button or Action menu command to reject the user.

**Note:** If (as OU Administrator) you have the “authorise own” privileges, then you can confirm or reject your own action on users. Otherwise, a second OU Administrator must do this.

### To delete a CreationDirect via Internet user:

**Note:** You cannot delete users that have the “Configuration in Progress”, “Pending Rejected” or “Pending New” status.

1. In the navigator panel, select CreationDirect Management - Users to display the Users page.
2. From the Action menu, select the Query command to display the Query tab.
3. Adjust the depth of the alerts panel as required.
4. Perform a suitable query to list the required user in a list view.

**Note:** You can customise the displayed list of results.

5. On the Users tab, do one of the following:
  - Highlight the appropriate user in the list and select Delete from the Action menu.
  - Right-click on the appropriate user in the list and select Delete from the popup menu.
6. Confirm your intention to delete to perform the deletion.

# CreationDirect via Internet management

## To refresh a list of CreationDirect via Internet users:

1. In the list view, do one of the following:
  - Select Refresh from the Action menu.
  - Right-click anywhere on the list and select Refresh from the popup menu.

**Note:** When you refresh the displayed list, the system executes the last query that you set up on the Query tab, even if that tab is not open. Therefore, before closing the Query tab, you are advised to click on the Reset and Query buttons or Action menu commands in succession to ensure that the most recent list of audit events is displayed.

## Managing CreationDirect via Internet accounts and addresses

### To specify CreationDirect via Internet accounts:

1. In the navigator panel, select CreationDirect Management - Settings.
2. Adjust the depth of the alerts panel as required.
3. On the CreationDirect Accounts subtab, do one or both of the following:
  - In the Available Accounts list, highlight the required account(s) and click on the right arrow to move them to the Selected Input Accounts list.
  - In the Selected Input Accounts list, highlight the account(s) that are not required and click on the left arrow to return them to the Available Accounts list.
4. Select Submit to establish the selection of accounts.

### To request a CreationDirect via Internet address:

1. In the navigator panel, select CreationDirect Management - Settings.
2. Adjust the depth of the alerts panel as required.
3. On the CreationDirect Address subtab, ensure that the Channel field is set to CreationDirect via Internet.
4. Select whether the CreationDirect Internet Address is for reporting, instruction input or both.

**Note:** If the CreationDirect via Internet address is to be used for instruction input, at least one account must be specified in the Account tab.
5. Specify the other details of the address as required.
6. Before submitting your request, do one and/or the other of the following:
  - If you decide to change the request, use the Reset button or Action menu command to return all the specifications to their default values so that you can start the process again.
  - If you decide to abandon the request, use the Discard button or Action menu command to cancel the operation and return to CreationDirect Management – Settings.
7. Select Submit to send the request to Clearstream Banking for the setup of a CreationDirect via Internet address and filestore.

**Note:** You also will receive the option to print your request.

## 4. Working with scheduled reports - Administration

As an OU Administrator with the appropriate permissions, you can use CreationOnline to request instances of all the available report types, which can then be queried and/or viewed by Business Users.

In most cases, you can request a report in either of the following two modes:

- **Complete reports**, showing all positions that are open on a customer's account and movements that have occurred since the last processing;
- **Delta reports**, showing all positions that have been affected by movements that have occurred since the last retrieval of the report.

As part of user and user group management you can assign the respective reporting permissions to the users and user groups.

For details of user management, see ["2. Working with users - Administration"](#) on page 2-1.

**Note:** OU Administrators cannot view retrieved reports. Only Business Users and Business Supervisors<sup>1</sup> can display, filter, print and export retrieved reports. For details, see ["6. Working with retrieved reports - Business"](#) on page 6-1.

This chapter describes the features of CreationOnline scheduled report request management:

- ["Report frequencies"](#) on page 4-2
- ["Report distribution"](#) on page 4-2
- ["Managing scheduled report requests"](#) on page 4-3.

**Note:** You can name your reports as you choose. In this user manual and in the help for CreationOnline, the name of the associated Standard report type is used in each case.

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1. Business Users and Business Supervisors are hereafter collectively referred to as business users.

# Working with scheduled reports - Administration

## Report frequencies

You can schedule the generation of a report according to your selection of the available report frequency options in the Report Details tab. See also [“Report distribution”](#) below. There are various types of reporting frequency available depending on the type of report. Full details of the scheduling possibilities can be found in the Report Timings Matrix.

- **Continuous**

- **Intraday**

A range of times within the current business day are available depending on the report type in either Complete or Delta format.

- Complete format reports include all positions that are open on a customer’s account and movements that have occurred since the last processing.
- Delta format reports show all positions that have been affected by movements that have occurred since the last generation of the report. .

- **Real-time**

- **End of day**

Daily, weekly, monthly, quarterly and yearly. Reports include all data from the start of the first business day of the respective period to the end of the last business day of the respective period. Normally the reports are generated at 21:15.

**Note:** Intraday reports can only report data based upon what has occurred within the current business day. There is no report available that can span multiple business days.

## Report distribution

Reports are distributed to business users according to their respective account assignments and user group permissions. To ensure that business users receive the reports correctly, the various scheduled report requests must have the appropriate status.

A report is eligible for distribution if:

- The condition of the scheduled report request is “active”.

These conditions summarise possible respective statuses as follows:

- “Active” scheduled report requests have Confirmed, Pending Modified or Pending Deleted status.
- “Non-Active” scheduled report requests have Pending New, Pending Rejected or Deleted status.

Consequently, only reports that have Confirmed, Pending Modified or Pending Deleted status will be distributed to users who have permissions on the respective report and accounts.

The modification or deletion of any scheduled report request will only affect report distribution if such actions are confirmed.

## Managing scheduled report requests

As an OU Administrator with the appropriate permissions, you can create, view, modify, delete, confirm or reject report requests through the Reporting-Scheduled Reports command in the navigator panel. A Query command is available to query the current list of scheduled report requests.

**Note:** When you have created a scheduled report request, if the “4-eyes” principle is set ON (see [“Setting OU preferences”](#) on page 1-11), the creation must be confirmed or rejected. If you have “authorise own” privileges, then you can confirm or reject your own action on scheduled report requests. Otherwise, a second OU Administrator must do this.

You can use the Refresh command to display the latest list of scheduled report requests in your organisation unit. You can also customise the displayed list of scheduled report requests (see [“Customising displayed lists”](#) on page 1-5).

**Note:** When you refresh the displayed list, the system executes the last query that you set up on the Query tab, even if that tab is not open. Therefore, before closing the Query tab, you are advised to click on the Reset and Query buttons or Action menu commands in succession to ensure that the most recent list of scheduled report requests is displayed.

## General scheduled report tasks

You can use the Action menu on the Scheduled Reports page as follows:

- [“To create a scheduled report request:”](#) below
- [“To query scheduled report requests:”](#) on page 4-4
- [“To view an existing scheduled report request:”](#) on page 4-4
- [“To view underlying reports of a report schedule:”](#) on page 4-5
- [“To modify a scheduled report request:”](#) on page 4-5
- [“To delete a scheduled report request:”](#) on page 4-6
- [“To confirm a scheduled report request:”](#) on page 4-7
- [“To reject a scheduled report request:”](#) on page 4-7
- [“To refresh the list of scheduled report requests:”](#) on page 4-7.

You can use the Refresh command to display the latest list of scheduled report requests in your organisation unit. You can also customise the displayed list of scheduled report requests (see [“Customising displayed lists”](#) on page 1-5).

### To create a scheduled report request:

1. In the navigator panel, select Reporting-Scheduled Reports.
2. On the Scheduled Reports tab, do one of the following to display a New Scheduled Report tab:
  - Select Create from the Action menu.
  - Right-click anywhere in the list and select Create from the popup menu.

3. Adjust the depth of the alerts panel as required.
4. Use the Report Details subtab to set the frequency of the requested report and to specify whether or not you want the report to include zero values.
5. For the Cash Balances, Money Statement and Money Suspense reports, you can use the Currency subtab to refine the report request further.

For the Statement of Pending Transactions, Statement of Settlement Allegements, Money Suspense report and the clearing and settlement reports, you can use the Address subtab.

See [“General scheduled report tasks”](#) on page 4-3.

6. Before submitting your created report request, do one and/or other of the following if required:

## Working with scheduled reports - Administration

- If you decide to change the report request, use the Reset button or Action menu command to return all the specifications to their default values so that you can start again.
  - If you decide to abandon creation of the report request, use the Discard button or Action menu command to cancel the operation and return to the Scheduled Reports page.
7. Select Submit to create the scheduled report request.

On submission, the system generates an alert for the “pending new scheduled report type” and distributes it to the other OU Administrators that have subscribed to it, asking for confirmation.

**Note:** When you have created a scheduled report request, if the “4-eyes” principle is set ON (see [“Setting OU preferences”](#) on page 1-11), the creation must be confirmed or rejected. If (as OU Administrator) you have “authorise own” privileges, you can confirm or reject your own action on scheduled report requests. Otherwise, a second OU Administrator must do this.

### To query scheduled report requests:

1. In the navigator panel, select Reporting-Scheduled Reports to display the Scheduled Reports page.
2. From the Action menu, select the Query command to display the Query tab.
3. Adjust the depth of the alerts panel as required.
4. Select a sort criterion, ascending or descending, and/or give specific values to one or more of the other criteria.
5. Before submitting your query, do one and/or other of the following if required:
  - If you decide to change it, use the Reset button or Action menu command to return all the specifications to their default values so that you can start the query again.
  - If you decide to abandon the query, use the Discard button or Action menu command to cancel the operation and return to the Scheduled Reports page.
  - If you want to check how many results your query will yield as it is currently specified, use the Count Only button or Action menu command to display the number in the Count field. If the count is high, you can refine your query to yield fewer results.
6. Select the Query button or Action menu command to perform the query.

The report requests that match your set of criteria are displayed on the Scheduled Reports tab. If there are no matches, the Scheduled Reports tab is displayed empty.

**Note:** You can customise the displayed list of results (see [“Customising displayed lists”](#) on page 1-5).

When you refresh the displayed list, the system executes the last query that you set up on the Query tab, even if that tab is not open. Therefore, before closing the Query tab, you are advised to click on the Reset and Query buttons or Action menu commands in succession to ensure that the most recent list of scheduled report requests is displayed.

### To view an existing scheduled report request:

1. In the navigator panel, select Reporting-Scheduled Reports to display the Scheduled Reports page.
  2. From the Action menu, select the Query command to display the Query tab.
  3. Adjust the depth of the alerts panel as required.
  4. Perform a suitable query to list the required report requests (see [“To query scheduled report requests:”](#) on page 4-4).
- Note:** You can customise the displayed list (see [“Customising displayed lists”](#) on page 1-5).
5. On the Scheduled Reports tab, do one of the following to display the details of the report request, in read-only mode, on its own tab:
    - Highlight the appropriate report request in the list and select View from the Action menu.

## Working with scheduled reports - Administration

- Right-click on the appropriate report request in the list and select View from the popup menu.
6. View the details of the report request as required and, when finished, select the Close button or Action menu command to return to the list view.

### To view underlying reports of a report schedule:

1. In the navigator panel, select Reporting-Scheduled Reports to display the Scheduled Reports page.
2. From the Action menu, select the Query command to display the Query tab.
3. Adjust the depth of the alerts panel as required.
4. Perform a suitable query to list the required report requests (see [“To query scheduled report requests:”](#) on page 4-4).

**Note:** You can customise the displayed list (see [“Customising displayed lists”](#) on page 1-5).

5. On the Scheduled Reports tab, do one of the following to display the details of the report request, in read-only mode, on its own tab:
  - Highlight the appropriate report request in the list and select View from the Link Action menu.
  - Right-click on the appropriate report request in the list and select View Reports from the popup menu.

### To modify a scheduled report request:

**N.B.:** Changes to scheduled report requests must be input before 19:00 today (D) if they are to be reflected on next value date (D+1). Changes made after 19:00 on D will not be reflected until D+2.

**Note:** Only scheduled report requests that have status “Confirmed” or “Pending Rejected” can be modified.

1. In the navigator panel, select Reporting-Scheduled Reports to display the Scheduled Reports page.
2. From the Action menu, select the Query command to display the Query tab.
3. Adjust the depth of the alerts panel as required.
4. Perform a suitable query to list the required report requests (see [“To query scheduled report requests:”](#) on page 4-4).

**Note:** You can customise the displayed list (see [“Customising displayed lists”](#) on page 1-5).

5. On the Scheduled Reports tab, do one of the following to display the details of the report request on its own tab:
  - Highlight the appropriate report request in the list and select Modify from the Action menu.
  - Right-click on the appropriate report request in the list and select Modify from the popup menu.
6. Before submitting your modified report request, do one and/or other of the following if required:
  - If you decide to change the modification, use the Reset button or Action menu command to return all the specifications to their default values so that you can start again.
  - If you decide to abandon modification of the report request, use the Discard button or Action menu command to cancel the operation and return to the Scheduled Reports page.
7. Select Submit to perform the modification.

## Working with scheduled reports - Administration

**Note:** If there is an error in the modification of the report request (for example, no value input in a mandatory field), this will be listed on an Errors/Warnings subtab. You can use the Modify button or Action menu command, correct the fault and re-submit the modification.

