

# Convera EDGE

## Make a Payment Quick Guide

2024 V7.6



**convera**

# PAYMENTS

Set up and manage your payments using EDGE .



In order to make a payment, you need to register. Please see our [Quick Start on page 1](#) for instructions on how to become a payments-enabled customer.

## What information do I need to create a payment?

When making a payment you will be asked for:

- the amount of money you wish to send or to settle.
- the currency your beneficiary will receive.
- the currency in which you'll pay Convera for your order.

You'll also need to provide:

- the name of your beneficiary - this should be the same as the one listed on the beneficiary's bank account.
- your beneficiary's bank account details if you are paying via direct credit or wire.
- an invoice number and due date, if relevant.

You should also select:

- the type of payment you're making (e.g., whether you are paying for goods or a service).
- your payment purpose.

This contains the following information.

---

<b>Payment Step by Step</b> .....	<b>3</b>
<b>Order Approval Security Token</b> .....	<b>10</b>
Example of a Security Token on an Order .....	10
<b>Edit a Payment</b> .....	<b>11</b>
<b>Payments Due</b> .....	<b>15</b>
<b>Pay with Forward Contracts</b> .....	<b>18</b>
<b>Approve Your Payment Order</b> .....	<b>24</b>
<b>Custom Approval Models</b> .....	<b>25</b>
<b>Manage Payment File Upload</b> .....	<b>29</b>
<b>Payment History</b> .....	<b>35</b>
<b>Support Cases</b> .....	<b>38</b>
Support & Payment Tracking .....	38
Work with Support Cases .....	40
Raise a Support Case .....	40
Support Case Query Examples .....	41
<b>Track Swift Payments</b> .....	<b>45</b>

# Payment Step by Step



In order to make a payment, you need to register. Please See **Quick Start** on page 1 for instructions on how to become a payments-enabled customer.

## Step-by-Step Guide

1. Select **Make A New Payment** from your **Home Page**, or from **Payments** on the top menu.

The **Make a Payment** page opens.

MAKE A NEW PAYMENT  
PAYMENTS DUE  
PAYMENT HISTORY  
PAY WITH FORWARDS  
MANAGE BENEFICIARIES  
PAYMENT APPROVALS  
MANAGE PAYMENT UPLOAD



If you have created a beneficiary and click **Pay** , the **Make a Payment** screen opens automatically pre-populated with the information you have entered.

2. Select to make a payment for an **Invoice** or for a **Payable - Other**.
  - Once you begin entering, the page is dynamic. If you are entering grid (multi-line) payments See **Use a Grid to enter more than one payment at a time**. You can use **tab entry for speed**. on page 5.



Fields marked with an asterisk \* are mandatory.

3. If not pre-populated, fill out the fields to define your payment:

### Under Beneficiary

- **Beneficiary\*** - Select your **Beneficiary** from the drop-down list of available beneficiaries. Or click **Add New** to create a new beneficiary. **Add a Beneficiary on page 1**.
- **Account \*** - Bank account of beneficiary

### Prompt for Missing Beneficiary Bank Account (Payment Method)

The Selected beneficiary does not have complete payment instruction information provided. Please complete the account set-up for this beneficiary in Manage Beneficiaries, or add a new account from the account dropdown below.

Beneficiary Add New

\* Beneficiary: Angelique Harper, USA

\* Account: --None--

Your reference This is for your internal use

Notes for your beneficiary These notes are sent with your payment

All text must conform to SWIFT-... Add bank account -Z 0-9 spaces / - ? : ( ) . , +

- If a beneficiary's bank account details are not recorded in our system, an error message displays and a drop-down appears to help you create this account. Either complete the account setup in **Manage Beneficiaries** or select **Add bank account** and follow the prompts.
- You can also add **draft** as a payment method at this time using the **About this bank account** area under **Manage Beneficiaries**. Select 'draft' here and it will not ask for further bank details. You are able to add an alternative address where the draft will be delivered and select whether the draft goes via post or prioritised delivery. The delivery address appears on your order detail form.



