

# Swiss Bankers ODS (Order Direct System) **User Manual**

April 2015

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# 1 Quick Guide: Order a prepaid card

Swiss Bankers ODS lets you order a prepaid card for a new customer in a few steps.

Product	Currency	Amount in foreign currency	Exchange rate	Amount in CHF
Prepaid Card CHF	CHF	1000.00	1.0000	1000.00
Charge				15.00
<b>Total</b>				<b>1015.00</b>


## 2 Access to Swiss Bankers ODS (Order Direct System)

### 2.1 Login

On the login page you sign in to Swiss Bankers ODS. After login, you can enter orders and manage and view master data. Which functions are available depends on your access rights. You will receive the user name and password for Swiss Bankers ODS from the superuser of your company.

Image 1: Login Screen

How to log in to Swiss Bankers ODS:

1. Enter your user name and password. On pressing the enter key or clicking the red arrow icon , the data are transmitted.
2. If you have access rights for more than one agency, please select the agency you are currently working for. If you wish to change agencies later on, you will need to log out and log in again.

### 2.2 Forgotten Password

If you have forgotten your password or if a problem arises during the ODS login process, you will find the contact data of the department in your company that will assist you via the «Contact» or the «Forgot your Password» link.

## 2.3 Change Password

The password for Swiss Bankers ODS has to be changed at regular intervals. The system will prompt you automatically.

However, you can also change your password at any time without being prompted.

The screenshot shows the 'CHANGE PASSWORD' page in the Swiss Bankers ODS system. The page has a navigation menu on the left with categories like 'ORDERING', 'MANAGE & VIEW', and 'COUNTRY INFORMATION'. Under 'MANAGE & VIEW', 'Change password' is highlighted. The main content area contains instructions: 'To change your password first please enter your old password.' and 'To exclude typing mistakes you have to enter the new password twice. For safety reasons, the password must include of three of the following character types: Upper case letters (A, B, C, etc.), lower case letters (a, b, c, etc.), special characters (!, ?, \$, etc.), numbers (1, 2, 3, etc.). Minimum length of the password: 8 characters.' There are three input fields for 'Old password', 'New password', and 'Repeat new password'. Below the fields are 'Cancel' and 'Save' buttons. The top right corner has 'LOGOUT' and language options 'DE | FR | IT | EN'.

Image 2: Change Password

How to change your password:

1. In the navigation menu, select the item «Manage & View», then «Change Password».
2. Enter your old password in the first field and your new password in the second field. Confirm your new password by entering it again in the third field.
3. Save the new password by clicking the «Save» button.
4. The system acknowledges the successful change by the message «Change Saved».

> **Note**

For safety reasons, the password must include three of the following character types:

- Upper case letters (A, B, C, etc.)
- Lower case letters (a, b, c, etc.)
- Special characters (!, ?, \$, etc.)
- Numbers (1, 2, 3, etc.)

Minimum length of the password: 8 characters.

### 3 Ordering

Entering an order consists of four steps:

Customer identification > Product choice > Delivery instructions > Verification & confirmation

In each step it is possible to go back to the preceding step in order to make corrections. The current step is marked in red.

If the order entry is abandoned before transmitting the order data, the data are deleted.

#### > Note

The order can still be modified or deleted for 10 minutes after its transmission under «Manage & View» «Orders». Thereafter, it will be processed by Swiss Bankers. From this moment, the sales receipt can still be printed but modifications of the order are no longer possible.

#### 3.1 Customer Identification

Data of customers who have already bought Swiss Bankers products are stored in the Customer Identification. However, Swiss Bankers ODS has no connection to the processing system of your company. Therefore, clients who are buying Swiss Bankers products for the first time need to be registered in ODS.

### 3.1.1 Search for Existing Customer



Existing customers are best found via the card number. Alternatively, further search criteria such as name and first name are available.

If the customer you are looking for does not appear in the search results, you can refine the search criteria or register a new customer.

The screenshot shows the SWISS BANKERS ODS website interface. At the top right, there are links for 'Home | Contact' and 'LOGOUT' with language options 'DE | FR | IT | EN'. The main navigation menu on the left includes 'ORDERING', 'MANAGE & VIEW', and 'COUNTRY INFORMATION'. The breadcrumb trail indicates the user is in 'Ordering' > 'Customer identification' > 'Product choice' > 'Delivery instructions' > 'Verification & confirmation'. The search form has two radio buttons: 'Search for customer' (selected) and 'Register customer'. The form fields are: Card number, Name (with 'Exem\*' entered), First name, Postal Code/City, Country (dropdown), UID, and Date of birth (with '(DD.MM.YYYY)' format and a 'Reset' button). A 'Search' button is located to the right of the date field. Below the form, it says 'Number of hits: 1'. A table displays the search results with columns: Name, First name, Address, City, and Date of birth. The table contains one row: Exempel, Sandra, Kramgasse 4, Grosshöchstetten, 01.09.1975. There are magnifying glass and arrow icons at the end of the table row.

Image 3: Search for Existing Customer

How to search for a customer:

1. Enter the card number or other search criteria such as name and first name.
2. Start the search by clicking the «Search» button.
3. In the search results, you can use the magnifier icon  to display the customer details.
4. Select the required customer in the search results using the arrow icon .

#### > Note

The search strictly applies the entered search criteria. For example, a search for «Exam» will not yield the result «Example». For a fuzzy search, use the asterisk symbol «\*» as a wildcard. Thus, a search for «Exam\*» will yield the result «Example».

We recommend searching for exact terms to ensure shortest response times.

In a search for the card number, the cardholder and not the beneficial owner is displayed.



### 3.1.2 Register New Customer

**SWISS BANKERS**  
**ODS**

Home | Contact LOGOUT  
DE | FR | IT | EN

> ORDERING  
> MANAGE & VIEW  
> COUNTRY INFORMATION

You are here > Ordering

Customer identification > Product choice > Delivery instructions > Verification & confirmation

Search for customer  
 Register customer

Type of customer  Private customer  Company

Language \* English

Title \*

Name \*

First name \*

Street/No. \*

Addition

Postal Code/City \*\*

Country \* Switzerland

Date of birth \* (DD.MM.YYYY)

Nationality \* Switzerland

UID \*

Email

Telephone

\* Mandatory field Reset


Cancel Save

Image 4: Register New Customer

How to register a new customer:

1. Click «Register Customer».
2. Under «Type of Customer», indicate whether the customer is a private customer or a company.
3. Enter the customer data. The fields marked with an asterisk are mandatory and have to be filled in.
4. Finish the registration by clicking the «Save» button.

> **Note**

Once saved, the customer type, name and first name as well as the date of birth can only be modified by the Swiss Bankers Customer Service. All other data can be edited either under «Manage & View» «Customers & Cards» or in the order process in the step «Select Product» using the pencil icon .

### 3.2 Select Product

In the Product Selection, the products are added to the order. The products in the agreed product range are available.

Image 5: Product Selection

#### 3.2.1 Basic Order Data

In the upper section of the page, the basic data of the order are listed. Please verify the data, applying modifications as needed, and then enter the products.

Which payment modes are possible depends on their availability in your company and on the selected products. If no selection of payment modes is available, this section is not displayed.


As the settlement currency, select the currency in which the customer is to be charged. The available product range may vary depending on the selected settlement currency.

**> Note**



If the settlement currency is subsequently changed, previously entered products have to be entered again.

When «Cash» is selected as the payment mode and «CHF» as the settlement currency, the order total will be rounded up or down to 5 centimes.

### 3.2.2 Existing Cards


All cards are displayed of which the customer is either the beneficial owner or the cardholder. Detailed data regarding the card or the cardholder can be viewed by clicking the magnifier icon .

#### > Notes

In the example, the customer is the cardholder but not the beneficial owner. If the person icon  is displayed on the right side of the line, the customer can be made the beneficial owner of this card by clicking the person icon . This action cannot be reversed in ODS. If required, please contact the customer service of Swiss Bankers.

#### 3.2.2.1 Reload Existing Card

How to load an existing card:

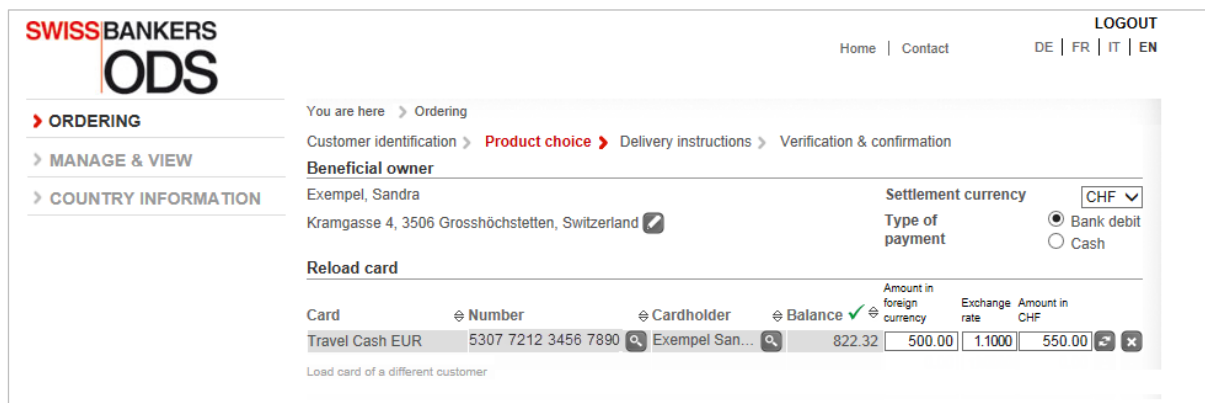
1. Enter the desired load amount either in the card currency or in the order currency.
2. Enter reloads of additional cards or add further products to the order using the plus icon . Click the «Next» button to proceed to the next step of the order process.

#### > Notes

Click the refresh icon  if you wish to view the currency conversion immediately.



Click the delete icon  to delete your entry.

#### 3.2.2.2 Balance




The screenshot shows the 'Balance' section of the Swiss Bankers ODS interface. It includes a navigation menu on the left with 'ORDERING', 'MANAGE & VIEW', and 'COUNTRY INFORMATION'. The main content area shows 'Beneficial owner' information for 'Exempel, Sandra' and 'Reload card' information. A table lists card details: Card (Travel Cash EUR), Number (5307 7212 3456 7890), Cardholder (Exempel San...), Balance (822.32), Amount in foreign currency (500.00), Exchange rate (1.1000), and Amount in CHF (550.00). A green checkmark icon is above the balance field, and refresh and delete icons are to the right.

Image 6: Balance

The checkmark icon above the balance indicates that the current online balance is being displayed. If the refresh icon  is displayed, the balance is being updated. If you see the attention icon , move your mouse over it to receive the corresponding error message.

### 3.2.2.3 Transactions

1. Clicking the magnifier icon  next to the card displays the reloads of this card.

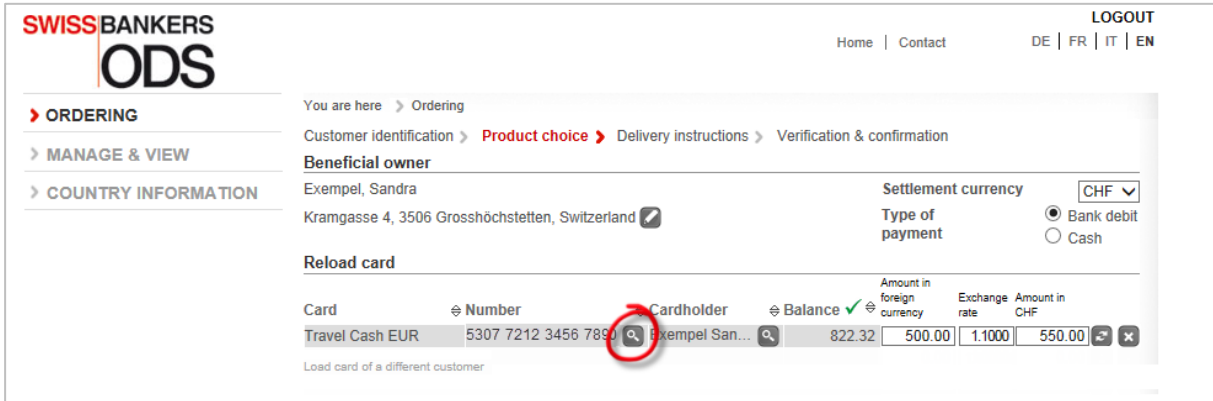


Image 7: Transactions

2. Click «Transactions».

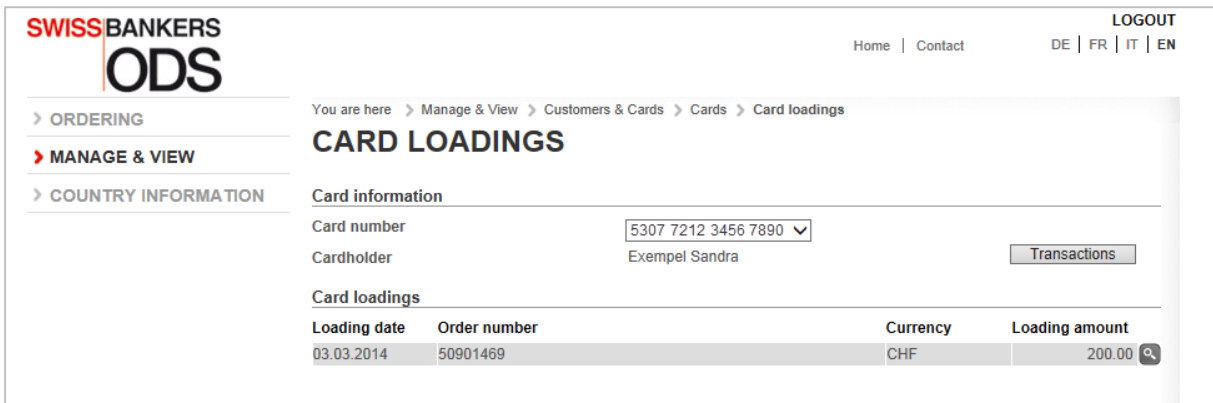



Image 8: Transactions

> **Note**

This function is dependent on your configuration.

### 3.2.2.4 Load Card of Different Customer

How to load the card of a different customer:

1. In the Product Selection, below the item «Reload Card», click the link «Load Card of Different Customer». You will be directed to a search form.
2. Enter the card number or other search criteria such as name and first name, and press the «Search» button.
3. Select the required customer in the search results using the arrow symbol . You will see the overview of Image 7.