On successful modification of the report request, it will appear in list views with status “Modified”.

**Note:** When you change the name of a scheduled report request, the links in the alerts panel and on the Alerts tab are changed accordingly.

A modification must be confirmed or rejected before it can be effective. If (as OU Administrator) you have “authorise own” privileges, then you can confirm or reject your own action on scheduled report requests. Otherwise, a second OU Administrator must do this.

### To delete a scheduled report request:

**Note:** You cannot delete scheduled report requests that have “Pending Modified” or “Pending Deleted” status.

1. In the navigator panel, select Reporting-Scheduled Reports to display the Scheduled Reports page.
2. From the Action menu, select the Query command to display the Query tab.
3. Adjust the depth of the alerts panel as required.
4. Perform a suitable query to list the required report requests (see [“To query scheduled report requests:”](#) on page 4-4).

**Note:** You can customise the displayed list (see [“Customising displayed lists”](#) on page 1-5).

5. On the Scheduled Reports tab, do one of the following:
  - Highlight the appropriate report request in the list and select Delete from the Action menu.
  - Right-click on the appropriate report request in the list and select Delete from the popup menu.
6. Confirm your intention to delete to perform the deletion.

**Note:** If the scheduled report request that you delete has “Pending New” or “Pending Rejected” status, there is no need to confirm or reject this action. The status of the respective report request is immediately updated to “Deleted”.

If the scheduled report request that you delete has “Confirmed” status, the status of the respective report request is initially updated accordingly to “Pending Deleted” and the deletion must be confirmed or rejected. If (as OU Administrator) you have “authorise own” privileges, you can confirm or reject your own action on scheduled report requests. Otherwise, a second OU Administrator must do this.

You can delete multiple report requests in one action, provided that all the selected report requests have a suitable status.

### To confirm a scheduled report request:

**Note:** Report requests awaiting confirmation/rejection may also be listed in the alerts panel.

1. In the navigator panel, select Reporting-Scheduled Reports to display the Scheduled Reports page.
2. From the Action menu, select the Query command to display the Query tab.
3. Adjust the depth of the alerts panel as required.
4. Perform a suitable query to list the required report requests (see [“To query scheduled report requests:”](#) on page 4-4).

**Note:** You can customise the displayed list (see [“Customising displayed lists”](#) on page 1-5).

5. Either, on the Scheduled Reports tab, do one of the following:
  - Highlight the appropriate report request in the list and select Confirm from the Action menu.
  - Right-click on the appropriate report request in the list and select Confirm from the popup menu.

Or, in the alerts panel:

- a) Right-click on the appropriate alert in the list and select Goto Link from the popup menu to display the details of the associated report request on a Report tab.
- b) Select the Confirm button or Action menu command to confirm the scheduled report request.

**Note:** If (as OU Administrator) you have “authorise own” privileges, then you can confirm or reject your own action on scheduled report requests. Otherwise, a second OU Administrator must do this.

You can confirm or reject multiple report requests in one action, provided that all the selected report requests have a suitable status.

### To reject a scheduled report request:

**Note:** Report requests awaiting confirmation/rejection may also be listed in the alerts panel.

1. In the navigator panel, select Reporting-Scheduled Reports to display the Scheduled Reports page.
2. From the Action menu, select the Query command to display the Query tab.
3. Adjust the depth of the alerts panel as required.
4. Perform a suitable query to list the required report requests (see [“To query scheduled report requests:”](#) on page 4-4).

**Note:** You can customise the displayed list (see [“Customising displayed lists”](#) on page 1-5).

5. Either, on the Scheduled Reports tab, do one of the following:
  - Highlight the appropriate report request in the list and select Reject from the Action menu.
  - Right-click on the appropriate report request in the list and select Reject from the popup menu.

Or, in the alerts panel:

- a) Right-click on the appropriate alert in the list and select Goto Link from the popup menu to display the details of the associated report request on a Report tab.
- b) Select the Reject button or Action menu command to reject the scheduled report request.

6. Enter a reason for the rejection and select OK.

**Note:** If (as OU Administrator) you have “authorise own” privileges, then you can confirm or reject your own action on report requests. Otherwise, a second OU Administrator must do this.

You can confirm or reject multiple report requests in one action, provided that all the selected report requests have a suitable status.

## Working with scheduled reports - Administration

### To refresh the list of scheduled report requests:

- In the list view, do one of the following:
  - Select Refresh from the Action menu.
  - Right-click anywhere on the list and select Refresh from the popup menu.

You can customise the displayed list (see [“Customising displayed lists”](#) on page 1-5).

**Note:** When you refresh the displayed list, the system executes the last query that you set up on the Query tab, even if that tab is not open. Therefore, before closing the Query tab, you are advised to click on the Reset and Query buttons or Action menu commands in succession to ensure that the most recent list of scheduled report requests is displayed.

## 5. Working with Message Exchange - Business

CreationOnline provides a message exchange facility to enable you exchange (receive and send) free-format messages from and to Clearstream Banking. Typically, these messages can be enquiries about:

- Customer payments and cheques;
- Financial institution transfers (Nostro);
- Treasury markets, foreign exchange, money markets and derivatives;
- Securities markets;
- Customer services.

Clearstream Banking will only accept CreationOnline Message Exchanges for Investment Fund orders in the relevant business process area. For all other instructions, it is recommended that you use formatted messages in order to guarantee timely and proper execution.

Messages received by Clearstream Banking are routed to the Message Exchange service and are made available for you to read when you select the "Received Messages" action under the "Message Exchange" function on the Navigation Panel.

You can create queries on:

- free-format messages that you have sent;
- instructions you have created and released (instructions with new or sent status).

Also, you can create an unsolicited message relating to a specific business area.

- ["To query a received message:"](#) on page 5-1
- ["To display a received message:"](#) on page 5-2
- ["To change the folder/owner of a received message"](#) on page 5-2
- ["To query a sent message:"](#) on page 5-3
- ["To create an unsolicited free format message from sent messages:"](#) on page 5-3
- ["To respond to a free format message:"](#) on page 5-4
- ["To release a new message:"](#) on page 5-4

### To query a received message:

You must have the permission for message exchange in order to perform queries on Received Messages.

1. In the navigator panel, select Message Exchange-Received Messages to display the appropriate Received Message page.
2. From the Action menu, select the Query command to display a Query tab for Received Messages.
3. Adjust the depth of the alerts panel as required.
4. On the Query tab, specify a sort sequence and other values to define your query as appropriate.

## Working with Message Exchange - Business

- Before submitting your query, do one and/or other of the following, if required:
  - If you decide to change the query, use the Reset button or Action menu command to return all the specifications to their default values so that you can start again.
  - If you decide to abandon the query, use the Discard button or Action menu command to cancel the operation and return to the Received Messages Query page.
- If you want to check how many results your query will yield as currently specified, use the Count Only button or Action menu command to display the number in the Count field. If the count is high, you can refine your query to yield fewer results.
- Select the Query button or Action menu command to perform your query.

The Received Messages that match your set of criteria are displayed in a list view. If there are no matches, the list view is displayed empty.
- You can customise the displayed list of results. When you refresh the displayed list, the system executes the last query that you set up on the Query tab, even if that tab is not open. Therefore, before closing the Query tab, you are advised to click on the Reset and Query buttons or Action menu commands in succession to ensure that the most recent list is used.

### To display a received message:

- In the navigator panel, select Received Messages to display the appropriate Received Messages page.
- From the Action menu, select the Query command to display a Query tab for Received Messages.
- Adjust the depth of the alerts panel as required.
- Perform a suitable query to list the required message in a list view.
- Do one of the following to display the details of the message, in read-only mode, on its own tab:
  - Highlight the appropriate Received Message in the list and select View from the Action menu.
  - Right-click on the appropriate Received message in the list and select View from the pop-up menu.
- View the details of the received message as required and, when finished, select the Close button or Action menu command to return to the list view.

### To change the folder/owner of a received message

To perform this, you must have the relevant permissions.

- In the navigator panel, select Message Exchange-Received Messages to display the appropriate Received Messages Queries page.
- From the Action menu, select the Query command to display a Query tab for Received Messages.
- Adjust the depth of the alerts panel as required.
- Perform a suitable query to list the required message in a list view.
- Do one of the following to display the details of the received message on its own tab named from the reference associated with that message:
  - Highlight the appropriate notification in the list and select View from the Action menu, then select the Change Folder button.
  - Right-click on the appropriate notification in the list and select Change Folder/Owner from the popup menu.
- Enter the new values for the folder and/or owner for the message selected.

If you decide to abandon changing the Folder/Owner, use the Discard button or Action menu command to cancel the operation and return to the CA Notification Queries page.

### To query a sent message:

You must have the permission for message exchange in order to perform queries on sent messages.

1. In the navigator panel, select Message Exchange-Sent Messages to display the appropriate Sent Message page.
2. From the Action menu, select the Query command to display a Query tab for Sent Messages.
3. Adjust the depth of the alerts panel as required.
4. On the Query tab, specify a sort sequence and other values to define your query as appropriate.
5. Before submitting your query, do one of the following, if required:
  - If you decide to change the query, use the Reset button or Action menu command to return all the specifications to their default values so that you can start again.
  - If you decide to abandon the query, use the Discard button or Action menu command to cancel the operation and return to the CA Notification Queries page.
6. If you want to check how many results your query will yield as it is currently specified, use the Count Only button or Action menu command to display the number in the Count field. If the count is high, you can refine your query to yield fewer results.
7. Select the Query button or Action menu command to perform your query.

The sent messages that match your set of criteria are displayed in a list view. If there are no matches, an empty list view is displayed.

**Note:** You can customise the displayed list of results. When you refresh the displayed list, the system executes the last query that you set up on the Query tab, even if that tab is not open.

### To create an unsolicited free format message from sent messages:

1. Select Sent Messages from the Navigator panel.
2. From the Action menu select Create:

**Note:** Following this action, a warning message is displayed to remind you that free-format messages should not be used for clearing instructions.

3. Click OK on the warning message:
4. A free-format message input card is displayed with your user preferences assigning the default values.
5. Input the required attributes to the message and then click on Submit.

The message status will be set to New.

## To respond to a free format message:

1. Select Received Messages from the Navigator panel.
2. From the Action menu, select the Query command to display a Query tab for Received Messages
3. Adjust the depth of the alerts panel, as required.
4. Perform a suitable query to list the required message in a list view.

**Note:** You can customise the displayed list of results.

5. If you want first to view the details of the message in its own tab, do one of the following:
  - Highlight the appropriate message in the list and select View from the Action menu, or.
  - Right-click on the appropriate message in the list and select View from the pop-up menu.
6. To respond to the message, select the Respond button or Action menu command.

**Note:** Following this action, a warning message is displayed to remind you that free-format messages should not be used for clearing instructions.

7. Click OK on the warning message.

A free-format message input window is displayed populated with information relating to the received message.

8. Enter the required responses to the message and then click on Submit.

The message status will be set to New.

## To release a new message:

You must have the correct permission to perform this action.

1. From the Action menu, select the Query command to display a Query tab for Sent Messages.
2. Adjust the depth of the alerts panel as required.
3. Perform a suitable query to list the required message in a list view.

**Note:** You can customise the displayed list of results.

4. If you want first to view the details of the message in its own tab, do one of the following:
  - Highlight the appropriate message in the list and select View from the Action menu.
  - Right-click on the appropriate message in the list and select View from the pop-up menu.
5. Do one of the following, as appropriate:
  - If you are viewing the details of the message and want to release it, select the Release button or Action menu command.
  - If you are in list view, do one of the following:
    - m Highlight the appropriate message in the list and select Release from the Action menu.
    - m Right-click on the appropriate message in the list and select Release from the pop-up menu.

Respond to the prompt by selecting OK to confirm the release of the message.

## 6. Working with retrieved reports - Business

OU Administrators cannot view reports. Only Business Users and Supervisors can view reports. When a report has been retrieved, it is presented in the list of available reports of the respective Business Users. By default, instances of reports are displayed in descending order of date.

Reports remain available for Business Users to view, according to the respective report generation frequency, as follows:

intraday and daily reports:	for 8 weeks
weekly reports:	for 8 weeks
monthly reports:	for 8 weeks
quarterly reports:	for 13 months
yearly reports:	for 13 months

As a Business User with the appropriate permissions, you can use CreationOnline to retrieve instances of all the available report types in the following formats:

CSV	(comma-separated values) which you can load as a spreadsheet in Microsoft Excel.
HTML	which you can open directly in CreationOnline.
ISO	which you can download and import into your local Swift applications.
PDF	which you can download and open in Acrobat Reader.
XLS	which you can download and open in MS Excel.
XML	which you can download and use as a data interchange format with other applications.

You can use the Refresh command to display the latest list of reports available in your organisation unit. You can also customise the displayed list of reports (see [“Customising displayed lists”](#) on page 1-5).

**Note:** Business Users cannot schedule requests to retrieve reports. Only OU Administrators can schedule report requests. For details, see [“4. Working with scheduled reports - Administration”](#) on page 4-1.

OU Administrators can name reports as they choose. In this user manual and in the help for CreationOnline, the name of the associated Swift ISO15022 message type is used in each case.

