

Payment Tracking in ANZ Transactive – Global

To find Payment Tracking, start by selecting Payments from the left-hand menu, which will take you to the Create Payments screen.

Then click Payment Tracking.

The Payment Tracking screen provides you with a list of recent eligible SWIFT payments successfully processed by ANZ (International, Australia RTGS and New Zealand SCP domestic payments).

To locate specific transactions, click Filter and enter criteria into one or more text boxes that are under each column heading to display matching records.

To view Payment Tracking details, click on a payment.

Payments with multiple beneficiaries will open the Select a Payment Instruction pop-up window. Click on a beneficiary to view the relevant details in the SWIFT Payment Tracking pop-up window.

Selecting a payment with a single beneficiary will open the SWIFT Payment Tracking pop-up window directly.

After locating your payment, review the fields in the tracking window. The Status field indicates the payments progress showing either Completed, In Progress or Rejected.

The Status field displays the payment information including the Instructed Amount, Credited Amount and Total Time for processing.

The next section displays details of each bank involved in processing the transaction, including the Instructing Bank (ANZ), and any Intermediary Banks.

You can view Duration (how long each bank took to process the payment) as well as any fees that were deducted.

If the payment is in a completed status, the Beneficiary / Instructed Bank details will display, including the date and time of when the payment was credited to the beneficiary.

You can also download the SWIFT Payment Tracking information for offline use by clicking on Download PDF.

For more information on Payment Tracking in ANZ Transactive – Global, visit ANZ Digital Services Help.

[Help.online.anz.com](https://help.online.anz.com)