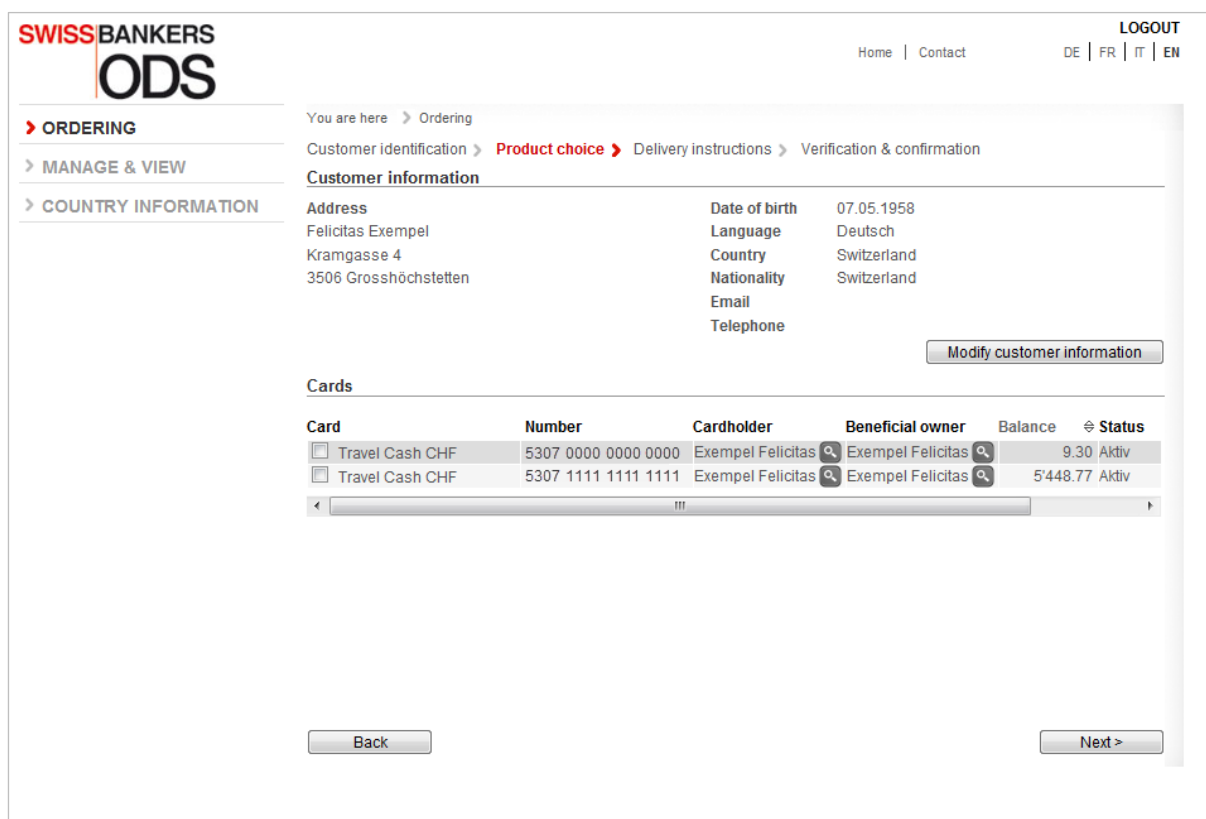


Image 9: Load Card of Different Customer


4. Find the card and check the box.
5. Click the «Next» button.
6. Subsequently, the card will be listed in the Product Selection under «Reload Card». Complete the order process as described in section 3.2.2.1, «Reload Existing Card».

**> Note**

This function is dependent on your configuration.

### 3.2.3 Load New Card

How to load a new card:

1. In the section «Load New Card», select the desired card currency in the «Card» field.
2. Enter the desired load amount either in the card currency or in the order currency.
3. Add further products to the order using the plus icon . Click the «Next» button to proceed to the next step of the order process.

#### > Notes

Click the refresh icon  if you wish to view the currency conversion immediately.

Click the delete icon  to delete your entry.


#### 3.2.3.1 Cards in Stock

If your company has its own stock of cards, select the desired card number. All numbers of this card type available in your stock are displayed.

#### > Note

Within the same order, cards in your stock cannot be combined with products that are delivered by Swiss Bankers. If you wish to make use of the Swiss Bankers delivery service, first finish the order of cards in your stock and then enter a new order.

#### 3.2.3.2 Select Different Cardholder


If you need to change the cardholder, click the person icon . You will find the cardholder under «Search Customer», or you may enter the data under «Register Customer» if it is a new customer. Proceed in the same way as described in section 3.1, Customer Identification.

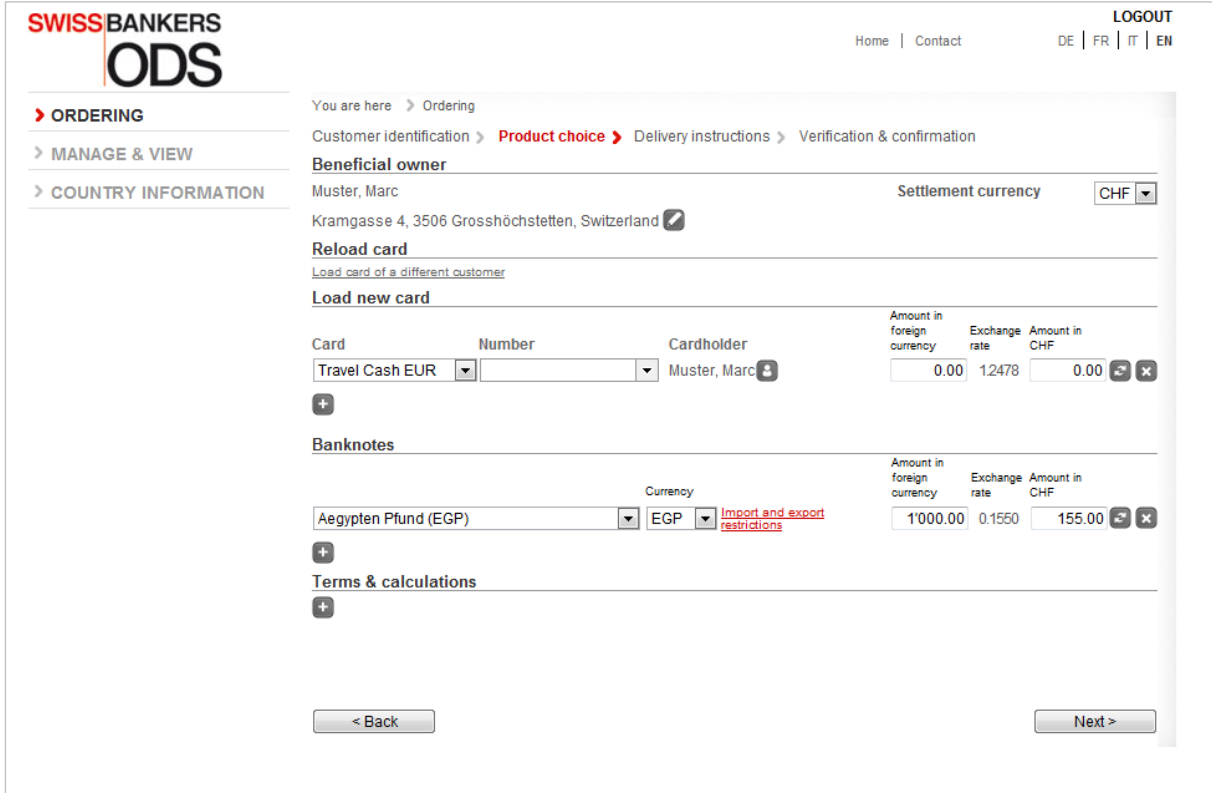
#### > Note

This function is dependent on your configuration.

### 3.2.4 Sell Banknotes


How to sell banknotes:

1. Use the plus icon  to create a new product line under «Banknotes».



The screenshot shows the SWISSBANKERS ODS interface. The main content area is titled 'You are here > Ordering' and contains a breadcrumb trail: 'Customer identification > Product choice > Delivery instructions > Verification & confirmation'. Below this, there are sections for 'Beneficial owner' (Muster, Marc), 'Reload card', and 'Load new card'. The 'Load new card' section has a table with columns: Card, Number, Cardholder, Amount in foreign currency, Exchange rate, and Amount in CHF. The 'Banknotes' section has a table with columns: Currency, Amount in foreign currency, Exchange rate, and Amount in CHF. A red notice 'Import and export restrictions' is visible next to the 'EGP' currency selection. There are also 'Terms & calculations' and navigation buttons ('< Back', 'Next >').

Image 10: Sell Banknotes

2. Select the desired banknote currency.
3. Enter the desired total amount of the banknotes either in the banknote currency or in the order currency.
4. Click the refresh icon  to select the denominations.

#### > Note

A red notice appears when the selected currency is subject to import or export restrictions. Click the «Import and export restrictions» link to view the country information. Then, select the corresponding country. The import and export regulations are found under «Travel money», Banknotes.

**SWISS BANKERS**  
**ODS**

Home | Contact

LOGOUT  
DE | FR | IT | EN

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> ORDERING

> MANAGE & VIEW

> COUNTRY INFORMATION

You are here > Ordering

Customer identification > **Product choice** > Delivery instructions > Verification & confirmation

There are import and export restrictions. Please note country information.

Product	Amount in foreign currency	Exchange rate	Amount in CHF
Aegypten Pfund (EGP)	1'000.00	0.1550	155.00

Small units  
 Medium units  
 Large units

[Show denomination details](#)

Nominal value	Amount		Amount in foreign currency	Amount in CHF
10	0		0.00	0.00
20	15		300.00	46.50
50	6		300.00	46.50
100	4	Will be ordered. Available in number of days: 2	400.00	62.00
Total denomination details			1'000.00	155.00

[Calculate changes](#)

< Back
Next >

Image 11: Banknote Denomination Details

5. Specify whether small, medium, or large units are desired. The button «Show denomination details» lets you view and edit the suggested division in detail. Click the «Next» button to proceed to the Product Selection.
6. In the Product Selection, add further banknotes using the plus icon **+**. Click the «Next» button to proceed to the next step in the order process.

> **Notes**

If banknotes of the desired denominations are not available in stock at Swiss Bankers in sufficient numbers, the expected term of delivery is displayed in the denomination details.

In the case of exotic currencies, the «Denomination details» button is inactive.



### 3.2.5 Change Terms

Terms can be changed under «Subtotal».

The screenshot shows the SWISSBANKERS ODS interface. At the top right, there are links for 'Home | Contact' and 'LOGOUT' with language options 'DE | FR | IT | EN'. The left sidebar contains navigation options: 'ORDERING', 'MANAGE & VIEW', and 'COUNTRY INFORMATION'. The main content area has a breadcrumb trail: 'You are here > Ordering > Customer identification > Product choice > Delivery instructions > Verification & confirmation'. Below this, the 'Beneficial owner' section shows 'Muster, Maxime' and 'Musterstrasse 11, 3000 Bern, Switzerland'. The 'Settlement currency' is set to 'CHF' and the 'Type of payment' is 'Bank debit'. The 'Reload card' section has a '+ Load card of a different customer' link and a '+ Load new card' section. The 'Load new card' section includes a table with columns: Card, Number, Cardholder, Amount in foreign currency, Exchange rate, Amount in CHF, and Commission. The table shows 'Travel Cash EUR' as the card, 'Muster, Maxime' as the cardholder, and values of 100.00, 12252, 122.52, and 1.23. Below this is a '+ Banknotes' section. The 'Terms & calculations' section has a 'Terms' dropdown menu and a table with columns for 'Terms', 'Kommission', and 'Total'. The table shows 'Kommission' as 1.23 and 'Total' as 123.75. At the bottom, there are '< Back' and 'Next >' buttons.

Image 12: Change Terms

How to change the terms:

1. Click the plus icon **+** under «Terms & calculations». The standard terms are calculated and displayed.
2. In the pull-down menu «Terms», select the desired terms. The terms are recalculated and displayed immediately after the selection.

### 3.3 Delivery Instructions

If the order comprises products that are delivered by Swiss Bankers, the Delivery Instructions page will be displayed. Otherwise, this page is omitted.

Image 13: Delivery Instructions

The order can be delivered to the customer's address, to one of your agencies, or to a separate delivery address. If you select «Enter Separate Delivery Address», you will be directed to a page where you can input the address.

If the customer wishes express delivery, this can be specified under «Type of Delivery».

The field «Remarks» lets you enter a message to Swiss Bankers regarding this order. Please only use the «Notes» field for important order instructions to Swiss Bankers. Orders with notes are processed manually and their delivery may take an additional workday.

#### > Notes Regarding Delivery Address

Delivery is limited to Switzerland and the Principality of Liechtenstein. If the customer has a foreign address, the order cannot be delivered to the customer and must instead be sent to the agency or to a separate delivery address.

The delivery to a separate delivery address is not available for all distribution partners.

#### > Note on the «Remarks» field

If no delivery takes place and the «Delivery Instructions» are therefore automatically skipped, e.g. in the case of a reload or of cards in your own stock, you can still enter a message to Swiss Bankers.

To do this, click the «Back» button on the «Verification & Confirmation» page, and you will see the Delivery Instructions page where you can enter your message to Swiss Bankers in the field «Remarks».

### 3.4 Verification & Confirmation

#### 3.4.1 Verification

Please check the order data before submitting the order.

If you wish to make a correction, you can reach any of the preceding pages via the «Back» button or by clicking the corresponding process step.

If the information is correct, click the «Submit Order» button. The order is now transmitted to Swiss Bankers for processing.

**SWISS BANKERS ODS** LOGOUT  
Home | Contact DE | FR | IT | EN

You are here > Ordering  
Customer identification > Product choice > Delivery instructions > **Verification & confirmation**

**Order overview**

<b>Beneficial owner</b>	Muster, Maxime Musterstrasse 11 3000 Bern, Switzerland	<b>Settlement currency</b>	CHF
		<b>Terms</b>	Testbank A
		<b>Language</b>	Deutsch
		<b>Order number</b>	51183189
		<b>Type of payment</b>	Bank debit
<b>Delivery address</b>	Muster, Maxime Musterstrasse 11 3000 Bern, Switzerland	<b>Type of delivery</b>	Standard

**Ordered products**

Product	Currency	Amount in foreign currency	Exchange rate	Amount in CHF
Travel Cash EUR	EUR	100.00	1.2252	122.52
		Kommission		1.23
		Total		123.75

Image 14: Verification & Confirmation

#### > Notes

Even after clicking the «Submit Order» button, the order can still be viewed and edited via the menu item «Manage & View». Modifications become impossible only from the moment the order is in process at Swiss Bankers.

It is possible that an additional approval of the order within your company is required before it can be processed by Swiss Bankers. The approval process is described in section 7.

### 3.4.2 Confirmation

After submitting the order, its successful transmission is confirmed.