For details of the timings, frequencies, availability and distribution of the different scheduled report requests, see [“4. Working with scheduled reports - Administration”](#) on page 4-1.

### To refresh the list of reports to view:

- In the list view, do one of the following:
  - Select Refresh from the Action menu.
  - Right-click on the list and select Query from the popup menu.

**Note:** When you refresh the displayed list, the system executes the last query that you set up on the Query tab, even if that tab is not open. Therefore, before closing the Query tab, you are advised to click on the Reset and Query buttons or Action menu commands in succession to ensure that the most recent list of report instances is displayed.

# Working with retrieved reports - Business

## General tasks

You can use the Action menu on the View Reports page as follows:

- [“To query reports to view:”](#) below
- [“To view an HTML report instance:”](#) on page 6-3
- [“To download a report \(ISO 15022, PDF, XML, XLS, HTML and CSV\):”](#) on page 6-2
- [“To print a displayed HTML report:”](#) on page 6-3
- [“To refresh the list of reports to view:”](#) on page 6-1
- [“Sorting and filtering HTML reports for display”](#) on page 6-4.

You can use the Refresh command to display the latest list of retrieved reports in your organisation unit. You can also customise the displayed list of reports (see [“Customising displayed lists”](#) on page 1-5).

### To query reports to view:

1. In the navigator panel, select Reporting-View Reports to display the View Reports page.
2. From the Action menu, select the Query command to display the Query tab.
3. Adjust the depth of the alerts panel as required.
4. Select a sort criterion, ascending or descending, and/or give specific values to one or more of the other criteria.
5. Before submitting your query, do one and/or other of the following if required:
  - If you decide to change it, use the Reset button or Action menu command to return all the specifications to their default values so that you can start the query again.
  - If you decide to abandon the query, use the Discard button or Action menu command to cancel the operation and return to the View Reports page.
  - If you want to check how many results your query will yield as it is currently specified, use the Count Only button or Action menu command to display the number in the Count field. If the count is high, you can refine your query to yield fewer results.
6. Select the Query button or Action menu command to perform the query.

The reports that match your set of criteria are displayed on the View Reports tab. If there are no matches, the View Reports tab is displayed empty.

**Note:** You can customise the displayed list of results (see [“Customising displayed lists”](#) on page 1-5).

When you refresh the displayed list, the system executes the last query that you set up on the Query tab, even if that tab is not open. Therefore, before closing the Query tab, you are advised to click on the Reset and Query buttons or Action menu commands in succession ensure that the most recent list of reports is displayed.

### To download a report (ISO 15022, PDF, XML, XLS, HTML and CSV):

#### From the View reports list:

1. Do one of the following to download a report:
  - Highlight the report in the list and select Download from the Action menu.
  - Right-click on the report in the list and select the Download command from the popup menu.
2. Specify the required destination file location for the downloaded file and select OK.

### To view an HTML report instance:

1. In the navigator panel, select Reporting-View Reports to display the View Reports page.
2. From the Action menu, select the Query command to display the Query tab.
3. Adjust the depth of the alerts panel as required.
4. Perform a suitable query to list the required reports (see [“To query reports to view:”](#) on page 6-2).

**Note:** You can customise the displayed list (see [“Customising displayed lists”](#) on page 1-5).

5. On the View Reports tab, do one of the following to display a report instance in HTML format:
  - Highlight the appropriate report in the list and select View from the Action menu.
  - Right-click on the appropriate report in the list and select View from the popup menu.
6. View the details of the report as required and, when finished, select the Close button or Action menu command to return to the list view.

**Note:** While you are viewing a report, you can:

- use the Print Report command at the top of the display to print the report in HTML format;
- use the Display Formatting Options for PDF reports at the top of the display to refine the content of your current view of the report (see [“Sorting and filtering HTML reports for display”](#) on page 6-4).

### To print a displayed HTML report:

1. In the navigator panel, select Reporting-View Reports.
2. Adjust the depth of the alerts panel as required.
3. On the View Reports tab, do one of the following to open a report in HTML format:
  - Highlight the appropriate report in the list and select View from the Action menu.
  - Right-click on the appropriate report in the list and select View from the popup menu.
4. At the top right of the page of the displayed report, select Print Report.
5. Complete the Print dialog box for the print job on the printer associated with your web browser.

## Sorting and filtering HTML reports for display

You can sort and/or filter a retrieved report to refine the content for display.

### You can sort the content of reports for display as follows:

- Securities reports:
  - Statement of Holdings (MT535): sort by ISIN or Common Code.
  - Statement of Transactions (MT536): sort by ISIN or Common Code, Instruction type, Counterparty Account Number and/or Customer Reference.  
Additional sort criteria are: CB Reference, Your Reference, Counterparty Number, Counterparty Name, Instruction Type, Requested Settlement Date, Effective Settlement Date, Currency.
- Cash reports:
  - Cash Balances (MT950): sort by Currency.
  - Money Statement (MT950): sort by Currency, Instruction Type, Counterparty Account Number and/or Customer Reference.  
Additional sort criteria are: CB Reference, Your Reference, Counterparty Number, Counterparty Name, Instruction Type, Transaction type, Posting date, Value date.

### You can filter the content of reports for display as follows:

- Securities reports:
  - Statement of Holdings (MT535): filter by Account, ISIN or Common Code, Currency, Description, Aggregate Balance and/or Market Price.
  - Statement of Transactions (MT536): filter by CB Reference, Your Reference, Counterparty Number, Counterparty Name, ISIN or Common Code, Currency, Description, Settlement Type, Transaction Indicator, Receipt/Delivery, Payment Indicator, Input Medium, Requested Settlement Date, Effective Settlement Date, Amount and/or Quantity.
- Cash reports:
  - Cash Balances (MT950): filter by Currency.
  - Money Statement (MT950): filter by Currency, CB Reference, Your Reference, Counterparty Number, Counterparty Name, Instruction Type, Transaction Type, Posting Date, Value date, Amount and/or Instruction Origin.

### To sort and/or filter the display of your HTML report:

1. While you are viewing the report, select Display Formatting Options at the top of the page.
2. Select up to three levels of sort (by A, then by B, then by C).
3. Specify any of the available sort and/or filter formatting options to refine your display as required and select View to redisplay the report accordingly.

**Note:** You can also export or print the report when the report is displayed (see [“To download a report \(ISO 15022, PDF, XML, XLS, HTML and CSV\):”](#) and [“To print a displayed HTML report:”](#) on page 6-3).

## 7. Working with alerts

An alert is a notification, broadcast to the relevant users, of an event in CreationOnline (for example, the receipt of a report) that may require action in response.

CreationOnline uses alerts to inform business or non-business users (with the appropriate permissions) of particular events occurring in the system. A list of the 30 most recent alerts is maintained and refreshed every 30 seconds by the system in the alerts panel beneath the workspace on the CreationOnline page (see [“The alerts panel”](#) on page 1-7).

Alerts are listed, in descending order of published date/time, in the alerts panel and on the Alerts page. Alerts are either “new” (read and unread) or “expired”. The alerts panel shows new alerts only; the Alerts page shows both new and expired alerts and expired alerts can continue to be used in queries (until they are archived).

On the Alerts page, you can list the results of queries on alerts. You can use the Refresh command in the Action menu to actively refresh the list.

**Note:** You cannot delete or modify an alert in the alerts list. An OU Administrator can browse only those alerts that are for the respective OU to which he/she belongs. Business users can query only those alerts that have been broadcast to them.

For alerts listed in the alerts panel, you can use the Goto Link command to access the details of the item that triggered a listed alert.

**Note:** The Goto Link command is available when you right-click on a selected alert in the alerts panel.

You can also customise the displayed list of alerts on the Alerts page (see [“Customising displayed lists”](#) on page 1-5).

This chapter describes the following tasks that you can perform through the CreationOnline Alerts command in the navigation menu:

- [“To query alerts:”](#) on page 7-2
- [“To link to an item that triggered an alert:”](#) on page 7-2.

# Working with alerts

## To query alerts:

1. In the navigator panel, select Alerts to display the Alerts page.
2. From the Action menu, select the Query command to display a Query tab for alerts.
3. Adjust the depth of the alerts panel as required.
4. On the Query tab, specify a sort sequence and other values to define your query as appropriate.

**Note:** You cannot specify a date range longer than one calendar month.

5. Before submitting your query, do one and/or other of the following if required:
  - If you decide to change it, use the Reset button or Action menu command to return all the specifications to their default values so that you can start the query again.
  - If you decide to abandon the query, use the Discard button or Action menu command to cancel the operation and return to the Alerts page.
  - If you want to check how many results your query will yield as it is currently specified, use the Count Only button or Action menu command to display the number in the Count field. If the count is high, you can refine your query to yield fewer results.
6. Select the Query button or Action menu command to perform the query, listing the results on a separate tab in list view.

The alerts that match your set of criteria are displayed on the Alerts tab. If there are no matches, the tab is displayed empty.

**Note:** You can customise the displayed list of results (see [“Customising displayed lists”](#) on page 1-5).

An OU Administrator can browse only those alerts that are for the respective OU to which he/she belongs. Business users can query only those alerts that have been broadcast to them.

When you refresh the displayed list, the system executes the last query that you set up on the Query tab, even if that tab is not open. Therefore, before closing the Query tab, you are advised to click on the Reset and Query buttons or Action menu commands in succession to ensure that the most recent list is used.

## To link to an item that triggered an alert:

1. In the alerts panel, right-click on the appropriate alert in the list.
2. Select Goto link from the popup menu to display the relevant details of the underlying scheduled report on the appropriate page.

The displayed details always reflect the current (that is, most recent) status of the underlying item. This status is indicated at the top of the display tab.

**Note:** An alert is generated for each action taken in the life cycle of an item, with a corresponding change of status for that item. If you select an alert in the alerts panel that is not the most recent alert for the underlying item, nevertheless it is the current status of the item that is reflected in the display tab and the actions that you can perform on the item (for example, confirm or reject) are according to that current status.

### To refresh the list of alerts:

Either:

1. In the alerts panel, right-click anywhere in the list
2. Select Refresh from the popup menu.

Or:

- On the Alerts page, do one of the following:
  - Select the Refresh command from the Action menu.
  - Right-click anywhere on the list and select Refresh from the popup menu.

**Note:** When you refresh the displayed list, the system executes the last query that you set up on the Query tab, even if that tab is not open. Therefore, before closing the Query tab, you are advised to click on the Reset and Query buttons or Action menu commands in succession to ensure that the most recent list of alerts is displayed. See [“To query alerts:”](#) on page 7-2.

You can customise the displayed list of alerts on the Alerts page (see [“Customising displayed lists”](#) on page 1-5) but not in the alerts panel. The alerts in the alerts panel are by default sorted at creation time, with the most recent alerts at the top of the list. The alerts panel contains a maximum of 30 entries. If this number is reached and then a new alert is generated, the oldest alert is removed from the alert panel.

## Working with alerts

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## 8. Working with audit events - Administration

An audit event is an action performed, by the user or by the system, in the use of CreationOnline and logged as such in the Audit Log.

As a non-business user (OU Administrator), you can query audit events and view the details of individual audit events. You can also customise the displayed list of audit events (see [“Customising displayed lists”](#) on page 1-5).

The details of a particular audit event (record) are made up of generic fields together with variable fields that are specific to the event family to which the event belongs.

This chapter describes the tasks that you can perform through the CreationOnline Audit command in the navigation menu, as follows:

- [“To query audit events:”](#) on page 8-2
- [“To view the details of an audit event:”](#) on page 8-2.

You can query audit events on the Audit page. This page has an Action menu of commands that you can perform in relation to one or more of the listed events. This Action menu also contains a Refresh command to update the list.

A list count of the particular set of displayed details is shown at the top of the tab (for example, “1 of 18”).

You display on the View tab the details of one or more events that you have selected on the Audit tab. The View tab has an Action menu of commands that you can perform in relation to the displayed event details. This Action menu also contains a Refresh command to update the details.

**Note:** You cannot delete or modify items in the audit events list. An OU Administrator can browse only those audit events that are for the respective OU to which he/she belongs.

### To refresh the list of audit events:

- In the list view, do one of the following:
  - Select Refresh from the Action menu.
  - Right-click anywhere on the list and select Refresh from the popup menu.

**Note:** When you refresh the displayed list, the system executes the last query that you set up on the Query tab, even if that tab is not open. Therefore, before closing the Query tab, you are advised to click on the Reset and Query buttons or Action menu commands in succession to ensure that the most recent list of audit events is displayed.

You can also customise the displayed list of audit events (see [“Customising displayed lists”](#) on page 1-5).

# Working with audit events - Administration

## To query audit events:

1. In the navigator panel, select Audit to display the Audit page.
2. From the Action menu, select the Query command to display a Query tab for audit events.
3. Adjust the depth of the alerts panel as required.
4. On the Query tab, specify a sort sequence and other values to define your query as appropriate.

**Note:** You can only select an Event Type Code if an event family has been selected.

You cannot specify a date range longer than one calendar week.