- **Your Reference** - This is for your internal use. (Limit of 50 characters.)
- **Payment purpose** A drop-down list containing descriptions of what the remittance is for. The field may be blank if not mandatory or specified for your client account. Certain countries and their banks require this for all remittances.
- **Who is paying the fees?\*** Required in certain regions. Governs who pays transaction fees: Remitter or Beneficiary. If the beneficiary is selected, the receiving amount may be reduced. If the remitter is selected, the fee may increase.
- **Notes for your beneficiary** (sent with payment) Your reference will appear in the payment acknowledgment that the beneficiary views. (Limit of 100 characters.)
- **Other Payment Purpose Detail:** Required in certain regions. Add detail about the payment's purpose. If Other Payment Purpose detail is required, the valid characters include: 0-9 a-z A-Z spaces - / ? : ( ) . , +
- **Checkbox for Invite Beneficiary to your Convera Network.** Sends an invitation to make this beneficiary a connection. This is useful if you are sending holding-to-holding payments. Check box if yes.



You can only pay 'Active' beneficiaries.

### Under Payment Amount

- **Amount\***- List the number only
- **Currency they receive\*** - currency the payment is delivered to your beneficiary in (delivery currency)
- **Currency you pay\*** - the currency you pay in (settlement currency).
- For **Payable - Other** you can flip between delivery and settlement currency using the arrows to the right of the currency fields.

### Under Reference Documents

- A message box will ask you to upload.
  - Click **File Upload** to add a document to your order.
  - Once it is completed, you will see your document on the order.
4. Use a Grid to enter more than one payment at a time. You can use tab entry for speed.
- Click Grid entry on at the top of the **Make A Payment** page.

### Reference Documents

Add relevant documentation about this payment for your records

**File Upload**

---

Attach New Reference Document ×

SampleInvoice.xlsx Browse ...

**Save**

Invoice
  Payable - Other
 
 Grid

The Payment Summary Grid opens.

The 'Currency you pay' or settlement currency is noted at the top level. This comes from your default account profile settings.

You must use the same currency to pay Convera for a whole grid order.



If you need to change your settlement currency, look on your **Profile**. Certain clients will have more than one settlement currency available. However, if you can't change it there, raise a case with us.

Grid

All text must conform to SWIFT-supported characters for cross-border payments: a-z A-Z 0-9 spaces / - ? : ( ) , ' \*  
Enter on your keyboard is not supported.

Currency you pay  
USD Add Rows

Remove	Invoice/Payables - Other	Beneficiary	Account	Currency they receive	Amount they receive	Amount you pay	Payment purpose	Notes for your beneficiary	Details
<span style="color: red;">-</span>	Payable - Other	--None--	--None--	--None--			--None--		+
<span style="color: red;">-</span>	Payable - Other	--None--	--None--	--None--			--None--		+
<span style="color: red;">-</span>	Payable - Other	--None--	--None--	--None--			--None--		+
<span style="color: red;">-</span>	Payable - Other	--None--	--None--	--None--			--None--		+
<span style="color: red;">-</span>	Payable - Other	--None--	--None--	--None--			--None--		+

Save for Later
Add to Order
Proceed to Pay

- Select **Invoice** or **Payable Other** from the drop-down.



Invoices must have Invoice Number and Reference to proceed to pay. Payables - Other do not need these fields.

Enter the following:

- Beneficiary
- Account
- Currency they receive
- Amount they receive
- Amount you pay

- Payment Purpose
- Notes for our beneficiary

Click the + on the **Details** area to open and add further information and reference documents:

- For invoices it includes: Your Reference and Due Date.
- It may include " Who is paying the fees?" if this is not established at the account level.
- It includes an area to attach **Reference Documents**.

Remove	Invoice/Payables - Other	Beneficiary	Account	Currency they receive	Amount they receive	Amount you pay	Payment purpose	Notes for your beneficiary	Details
	Payable - Oth...	Ben Juan (Bene...	Bene 1 (AU Bank) 9*	AUD	450.00		Financial S*	Payment for x	
Your reference <input type="text"/>									
Reference Documents									



There are some fields which are set upon a client's EDGE initial configuration and may not be visible for everyone.