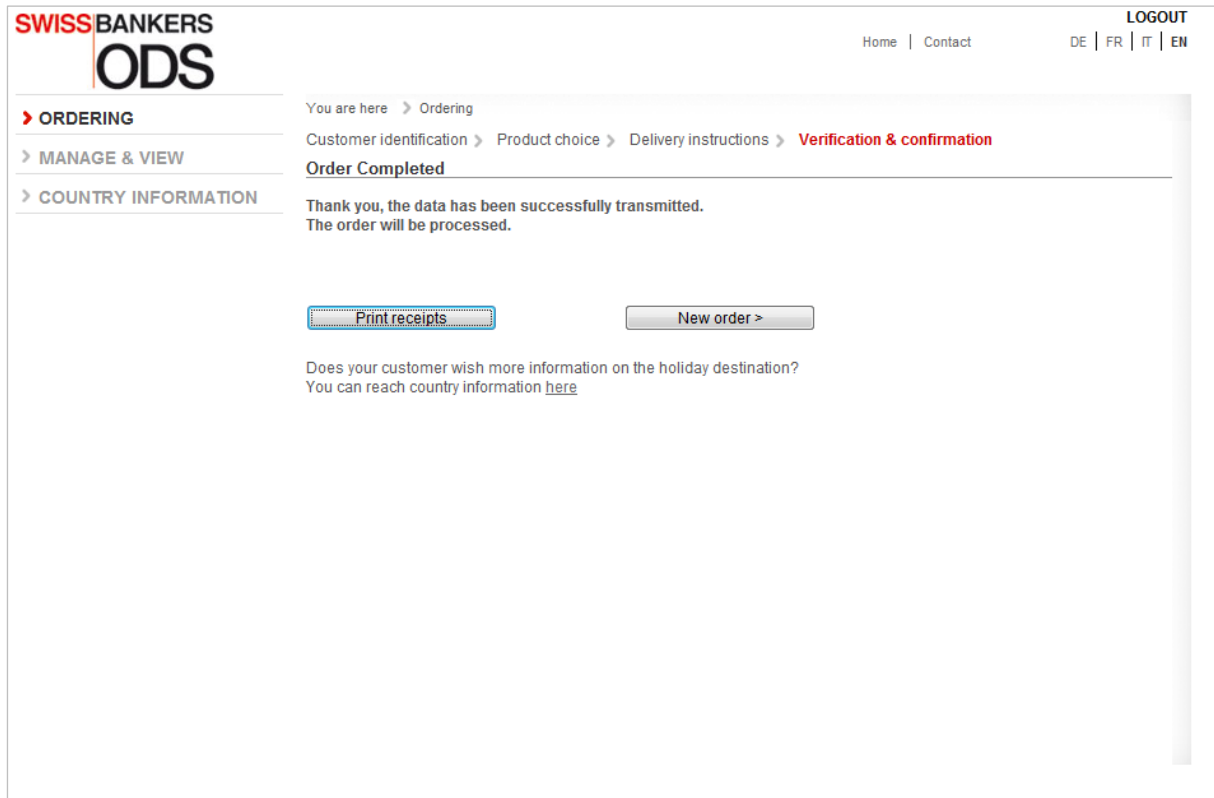


Image 15: Confirmation

Click the «Print Receipts» button. Now the sales receipt (Image 14) and a copy thereof are displayed in PDF format. Print them using the print function of the PDF reader. The original is intended for your customer, the copy for your files.

The order process is now finished. Via the «New Order» button, you can start entering the next order.

Testbank A, 3506 Grosshöchstetten  
Your contact: SBPSSU

**Beneficial owner**

Frau  
Maxime Muster  
Musterstrasse 11  
3000 Bern

**Delivery address**

Frau  
Maxime Muster  
Musterstrasse 11  
3000 Bern

Grosshöchstetten, 14.09.2014

**Receipt No. 51183189**

A123456, Selling account number 10813570

<b>New card</b>	Number	Amount	Exchange rate	Amount	Order total
Travel Cash EUR		EUR 100.00	1.2252	CHF 122.52	
Holder:		Charge 1.0 %		CHF 1.23	CHF 123.75
Maxime Muster					
<b>Paid in total</b>					<b>CHF 123.75</b>
Debit of 14.09.2014					

Image 16: Sales Receipt

## 4 Manage & View

### 4.1 Orders

#### 4.1.1 View Orders

Here previously transmitted orders can be retrieved and viewed.

SWISSBANKERS ODS

Home | Contact LOGOUT  
DE | FR | IT | EN

You are here > Manage & View > View orders

### ORDERS

Order from 25.08.2014 to 15.09.2014

Receipt number

Card number

Name

First name


Postal Code/City

Status  [Reset](#) [Search](#)

Number of hits: 28

Order number	Date / Time	Beneficial owner	Status	Currency	Amount	
51073063	15.09.2014 / 10:27	Meister Marc	Registered	CHF	656.31	<input type="button" value="x"/> <input type="button" value="Q"/>
51073062	15.09.2014 / 10:26	Beispiel Sabrina	Registered	CHF	618.57	<input type="button" value="x"/> <input type="button" value="Q"/>
51072787	27.08.2014 / 14:14	Müller Susanne	Order completed	CHF	620.00	<input type="button" value="Q"/>
51072786	27.08.2014 / 14:12	Meier Fritz	Order completed	CHF	468.79	<input type="button" value="Q"/>
51072785	27.08.2014 / 14:11	Exempel Sabrina	Order completed	CHF	618.57	<input type="button" value="Q"/>
51072784	27.08.2014 / 14:06	Muster Hans	Order completed	CHF	505.00	<input type="button" value="Q"/>

Image 17: View Orders

A particular order is best found via the sales receipt number. If the latter is unknown, use a combination of search criteria to limit the selection. After clicking the «Search» button, the search results are displayed. The order data are displayed by clicking the magnifier icon .

In the detail view, you can reprint the customer receipts or edit the order using the corresponding buttons.

**SWISSBANKERS ODS** Home | Contact DE | FR | IT | EN LOGOUT

You are here > Manage & View > View orders > View order

**ORDERING**

**MANAGE & VIEW**

- View orders
- Customers & Cards
- Exchange rates
- ODS manual
- Product information
- Change password

**COUNTRY INFORMATION**

**Order overview**

Beneficial owner	Beispiel, Sabrina Kramgasse 4 3506 Grosshöchstetten, Switzerland	Settlement currency	CHF
		Terms	St. Galler KB Kunde
		Language	Deutsch
		Order number	51073062

Delivery address: Beispiel, Sabrina  
Kramgasse 4  
3506 Grosshöchstetten, Switzerland

Type of delivery: Standard

**Ordered products**

Product	Currency	Amount in foreign currency	Exchange rate	Amount in CHF
Travel Cash EUR	EUR	500.00	1.2249	612.45
		Kommission		6.12
		Total		618.57

< Back      Print receipts      Edit order

Image 18: View Order

> **Notes**

The search strictly applies the entered search criteria. For example, a search for «Exam» will not yield the result «Example». For a fuzzy search, the asterisk symbol «\*» can be used as a wildcard. Thus, a search for «Exam\*» will yield the result «Example».


If you are searching for an order by date, you can best limit the search by entering two dates from/to. Alternatively, you can also search for only one of the two dates. Search using «from»: All orders in the period including «Date from» and the following 30 days are displayed. Search using «to»: All orders in the period including «Date from» and the preceding 30 days are displayed.

Depending on your access rights, only the orders you have personally entered, the orders of your agency, or the orders of your company will be displayed.

Depending on your access rights, the functions for viewing, editing, and deleting orders may not be available.

#### 4.1.2 Modify Orders

How to modify an order that has already been transmitted:

1. Search for the order as described in section «View Orders»
2. Click the magnifier icon  next to the order to display the detail view of the order.
3. Click the «Edit Order» button.
4. You will be warned that the status of the order will be reset and that the order will not be executed if the editing process is abandoned. Click «Yes» to edit the order.
5. Now the order will be displayed on the «Select Product» page. Edit the order and perform all the other steps of the order process. These steps are described in sections «Select Product», «Delivery Instructions», and «Verification & Confirmation».


#### > Notes

If the «Edit Order» button is inactive, the order is already being processed by Swiss Bankers and can no longer be edited, or you do not have the required access rights. In this case, please contact Swiss Bankers Distribution at phone number +41 31 710 12 12.


The sales receipt number indicated on the customer receipt is not affected by the editing process. Therefore, please make sure to mark the first receipt that is now invalid as such and only to use the receipt printed after the editing process.

#### 4.1.3 Delete Order

How to delete an order that has already been transmitted:

1. Search for the order as described in section «View Orders».
3. Click the delete icon  on the right of the order that is to be deleted.

#### > Note

If the delete icon  is not displayed, the order is already being processed by Swiss Bankers and can no longer be edited, or you do not have the required access rights. In this case, please contact Swiss Bankers Distribution at phone number +41 31 710 12 12.



**4.1.4 Order status: «Unprocessed», «Registered», «Released», «In process», «Order completed», «Canceled»**

For about 10 minutes after its transmission, you can still modify an order if you have the required access rights. Thereafter, it will be processed by Swiss Bankers. The sales receipt can still be printed at any time.

The screenshot displays the 'ORDERS' management page in the SWISSBANKERS ODS system. The interface includes a navigation menu on the left with options like 'ORDERING', 'MANAGE & VIEW', and 'COUNTRY INFORMATION'. The main content area features a search filter for orders from 25.08.2014 to 15.09.2014, with fields for Receipt number, Card number, Name, First name, and Postal Code/City. A table below shows 6 orders with the following data:

Order number	Date / Time	Beneficial owner	Status	Currency	Amount
51073063	15.09.2014 / 10:27	Meister Marc	Registered	CHF	656.31
51073062	15.09.2014 / 10:26	Beispiel Sabrina	Registered	CHF	618.57
51072787	27.08.2014 / 14:14	Müller Susanne	Order completed	CHF	620.00
51072786	27.08.2014 / 14:12	Meier Fritz	Order completed	CHF	468.79
51072785	27.08.2014 / 14:11	Exempel Sabrina	Order completed	CHF	618.57
51072784	27.08.2014 / 14:06	Muster Hans	Order completed	CHF	505.00

Image 19: Order Status

Possible status:

**Status «Unprocessed»**

- The order process is in progress at the distribution partner. In other words, a user is currently entering an order under «Ordering».

**Status «Registered»**

- The user has completely entered the order. However, it has to be manually approved by another person before the order can be transmitted to Swiss Bankers for processing. In this status, the order can still be cancelled or modified by the distribution partner.
- This manual approval function is optional and dependent on your configuration.

**Status «Released»**

- The order is ready to be processed by Swiss Bankers. Orders remain in this state for about 10 minutes – during this time, they can still be cancelled or modified by the distribution partner.

**Status «In process»**

- The order is being processed by Swiss Bankers and can no longer be cancelled or modified except by Swiss Bankers Distribution.

**Status «Order Completed»**

- The order has been delivered by Swiss Bankers and can no longer be cancelled or modified neither by the distribution partner, nor by Swiss Bankers Distribution.

**Status «Canceled»**

- The order has been canceled by the user or by Swiss Bankers.

## 4.2 View Customers & Cards

Data of customers who have already bought Swiss Bankers products are stored in the ODS and can be viewed and edited here.

Existing customers are best found via the card number. Alternatively, further search criteria such as name and first name are available.

**SWISSBANKERS ODS** LOGOUT  
Home | Contact DE | FR | IT | EN

**CUSTOMERS & CARDS**

You are here > Manage & View > Customers & Cards

Search for customer  
 Register customer

Card number: 5307721234567890  
 Name:   
 First name:   
 Postal Code/City:    
 Country:   
 UID:   
 Date of birth:  (DD.MM.YYYY)

Number of hits: 1

Name	First name	Address	City	Date of birth
Exempel	Sandra	Kramgasse 4	Grosshöchstetten	01.09.1975

Image 20: Customer Data

If the customer you are looking for does not appear in the search results, you can refine the search criteria or register a new customer.

The screenshot displays the SWISS BANKERS ODS web interface. At the top left is the logo, and at the top right are navigation links for Home, Contact, and Logout, along with language options (DE, FR, IT, EN). A breadcrumb trail indicates the current location: Manage & View > Customers & Cards > Customer information. The main heading is 'CUSTOMERS & CARDS'. Under 'Customer information', details for 'Exempel Sabrina' are shown, including address, date of birth (01.09.1975), language (Deutsch), country (Switzerland), nationality (Switzerland), and contact information. A 'Modify customer information' button is present. Below this is a 'Cards' section with a table listing one card.

Number	Cardholder	Beneficial owner	Balance	Status	Expiration Date
5307 7212 3456 7890	Exempel Sabrina	Exempel Sabrina	1'970.00	Aktiv	12/17

Image 21: Customer Data

Under «Customers & Cards», all cards are displayed of which the customer is either the cardholder or the beneficial owner. Furthermore, for each card, balance and status are displayed.

**> Note**

The displayed balance corresponds to the current online balance and includes booked transactions (card reloads and withdrawals) as well as reservations for transactions that are not yet definitively booked.

#### 4.2.1 Search for Card and View Reloads

How to view the details of a card:

1. As the search criterion, enter the card number. You can enter the card number with or without spaces.
2. Start the search by clicking the «Search» button.
3. The search result shows the cardholder. Click the arrow icon ▶ to display the customer data.
4. Click the magnifier icon 🔍 next to the card to display the customer data of the cardholder with regard to only this particular card. A future version of ODS will also display reloads of the card.
5. Clicking the magnifier icon 🔍 next to the card displays the reloads of this card. Another click on the magnifier icon 🔍 next to the reload displays the order number of the reload. Reloads without a magnifier icon have been carried out by a different system than ODS and can therefore not be displayed.

> **Note**

Reloads cannot be viewed from within the order process but only when the card details are accessed via «Manage & View».

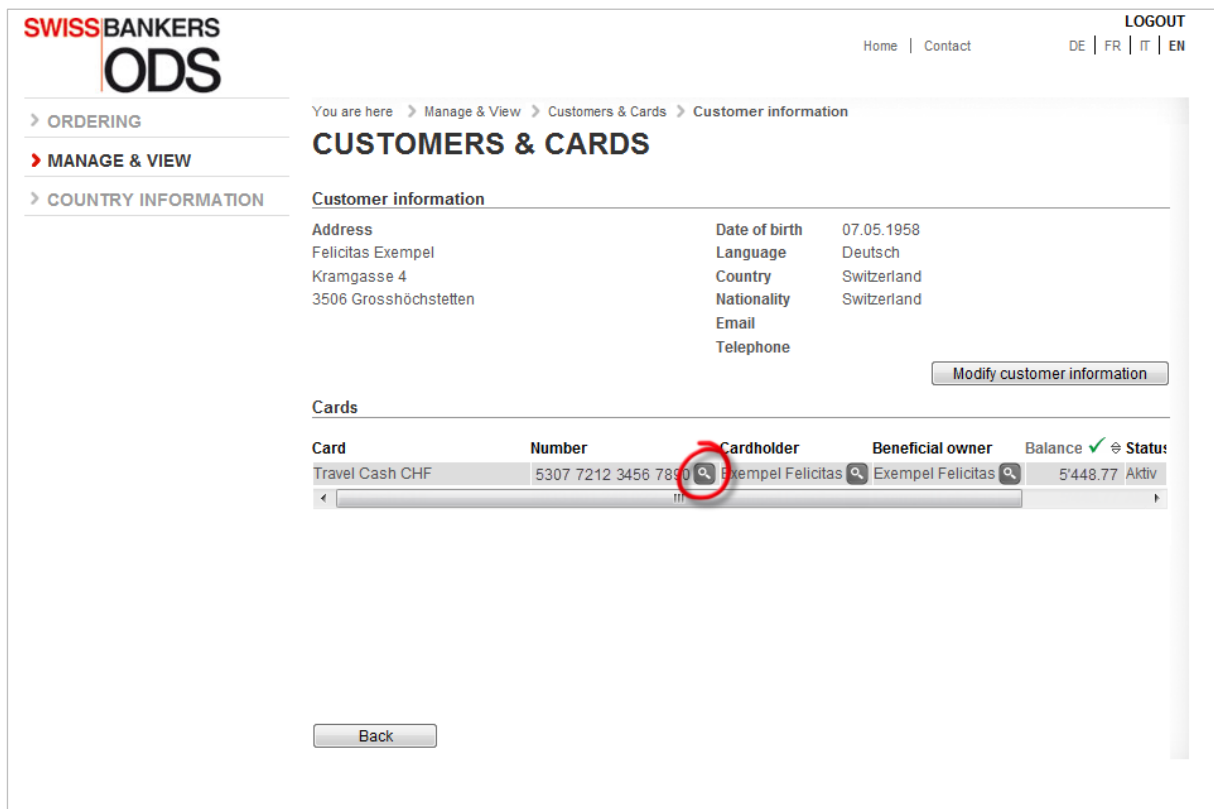


Image 22: Card Data

**SWISS BANKERS ODS** Home | Contact LOGOUT  
DE | FR | IT | EN

You are here > Manage & View > Customers & Cards > Cards > Card loadings

## CARD LOADINGS

**Card information**

Card number: 5307 7212 3456 7890  
Cardholder: Exempel Felicitas

**Card loadings**

Loading date	Order number	Currency	Loading amount
04.07.2014	51069498	CHF	2'000.00
08.01.2014	50841559	CHF	5'000.00
02.07.2013	50608372	CHF	5'000.00
28.12.2012	50428384	CHF	5'000.00
10.09.2012	50332724	CHF	1'500.00
02.08.2012	50302644	CHF	4'500.00
20.03.2012	50189862	CHF	1'000.00
06.01.2012	50141043	CHF	4'500.00

Image 23: Card Reloads

#### 4.2.2 Search for Customer

How to search for a customer:

1. Enter the search criteria such as name and first name.
2. Start the search by clicking the «Search» button.
3. Select the required customer from the search results using the arrow icon

#### 4.2.3 Modify Customer Data


How to edit the data of a customer:

1. Search for the customer as described in «Search for Customer».
2. Click the «Modify Customer Data» button.
3. Modify the desired data in the editing page. Click the «Save» button to finish the editing process and return to the «Customer Data» page.