5. Before submitting your query, do one and/or other of the following if required:
  - If you decide to change it, use the Reset button or Action menu command to return all the specifications to their default values so that you can start the query again.
  - If you decide to abandon the query, use the Discard button or Action menu command to cancel the operation and return to the Audit page.
  - If you want to check how many results your query will yield as it is currently specified, use the Count Only button or Action menu command to display the number in the Count field. If the count is high, you can refine your query to yield fewer results.
6. Select the Query button or Action command to perform the query, listing the results on a separate tab in list view.

**Note:** You can customise the displayed list of results (see [“Customising displayed lists”](#) on page 1-5).

The audit events that match your set of criteria are displayed on the Audit tab. If there are no matches, the tab is displayed empty.

**Note:** When you refresh the displayed list, the system executes the last query that you set up on the Query tab, even if that tab is not open. Therefore, before closing the Query tab, you are advised to click on the Reset and Query buttons or Action menu commands in succession to ensure that the most recent list is used.

## To view the details of an audit event:

1. In the navigator panel, select Audit to display the Audit page.
2. From the Action menu, select the Query command to display a Query tab for audit events.
3. Adjust the depth of the alerts panel as required.
4. Perform a suitable query to list the required audit event (see [“To query audit events:”](#) on page 8-2).

**Note:** You can customise the displayed list (see [“Customising displayed lists”](#) on page 1-5).

5. On the Audit tab, do one of the following to display the details of one or more selected audit events, in read-only mode, on its own tab:
  - Highlight the appropriate audit event in the list and select View from the Action menu. (You can browse multiple selections.)
  - Right-click on the appropriate audit event in the list and select View from the popup menu.
6. View the details of the audit event as required and, when finished, select the Close button or Action menu command to return to the list view.

## Appendix A. Using the Online Help

You can access the CreationOnline Help information system in either of the following ways:

- Via the Help command in the navigator panel
- Via the Help menu on each page

### How the Online Help is presented

The Help system is presented on a page divided into two panes. The Help information is displayed in the right-hand pane and a table of contents is provided in the left-hand Help navigation pane.

A toolbar at the top of the Help page provides toolbar buttons with the following uses:



To display the Contents list in the Help navigation pane. The Contents list is presented as a tree structure to reflect the organisation of the Help information. See How to use the Online Help Contents list below.



To display the Index in the Help navigation pane. The Index is a list of keywords set throughout the Help information system and which you can use to search for specific Help information. See How to use the Online Help Index below.



To display the full-text Search facility in the Help navigation pane. With the Search facility, you can search for any string of characters throughout the Help information system. See How to use the Online Help full-text Search facility below.



To return immediately to the “home page” of the Help information (that is, the “CreationOnline” page).



These arrows indicate that the currently displayed help topic is included in a browse sequence. The navigation in this Help system is organised “vertically”, in a logically hierarchical scheme; browse sequences group together related topics “horizontally”.

For example, the main browse sequence links “horizontally”, among others, Reporting and User Management, which are each the individual heads of “vertical” sub-schemes of help information.

At either end of the browse sequence, the appropriate arrow is dimmed.

### How the Online Help is organised

The main Reference and Procedural Help for the main areas of activity is presented together on a single page for each area. Where you see **bold blue** text, this means that, depending on your web browser, you may be able to click anywhere on this text to reveal related information immediately following. Click again on the now **bold green** text to conceal the information again (leaving the text finally in **bold maroon**).

# Appendix A. Using the Online Help

Where this feature is not supported, the pages can be quite long and internal navigation is provided in lists of appropriate hypertext links at the top and at the bottom of the page. These “Related topics” lists also include hypertext links to related Help information on other pages.

Different symbols are used on the Help information pages to indicate the different ways of navigating within the Help information system, as follows:



A down or up pointer in a hypertext link indicates that related Help information can be found below or above, as appropriate, on the current Help page. The related Help information may be Reference Help or Procedural Help.



A right pointer in a hypertext link indicates that related Help information can be found on another Help page.



An up pointer ranged right of a section heading or at the bottom of the Help page indicates a direct jump to the top of the current Help page.



An up arrow ranged right of a section subheading indicates a direct jump to the main heading of that section on the current Help page. This is used only in longer sections.

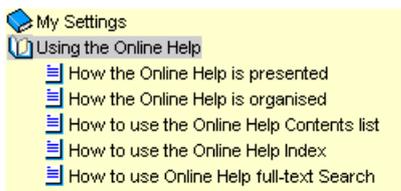
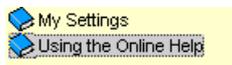


A pair of left and right pointers at the bottom right of a Help page indicates that the current Help page is part of a browse sequence (for example, the sample reports). On the first and last pages of a browse sequence, the ineffective direction pointer is dimmed.

## How to use the Online Help Contents list

You can use the  button to display a Contents “tree” of the Help information system in the Help navigation pane.

The Contents list is presented as a tree structure to reflect the organisation of the Help information system.



The “closed book” symbol against an entry in the list indicates that it contains subsections whose entries are currently not displayed. Click once on this symbol (or on the text of the entry) to reveal the list of subsections. The symbol changes to “opened book”.

Now you can:

- Click again on the text of the entry to go to help for this entry; or.
- Click on the required subsection entry to go to help for that entry; or
- Click again on the symbol to conceal the list of subsections again.

The graphic symbols used against the entries in the Contents list each indicate the nature of the information available, as follows:



A main Help page for the whole application, for a main area of activity or for the Help. Such a page contains subsections of Reference Help and/or Procedural Help. The subsections are shown in the Contents list beneath this entry at an indent.



Reference or Procedural Help, often a subsection of a main Help page for a main area of activity and often a separate Help page.

- Reference Help gives specific explanation, context and/or background information, with hypertext links to related Procedural Help as appropriate.
- Procedural Help gives specific instructions in a procedure, with hypertext links to related Reference Help as appropriate.

### How to use the Online Help Index

You can use the  button to display the Index of the Help information system in the Help navigation pane.

The Index list is presented in alphabetical sequence of topics within keyword. To speed your search, you can use the letters of the alphabet at the top of the Help navigation pane to jump directly to that section of the Index list.

To view a chosen topic, double-click on it in the Index list.

### How to use the Online Help full-text Search facility

You can use the  button to display the Search facility.

The Search list is presented in alphabetical sequence of character strings. To speed your search, you can use the letters of the alphabet at the top of the Help navigation pane to jump directly to that section of the Search list.

Where more than one instance of the string occurs in the Help system, the entry is listed with a number count against it for each instance.

To view a chosen instance of a string, double-click on the appropriate number against the string in the Search list.

## Appendix A. Using the Online Help

This page has intentionally been left blank.

## Appendix B. CSV file upload specifications

This Appendix lists, in separate tables, the following categories of CSV file upload specifications:

- “Cash pre-release instructions” on page B-2;
- “Securities instructions Create Upload file” on page B-4;
- “Corporate Action pre-release instructions” on page B-7.

# Appendix B. CSV file upload specifications

## Cash pre-release instructions

Position in CSV	Field description	Field Name to copy as a table header in "Instructions Data" sheet	Format/Content	M (Mandatory) / O (Optional)				
				10	90	MT103	9E	9X
1	Instruction Type	Instruction_Type	"10" or "90" or "9E" or "9X"	M	M	M	M	M
2	Sender's Reference	Senders_Reference	Text (16x)	M	M	M	M	M
3	Account	Account	Text (5!c)	M	M	M	M	M
4	Amount	Amount	Decimal (15d)	M	M	M		M
5	Amount Currency	Amount_Currency	Currency (3!a)	M	M	M		M
6	Sell Amount	Sell_Amount	Decimal (15d)				M	
7	Sell Amount Currency	Sell_Amount_Currency	Currency (3!a)				M	
8	Buy Amount	Buy_Amount	Decimal (15d)				O	
9	Buy Amount Currency	Buy_Amount_Currency	Currency (3!a)				O	
10	Requested Value Date	Requested_Value_Date	Date (DD/MM/YYYY)	M	M	M	M	M
11	Intermediary	Intermediary	BIC Code (4!a2!a2!a3c)	M				
12	Beneficiary Institution	Beneficiary_Institution	BIC Code (4!a2!a2!a3c)					M
13	Details of Payment	Details_of_Payment	Text (4*33x)	O	O	O	O	O
14	Ordering Institution Format	Ordering_Institution_Format	"BIC" or "Name and Address"		O	O		
15	Ordering Institution Clearing Code	Ordering_Institution_Clearing_Code	Clearing Code (2!c)		O	O		
16	Ordering Institution Account/Clearing	Ordering_Institution_Account_Clearing	Text (5!c)		O	O		
17	Ordering Institution BIC Code / Name	Ordering_Institution_BIC_Code_Name	BIC Code or Name and Address (4!a2!a2!a3c or 4*35x)		O	O		
18	Intermediary Institution Format	Intermediary_Institution_Format	"BIC" or "Name and Address"		O	O		
19	Intermediary Institution Account/Clearing	Intermediary_Institution_Account_Clearing	Text (5!c)		O	O		
20	Intermediary Institution BIC Code / Name	Intermediary_Institution_BIC_Code_Name	BIC Code or Name and Address (4!a2!a2!a3c or 4*35x)		O	O		
21	Intermediary Institution Clearing Code	Intermediary_Institution_Clearing_Code	Clearing Code (2!c.)		O	O		
22	Account with Institution Format	Account_with_Institution_Format	"BIC" or "Name and Address"		M	M		

## Appendix B. CSV file upload specifications

Position in CSV	Field description	Field Name to copy as a table header in "Instructions Data" sheet	Format/Content	M (Mandatory) / O (Optional)				
				10	90	MT103	9E	9X
23	Account with Institution Account/Clearing	Account_with_Institution_Account_Clearing	Clearing Code (2!c)		M	M		
24	Account with Institution BIC Code / Name	Account_with_Institution_BIC_Code_Name	BIC Code or Name and Address (4!a2!a2!a3c or 4*35x)		M	M		
25	Account with Institution Clearing Code	Account_with_Institution_Clearing_Code	Clearing Code (2!c)		M	M		
26	Beneficiary Institution/Cust. Format	Beneficiary_Institution_Cust_Format	"BIC" or "Name and Address"		M	M		
27	Beneficiary Institution/Cust. Account/Clearing	Beneficiary_Institution_Cust_Account_Clearing	Text (5!c)		M	M		
28	Beneficiary Institution/Cust. BIC Code / Name	Beneficiary_Institution_Cust_BIC_Code_Name	BIC Code or Name and Address (4!a2!a2!a3c or 4*35x)		M	M		
29	Beneficiary Institution/Cust. Clearing Code	Beneficiary_Institution_Cust_Clearing_Code	Clearing Code (2!c)		M	M		
30	MT103	MT103	"Yes" or "No"			M		
31	Ordering Customer Format	Ordering_Customer_Format	"BIC" or "Name and Address"			M		
32	Ordering Customer Account/Clearing	Ordering_Customer_Account_Clearing	Text (5!c)			M		
33	Ordering Customer BIC Code / Name	Ordering_Customer_BIC_Code_Name	BIC Code or Name and Address (4!a2!a2!a3c or 4*35x)			M		
34	Ordering Customer Clearing Code	Ordering_Customer_Clearing_Code	Clearing Code (2!c)			M		
35	Detail of charges	Detail_of_Charges	Detail of charges Code (3!a)			M		
36	Details of Beneficiary/Sender's Charges	Details_of_Beneficiary_Senders_Charges	Decimal (15d)			O		
37	Details of Beneficiary/Sender's Charges Currency	Details_of_Beneficiary_Senders_Charges_Currency	Currency (3!a)			O		
38	Instructed Amount	Instructed_Amount	Decimal (15d)			O		
39	Instructed Amount Currency	Instructed_Amount_Currency	Currency (3!a)			O		
40	Exchange Rate	Exchange_Rate	Decimal (12d)			O		
41	Remittance Information	Remittance_Information	Text (4*35x)			O		

## Appendix B. CSV file upload specifications

### Securities instructions Create Upload file

**Note:** In the following table, Field Status is indicated as: M=Mandatory; O=Optional; CM=Conditional Mandatory.

For individual market requirements, please refer to the respective Market Guide available at [www.clearstream.com](http://www.clearstream.com), under Information Centre / Market Reference.

Position in CSV	Field description	Field Name to copy as a table header in "Instructions Data" sheet	Format/Content	Field Status
1	Type of Settlement Transaction	Type_of_Settlement_Transaction	Text (35a)	M
2	Delivery Without Matching	Delivery_Without_Matching	"Yes" or "No"	O
3	Instruction Type	Instruction_Type	Text (35a)	M
4	Financial Instrument ISIN	Financial_Instrument_ISIN	ISIN Code (12!c)	CM
5	Financial Instrument Common Code	Financial_Instrument_Common	Common Code (12n)	CM
6	Place of Safekeeping	Place_of_Safekeeping	BIC Code (11!x)	M
7	Sender's Reference	Senders_Reference	Text (16x)	M
8	Deal Reference	Deal_Reference	Text (16x)	O
9	Common Reference	Common_Reference	Text (16x)	O
10	Safekeeping Account	Safekeeping_Account	Text (5!c)	M
11	Quantity of Financial Instrument	Quantity_of_Financial_Instrument	Decimal (15d)	M
12	Settlement Amount	Settlement_Amount	Decimal (15d)	CM
13	Settlement Amount Currency	Settlement_Amount_Currency	Currency (3!a)	CM
14	Requested Settlement Date	Requested_Settlement_Date	Date (DD/MM/YYYY)	M
15	Trade Date	Trade_Date	Date (DD/MM/YYYY)	CM
16	Trade Time	Trade_Time	Time (HH:MM)	CM
17	Deal Price Type	Deal_Price_Type	Text (16x)	CM
18	Deal Price Amount	Deal_Price_Amount	Decimal (15d)	CM
19	Deal Price Currency	Deal_Price_Currency	Currency (3!a)	CM
20	Pool Reference	Pool_Reference	Text (16x)	CM
21	Priority	Priority	"High Priority" or "Normal Priority" or Blank	O
22	Processing Indicator	Processing_Indicator	"Mandatory" or "Optional" or Blank	O

## Appendix B. CSV file upload specifications

Position in CSV	Field description	Field Name to copy as a table header in "Instructions Data" sheet	Format/Content	Field Status
23	Partial Settlement	Part_Settl_Ind	"Partial allowed" or "Quantity threshold" or "Cash threshold" (only for instruction against payment) or "Partial not allowed" or Blank.	0
24	Hold/Release	Hold_Release	"Hold" or "Release" or Blank	0
25	FX Currency	FX_Currency	Currency (3!a)	0
26	Physical Transaction	Physical_Transaction	"Yes" or "No"	0
27	Immediate Release	Immediate_Release	"Yes" or "No"	0
28	PSET BIC	PSET_BIC	BIC Code (11!x)	CM
29	PSET Country	PSET_Country	Text (2!c)	CM
30	DEAG/REAG Account	DEAG_REAG_Account	Text (35x)	0
31	DEAG/REAG Party Format	DEAG_REAG_Party_Format	Text (35x)	M
32	DEAG/REAG Party	DEAG_REAG_Party	Text (35x)	M
33	DEAG/REAG Narrative	DEAG_REAG_Narrative	Text (4*35x)	0
34	BUYER/SELLER Account	BUYER_SELLER_Account	Text (35x)	0
35	BUYER/SELLER Party Format	BUYER_SELLER_Party_Format	BIC Code (11!x)	CM
36	BUYER/SELLER Party	BUYER_SELLER_Party	Text (4*35x)	CM
37	BUYER/SELLER Narrative	BUYER_SELLER_Narrative	Text (4*35x)	0
38	DECU Account	DECU_Account	Text (35x)	0
39	DECU BIC	DECU_BIC	BIC Code (11!x)	0
40	RECU Account	RECU_Account	Text (35x)	0
41	RECU BIC	RECU_BIC	BIC Code (11!x)	0
42	Settlement Processing Narrative	SPRO	Text (10*35x)	0
43	Registration Details	Registration_Details	Text (6*35x)	0
44	Trade Amount Amount	Trade_Amount_Amount	Decimal (15d)	0
45	Trade Amount Currency	Trade_Amount_Currency	Currency (3!a)	0
46	Beneficial Ownership Indicator (change/ no change)	BOI	"Yes" or "No"	0

## Appendix B. CSV file upload specifications

Position in CSV	Field description	Field Name to copy as a table header in "Instructions Data" sheet	Format/Content	Field Status
47	Stamp Duty	Stamp_Duty	"Yes" or "No"	0
48	Place of Trade Code	Place_of_Trade_Code	Text (30x)	0
49	Place of Trade DSS	Place_of_Trade_DSS	Text (8!c)	0
50	Place of Trade Narr	Place_of_Trade_Narr	Text (30x)	0
51	Settlement Transaction Condition indicator (No Automatic Market Claim)	No_Auto_Mrkt_Claim_Ind	"Yes" or "No" or Blank	0
52	Trade Transaction Condition indicator (Cum Coupon)	Cum_Coup_Ind	"Yes" or "No" or Blank	0
53	Trade Transaction Condition indicator (Ex Coupon)	Ex_Coup_Ind	"Yes" or "No" or Blank	0

## Corporate Action pre-release instructions

**Note:** In the following table, Field Status is indicated as: M=Mandatory; O=Optional.

Position in CSV	Field description	Field Name to copy as a table header in "Instructions Data" sheet	Format/Content	Field Status
1	Clearstream Corporate Action Reference	Clearstream_Corporate_Action_Reference	Text (35c)	M
2	ISIN Number (Financial Instrument)	Financial_Instrument_ISIN	ISIN Code 12!c)	M
3	Account ID (Safekeeping Account)	Safekeeping_Account	Text (5!c)	M
4	Option Number	Option_Number	Text (2!c)	M
5	Option Type	Option_Type	Text (4!c)	M
6	Quantity Instructed	Quantity_Instructed	Decimal (15d)	O
7	Sender's Reference	Senders_Reference	Text (16x)	O
8	Requested Tax Rate Type	Requested_Tax_Rate_Type	Text (18x)	O
9	Requested Tax Rate (%)	Requested_Tax_Rate	Decimal (15d)	O
10	Offered Price Type	Offered_Price_Type	Text (16x)	O
11	Offered Price Amount		Decimal (15d)	O
12	Offered Price Currency		Currency (3!a)	O
13	Disposition of Fractions	Disposition_of_Fractions	Decimal (15d)	O
14	Beneficial Owner BIC	Beneficial_Owner_BIC	BIC Code (11!x)	O
15	Beneficial Owner Name & Address	Beneficial_Owner_Name_&_Address	Text (4*35x)	O
16	Beneficial Owner Country of Domicile	Beneficial_Owner_Country_of_Domicile	Country Code (2!c)	O
17	Beneficial Owner Country of NON Domicile	Beneficial_Owner_Country_of_NON_Domicile	Country Code (2!c)	O
18	Beneficial Owner Quantity of Securities Owned	Beneficial_Owner_Quantity_of_Securities_Owned	Decimal (15d)	O
19	Beneficial Owner Narrative	Beneficial_Owner_Narrative	Text (10*35x)	O
20	Narrative Delivery Details	Narrative_Delivery_Details	Text (10*35x)	O
21	Narrative Information to be complied with	Narrative_Information_to_be_complied_with	Text (10*35x)	O
22	Corporate Action Instructions Narrative1	Corporate_Action_Instructions_Narrative1	Text (10*35x)	O
23	Corporate Action Instructions Narrative2	Corporate_Action_Instructions_Narrative2	Text (10*35x)	O

## Appendix B. CSV file upload specifications

Position in CSV	Field description	Field Name to copy as a table header in "Instructions Data" sheet	Format/Content	Field Status
24	Corporate Action Instructions Narrative3	Corporate_Action_Instructions_Narrative3	Text (10*35x)	0
25	Narrative Party Contact	Narrative_Party_Contact	Text (10*35x)	0
26	Narrative Registration Details	Narrative_Registration_Details	Text (10*35x)	0
27	Certification Breakdown Narrative	Certification_Breakdown_Narrative	Text (10*35x)	0

## Glossary

This Glossary lists, in alphabetical sequence, the fields and columns that you will find in the CreationOnline interface together with a brief descriptions of each.

### 4-Eyes Principle

A principle of secure practice across the business services, whereby all creation, modification and deletion actions must be confirmed by another user before they can be enacted. If the 4-eyes principle is in force, then an OU Administrator cannot change another user's credentials but will be required to authorise those that have been created for the user.

### 10, 90, 9X and 9E instructions

Types of cash instruction. Respectively: Pre-advice of funds, Withdrawal of funds, Foreign Exchange and Customer transfer.

### Account

The 5-digit CBL internal account number. An account must be one that you can use within your Organisation Unit.

### Account (instructions)

The 5-character account(s) that you are authorised to handle for instructions. For an instruction query, you can select All to include the instructions across all your accounts in the results.

### Account/Clearing

Identifier of the he associated Intermediary, Account With Institution or Beneficiary Institution for the transaction.

- If you have specified a Clearing Code, then this field must contain the relevant (alpha)numeric identifier.
- If you have not specified a Clearing Code, then this field can contain the associated account number, according to the following conditions:
  - If Intermediary details are specified, this field must be left blank in the Intermediary line and the account number must be specified in this field in the Account With Institution line.
  - If Intermediary details are not specified and Account With Institution details are specified, this field must be left blank in the Account With Institution line and the account number must be specified in this field in the Beneficiary Institution line.

### Account With Institution

The institution to which the funds are to be paid, for the account of the beneficiary customer.

### Active (report)

"Active" scheduled report requests can have Confirmed, Pending Modified or Pending Deleted status.

### Activity status

The status of an instruction at the current point in its life cycle, before or after release for settlement.

# Glossary

## Address

The SSC address (for Xact File Transfer) or BIC (for Swift) for retrieval of a report.

## Administrator

See "[OU Administrator](#)" on page Glossary-xiii.

## Aggregate Balance Holding Value

The currency in which the aggregate balance holding value is to be stated in the report.

## Alert

A notification, broadcast to the relevant users, of an event in CreationOnline (for example, the receipt of a report) that may require action in response. The 30 most recent alerts are listed in the alerts panel.

## Alert Description

The description of the alert type that triggered an associated audit event

## Alert event family - variable details

Alert ID, Alert Description, Alert Category, Alert Level.

## Alert ID

The unique identifier of an alert that, for example, triggered an audit event.

## Alert Level

The severity (that is, importance or urgency) of an alert (for example, that triggered an audit event). A alert can have one of the following severity codes:

FYI	For Your Information
NEWS	News
YAR	Your Action Required.

## Alert Status

The status of the alert. This can be "New" or "Expired". The "Expired" status is not displayed but can be queried.

## Alert Type

A generic description of the associated alert.

## Alerts panel

The panel at the lower right of the CreationOnline page, where alerts of particular events occurring in the system (and to which the user has subscribed) are listed.

## Allegation

An instruction from the counterparty against your account for which your matching instruction is missing. This is also called an "alleged instruction".

**Amount**

The countervalue of the instruction. Positive and negative amounts are shown as such on all reports.

**Amount (instructions)**

In a query, From and To amounts define a range of amounts (in a selected currency) and those instructions that involve amounts within this range are included in the results of your query.

In a securities instruction, this is the Settlement Amount (and currency). In a cash instruction, this is the amount (and currency) of the transfer/exchange.

**Audit event**

An action performed, by the user or by the system, in the use of CreationOnline and logged as such in the Audit Log. An audit event has no direct business implication for users and no response is required from them. Contrast with [“Alert”](#). Only non-business users (OU Administrators) can access the Audit Log.

**Audit events - generic details**

All audit events have a set of generic details and a set of variable details that are specific to the family to which they belong. The following generic details are typically common to all audit events:

Event Type Description, Date, Organisation Unit, Account, User ID, Event Type Code, Event Family, Old Event Body, New Event Body

**Audit events - variable details**

See [“Event family”](#) on page Glossary-viii.

**Authority level**

See [“User profile”](#) on page Glossary-xxiii.

**Available accounts**

Accounts that you can select to be associated with a user group. Users who are members of this user group can be individually defined to be permitted to perform operations on all or some of the accounts defined for the group.

**Balance type**

The type of securities or cash balance.

For securities: Aggregate, Available, Blocked, Blocked for Corporate Action, Borrowed, On Loan, Pending Delivery, Pending for Redemption, Pledged for Collateral.

For cash: Anticipated Net Balance, Booked.

**Bank Identification Code (BIC)**

An 8- or 11-character code assigned as an address to a bank or financial institution. The BIC is made up of four fields: 4-character Bank identifier, 2-character Country code, 2-character Location code and optional Branch code (up to 3 characters, defaulting to XXX).

**Beneficial Owner**

The name (and sometimes the address) of the actual owner of the securities (as opposed to the broker or the custodian in whose name the shares are registered) that receives the benefits of ownership (such as income) and exercises ultimate control over the asset's holding or disposal.

**Beneficiary Institution**

The beneficiary customer to whom the funds will be paid.

**BIC**

See [“Bank Identification Code \(BIC\)”](#) above.

# Glossary

## BIC Code/Name

If the associated Party Format field is set to 'BIC', this field must contain the Bank Identification Code of the settlement institution. If the associated Party Format field is set to 'Name', this field must contain the name of the settlement institution.

## Booking Date

The date on which proceeds are posted on the account.

## Broadcast message

A message sent by Clearstream Banking to users of CreationOnline to notify them of an important event or other information. The message is highlighted in the alerts panel. You can double-click on the entry in the alerts list to view the full content of the message.

## Business supervisor

A user of CreationOnline who has Business Supervisor authority level and permissions. See "[Business user](#)" below. Contrast with "[OU Administrator](#)" on page Glossary-xiii.

## Business user

A user of CreationOnline who has Business User or Business Supervisor authority level and permissions. A business user can, for example, display, export and print reports but cannot access audit events, perform user management tasks or schedule report requests. Contrast with "[OU Administrator](#)".

## Buyer/Seller

The receiver/deliverer of the securities in a transaction.

## Calculated Amount

The calculated amount of the tax refund, as opposed to the requested amount.

## Category (Alert)

A classification of alerts that links authority level and user permissions.

## CB Reference

The unique 16-character reference assigned to an instruction by Clearstream Banking.

## CCB BIC and Name

The Bank Identification Code (BIC) and name of the Cash Correspondent bank for a currency.

## Changed

'Yes' or blank mean respectively that, within the specified Last Update period, the associated IPAR event has or has not changed since its first appearance.

## Clearing Code

2-character Identification of the national clearing institution that is, in each case, the Intermediary, the Account With Institution and the Beneficiary Institution for the transaction.

AT	Austria: 5-numeric branch sort code
AU	Australia: 6-numeric Bank State Branch code
BL	Germany: 8-numeric branch sort code
CC	Canada: 9-numeric Canadian Payments Association Payment Routing Number
CH	CHIPS: 6-numeric CHIPS Universal Identifier
CP	CHIPS: 4-numeric CHIPS participant identifier
ES	Spain: 8- or 9-numeric Domestic Interbanking Code
FW	blank or 9-numeric Fedwire routing number
GR	Greece: 7-numeric HEBIC (Hellenic Bank Identification Code)
HK	Hong Kong: 3-numeric Bank Code of Hong Kong
IE	Ireland: 6-numeric Irish National Clearing Code (NSC)

IN	India: 11-numeric Indian Financial System Code
IT	Italy: 11-23 alphanumeric Domestic Identification Code
PL	Poland: 8-numeric Polish National Clearing Code (KNR)
PT	Portugal: 8-numeric Portuguese National Clearing Code
RT	blank (pay by Real-Time Gross Settlement)
RU	Russia: 9-numeric Russian Central Bank Identification Code
SC	CHAPS: 6-numeric CHAPS branch sort code
SW	Switzerland: 3-5 numeric Swiss Clearing Code (BC code) or 6-numeric Swiss Clearing Code (SIC code)
ZA	South Africa: 6-numeric South African National Clearing Code

### Clearstream Depository Name

The name of the Clearstream Banking depository.

### Clearstream Internal Code

A unique code used internally by Clearstream Banking to identify a place of safekeeping.

### Close or clean 'Input Card'

"Close" means that the system will close the input card each time the user submits a new instruction and, to create a new instruction, the user will have to use the Create command from the Action menu.

"Clean" means that the system will "clean" the input card each time the user submits a new instruction (so that the user can input a new instruction directly without having to select the Create command from the Action menu).

### Comments

Any additional free-format information that applies to a payment.

### Common Code Type

An indicator as to whether the security is listed on a single market (S) or on multiple markets and, if on multiple markets, whether the current instance is listed on the Home market (H) or on the Remote market (R).

### Compensation Flag (US Tax)

'Y' or 'N' indicate respectively that the current payment is or is not compensation for an earlier payment.

### Complete report

A report that shows all positions that are open on a customer's account and movements that have occurred since the baseline of the report.

### Contact Reference

A reference for a contact member of staff at the institution where the safekeeping account is held.

### Count/Count Only

If you use the Count Only button or Action menu command, the number of instructions that would satisfy your query will be presented in the Count field. If the count is high, you can redefine the query accordingly before actually listing the results.

### Counterparty Name

The name of the counterparty to an associated transaction.

### Counterparty Number

The five-digit number of the counterparty's Clearstream Banking, Euroclear or domestic account.

### Country

The country of the counterparty to the transaction.

# Glossary

## Country Code

The two-character ISO code for a country (for example, AT for Austria, DE for Germany).

## Created By

The user ID of the user who originally created the instruction.

## Creation Time

The date and time of the creation of the alert.

## Credentials Media

Your credentials are defined for access with a P12 credentials file.

## Currency

The currency of the holding, transaction, balance or statement, expressed as a three-character ISO currency code (for example, EUR, USD).

## Currency Role

A currency can be used in CBL as a denomination currency and/or as a settlement currency.

## Current Activity Status

The activity (for example, Processing), status (for example, Accepted) and CET timestamp of the instruction at the current point in its life cycle. For pre-release instructions, only the current activity status details are displayed and the user name is also listed. For post-release instructions, the user name is not listed and the complete post-release history is provided.

## Customer Report Name

The name of the report as specified by the customer.

## Date

The Date on which, for example, an audit event was generated.

## Date From/To

From and To dates that together define a date range to which you want to limit the items to be listed in a query. Generally:

- If you complete the From field and leave the To field blank, the results will include all findings on or after the From date.
- If you complete the To field and leave the From field blank, the results will include all findings on or before the To date.
- If you leave both From and To fields blank, the results will include all findings in the CreationOnline database.

## Deal Price

The agreed cash countervalue of the securities in a securities transaction.

## Default Export Directory

A default file location that will be placed in the appropriate field automatically when you open an input page that contains this field. The default value must specify, as a path, a folder in your file system that you want as the default target file location when you are exporting, for example, a report. You can type in the path or use the "..." browse button to select the target folder from a graphical representation of your file system.

## Default Instrument Type

A default value that will be placed in the Instrument Type field automatically when you open an input page that contains this field. The initial default is ISIN.

**Delivering/Receiving Agent**

The agent for the Seller/Buyer in a securities transaction.

**Delivery Information**

The Report Channel, Report Format and delivery address of a scheduled report.

**Delta report**

A report that shows all positions that have been affected by movements that have occurred since the baseline of the report.

**Denominations**

Use this table to list the numbers of securities that you require in different denominations.

**Description (Alert)**

The description of the alert.

**Description (Financial Instrument)**

The name of the security identified by an associated ISIN or Common Code.

**Description (Party)**

The name of the institution identified by an associated Party Identifier.

**Description (Reports)**

The name of the instrument that is identified by an associated security code.

**Description (Tax Refund)**

A description of the refund.

**Detailed Position**

BORR	Quantity of borrowed securities held on account.
LOAN	Quantity of lent securities (belonging to the account but not on the account).
PEND	Quantity of securities to be delivered pending settlement.
PENR	Quantity of securities to be received pending settlement.

**Details of Payment**

Free-format narrative used to provide additional information about a cash instruction.

**Document Description**

The description of the exemption documents.

**Document Status**

The status of the certificate: Invalid, Valid.

**Document Type**

The type of the certificate: Per Payment (P) or Standing (S).

**End of day report**

End of day reports are available as Complete reports only and are based on activity that has occurred during a complete business day, that is, from the start of RTP to the end of DTP.

**Entitled Amount**

The net proceeds, after tax.

**Entropy**

When you sweep your mouse pointer over this area, the system records the trace of the movement as a unique "signature" for the credentials that you are defining.

# Glossary

## Event family

A class or category of audit events that represents a high-level grouping according to the nature of the event being audited. An event family can have many audit events related to it. Examples of event families are Reporting and Alerts.

## Event Family Description

The name of the event family, for example, Alert events, Reporting events.

## Event Type Code

The code of the type of audit event that is logged. An event type is a subset of an event family.

## Event Type Description

A generic description of the associated audit event.

## EX Date

The first day on which securities transactions are settled ex-entitlements.

## Exchange Rate

The exchange rate between the original currency of the income proceeds (for the IPAR) or withholding tax (for US Tax) and USD, displayed with 6 decimals.

## Execution Date

The date on which a settled transaction was executed. This corresponds to the settlement date of a securities instruction.

You can query historical instructions according to a range of execution dates within a specified month selected from the preceding 12-month period.

## Expiry Date

The date on which a certificate expires. You can either enter From and To dates to define a rate range or you can specify "Until revoked".

**Note:** "Until revoked" means that there is no formal expiry date set for this certificate but that a change of account or beneficiary could lead to the expiry of the certificate.

- If the From and/or To date fields are filled in but the 'Until revoked' checkbox is unchecked, only those certificates will be retrieved whose Expiry Date falls within the specified period but not including 'Until revoked' certificates.
- If you check the 'Until revoked' checkbox, the From and To date fields are not available and the query will retrieve all 'Until revoked' certificates only.
- If neither of the From and To date fields is filled in and the 'Until revoked' checkbox is not checked, the query does not regard the expiry date for certificates.

## Financial Instrument

A particular security, identified type (ISIN, Common Code) and description (name).

## Financial Instrument Short Name (FISN)

CBL short name to describe or identify a financial instrument for reporting, trading, account statements, etc.

## Financial Instrument Type

The type of security: Bond, Share, Warrant or Other.

**Forced Periodic Password Changes**

The period of days according to which you will be required by the system to change your current password. This period is irrespective of when you last defined a new password and supersedes the operation of the "Password Expiry Period" as it might apply to your current password. Options are 40 or 60 days.

**Function**

The purpose of the securities or cash instruction is displayed in list views as one of the following:

CANC	Cancellation request
CEDE/CONF	Confirmation request
CEDE/REPL	Modification request
NEWM	New message

**Function of Message**

The purpose of the associated securities instruction (New, Confirmation, Cancellation, Modification) or cash instruction (New, Cancellation).

**Generate automatic (Sender's) reference (number) on creation**

"Yes" means that the system will create an automatic reference for each new instruction. "No" means that the user will have to input the reference manually.

**Gross Amount**

The customer's income amount before tax or the tax amount of the beneficial owner(s) before tax in the underlying securities. For the IPAR, the amount calculated in the currency of the issuer payment, before tax and before any agent fees.

**Gross Income**

The income proceeds before tax. This is listed in the original currency and in USD.

**Guaranteed Delivery**

An instruction so designated is, for trade matching purposes, a special instruction in accordance with ISMA rules and so is subject to different procedures in the event of non-settlement.

**History data**

For instructions post-release, the complete history is included, listing the CET timestamp, activity, status and any reason narrative for each stage in the life cycle of the instruction post-release.

**Holding Quantity**

The holding of the customer or of the beneficial owner(s) in the underlying securities.

**ICSD/CSD Identification**

The ICSD/CSD Identification determines the type of entry in the associated Party Identifier field. For example, if BIC is specified, then the associated Party Identifier must be a Bank Identification Code (BIC).

**Identification of Financial Instrument**

The financial instrument (security) to which the instruction applies, identified by a 12-character ISIN or a 7- to 9-digit Common Code.

**Immediate Release**

The release of an Securities instruction to the market, on successful provision check, at the start of the provisioning period. In queries, you can filter the results to include all, only or no instructions for which immediate release has been requested at input.

# Glossary

## Inactivity Period Parameter

The length of time after which period of inactivity the interface will automatically be locked. You must enter your logon password to gain further access to the interface. Options are 2, 5, 10, 20, 40 or 60 minutes.

## Incoming Message ID

The unique identifier of an incoming message.

## Input Media

You can use CreationOnline to progress instructions that were input via any of the following media:

CreationOnline, Internal (generated by Clearstream Banking), Xact File Transfer (customer input via Clearstream Banking's system to system file transfer connection), Xact File Transfer SwiftNet (customer input via Xact File Transfer over SwiftNet), Internal (generated by Clearstream), Manual (customer input), Swift (customer input via the Swift network).

For SE historical queries, Input Media refers to the Stock Exchange on which the associated instruction was executed (that is, Boss, Eurex or Xetra).

## Instruction Origin

Customer Customer-originated instruction  
Clearstream Internally (Clearstream Banking) originated instruction

## Instruction Type

The type of instruction used as appropriate by the counterparties to a transaction, as follows:

Securities instruction types	Cash instruction types
Receive free of payment	Pre-advice of funds (10)
Receive against payment	Withdrawal of funds (90)
Deliver free of payment	Foreign exchange (9E)
Deliver against payment	Customer transfer (9X)

**Note:** Cash instruction Historical Queries and queries on cash instructions post-release include the EMU Currency Conversion (9Z) instruction input, for example, via Cedcom.

## Instrument Description

A description of the instrument that is identified by the associated security code; for example, the instrument's name.

## Instrument ID

The ISIN or Common Code of the security that is the subject of the associated instruction.

## Instrument Name

The name of the financial instrument.

## Instrument Type

The type of financial instrument, that is, bond or share.

## Interest Rate

The rate of interest on a financial instrument (bond).

## Intermediary

The institution to which the funds are to be paid, in the country of the currency, for the account of the Account With Institution.

**Intraday report**

Intraday reports can be run at multiple times within the current business day and are available as both Complete and Delta reports. You can select to run a report at 06:00, on each hour between 08:00 and 17:00 inclusive, 13:30, 18:30, 19:00, 21:15 and/or 21:30.

**Intraday time**

A valid time for retrieval of an intraday report: 06:00, on the hour from 08:00 and 17:00 inclusive, 13:30, 18:30, 19:00, 21:15 and/or 21:30.

**IRS Exemption Code**

The code for the IRS classified corporate event from which the gross income amount stems. This depends on the payment event type and on the type of security.

01	Income effectively connected with a U.S. trade or business
02	Exempt under an IRC section
03	Income is not from U.S. source
04	Exempt under tax treaty
05	Portfolio interest exempt under an IRC section
06	Qualified Intermediary that assumes primary withholding responsibility
07	Withholding foreign partnership or withholding foreign trust
08	U.S. branch treated as a U.S. person
09	Qualified Intermediary represents interest as exempt

**IRS Income Code**

The code for the IRS classified corporate event from which the gross income amount stems. This depends on the payment event type and on the type of security.

01	Interests paid by U.S. obligors
06	Dividends paid by U.S. corporations
09	Capital gains
13	Real property income and natural resources royalties
24	Real estate investment trust (RET) distributions of capital gains
25	Trust distributions subject to IRC section 1445
27	Publicly traded partnership distributions subject to IRC section 1446
30	Long OID - Between 184 days and 1 year
31	Short OID - Less than 183 days

**Issue Date**

The date on which a financial instrument was first offered on the primary market.

**Last Update**

The date and time that the status and/or other details of the instruction, user or user group were last changed.

**Last Update/Requested Settlement/Value Date**

You can search for instructions according to a date range within which they were last updated or within which their requested settlement date (securities) or value date (cash) falls. Select the appropriate radio button and provide From and To dates to specify the required range. Generally:

- If you complete the From field and leave the To field blank, the results will include all findings on or after the From date.
- If you complete the To field and leave the From field blank, the results will include all findings on or before the To date.
- If you leave both From and To fields blank, the results will include all findings in the CreationOnline database.

# Glossary

## Link

A link to the details of the object that triggered the particular alert. You can click on a hyperlink entry in the Link column of the list on the alerts panel to access these details.

**Note:** When you click on a hyperlink on the alerts panel, it may be that the underlying item has been deleted or archived, in which case the system displays a message that the item has been removed.

## Market

For Tax Certificates, the domestic markets in which a tax certificate is required by the country in which the securities are held. For Tax Refunds, the domestic market from which the tax refund is coming, based on the country in which the securities are held and where the tax was collected.

## Market Price

ACTU	Price expressed as an amount of currency per unit or per share
PRCT	Price expressed as a percentage of par.

## Market Rules

Details of the value and/or mandatory/optional status of Delivering/Receiving Agent, Buyer/Seller, Party and/or Account fields for instructions in a particular domestic market.

## Maturity Date

The final date on which a bond can be redeemed by the issuer.

## Name (Reference Data)

The name of the settlement party, place of safekeeping or cash correspondent bank, as appropriate. You can enter a part of the name as a "wildcard" to list all of the items that contain the entry.

## Narrative (Alert)

The free-format text of the alert.

## Navigator panel

The panel down the left-hand side of the CreationOnline page, where the user can access the menu to perform the different activities.

## Net Amount

The net proceeds, after tax.

## New Event Body

The new value of the object whose change of value has triggered an event to be logged.

## No Change of Beneficial Ownership

An instruction so designated involves no change in the final beneficiary of the securities in the transaction.

## Non-Active (report)

"Non-Active" scheduled report requests can have Pending New, Pending Rejected or Deleted status.

## Null Positions

Zero amounts. You can choose to include (YES) or exclude (NO) these from reports.

## Number of Unsuccessful Password Attempts

The number of unsuccessful attempts at password entry that a user is allowed before the session is automatically closed. Options are 3, 4 or 5 attempts.

## Number of Weekdays to Settlement

The number of business days before settlement date. Options are 0, 1, 2 or 3 days.

**Old Event Body**

The former value of the object whose change of value has triggered an event to be logged.

**Old Value/New Value**

The existing and/or modified values of the associated report item (that is, field, checkbox etc.) that has been added, changed or removed in the pending modification of the report. For added items, Old Value is blank; for removed items, New Value is blank.

**Organisation Unit (OU)**

One or more users of CreationOnline within a customer's organisation, grouped according to the sets of activities they can perform and the permissions they have (user credentials) to access and use the data and functions of the system.

**Other Settlement Parties**

Third-party intermediaries between the delivering/receiving agent and the buyer/seller.

**OU Administrator**

A non-business user of CreationOnline who has OU Administrator permissions and acts as one of normally several local System Administrators for the Organisation Unit (OU) to which he/she belongs. An OU Administrator can, for example, access audit events, perform user management tasks and schedule report requests but cannot display, export or print reports. Contrast with "Business user".

**OU details**

The institution name of the organisation unit (OU), its business function and address code as registered with Clearstream Banking.

**OU Management event family - variable details**

OU name.

**OU Name**

The name of the organisation unit (OU).

**OU permissions**

Permissions defined for the organisation unit (OU) in the initial setup of CreationOnline for the OU, identifying the account(s) that the OU is authorised to handle, the types of activity that the OU is authorised to perform on instructions (Query, Input, Reporting).

**OU User Management permissions**

Permissions defined for the user or user group, identifying the user management activities that the users are authorised to perform, from the following:

- Manage CreationOnline users, user groups and authorise others
- Authorise own changes to CreationOnline users and user groups
- Set up system preferences, product service preferences and authorise others
- View Organisation Unit profile.

**Outgoing Message ID**

The unique identifier of an outgoing message.

**Party**

The identity of the particular Delivering/Receiving Agent, in BIC or Name and Address format.

**Party Capacity**

The role of the financial institution for the purposes of the securities instruction (for example, Custodian).

# Glossary

## Party Format

A counterparty can be internal (Clearstream Banking or Euroclear) or external (Domestic).

If you specify Domestic in a securities instruction query, the results list column will contain either 'BIC' or 'Name'.

In an Allegement list, the Party Format column indicates the format of the associated counterparty's safekeeping account identifier. This can be Clearstream for an internal transaction, Euroclear for a Bridge counterparty, or, for a German domestic counterparty, the entry 'CBF'.

## Party Identifier

An identification of the settlement party in the format determined by the associated format selection (for example, BIC).

## Password

See "[Rules for passwords](#)" on page 1-9.

## Password Expiry Period

The total number of consecutive days for which your current password is valid. Options are 5, 15, 30, 45 or 60 days.

## Password Expiry Warning Period

The number of days before the expiry of your current password on which you shall be warned of the approaching expiry. Options are 1, 3, or 5 days before expiry.

## Password History Length

The number of previous passwords that you must have defined before you can use the same one again. Options are 3, 5 or 10 passwords.

## Pay To details

Details of the Intermediary (the financial institution that will handle the funds between the payor and the payee), the Account With Institution (the financial institution that services the account of the final beneficiary) and the Beneficiary Institution (the final beneficiary of the funds).

## Payment (IPAR)

Whether payment is Confirmed or Unconfirmed.

## Payment Date

The income or refund payment date. For income payments, the date on which the payment is expected to be credited to the account. This can be the current date +5 business days (default setting).

## Payment ID

A 6-digit code to uniquely identify the payment.

## Payment Indicator

APMT	Against payment
FREE	Free of payment.

## Perform X Percent Calculation Check

"Yes" means that the system will check whether the "Settlement Amount" is X percent greater or smaller than the product of "Quantity of Financial Instrument" and "Deal Price".

**Note:** X is a system preference currently set to 20%. If this is changed, it will affect all OUs and users.

## Period (Balances query)

You can list securities or cash balances according to one of the following specified periods:

- The current balance
- The intraday balances for a specific date
- The end of day balance for a specific date
- The inter-day balances for a specific range of up to 7 days.

## Permissions

The permissions (that is, access and permitted activities in the areas of, for example, Reporting or User Management) associated with a user group. Users who are members of this user group can be individually defined to use all or some of the permissions defined for the group.

## Place of Safekeeping

A depository as the place of safekeeping of securities. You can use the Reference Data command in the navigator panel to view the details of a particular place of safekeeping.

## Place of Settlement

The institution in whose books the transaction will occur (for example, Clearstream, CBF, Euroclear). The Place of Settlement determines the Market Rules for the transaction.

## Place of Trade

The “market” in which the associated transaction is to take place: Primary Market, Secondary Market, Stock Exchange, Over-The-Counter.

## Pool Reference

For Back-to-Back transactions, the same pool reference must be entered in the Pool Reference field of both the initial sell instruction and the linked buy instruction. The value must be up to 16 characters, that neither starts nor ends with a single slash character '/' nor contains two consecutive slash characters '//'.

## Pop up window with Sender's Reference

“Yes” means that an information message showing the sender's reference will be displayed each time a user submits a new instruction.

## Posting Date

The date of the posting of an associated amount.

## Previous Reference

The reference of the original instruction (for example, when it has been modified or cancelled).

## Price (Rate)

The instrument price.

## Priority

An instruction can have either Normal or High priority. This setting can be modified on an instruction post-release.

## Processing Indicator

An instruction can be directed to the mandatory processing or to optional processing. This setting can be modified on an instruction post-release.

## Profile (User)

The type of user group. See [“User profile”](#) on page Glossary-xxiii.

# Glossary

## Purpose Code

The purpose for which a cash instruction has been created: Fees, Financing, Cash Pledged, Redemption, Coupon, Interest, Internal, Customer.

## Quantity

The quantity (in nominal amounts) of shares or warrants, or the nominal value of bonds, as defined in the instruction. All deliveries are represented as negative values (for example, -9,000,000) and all receipts as positive values.

**Note:** Normally, bonds are designated as "Face Value" and shares as "Unit". If it is not known whether the security being traded is a bond or a share (for example, it has an ISIN but is not open in Clearstream Banking at the time of the current instruction), the designation can be left blank.

## Reason

For Change Credentials, the OU Administrator must specify the reason for the change to another user's credentials from: Key compromise, Superseded or Cessation of operation.

For Tax Refunds, free-format text in further explanation of the status of the tax refund.

## Reason Codes (post-release)

Taken together with the Activity Status, the Reason Code gives further information about the status of an individual instruction after release for settlement.

## Reason Narrative

Free-format narrative provide by Clearstream Banking as further definition of the status of an instruction.

## Receipt/Delivery

DELI	A delivery instruction
RECE	A receipt instruction.

## Receiving Agent

The agent for the Buyer in a securities transaction.

## Recipient Type

The IRS recipient code that applies to the recipient of a specific income payment.

01	Individual
02	Corporation
03	Partnership other than a withholding foreign partnership
04	Withholding foreign partnership or withholding foreign trust
05	Trust
06	Government or international organisation
07	Tax-exempt organisation (IRC section 501 (a))
08	Private foundation
10	Estate
11	U.S. branch treated as a U.S. person
12	Qualified intermediary
13	Private arrangement intermediary withholding rate pool - general
14	Private arrangement intermediary withholding rate pool - exempt organisations
15	Qualified intermediary withholding rate pool - general
16	Qualified intermediary withholding rate pool - exempt organisations
17	Authorized foreign agent
20	Unknown recipient

**Reclaim Holding**

The beneficial owner position (or the account position if the beneficial owner is the account holder) on which a refund is calculated.

**Record Date**

The date for which, after the daytime processing, Clearstream Banking records holdings in the security as being an entitled position.

**Reference**

The Customer or Clearstream Banking reference of a tax refund or tax certificate.

**Reference Data permissions**

Permissions to access reference data (details of, for example, cash correspondent banks, currencies).

**Refund Procedure Type**

Proactive	Clearstream Banking assisted refund services for certain markets.
Simplified	A less complicated or faster refund procedure than standard refund procedures. Such a procedure is offered by Clearstream Banking for specific markets only.
Standard.	The regular refund procedures in accordance with Clearstream Banking tax procedures as described in the Clearstream Banking Customer Tax Guide.

**Refund Rate**

The applicable tax refund rate.

**Registration Details**

Registration details as may be required by the particular domestic market.

**Release Status**

The general status category to which the potential matching instruction currently belongs. This can be POST (for post-release) or PRE (for pre-release).

**Repetitive Amounts**

Amounts that might added to an instruction, from the following types: Accrued Interest, Trade Amount, Stamp Duty, Special Concession Amount.

**Report Channel**

The channel through which the user selects to receive a report (that is, Swift, CreationOnline, Xact File Transfer or Xact File Transfer via SwiftNet).

**Report Date**

The date on which the report you want to view was generated.

**Report Format**

The format in which the user wants to receive a report, as per selected Report Channel, as follows:

Swift	ISO15022
CreationOnline	HTML, ISO15022, CSV, PDF, XLS or XML
Xact File Transfer	ISO15022, PDF, XLS or XML
Xact File Transfer via SwiftNet	ISO15022, PDF or XML

**Report Frequency**

The requested frequency for a specific report. On a single report request, you can specify either:

- multiple intraday reports (that is, at 06:00, on the hour 08:00 and 17:00 inclusive, 13:30, 18:30, 19:00, 21:15 and/or 21:30); or
- one of the frequencies Daily (at 21:15) or Weekly, Monthly, Quarterly or Yearly (at 21:15).

# Glossary

## Report ID (Audit)

The unique identifier of an alert that triggered an audit event.

## Report Name

The name of the report, given by the user who originally schedules the report.

## Report Size

The size of the report in bytes.

## Report Status

The status of the associated report. Valid report statuses are as follows:

Pending New	The report has been created (or updated after rejection) and is waiting to be confirmed or rejected by a second administrator.
Pending Rejected	The report has been rejected and is not active. It can be modified.
Confirmed	The report creation or modification has been released into the system and is active.
Pending Modified	The report has been modified and is waiting to be confirmed or rejected by a second administrator. The existing report is still active until the modification has been released.
Pending Deleted	The report has been deleted and is waiting to be confirmed or rejected by a second administrator. The existing report is still active until the deletion has been released.
Deleted	The report deletion has been released into the system. The report is logically deleted and will no longer appear on this list.

## Report Type

The type of available report, expressed as a Swift message type (for example, MT950 Cash Balances, MT950 Money Statement, MT535 Statement of Holdings, MT536 Statement of Transactions). This choice determines the detailed content and the available frequencies and filtering criteria for scheduling the specific report request instance.