- To remove an item from your grid order, select the red icon on the left.



If you have an existing order, the system will query you before you begin entering your grid items. If you want your new grid order to be added click **Continue**. However, if you have an order that should not go out with the grid order, remove it and return to enter your grid payments.

There are existing items in your order. Any new entries will be added into this order if you continue.

When your grid order is ready, the **Proceed to Pay** button is enabled. If this is not enabled, you can save for later or add to an order in progress (n your basket).

Errors are noted with red lines on the fields needing amendment.

- After your payment is ready, click **Proceed to Pay** to continue. Alternately, select one of the buttons available on the bottom of your screen:
  - **Get Quote** to receive a quick indicative quote. - Available for single orders only.
  - **Save for Later** - to save and return. Go to **Payments Due** to see a draft order.
  - **Add to Order** - to add this item to an ongoing order where you can add further items to this order, remove items, or proceed to pay.
  - **Add & Review** - to add this item to an ongoing order and review the whole order before proceeding to pay.
  - **Archive Invoice** - allows you to void a draft invoice. This is in case you need to void an invoice in progress. It will be visible from your Invoice Management page for review only.

- **Add & Review** moves you to the review order screen.

- You can **Add a New Payment**, **Remove All** payments or **Proceed to Pay** at this point.

## Review Order Details

The review order screen opens.

You have 3 item(s) in your order

Search  Entries displayed

3 entries

		INVOICE NUMBER	BENEFICIARY	ADDRESS	BANK DETAILS	BENEFICIARY RECEIVES	YOU PAY
			AUD SIMPLE BENE	2/1 Bligh St, SYDNEY, New South Wales, AUS, 569878	BNY AUSTRALIA LTD. - 7899	AUD 1,000.00	
			abc corp	18, test, IND,	BANK OF INDIA - 4321	INR 500.00	
			abc corp	18, test, IND,	BANK OF INDIA - 4321	INR 100.00	

Previous **1** Next

- If there is a forward, a message tells you and it is indicated by the lightbulb icon Pay with Forward Contracts
- If the beneficiary has a bank account set up within Convera EDGE in the delivery currency, this appears here and is selectable for the payment. There may be more than one account available.
- If the correct bank account does not appear, and you need to move to create a bank account for this beneficiary. See [Add a Beneficiary on page 1](#).
- If you can pay this beneficiary via holding-to-holding, this is visible under the *You will pay using* field specified as **Holding**.



You can always view or edit a beneficiary or its bank accounts from the **Payments > Manage Beneficiaries** area.

6. Add or change payment detail information as needed, then click **Get Quote**.



The Invoice Number/ Reference field has a maximum of 50 characters.

7. Click **Confirm order** to commit.

Payment Details      Review Order Details      Order Submitted

Order ID : 100005046243

[View Order Details](#)

### Payment Information

Payment ID	Invoice Number/Reference	Beneficiary	Bank Account	Amount	Rate	Subtotal	Fees	Total	Delivery method
100005046245	Invoice23456	Non-default-USD-Feb-2	UNION NATIONAL BANK ...4234	1 USD	0.6517	1.53	15	16.53 AUD	Wire

You Will Pay For This Order In:       You Will Pay Using:       Available Balance (AUD) **679.79**

The rates shown are indicative of what you'll pay if you confirm your order before your quote expires. The rate for certain currencies may only be fixed when your beneficiary is paid.

04:43 MIN : SEC      Your Cost: 16.53 AUD inc. 15 AUD fee

[Return to Payment Details](#)      [Edit Order](#)      [Confirm Order](#)

[Audit Trail](#)

- The timer indicates how much time you have before the rate is no longer applicable.
- An approver user must click **Approve**. The status will update for you as your order progresses.

Payment Details      Review Order Details      Order Submitted

Your order for this payment has been submitted and is now waiting to be approved. We have sent an email to your order approvers.

Order ID : 100005046243

[View Order Details](#)

### