

Payment Tracking Service

Increased transparency for your payment transactions

What is the Payment Tracking Service?

The Payment Tracking Service is based on the payment information that Credit Suisse obtains and consolidates for its clients as a participant in SWIFT gpi.¹ The abbreviation “gpi” stands for Global Payments Innovation and is an initiative of SWIFT, which more and more banks around the globe are joining with the intention of sharing information from joint payment processing of international payments, thereby making payment transactions more efficient and more transparent. It has been agreed between some gpi-enabled banks in Switzerland and SWIFT to also include domestic payments in Switzerland in the Payment Tracking Service. SEPA payments are not participating with the SWIFT gpi initiative and are therefore excluded from the Payment Tracking Service. Credit Suisse provides you with the payment information available in the Payment Tracking Service in a processed format and in real time via Credit Suisse Direct on your computer, tablet or smartphone.

This allows you, as one of our clients, to see new, comprehensive information about your payments conveniently in your online banking.

The Payment Tracking Service is available to you free of charge.

Your needs

Transparency and traceability

- You would like to check whether your payment has already been credited to the beneficiary and in what amount.
- You want transparency regarding the calculation of fee deductions for your international payments.
- You are interested in finding out where exactly your payment is and why a payment has potentially been held up.
- You need proof that your payment was executed.

Independence

- You want to be able to view information about your international payments any time, anywhere.

Our solution: Payment Tracking Service

With the Payment Tracking Service, you receive full access to all the information regarding your international payments that is available to us in a processed format and can therefore check exactly if, when, and in what amount your payment has been credited to the beneficiary. It also gives you an overview of the current payment status, the sum of the fees deducted, and the tracking number (UETR) assigned to your payment. The Payment Tracking Service can also show you a detailed view of where your payment currently is, including a list of all the banks involved in the payment and the fees that each has deducted along with the exchange rates used where applicable.

¹ For client accounts booked in Switzerland, Luxembourg, and Austria.

If your payment is being held up by one of the gpi banks involved, the Payment Tracking Service shows you the reason specified for the delay.

Your benefits at a glance

The Payment Tracking Service offers you the opportunity to obtain important information about your payments quickly and conveniently – whenever and wherever you want. At the same time, the Payment Tracking Service offers you the following advantages over conventional payment information, in particular:

- Traceability of outgoing payments in real time, including credit confirmation
- Access at any time and from anywhere via Credit Suisse Direct
- Display of fee deductions and any exchange rates from correspondent banks
- Processing time of respective banks included in the payment network
- List of reasons in the case of payments that are delayed or on hold

Contact

If you have any questions, please contact your client advisor or the Online Banking Support team.