**Note:** The report types that an individual OU Administrator can use are assigned to the respective OU by a Customer Support Officer when the OU is initially set up.

## Report Type (US Tax)

Whether the specific income item will be reportable to the IRS via annual 1042 reporting or 1099 reporting.

1042	Foreign Person's U.S. Source Income Subject to Withholding, which includes payments to be reported on IRS forms: "1042-S Nominative" and "1042-S Pooled".
1099	U.S. Non-Exempt Recipients Subject to Withholding, which includes payments to be reported on IRS forms: "1099 General Reporting", "1099 Reporting for OID", "1099 Reporting of Dividends", "1099 Reporting of Interests" and "1099 Reporting of Proceeds from Broker".

## Reporting event family - variable details

Report ID, Report Frequency, Customer Report Name.

### Reporting permissions

Reporting permissions for a particular user or user group are defined from the following:

For OU Administrators and Business Supervisors:

- Manage scheduled reports and authorise others
- Authorise own changes to scheduled reports

For Business Users:

- View report schedules

### Requested Amount

The amount of tax refund reclaimed, as specified by the claimant.

### Requested Settlement Date

The date on which the you require the transaction to settle.

### Requested Value Date

The date according to which the value of the amount of the cash transfer/exchange instruction is to be applied.

### Safekeeping Account

The Clearstream Banking account that is to be used to execute the instruction. You can use My Preferences to set a default value that will be placed in the Safekeeping Account field automatically when you open an input page that contains this field.

For Allegement, the dropdown list value specified for this field in a query will be listed in the Party Format column of the results.

**Note:** If you specify All Domestic in the query, the Party Format column of the results list will contain "CBF". If you specify All in the query, a value of "CBF" in the Party Format column of the results list will indicate a German domestic counterparty.

### SE Reference

A value, up to 7 characters, that reflects, in whole or in part, the unique reference of one or more instructions. You can perform a query based on the reference exactly as it is entered in the field (in order to target a single instruction). To do this, ensure that the associated Exact Ref. checkbox is checked - you do not complete any other fields.

### Securities Clearing and Settlement event family - variable details

Account, Sender's Reference.

### Securities permissions

Securities permissions for a particular user or user group are defined from the following:

- Query security balances
- Query securities instructions
- Input securities instructions, including in addition:
  - modify/cancel others' instructions
  - release own and/or others' instructions
  - verify own and/or others' instructions

### Security Code

The valid identification code of a security held in an associated CBL account. This can be an ISIN or a Common Code.

# Glossary

## Security Credentials Expiry Warning Period

The number of days before the expiry of your current security credentials on which you shall be warned of the approaching expiry. Options are 1, 3 or 5 days before expiry.

## Selected accounts

Accounts that you have selected (from the lists of available accounts) to be associated with a user group. Users who are members of this user group can be individually defined to use all or some of the accounts defined for the group.

## Sender

The sender of the alert or instruction.

## Sender's Reference

A value, up to 16 characters, that reflects, in whole or in part, the unique reference of one or more instructions. You can perform a query based on the reference exactly as it is entered in the field (in order to target a single instruction). To do this, ensure that the associated Exact Ref. checkbox is checked - you do not complete any other fields.

**Note:** For a cash instruction post-release, each sender's reference of more than 7 characters is converted by Clearstream Banking into a unique 7-digit reference.

## Settled Position

The quantity of securities to be considered as a settled entitled position held on account. The amount can be zero if the customer has only pending positions.

## Settlement Date

The date for settlement, in the format yyymmdd. This can be a requested or an actual, effective date.

## Settlement institutions

Intermediary:	The institution to which the funds are to be paid, in the country of the currency, for the account of the Account With Institution.
Account With Institution:	The institution to which the funds are to be paid, for the account of the beneficiary customer.
Beneficiary Institution:	The beneficiary customer to whom the funds will be paid.

## Settlement Parties (instructions)

Delivering/Receiving Agent, Buyer/Seller, Party, Account.

## Settlement Processing Narrative

Free-format narrative used to provide additional information about the settlement.

## Sort criteria

You can list items, in ascending or descending order, in your selection of one from an appropriate set of criteria, as follows:

Alerts:	Creation Time, Alert ID, Alert Level, Status, Category, Description, Account, User ID, First Reader
Allegements:	Financial Instrument, Requested Settlement Date, Safekeeping Account
Audit events:	Date, Event Type Description, User ID
Cash Balances:	Currency
CCB:	Currency of Cash Correspondent Bank
Currencies:	Currency, Currency Role
Financial Instrument:	Financial Instrument, Place of Safekeeping BIC-Name
Instructions:	
- Cash:	Pre-release: Requested Value Date, Activity Status, Instruction Type, Currency, Account Post-release: Requested Value Date, Activity Status, Instruction Type, Currency, Account Historical Query: Execution Date
- Securities:	Pre-release: Requested Settlement Date, Financial Instrument, Activity Status, Safekeeping Account, Party Format, Trade Date Post-release: Requested Settlement Date, Financial Instrument, Activity Status, Safekeeping Account, Party Format, Trade Date Historical Query: Execution Date
IPAR:	Entitled Amount, Event Type, Financial Instrument, Financial Instrument Type, Payment Currency, Payment Date
Places of S/keeping:	Clearstream Internal Code
Reports (view):	Customer Report Name, Report Frequency, Report Type, Report Date, Account
Scheduled reports:	Customer Report Name, Report Frequency, Report Type, Setup/Modification Date, Status
Securities Balances:	Balance Type
Settlement Parties:	ICSD/CSD Identification, Party Identifier, Party Name
Tax Certificates:	Document Status, Document Type, Market, Tax Identification Number (TIN)
Tax Refunds:	Market, Safekeeping Account, Tax Refund Payment Date, Tax Refund Status, Tax Identification Number (TIN)
US Withholding Tax:	Booking Date, Instrument ID, IRS Income Code, Tax Rate, Tax Identification Number (TIN)
Users	User ID, User Group Name, Profile, Status

## Split Payment ID

A 6-digit code to uniquely identify a split payment.

## Split Payments

For US tax purposes, a split is the allocation of an income payment to one or several beneficial owners and the assignment of the appropriate withholding tax rate and report type per beneficial owner. There will be at least one split per taxable or reportable income event.

You can query US withholding tax for all the splits on one payment to multiple beneficial owners or for a particular split for one beneficial owner.

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## Stamp Duty Status

The stamp duty status of an instruction in a particular security can be one of the following:

AU (On Market, Ad Valorem, Already Paid, NCBO, Stock Loan, Return of Stock Loan); IE (Applicable, Exempt); ZA (Applicable, Exempt); UK (NCBO, Delivering Party Accountable, Delivery to a CSP or ADR, Transfer between CSP or ADR Accounts, Exemption on New Issue).

## Statement Number

The sequence number of the statement, used to link multiple statements for a single account in a report.

## Status (Reporting)

The status of the scheduled report request, for example, "Confirmed". See ["Report Status"](#).

## Status (User Management)

The status of the user, for example, "Confirmed". Compare ["User Group Status"](#) and ["User Status"](#).

## Swift/Xact File Transfer permissions

Permissions to manage reports for retrieval via Swift and Xact File Transfer.

## Tax Authorisation Status (US Tax)

The status of a taxable or reportable payment in the US tax reporting database.

Authorised	The taxable or reportable payment has been split to the underlying beneficial owners and the appropriate withholding tax rate and report type have been assigned per beneficial owner, according to customer certification.
Deleted	A previously authorised or re-authorised payment has been removed from the US tax reporting database.
Re-authorised	A payment has been authorised more than once and has been adjusted during the authorisations.

## Tax Code

Whether a tax code is present (Yes) or not (No). The actual code is not required as the calculation is done based on the tax rate.

## Timestamp

For instructions post-release, the time at which the instruction reached the associated stage in its life cycle. For IPAR, the time at which a change was last made to the instruction. In detail views, this is the Last Update.

## Total Account Holding Value

The currency in which the total account holding value is to be stated in the report.

## Trade Date/Time

The date and time of the trade. This must be earlier than or equal to settlement date.

## TRANO

The CBL Transaction Reference Number (1–7 alphanumeric characters) that uniquely identifies the transaction.

## Type of Settlement Transaction

The type of transaction to which the instruction is related:

Pre-release: Trade Settlement, Turnaround, Reporting Only, Internal Own Account Transfer, External Own Account Transfer, Matching Purposes, Investment Fund Redemption Settlement, Investment Fund Subscription Settlement.

Post-release: Matching Purposes, External Own Account Transfer, Internal Own Account Transfer, Reporting Only, Trade Settlement, Turnaround, Securities Blocking, Investment Fund Redemption Settlement, Investment Fund Subscription Settlement.

### “Until revoked”

There is no formal expiry date set for the certificate but a change of account or beneficiary could lead to the expiry of the certificate. See [“Expiry Date”](#) on page Glossary-viii.

### User credentials

Each authorised user of CreationOnline has user credentials that combine general security access and specific usage permissions. You save your credentials as a file that you locate on your system and you specify at logon for P12 access.

You can redefine your own user credentials at any time. An OU Administrator can change the credentials to be associated with any user defined in the OU.

**Note:** A set of user credentials is, at any one time, associated with a single valid user password only. If or when an OU Administrator changes a user’s credentials, a new password must also be defined. You can, however, change a password without having to change credentials.

### User Group Name

The name of the user group. This must be unique within the organisation unit.

### User Group Status

The status of the associated user group. Valid user group statuses are as follows:

Pending New	The user group has been created (or updated after rejection) and is waiting to be confirmed or rejected by a second administrator.
Pending Rejected	The user group has been rejected and is not active. It can be modified.
Confirmed	The user group creation or modification has been released into the system and is active.
Pending Modified	The user group has been modified and is waiting to be confirmed or rejected by a second administrator. The existing user group is still active until the modification has been released.
Pending Deleted	The user group has been deleted and is waiting to be confirmed or rejected by a second administrator. The existing user group is still active until the deletion has been released.
Deleted	The user group deletion has been released into the system. The user group is logically deleted and will no longer appear on this list.

### User ID

The “name” that identifies the user uniquely to CreationOnline. In a users list query, all users whose IDs contain the string you enter will be listed. For example, if you enter “bus”, the resulting list would include users that had been named Bus1, bususer, AAAbus1 etc.

### User profile

The type of user, defined in terms of a user group authority level: Business User, Business Supervisor, OU Administrator.

This designation determines whether members of the user group have OU Administrator rights (with access to Audit, Scheduled Reporting and User Management) or Business User and Business Supervisor rights (with access to view retrieved reports, to progress instructions and to perform various operations on defined sets of accounts).

# Glossary

## User Status

The status of the associated user. Valid user statuses are as follows:

Pending New	The user has been created (or updated after rejection) and is waiting to be confirmed or rejected by a second administrator.
Pending Rejected	The user has been rejected and is not active. It can be modified.
Deleted	The user deletion has been released into the system. The user is logically deleted and will no longer appear on this list.
Confirmed Profile	The creation of the user is confirmed and the user is awaiting authorisation for the creation of credentials.
Pending Credentials Creation	The creation of credentials has been authorised for the user and the user is awaiting the creation of credentials.
Activated	The user activation has been released into the system. The user is logically activated and is no longer suspended.
Pending Modified	The user has been modified and is waiting to be confirmed or rejected by a second administrator. The existing user is still active until the modification has been released.
Pending Suspended	The user has been suspended and is waiting to be confirmed or rejected by a second administrator. The existing user is still active until the suspension has been released.
Pending Credentials Re-creation	The re-creation of credentials (due to a problem with the existing credentials) has been authorised and the user is awaiting the creation of new credentials.
Pending Activated	The user has been activated after suspension and is waiting to be confirmed or rejected by a second OU Administrator. The existing user is still suspended until the activation has been released.
Pending Stopped	The user has been stopped and is waiting to be confirmed or rejected by a second OU Administrator. The existing user is still active until the stop has been released.
Suspended	The user suspension has been released into the system. The user is logically suspended and is no longer active.
Stopped	The user stop has been released into the system. The user is logically stopped and is no longer active.

## User's name

The forename and surname of the user associated with the formal User Name by which the user is known to CreationOnline.

## Value assigned to next instruction

If the Generate Automatic Sender's Reference option is set to "Yes", the value entered here will determine the sender's reference for the next instruction. You can modify this field but it will then be automatically incremented after each instruction.

## Value Date

The value date of the associated amount, in the format `yyymmdd`.

## **Verify Step Required**

In compliance with the 4-eyes principle, “Yes” here means that an instruction must be “verified” or “failed verified” before it can be released for settlement.

## **View (Query)**

You can select from a dropdown list a predefined view to pre-refine your securities instruction or cash instruction query. Each entry in the available dropdown list (apart from None) bears the name that was given to a query when a user used the Save as button or Action menu command to save it.

## **Workspace panel**

The panel at the upper right of the CreationOnline page, where the user can access a list of items related to the selected activity and perform various operations on them, according to the tabs and subtabs provided on the page and the commands available in the local Action menu.

## **XML Label**

The label (or field name), in an audit event record, of the object whose change of value has triggered the event to be logged.

## **Your Reference**

The unique 16-character reference as received in the customer's original instruction.

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