#### > Note

First name, last name, and date of birth cannot be modified in ODS. Please contact Swiss Bankers Customer Service for a modification of these data: [info@swissbankers.ch](mailto:info@swissbankers.ch)

#### 4.2.4 Transactions

1. Search for the customer as described in «Search for Customer».
2. Clicking the magnifier icon  next to the card displays the reloads of this card.

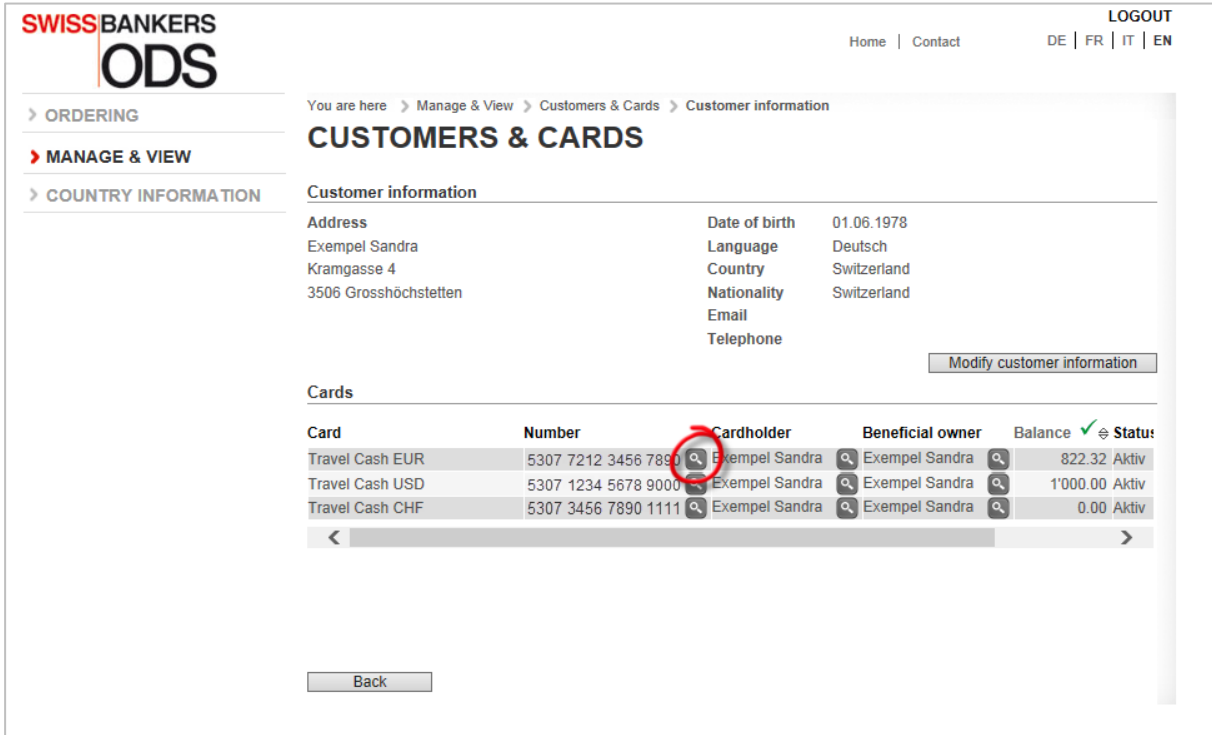


Image 24: Transactions

3. Click «Transactions».

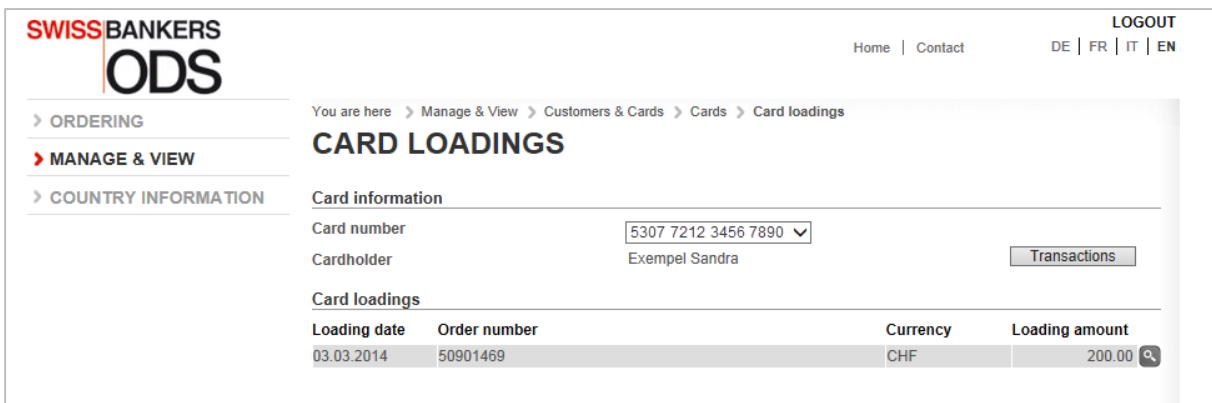



Image 25: Transactions



Home | Contact

DE | FR | IT | EN

LOGOUT

---

> ORDERING

> **MANAGE & VIEW**

> COUNTRY INFORMATION

You are here > Manage & View > Customers & Cards > Cards > Card loadings

## CARD LOADINGS


**Card information**

Card number:

Cardholder: Exempel Sandra

Card Number: \*\*\*\* \* 7890

Activity for:

[Print version](#) 

**Balance: CHF 1000.00**

Date	Transaction	Location	Amount in Local Currency	Amount in CHF (incl. fees)
01.04.2014	Purchase	DOHA	37.00 QAR	-10.20 CHF
31.03.2014	Purchase	PALAWAN	6'670.00 PHP	-135.52 CHF
19.03.2014	Withdrawal - CASH ADVANCE	VIGAN	2'200.00 PHP	-48.91 CHF
03.03.2014	Card Loading Swiss Bankers			200.00 CHF

Image 26: Transactions

> **Note**

This function is dependent on your configuration.



### 4.3 Exchange Rates

Exchange rates are updated in the order system twice a day.

**SWISS BANKERS ODS** Home | Contact DE | FR | IT | EN LOGOUT

You are here > Manage & View > Exchange rates

## EXCHANGE RATE INQUIRY

Number of hits:86 Last update: 26.08.2014 - 16:36

Currency	ISO	Factor	Banknotes sale	Currency sale
Euro	EUR	1	1.2400	1.2249
USA Dollar	USD	1	0.9550	0.9283
Egypt Pound	EGP	1	0.1550	0.1330
Equatorial CFA-Franc	XAF	100	0.2400	0.1929
Albania Lek	ALL	100	1.0500	0.9115
Argentina Peso	ARS	100	14.0000	11.2500
Australia Dollar	AUD	1	0.8900	0.8662
Bahamas Dollar	BSD	1	1.0500	0.9622
Bahrain Dinar	BHD	1	2.6000	2.4830
Barbados Dollar	BBD	1	0.5200	0.4791
Bermuda Dollar	BMD	1	1.0500	0.9622
Bolivia Boliviano	BOB	100	15.2500	13.9232
Bosnia-Herzegovina Marka Convertible	BAM	100	67.2500	64.9081
Botswana Pula	BWP	1	0.1300	0.1080
Brazil Real	BRL	100	46.0000	41.7427
Brunei Dollar	BND	100	79.2500	77.0236
Bulgaria Leva	BGN	1	0.6800	0.6492
Chile Peso	CLP	100	0.1800	0.1651
China Ren Mi Bi Yuan	CNY	100	16.2500	15.3298
Costa Rica Colon	CRC	100	0.1900	0.1772
Denmark Krone	DKK	100	17.1000	16.4316

Image 27: View Exchange Rates

## 4.4 Exchange Rate Administration

Depending on agreements with Swiss Bankers, exchange rates may be administered by the distribution partner. Exchange rates can be updated manually or by importing a file.

The screenshot displays the 'EXCHANGE RATE ADMINISTRATION' page. At the top, there is a navigation bar with 'Home | Contact' and 'LOGOUT DE | FR | IT | EN'. Below this, a breadcrumb trail reads 'You are here > Manage & View > Exchange rate administration'. The main heading is 'EXCHANGE RATE ADMINISTRATION'. A note states: 'The cash exchange rate is used for banknotes and the FX exchange rate is used for card products.' Below this, there is a 'Level' dropdown menu set to 'Testbank A (Company)' and an 'Ok' button. A message indicates 'Number of hits: 86'. The main part of the page is a table with the following data:

Currency	ISO	Factor	Banknotes sale	Currency sale
Euro	EUR	1	1.2430	1.2264
USA Dollar	USD	1	0.9750	0.9495
Egypt Pound	EGP	1	0.1600	0.1360
Equatorial CFA-Franc	XAF	100	0.2400	0.1930
Albania Lek	ALL	100	1.0500	0.9104
Argentina Peso	ARS	100	14.2500	11.5400
Australia Dollar	AUD	1	0.8800	0.8574
Bahamas Dollar	BSD	1	1.0500	0.9842
Bahrain Dinar	BHD	1	2.6500	2.5390
Barbados Dollar	BBD	1	0.5200	0.4901
Bermuda Dollar	BMD	1	1.0500	0.9842
Bolivia Boliviano	BOB	100	15.5000	14.2414
Bosnia-Herzegovina Marka Convertible	BAM	100	67.0000	65.0787
Botswana Pula	BWP	1	0.1300	0.1080

Image 28: Exchange Rate Administration

### > Note

The modified exchange rates are applied to new transactions immediately after saving them.

#### 4.4.1 Modify Exchange Rates Manually

How to enter new exchange rates manually:

1. Select the option «Modify Exchange Rates» in the pull-down menu.
2. In the field «Level», select the organizational unit (entire company or single agency) for which you wish to modify the exchange rates.
3. For each currency, enter the new exchange rates. Currencies without modifications can be skipped.
4. Finish the modification by clicking the «Save» button. Successful storage is indicated by a message at the top of the page.

### > Note

ODS does not perform a verification of the entered exchange rates.

#### 4.4.2 Import Exchange Rates

How to import a file containing new exchange rates:

1. Select the option «Import Exchange Rates» in the pull-down menu.
2. The field «Level» displays the company for which you wish to modify the exchange rates.
3. Select the file to import. The file must comply with the requirements of Swiss Bankers. The detailed description of the latter is available on request at [systems@swissbankers.ch](mailto:systems@swissbankers.ch).
4. Click the «Import File» button to start the import. A message indicates whether the import has been successful or not. If errors have occurred, the errors referring to single data records can be displayed by clicking the link «Show details».

#### 4.5 Reports

Swiss Bankers prepares different reports for its distributors. These are produced on a monthly basis and are then available in ODS. The reports are available in PDF format (suitable for hardcopies) or HTML format (suitable for further processing, e.g. in Excel).

The screenshot shows the 'REPORTS' section of the ODS system. The breadcrumb trail is 'You are here > Manage & View > Reports'. The page title is 'REPORTS'. Below the title, it indicates 'Number of hits: 8'. A table lists the following reports:

Title	Period of time	Type
Ladevolumen Swiss Bankers Travel Cash - Bericht	01.01.2011 - 31.01.2011	PDF HTML
Ladevolumen Swiss Bankers Travel Cash - Bericht	01.03.2011 - 31.03.2011	PDF HTML
Umsatzstatistik Gesamtsortiment Travel Cash - Bericht	01.03.2011 - 31.03.2011	PDF HTML
Umsatzstatistik Gesamtsortiment Travel Cash - Bericht	01.01.2011 - 31.01.2011	PDF HTML
Ladevolumen Swiss Bankers Travel Cash - Bericht	01.01.2011 - 28.02.2011	PDF HTML
Umsatzstatistik Gesamtsortiment Easy Cash - Bericht	01.01.2011 - 28.02.2011	PDF HTML
Umsatzstatistik Gesamtsortiment Travel Cash - Bericht	01.01.2011 - 28.02.2011	PDF HTML
Umsatzstatistik Gesamtsortiment Easy Cash - Bericht	01.01.2011 - 31.01.2011	PDF HTML

The footer of the page contains the text: '2010 Swiss Bankers Prepaid Services Ltd produced by Crealogix ODS TST Ver.1.2.8.0'.

Image 29: View Reports

#### 4.5.1 View Reports as PDF Files

How to view the reports as PDF files:

1. Find the desired report in ODS and click the word «PDF» on the right of the time period.
2. The file is displayed in a separate window. The report can now be printed or saved.

#### 4.5.2 View Reports as HTML Files

How to view the reports as HTML files and process them in Excel:

1. Find the desired report in ODS and click the word «HTML » on the right of the time period. Save the file.
2. Start Excel. Select «Open» in the «File» menu and find the previously saved HTML file. The HTML file is now displayed in table form.

#### 4.6 View Invoices

Here you can view the invoices between Swiss Bankers and your company. Depending on the agreements with Swiss Bankers, an invoice can comprise a varying number of orders. Generally, an invoice comprises all orders of one day.

The screenshot shows the 'INVOICES' section of the SWISS BANKERS ODS system. It includes a search form with the following fields: Date (from 01.09.2014 to 15.09.2014), Number, Currency (set to 'All'), and Amount. A 'Search' button is present. Below the search form, it indicates 'Number of hits: 3' and displays a table of results:

Date	Title	Picked up	User ID	Type
03.09.2014	321455 (EUR 3'366.73)	<input type="checkbox"/>		PDF XML
03.09.2014	321454 (CHF 3'300.00)	<input type="checkbox"/>		PDF XML
02.09.2014	321443 (CHF 500.00)	<input type="checkbox"/>		PDF XML

Image 30: View Invoices

The invoice can be viewed in PDF format or with all detailed data as an XML file.

#### 4.6.1 View Invoice as PDF File

The invoice document shows the total per agency for the indicated time period. Possible credits are listed separately.

Grosshöchstetten, 02.09.2014		
<b>Reseller settlement EUR   No. 321455</b>		
Agency	Amount	
SBB	EUR	3'366.73
<b>Balance in our favor</b>		<b>EUR 3'366.73</b>

Image 31: Invoice Document (detail)

How to view the invoice document as a PDF file:

1. Search for the required invoice in ODS and click the word «PDF» on the right of the invoice title.
2. The file will be displayed in a separate window. The invoice can now be printed or saved.

#### 4.6.2 Download Invoice as XML File

The XML file contains all details of the invoice. The XML file format offers the advantage that the file can be processed electronically.

```
<?xml version="1.0" encoding="utf-8"?>
<sbps xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xsi:noNamespaceSchemaLocation="\ITSTAO501Public\wmdum\xml\Invoice.xsd">
  <invoice invoiceId="30109645_dre">
    <agency agencyName="BEKB Thun" agencyId="340">
      <order orderId="30451369_dau" orderIdODS="30000924_054" creationDateTime="2010-08-19T11:13:45" user="Kundenberater Test" beneficialOwnerName="Strasser Joshua Z'nich" settlCurrencyCode="CHF" settlAmount="676.65">
        <section>
          <line productId="TM-EUR-8029" productName="Travel Cash EUR" serialNumber="8029001143841" productCurrencyCode="EUR" brutAmountProductCurrency="0" exchangeRate="1.3399" brutAmountSettlCurrency="0" totalAmountSettlCurrency="0"/>
          <line productId="TM-EUR-8029-Load" productName="Travel Cash EUR" serialNumber="8029001143841" productCurrencyCode="EUR" brutAmountProductCurrency="500" exchangeRate="1.3399" brutAmountSettlCurrency="669.95" totalAmountSettlCurrency="676.65"/>
          <commission commissionTxt="Kommission" commissionType="1311-VP-KU-8029-BB" commissionAmount="6.71"/>
        </section>
      </order>
    </agency>
  </invoice>
</sbps>
```

Image 32: Invoice Details in XML File

line	productId	productName	serialNumber	productCurrenc...	brutAmountPro...	exchangeRate	brutAmountSett...	totalAmountSett...	commission
1	TM-EUR-8029	Travel Cash EUR	8029001143841	EUR	0	1.3399	0	0	
2	TM-EUR-8029-Load	Travel Cash EUR	8029001143841	EUR	500	1.3399	669.95	676.65	
									commission
									commissionTxt: K
									commissionType: 1
									commissionAm...: 6

Image 33: Hierarchically Structured Invoice Details as displayed by XML Viewer

If no XML reader is available, the file can also be opened in Excel. In this case, the data are not hierarchically structured but displayed line by line.

How to open the invoice details in Excel:

1. Search for the required invoice in ODS and click the word «XML» on the right of the invoice title. Save the file.
2. Start Excel. In the menu, select «open file» and look for the previously saved XML file. When asked for the file format, select «as XML table». The XML file will now be displayed in table form.

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
1	InvoiceId	AgencyName	AgencyId	OrderId	OrderID005	CreationDateTime	User	BeneficialOwnerName	SettlCurrencyCode	SettlAmount	ProductId	ProductName	SerialNumber	Prod	BrctAmountProductCurrency	ExchangeRate	BrctAmountSettlCurrency
2	30109645_0re	BEKB Thun	540	30451369_0au	30000924_054	19.08.2010 11:13	Kundenberater Test	Exempel Maria	CHF	676.65	TM-EUR-8029	Travel Cash EUR	9029001143841	EUR	0	1.3399	0
3	30109645_0re	BEKB Thun	540	30451369_0au	30000924_054	19.08.2010 11:13	Kundenberater Test	Exempel Maria	CHF	676.65	TM-EUR-8029-Lead	Travel Cash EUR	9029001143841	EUR	500	1.3399	669.95

Image 34: Invoice Details displayed line by line in Excel

## 4.7 View Agency Invoices

The agency invoice lets you view current or earlier daily sales of your agency. An agency invoice can only be created or viewed for the agency the user is logged in to.

The agency invoice can be viewed as a document in PDF format or as an XML file including all detailed data.

**SWISS BANKERS ODS** Home | Contact DE | FR | IT | EN LOGOUT

You are here > Manage & View > Agency invoices

### AGENCY INVOICES

Settlement date from 01.07.2014 to 05.07.2014 Search

Selection  Only open Generate new agency invoice

Number of hits: 5

Settlement date	Generation date	Generation time	Title	Type
05.07.2014	06.07.2014	00:30 h	Cumulative settlement agency [no 30070471_fil	PDF XML
04.07.2014	05.07.2014	00:30 h	Cumulative settlement agency [no 30070383_fil	PDF XML
03.07.2014	04.07.2014	00:30 h	Cumulative settlement agency [no 30070292_fil	PDF XML
02.07.2014	03.07.2014	00:30 h	Cumulative settlement agency [no 30070208_fil	PDF XML
01.07.2014	02.07.2014	00:30 h	Cumulative settlement agency [no 30070132_fil	PDF XML

Image 35: View Agency Invoices

There are three different forms of agency invoices:

Form	Scope	Creator
Full Invoice	Is created retroactively and comprises all orders of one day	System
Partial Invoice, All Orders	Comprises all orders of the day up to the processing time	User
Partial Invoice, Open Orders	Comprises all orders entered since the last partial invoice of the same day	User

You will find more information on agency invoices in the appendix of the ODS Manual.

### > Note

Agency invoices are not set by default but can be requested if necessary.

#### 4.7.1 View Agency Invoices as PDF Files

How to view agency invoices as PDF files:

1. In the field «Date», specify the day of the agency invoices you wish to view.
2. Click the «Search» button. The available agency invoices for the selected day are displayed.

3. Select the required agency invoice and click the word «PDF» on the right of the invoice title.
4. The PDF file will be displayed in a separate window. The invoice can now be printed or saved.

**> Note**

The check mark in the «Selection» field is not relevant for the query.

The date that appears in the search results is the processing date, i.e. for the full invoice the invoice date + 1 day. As the search criterion, however, the date of the invoice and not the processing date is used.

#### **4.7.2 View Agency Invoice as XML File**

The XML file contains all details of the agency invoice. The XML file format offers the advantage that the file can be processed electronically.

**> Note**

You will find the detailed description in the section «View Invoices».

#### **4.7.3 Create Agency Invoices**

How to create a new agency invoice:

1. Agency invoices can only be created for the current day. Therefore, enter the current date in the «Date» field.
2. Check the field «Selection: include open orders only» if the new invoice is to include only the orders entered since the last agency invoice.
3. Click the «Create New Agency Invoice» button. All agency invoices of the current day are displayed. The list is sorted according to the creation time, the just created agency invoice is now at the top of the list.

**> Note**

When an agency invoice is created, all orders having the status «Submitted» will be transmitted to Swiss Bankers for processing and can no longer be edited.



## 4.8 Custom Texts

Here you have the possibility of entering your own texts that will be displayed on the welcome and contact pages. Images 37 and 38 show how these texts are displayed on the welcome and contact pages.

The screenshot displays the 'CUSTOMISED TEXTS' management interface. At the top left is the 'SWISS BANKERS ODS' logo. The top right contains 'LOGOUT' and language options 'DE | FR | IT | EN'. A breadcrumb trail reads 'You are here > Manage & View > Customised texts'. The main heading is 'CUSTOMISED TEXTS'. Two dropdown menus are present: 'Selection' with 'News Company' and another 'Selection' with 'Testbank A (Company)'. The interface is organized into four language sections: German, French, Italian, and English. Each section includes a 'Title' input field and a 'Text' input area. A 'Reset' link is located at the bottom right of the text input areas. At the bottom center, there are 'Cancel' and 'Save' buttons.

Image 36: Edit Custom Texts

How to enter custom texts:

1. In the «Selection» menu, select the texts you wish to enter.
2. If you have chosen «News Agency», now select the agency for which you wish to enter the texts in the «Selection» menu. In the case of texts for the company, only the company is available in the «Selection» menu.
3. For each of the required texts, enter the title and text body in German, French, Italian, and English.

**> Note**

The texts cannot be formatted. Insert blank lines using carriage returns.

On the welcome page, two texts can be displayed: A custom text for the entire company as well as a custom text for the particular agency.

For company structures with a parent company group, an additional custom text for the company group can be displayed.

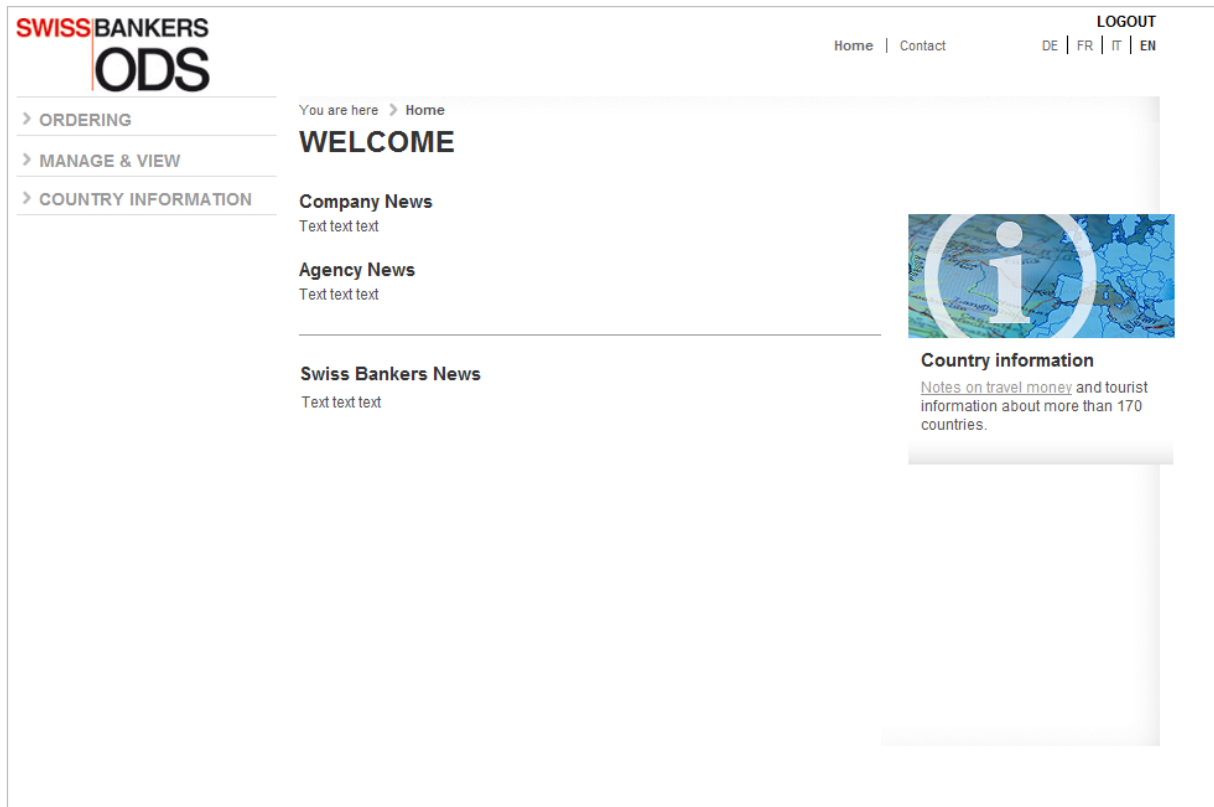


Image 37: Custom Texts on Welcome Page

Please enter the contact data of the person in your company who can be contacted with questions regarding ODS.

To this end, in the «Selection» menu, select the text «Support».

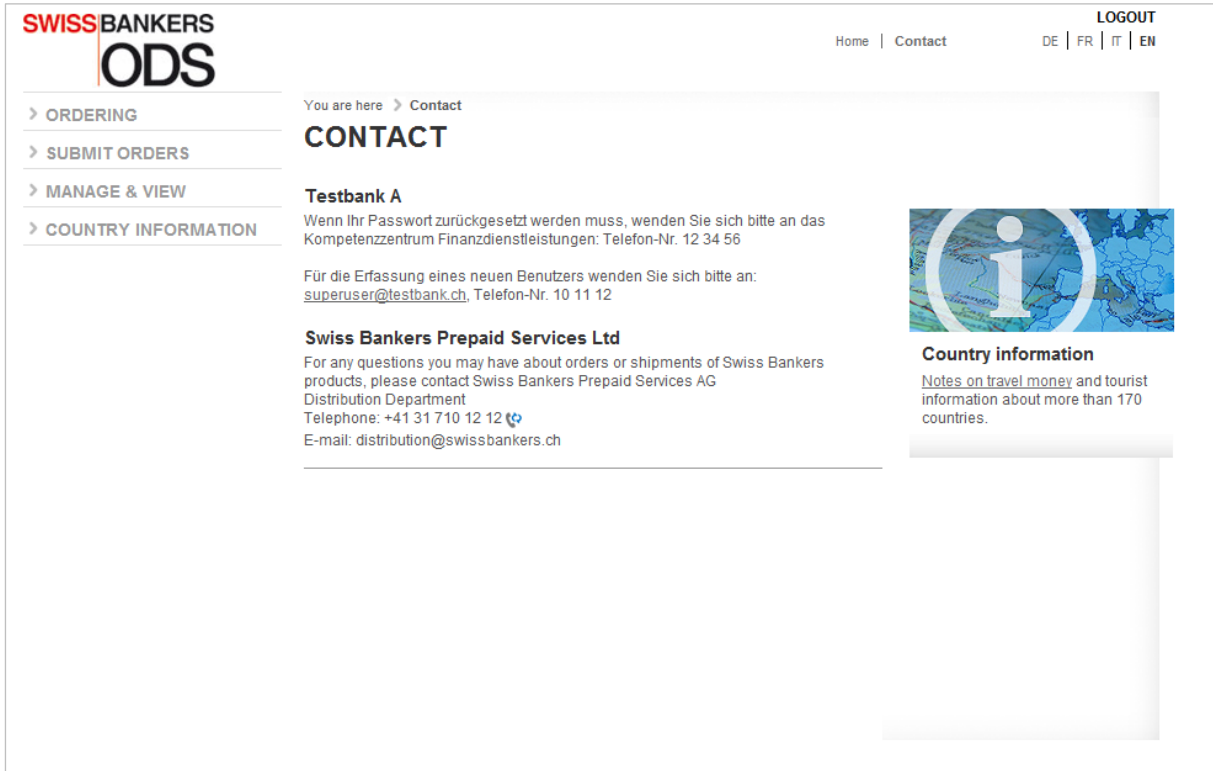


Image 38: Custom Texts on Contact Page


## 4.9 Card Stock

If your agency keeps its own card stock, you can view the current inventory.

The screenshot shows the 'CARD STOCK' overview page in the SWISS BANKERS ODS system. The page includes a navigation menu on the left with 'MANAGE & VIEW' selected, and a table of 'Cards on stock' with columns for Product, Number, and Status. The table lists three products: Travel Cash CHF (92), Travel Cash EUR (99), and Travel Cash USD (81), all with a status of 'On stock'.

Product	Number	Status
Travel Cash CHF	92	On stock
Travel Cash EUR	99	On stock
Travel Cash USD	81	On stock

Image 39: Card Stock - Overview

In the overview, you can see the pending deliveries and the number of cards in stock per card product. Clicking the magnifier icon  displays the individual card numbers.

### > Note

You always see the card stock of the agency for which you are logged in. In order to administer the card stock of another agency, you have to log out and log in to the other agency.

#### 4.9.1 View Card Stock

The detail view of the card stock shows the individual card numbers for each product.

SWISS BANKERS ODS

Home | Contact DE | FR | IT | EN

LOGOUT

You are here > Manage & View > Card Stock > Card Stock

### CARD STOCK


Number of hits:18

Product	Number
Travel Cash EUR	5307 7229 0029 1234
Travel Cash EUR	5307 7229 0029 4567
Travel Cash EUR	5307 7229 0029 8910
Travel Cash EUR	5307 7229 0029 1112
Travel Cash EUR	5307 7229 0029 1314
Travel Cash EUR	5307 7229 0029 1516
Travel Cash EUR	5307 7229 0029 1718
Travel Cash EUR	5307 7229 0029 1920
Travel Cash EUR	5307 7229 0029 2122
Travel Cash EUR	5307 7229 0029 2324
Travel Cash EUR	5307 7229 0029 2526
Travel Cash EUR	5307 7229 0029 2728
Travel Cash EUR	5307 7229 0029 2930
Travel Cash EUR	5307 7229 0029 3132
Travel Cash EUR	5307 7229 0029 3334
Travel Cash EUR	5307 7229 0029 3536
Travel Cash EUR	5307 7229 0029 3738
Travel Cash EUR	5307 7229 0029 3940

< Back

Image 40: View Card Stock

How to view the card stock:

1. In the navigation menu, select the item «Card Stock». The card stock overview will be displayed.
2. Click the magnifier icon  of the desired card product. The card stock details will be displayed. The «Back» button lets you return to the card stock overview.

#### > Notes

Use the search function of your browser to find a particular card number in the card stock details.

As soon as a card number is used in an order, this card number is no longer displayed in the card stock.

## 4.10 ODS Manual

The present manual is stored in the navigation menu under «Manage & View» as a PDF file.

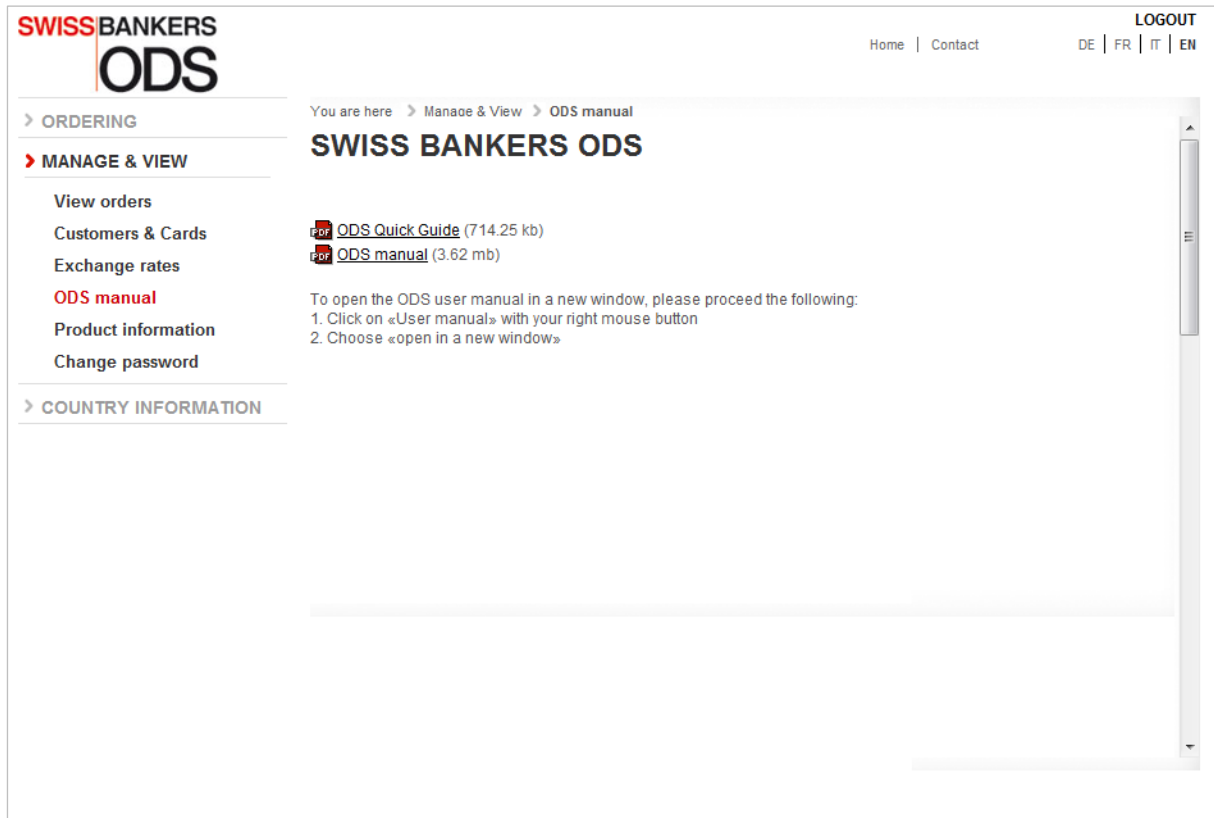
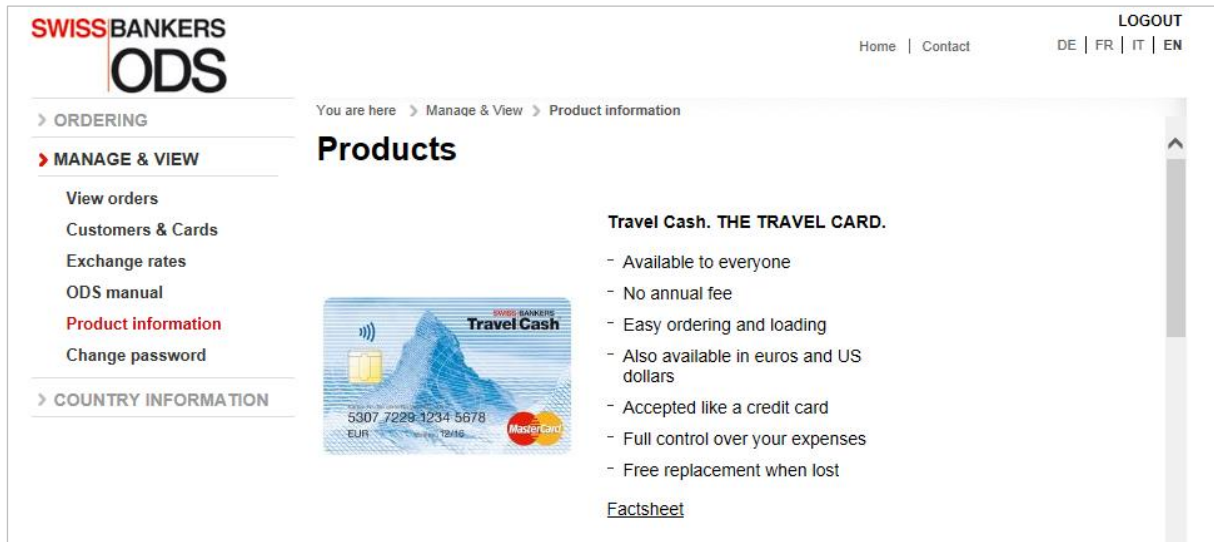


Image 41: ODS Manual

## 4.11 Product Information

Here you find the advantages of the Swiss Bankers products at one glance.



The screenshot displays the Swiss Bankers ODS website interface. At the top left is the logo 'SWISS BANKERS ODS'. To the right are navigation links for 'Home | Contact' and 'LOGOUT DE | FR | IT | EN'. A breadcrumb trail reads 'You are here > Manage & View > Product information'. The main heading is 'Products'. On the left, a sidebar menu includes 'ORDERING', 'MANAGE & VIEW' (with sub-items: View orders, Customers & Cards, Exchange rates, ODS manual, Product information, Change password), and 'COUNTRY INFORMATION'. The central content area features a 'Travel Cash. THE TRAVEL CARD.' section. It includes an image of a blue Travel Cash MasterCard with the number 5307 7229 1234 5678 and the text 'SWISS BANKERS Travel Cash'. To the right of the card image is a list of features: 'Available to everyone', 'No annual fee', 'Easy ordering and loading', 'Also available in euros and US dollars', 'Accepted like a credit card', 'Full control over your expenses', and 'Free replacement when lost'. A 'Factsheet' link is located below the list.

Image 42: Product Information

### > Notes

Here you will find fact sheets regarding the Travel Cash, Internet Cash and Value Card prepaid cards that you can use in sales talks.

Additional sales documentation for Swiss Bankers products can be downloaded in the Extranet at [www.swissbankers.ch](http://www.swissbankers.ch) > Login Distribution Partners (user name + password: sbps).

## 4.12 Change Password

You have to change your password for Swiss Bankers ODS at regular intervals. The System will prompt you automatically.

However, you can also change your password at any time without being prompted.

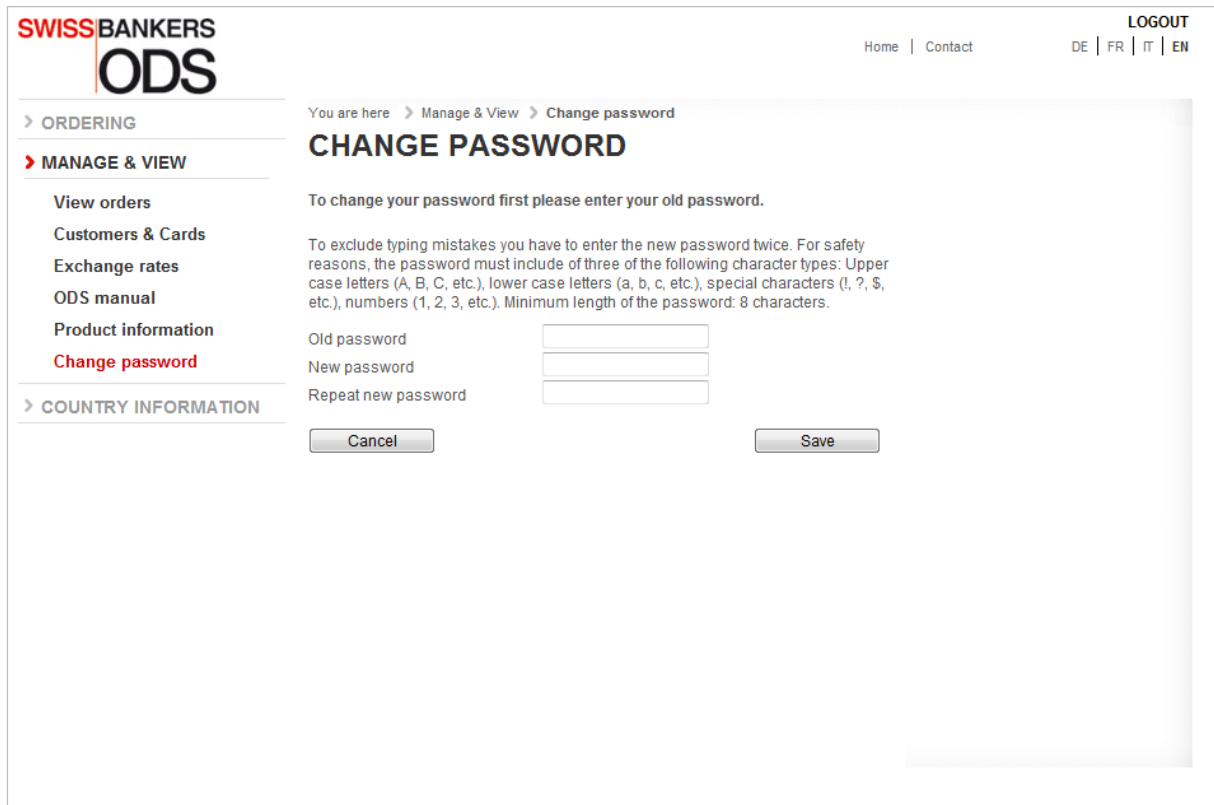


Image 43: Change Password

How to change your password:

1. In the navigation menu, select the item «Manage & View», then «Change Password».
2. Enter your old password in the first field and your new password in the second field. Confirm your new password by entering it again in the third field.
3. Save the new password by clicking the «Save» button. The system acknowledges the successful change by the message «Change Saved».

> **Note**

For safety reasons, the password must include of three of the following character types:

- Upper case letters (A, B, C, etc.)
- Lower case letters (a, b, c, etc.)
- Special characters (!, ?, \$, etc.)
- Numbers (1, 2, 3, etc.)

Minimum length of the password: 8 characters.



### 4.13 User Administration

Every company or agency can administer its ODS users. Each user is registered once. Subsequently, a user can be assigned to several agencies and may obtain different access rights (roles). The user data can be modified at any time.

**SWISS BANKERS ODS** LOGOUT  
Home | Contact DE | FR | IT | EN

> ORDERING  
> SUBMIT ORDERS  
**> MANAGE & VIEW**  
View orders  
Customers & Cards  
Exchange rates  
Exchange rate administration  
Invoices  
**Card Stock**  
Customised texts  
ODS manual  
Product information  
Change password  
**User administration**

You are here > Manage & View > User administration

## USER ADMINISTRATION

Search user  
 Add user  
 Import user  
 Users export

Language \*   
 Title \*   
 Name \*   
 First name \*   
 Email   
 Telephone   
 User ID \*   
 Password \*  Repeat \*   
 Status   
 Access validity   
 \* Mandatory field

> COUNTRY INFORMATION

Agency  Authority

Image 44: User Administration

### 4.13.1 User Roles and Access Rights

Different user roles correspond to different access rights:


User Role	Description	Rights
User	Customer Consultant	<ul style="list-style-type: none"> <li>- Enter orders</li> <li>- Modify orders</li> <li>- Delete orders</li> <li>- Select conditions during order process</li> <li>- Manage customers &amp; cards</li> <li>- View exchange rates</li> <li>- View Agency invoice</li> <li>- View ODS Manual</li> <li>- View Product Information</li> <li>- Change Password</li> <li>- View Country Information</li> <li>- View Transactions (optional function)</li> </ul>
User Currency Override	Customer Consultant with extra rights	Same functions as «User». Additional rights: <ul style="list-style-type: none"> <li>- Modify exchange rates during order entry</li> </ul>
Superuser Agency	User with extra rights at sales agency level	Same functions as «User». Additional rights: <ul style="list-style-type: none"> <li>- Select terms during order entry</li> <li>- Administer users at sales agency level</li> <li>- View reports</li> <li>- Manage card stock (optional function)</li> <li>- Approve orders</li> </ul>
Superuser Agency Currency Override	User with extra rights at sales agency level	Same functions as «Superuser Agency». Additional rights: <ul style="list-style-type: none"> <li>- Modify exchange rates during order entry</li> <li>- Approve orders</li> </ul>
Superuser Agency Read Order Agency	User with extra rights Restriction on viewing orders	Same functions as «Superuser Agency Currency Override». Restrictions: May only view orders of the agency he or she is authorized for
User Company Currency Administrator	Special user who may enter exchange rates This user has no rights to enter orders.	<ul style="list-style-type: none"> <li>- Administer exchange rates at company level</li> </ul>
User Company Invoice Administrator	Special user who may view invoices. This user has no rights to enter orders.	<ul style="list-style-type: none"> <li>- View Order</li> <li>- View Exchange Rates</li> <li>- View Invoices</li> <li>- View/Generate Agency invoice</li> </ul>
IT Administrator Company	Special user who may register and modify other users This user has no rights to enter orders.	<ul style="list-style-type: none"> <li>- Register and modify users at company level</li> <li>- Enter custom texts</li> </ul>
Superuser Company	User with extra rights at the company level.	This user has all rights at the company level Approve orders
Superuser Company Report	User with extra rights at the company level.	This user has all rights at the company level <ul style="list-style-type: none"> <li>- Approve orders</li> <li>- View reports</li> </ul>
Admin. Company Group	User with administrator rights within company groups	<ul style="list-style-type: none"> <li>- Administer users at group level</li> <li>- Administer custom texts at group level</li> <li>- Administer exchange rates at group level</li> </ul>

Overview by Access Rights:

User Role \ Rights	User	User Currency Overrule	Superuser Agency	Superuser Agency Currency Overrule	Superuser Agency Read Order Agency	User Company Currency Admin.	User Company Invoice Admin.	IT Admin. Company	Superuser Company	Superuser Company Report	Admin Company Group
Enter Order	X	X	X	X	X				X	X	
Approve Order			X	X	X				X	X	
Modify Order	X	X	X	X	X				X	X	
Delete Order	X	X	X	X	X				X	X	
View Order	X	X	X	X	X		X		X	X	
Select Conditions during Order Process	X	X	X	X	X				X	X	
Modify Exchange Rates during Order Process		X		X	X				X	X	
Manage Customers & Cards	X	X	X	X	X				X	X	
View Exchange Rates	X	X	X	X	X	X	X		X	X	X
Enter exchange rates						X			X	X	X
View Reports										X	
View Invoices							X		X	X	
View/Generate Agency invoice	X	X	X	X	X		X		X	X	
Enter Custom Texts								X	X	X	X
Manage Card Stock (optional function)			X	X	X				X	X	
View ODS Manual	X	X	X	X	X	X	X	X	X	X	X
View Product Information	X	X	X	X	X				X	X	
Change Password	X	X	X	X	X	X	X	X	X	X	X
Manage Users			X	X	X			X	X	X	X
View Country Information	X	X	X	X	X				X	X	

### 4.13.2 Register User

How to register a new user:

1. In the menu, select the item «User Administration», then «Register User» in the pull-down menu.
2. Enter the data of the new user. Fields marked with an asterisk are mandatory.
3. In the lower section, enter the agency and the access rights (user role) assigned to the user for this agency. Add further agencies and access rights as required using the plus icon .
4. Click the «Save» button. A message indicates whether storage has been successful or an error has occurred.

#### > Notes

The «User ID» has to be unique within your company.

If a user works for multiple agencies, please enter these agencies one by one as described above in section 3. Different access rights can be assigned to each agency.

If your company is entered instead of an agency, the user obtains access to all subordinated agencies.


For safety reasons, the password must include three of the following character types:

- Upper case letters (A, B, C, etc.)
- Lower case letters (a, b, c, etc.)
- Special characters (!, ?, \$, etc.)
- Numbers (1, 2, 3, etc.)

Minimum length of the password: 8 characters.

### 4.13.3 Deactivate User

How to deactivate an existing user:

1. In the menu, select the item «User Administration», then «Search for User» in the pull-down menu.
2. Search for the user and select him/her in the search results using the edit icon .
3. In the «Status» field, set the value to «Inactive» to suspend a user immediately. If a user is to be suspended from a particular date, leave the status «Active» and enter the date into the field «Access Validity» instead.
4. Click the «Save» button. A message indicates whether storage has been successful or an error has occurred.

#### 4.13.4 Import User

Alternatively, you can update user data by importing an interface file. Proceed as follows:

1. In the pull-down menu, select the option «Import User».
2. Select the file to import. The file must comply with the requirements of Swiss Bankers. The detailed description of the latter is available on request at [systems@swissbankers.ch](mailto:systems@swissbankers.ch).
3. Click the «Import File» button to start the import. A message indicates whether the import has been successful or not. If errors have occurred, the errors referring to single data records can be displayed by clicking the link «Show Details».

**> Notes**

For user records with an empty «userPartyId», new users are created. For user records with values in the field «userPartyId», the existing users are modified.

For new users a password has to be set. For existing users, when a blank password or the same password is entered, the existing password is maintained and the time to the next forced password change is not reset.

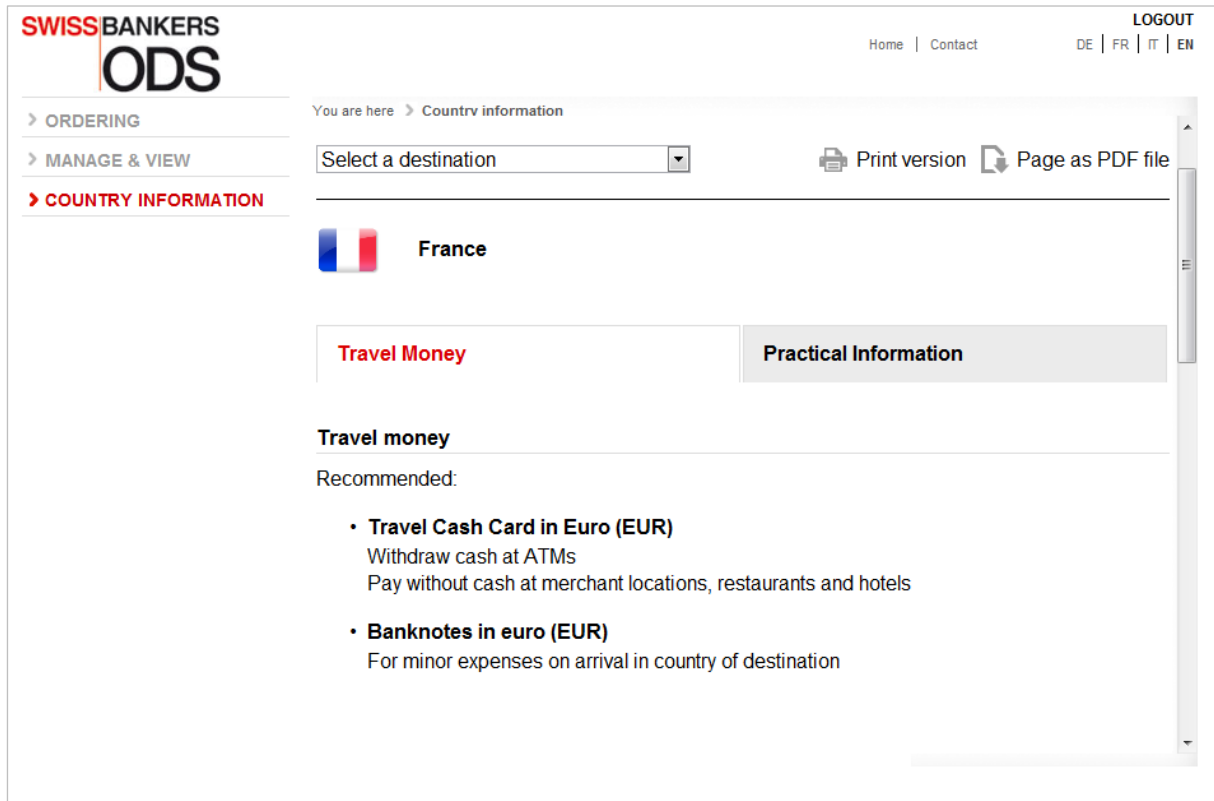
#### 4.13.5 Export User

You can export user data to an interface file. Proceed as follows:

1. In the pull-down menu, select the option «Export User».
2. Click the «Export File» button. The file is now processed and a link for its download is displayed.
3. Click the «Download» link to download the file. Select the storage location in the «Save As» dialog.

## 5 Country Information

In the country information you can find tourist information and detailed travel money advice for over 170 countries.



The screenshot displays the SWISSBANKERS ODS website interface. At the top left is the logo 'SWISSBANKERS ODS'. To the right are navigation links for 'Home | Contact' and language options 'DE | FR | IT | EN', along with a 'LOGOUT' button. A breadcrumb trail reads 'You are here > Countrv information'. Below this is a dropdown menu labeled 'Select a destination'. To the right of the dropdown are 'Print version' and 'Page as PDF file' buttons. A sidebar on the left contains a menu with 'ORDERING', 'MANAGE & VIEW', and 'COUNTRY INFORMATION' (highlighted in red). The main content area shows the selected country 'France' with its flag. Below the country name are two tabs: 'Travel Money' (active) and 'Practical Information'. Under the 'Travel Money' tab, the heading 'Travel money' is followed by 'Recommended:' and a list of two options: 'Travel Cash Card in Euro (EUR)' (with sub-points 'Withdraw cash at ATMs' and 'Pay without cash at merchant locations, restaurants and hotels') and 'Banknotes in euro (EUR)' (with sub-point 'For minor expenses on arrival in country of destination').

Image 45: Country Information

### > Note

It is recommended to briefly view the country information in every travel money consultation to ensure that your customers always carry the suitable travel funds.

## 6 Value Card

### 6.1 Ordering

Entering an Value Card order consists of three steps:

**Customer identification** > Product choice > Verification & confirmation

In each step it is possible to go back to the preceding step in order to make corrections. The current step is marked in red.

If the order entry is abandoned before transmitting the order data, the data are deleted.

> **Note**

The order can still be modified or deleted within 10 minutes after its transmission under «Manage & View» «Orders». Thereafter, it will be processed by Swiss Bankers. From this moment, the sales receipt can still be printed but modifications of the order are no longer possible.

#### 6.1.1 Customer Identification

Data of customers who have already obtained an Value Card card are stored in the Customer Identification. However, Swiss Bankers ODS has no connection to the processing system of your company. Customers who obtain an Value Card card for the first time have to be registered in ODS.

> **Note**

In Value Card, «customer» always refers to the cardholder.

### 6.1.1.1 Register New Customer

The screenshot shows the 'Register New Customer' form in the SWISS BANKERS ODS system. The breadcrumb trail is 'You are here > Load Card > Reloadable'. The current step is 'Customer identification', with options for 'Search for customer', 'Register customer' (selected), and 'Import orders'. The form contains the following fields:

- Language \* (Dropdown menu: English)
- Title
- Name \*
- First name \*
- Street/No.
- Addition
- Postal Code/City
- Country (Dropdown menu: Switzerland)
- Date of birth (Text input: (DD.MM.YYYY))
- Nationality (Dropdown menu: Switzerland)
- Email
- Telephone
- Case No.
- 3/4-LC
- Approver

At the bottom of the form, there is a note: '\* Mandatory field'. There are 'Cancel' and 'Save' buttons at the bottom right, and a 'Reset' link next to the note.

Image 46: Register New Value Card Customer


How to register a new customer:

1. Click «Register Customer».
2. Enter the customer data. The fields marked with an asterisk are mandatory and have to be filled in.
3. Finish the registration by clicking the «Save» button.

#### > Notes

The mandatory fields of the Value Card product variants «reloadable» and «non-reloadable» are different.

Fields «Case No.», «3/4-LC» and «Approver» shown in Image 41 are intended for individual use by your company. The number of displayed fields (maximum five) as well as their designations are different from company to company.

Once saved, the customer type, name and first name as well as the date of birth can only be modified by the Swiss Bankers Customer Service. All other data can be edited either under «Manage & View» «Customers & Cards» or in the order process in the step «Select Product» using the pencil icon .



### 6.1.1.2 Search for Existing Customer



For reloadable cards, existing customers are best found via the card number. Alternatively, further search criteria such as name and first name are available.

If the customer you are looking for does not appear in the search results, you can refine the search criteria or register a new customer.


The screenshot shows the SWISS BANKERS ODS web interface. The top navigation bar includes 'Home | Contact' and 'LOGOUT DE | FR | IT | EN'. The main content area has a breadcrumb trail: 'You are here > Load Card > Reloadable'. Below this, there are three radio button options: 'Search for customer' (selected), 'Register customer', and 'Import orders'. The search form contains the following fields: 'Card number', 'Name' (with 'Muster' entered), 'First name' (with 'Max' entered), 'Postal Code/City', 'Country' (a dropdown menu), and 'Date of birth' (with '(DD.MM.YYYY)' format and a 'Reset' button). A 'Search' button is located to the right of the form. Below the form, it says 'Number of hits: 1'. The search results are displayed in a table with columns: Name, First name, Address, City, and Date of birth. The results show one entry: 'Muster', 'Max', 'Kramgasse 4', 'Grosshöchstetten', and '01.09.1975'. A magnifying glass icon and an arrow icon are visible at the end of the table row.

Image 47: Search for Existing Value Card Customer

How to search for a customer:

1. Enter the search criteria such as card number or name and first name.
2. Start the search by clicking the «Search» button.
3. In the search results, you can use the magnifier icon  to display the customer details.
4. Select the required customer from the search results using the arrow icon .

> **Note**

If your company uses individual customer fields, these are displayed on the right of the arrow icon .

## 6.1.2 Product Selection

In the Product Selection, you can add the desired products to the order.

### 6.1.2.1 Load New Value Card Card

**SWISS BANKERS**  
**ODS**

Home | Contact LOGOUT  
DE | FR | IT | EN

You are here > Load Card > Reloadable

Customer identification > **Product choice** > Verification & confirmation

**Beneficial Owner**

Company SBPS AG  
Address Kramgasse 4, 3506 Grosshöchstetten, Switzerland

**Cardholder**  
Exempel, Sandra  
Kramgasse 4, 3506 Grosshöchstetten, Switzerland

**Load new card**

Card	Number	Cardholder	Amount in foreign currency	Exchange rate	Amount in CHF
Value Card CHF		Exempel, Sandra	0.00	1.0000	500.00

Additional information

Reason   
Kostenart (Konto)

< Back Next >

Image 48: Load New Value Card Card

How to load a new card:

1. In the section «Load New Card», select the desired card currency in the «Card» field.
2. In the field «Number», select the desired card number.
3. Enter the desired load amount.
4. Add further cards to the order using the plus icon . Click the «Next» button to proceed to the next step in the order process.


#### > Notes

Click the refresh icon if you wish to view the currency conversion immediately.

Click the delete icon to delete your entry.

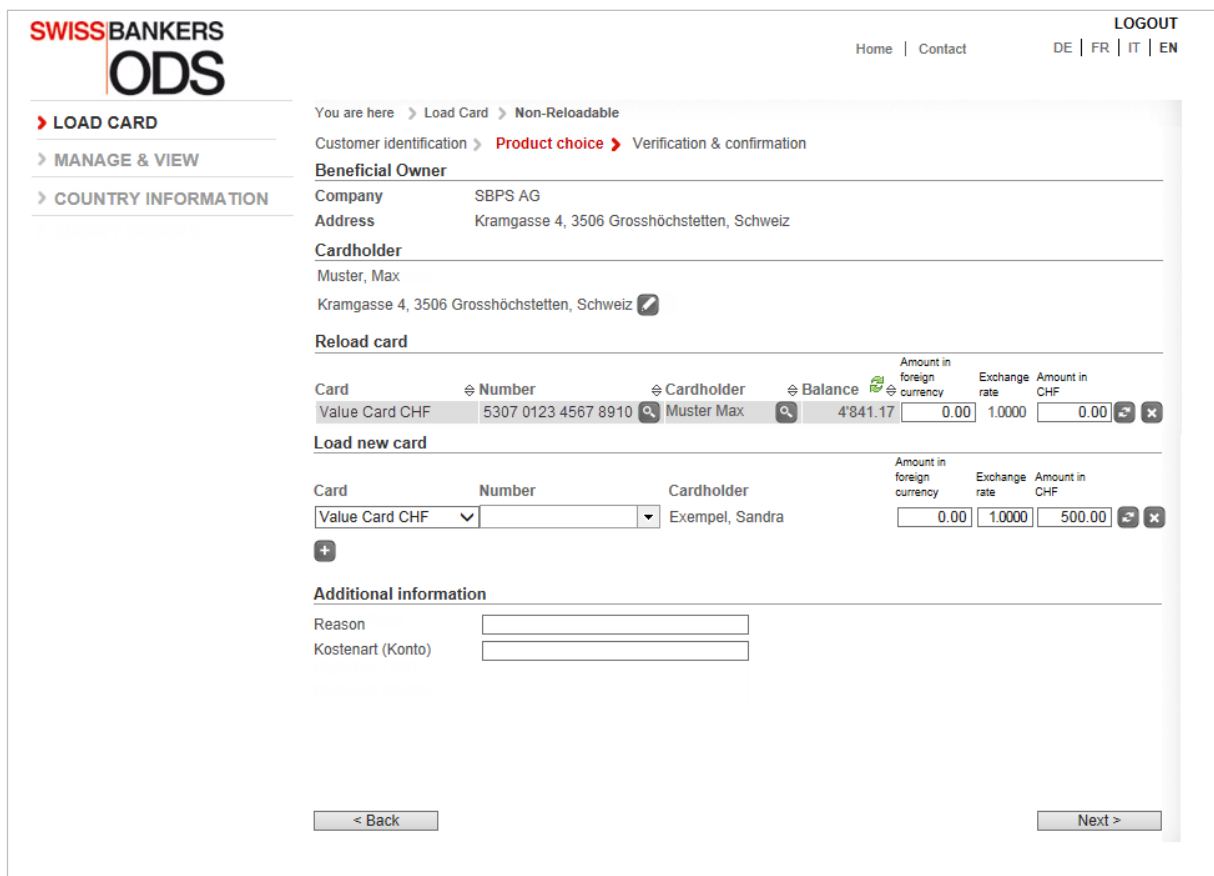
«Additional information» shown in Image 48 are intended for individual use by your company. The number of displayed fields (maximum five) as well as their designations are different from company to company.

### 6.1.3 Reload Existing Value Card Card

In the case of reloadable Value Card cards, all existing cards of the customer are displayed. Detailed data regarding the card or the customer can be viewed by clicking the magnifier icon .

> **Note**

The displayed balance corresponds to the current online balance and includes booked transactions (card reloads and withdrawals) as well as reservations for transactions that are not yet definitively booked.




**SWISS BANKERS ODS** LOGOUT  
Home | Contact DE | FR | IT | EN





**> LOAD CARD**  
**> MANAGE & VIEW**  
**> COUNTRY INFORMATION**

You are here > Load Card > Non-Reloadable  
 Customer identification > **Product choice** > Verification & confirmation



**Beneficial Owner**  
 Company SBPS AG  
 Address Kramgasse 4, 3506 Grosshöchstetten, Schweiz

**Cardholder**  
 Muster, Max  
 Kramgasse 4, 3506 Grosshöchstetten, Schweiz 

**Reload card**

Card	Number	Cardholder	Balance	Amount in foreign currency	Exchange rate	Amount in CHF
Value Card CHF	5307 0123 4567 8910 	Muster Max 	4'841.17	0.00	1.0000	0.00  

**Load new card**


Card	Number	Cardholder	Amount in foreign currency	Exchange rate	Amount in CHF
Value Card CHF	<input type="text"/>	Exempel, Sandra	0.00	1.0000	500.00  

**Additional information**

Reason   
 Kostenart (Konto)

Image 49: Reload Existing Value Card Card

How to reload an existing card:

1. Enter the desired load amount either in the card currency or in the order currency.
2. Enter reloads of additional cards or add further cards to the order using the plus icon . Click the «Next» button to proceed to the next step in the order process.

> **Notes**

Click the refresh icon  if you wish to view the currency conversion immediately.

Click the delete icon  to delete your entry.

## 6.1.4 Verification & Confirmation

### 6.1.4.1 Verification

Please check the order data before submitting the order.

If you wish to make a correction, you can reach any of the preceding pages via the «Back» button or by clicking the corresponding process step.

If the information is correct, click the «Submit Order» button. The order is now transmitted to Swiss Bankers for processing.

**SWISSBANKERS ODS** LOGOUT  
Home | Contact DE | FR | IT | EN

**> LOAD CARD**  
**> MANAGE & VIEW**  
**> COUNTRY INFORMATION**

You are here > Load Card > Reloadable  
 Customer identification > Product choice > **Verification & confirmation**

**Order overview**

Beneficial owner	SBPS AG Kramgasse 4, 3506 Grosshöchstetten, Switzerland	Order number	51475033	
Cardholder	Exempel, Sandra Kramgasse 4, 3506 Grosshöchstetten, Switzerland			

**Ordered products**

Product	Currency	Amount in foreign currency	Exchange rate	Amount in CHF
Value Card CHF	CHF	500.00	1.0000	500.00
<b>Total</b>				<b>500.00</b>

Image 50: Verification of Value Card Order

#### > Notes

Even after clicking the «Submit Order» button, the order can still be viewed and edited via the menu item «Manage & View». Modifications become impossible only from the moment the order is in process at Swiss Bankers.

### 6.1.4.2 Confirmation

After submitting the order, its successful transmission is confirmed.

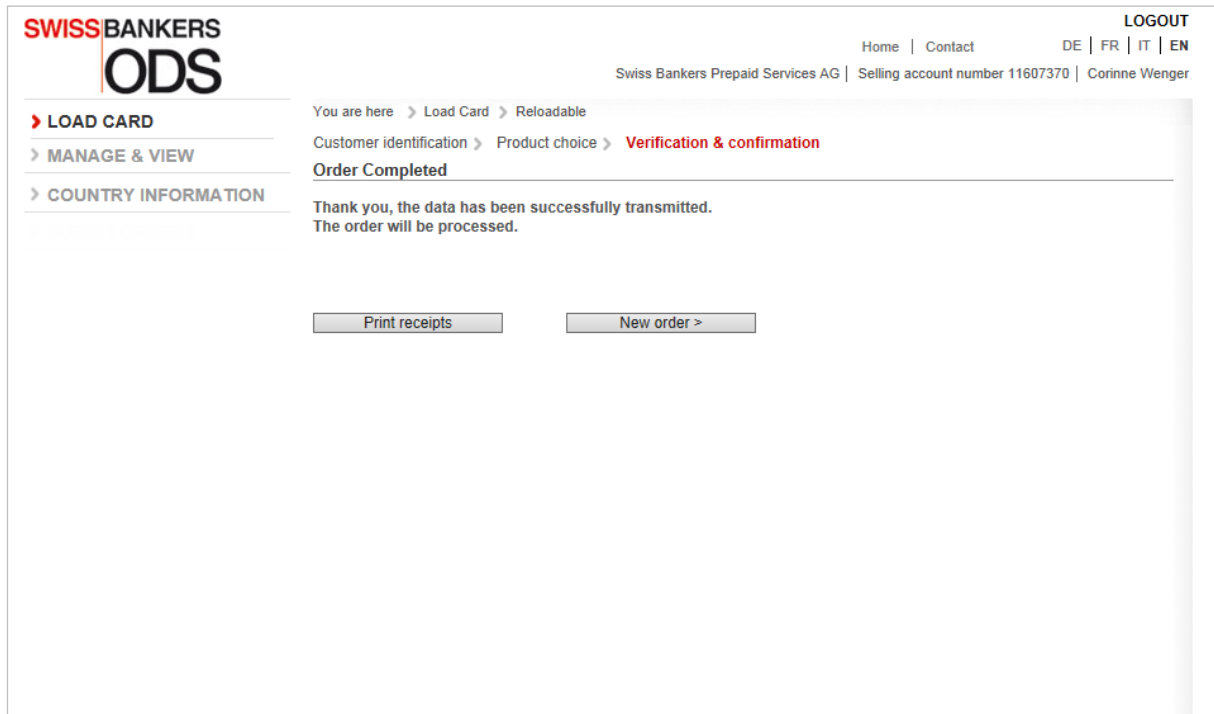


Image 51: Confirmation of Value Card Order

Click the «Print Receipts» button. The Acknowledgement (Image 52) and a copy thereof will be displayed in PDF format. Print them using the print function of the PDF reader. The original is intended for your customer, the copy for your files.

The order process is now finished. Via the «New Order» button, you can start entering the next order.

LOGO

Muster AG, 3506 Grosshöchstetten  
Your contact: Max Meier

Sandra Exempel  
Kramgasse 4  
3506 Grosshöchstetten

Zürich, 14.04.2015

**Acknowledgement No. 51475040**

PCC, Selling account number 10433409

<b>New card</b>	Number	Amount	Exchange rate	Amount	Total
Value Card CHF	5307 0123 4567 8910	CHF 500.00	1.0000	CHF 500.00	CHF 500.00

Holder:  
Sandra Exempel

Image 52: Value Card Acknowledgement

## 6.2 View Customers & Cards

Data of customers who have already obtained an Value Card card before are stored in ODS and can be viewed and edited here.

Existing customers are best found via the card number. Alternatively, further search criteria such as name and first name are available.

If the customer you are looking for does not appear in the search results, you can refine the search criteria or register a new customer.

The screenshot shows the 'CUSTOMERS & CARDS' page in the ODS system. The page has a navigation menu on the left with options: 'LOAD CARD', 'MANAGE & VIEW' (selected), and 'COUNTRY INFORMATION'. The main content area is titled 'CUSTOMERS & CARDS' and includes a breadcrumb trail: 'You are here > Manage & View > Customers & Cards > Customer information'. Below this, there are two sections: 'Customer information' and 'Cards'.

**Customer information**

Address	Date of birth	01.09.1975
Max Exempel	Language	Deutsch
Kramgasse 4	Country	Switzerland
3506 Grosshöchstetten	Nationality	Switzerland
	Email	
	Telephone	

There is a 'Modify customer information' button to the right of the customer information table.

**Cards**

Card	Number	Cardholder	Beneficial owner	Balance	Status
Value Card CHF	5366 7614 9876 5485	Exempel Max	SBPS AG	500.00	Aktiv

At the bottom of the page, there is a 'Back' button.





Image 53: Value Card Customer Data

### > Note

The displayed balance corresponds to the current online balance and includes booked transactions (card reloads and withdrawals) as well as reservations for transactions that are not yet definitively booked.

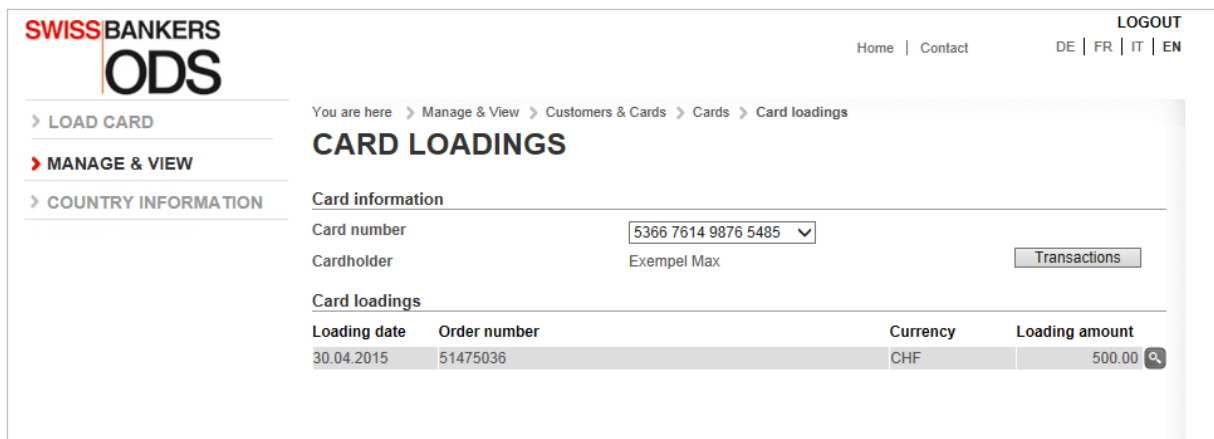
## 6.2.1 Search for Value Card Card and View Reloads

How to view the details of a card:

1. As the search criterion, enter the card number. You can enter the card number with or without spaces.
2. Start the search by clicking the «Search» button.
3. The search result shows the cardholder. Click the arrow icon  to display the customer data.
4. Click the magnifier icon  next to the card to display the customer data of the cardholder with regard to only this particular card.
5. Clicking the magnifier icon  next to the card displays the reloads of this card. Another click on the magnifier icon  next to the reload displays the order number of the reload. Reloads without a magnifier icon have been carried out by a different system than ODS and can therefore not be displayed.

### > Note

Reloads cannot be viewed from within the order process but only when the card details are accessed via «Manage & View».



The screenshot displays the 'CARD LOADINGS' section of the SWISSBANKERS ODS interface. It includes a navigation menu on the left with options like 'LOAD CARD', 'MANAGE & VIEW', and 'COUNTRY INFORMATION'. The main content area shows 'Card information' with a dropdown for the card number (5366 7614 9876 5485) and the cardholder's name (Exempel Max). Below this is a 'Card loadings' table with the following data:


Loading date	Order number	Currency	Loading amount
30.04.2015	51475036	CHF	500.00

Image 54: View Value Card Reloads



### **6.2.2 Search for Value Card Customer**

How to search for a customer:

1. Enter the search criteria such as name and first name.
2. Start the search by clicking the «Search» button.
3. Select the required customer from the search results using the arrow icon .

### **6.2.3 Modify Value Card Customer Data**

How to edit the data of a customer:

1. Search for the customer as described in 6.2.2, Search for Value Card Customer.
2. Click the «Modify Customer Data» button.
3. Modify the desired data in the editing page. Click the «Save» button to finish the editing process and to return to the «Customer Data» page.

**> Note**

First name, last name, and date of birth cannot be modified in ODS. Please contact Swiss Bankers Customer Service for a modification of these data: [info@swissbankers.ch](mailto:info@swissbankers.ch)

## 7 Order Approval

Orders exceeding an agreed limit amount require an explicit approval before being transmitted to Swiss Bankers for execution.

Under the menu item «Order Approval», all orders awaiting approval for which you have approval rights are displayed.

The screenshot shows the 'SUBMIT ORDERS' page in the ODS system. The breadcrumb trail is 'You are here > Submit orders'. The page title is 'SUBMIT ORDERS'. Below the title, it says 'Number of hits:3'. The table below lists the following data:

Order number	Entry date	Customer advisor	Beneficial owner	Currency	Amount	
51073073	16.09.2014	Muster_A	Sommer Susanne	CHF	937.60	<input type="checkbox"/> 🔍
51073072	16.09.2014	Muster_B	Meier Max	CHF	606.00	<input type="checkbox"/> 🔍
51073071	16.09.2014	Muster_C	Exempel Sabrina	CHF	1'161.50	<input type="checkbox"/> 🔍

At the bottom of the table area, there are two buttons: 'Cancel' and 'Save'.

Image 55: Order Approval

How to approve orders:

1. Select the orders to approve. Click the checkbox in the column header to select all orders. Click the magnifier icon 🔍 next to an order to view the order details.
2. Click the «Save» button. The approval is now effective and can no longer be undone.

### > Notes

A saved approval can no longer be undone in ODS. If you are having problems, please contact Swiss Bankers Distribution immediately at phone no. +41 31 710 12 12.

Depending on your access rights, the «Order Approval» function may not be available.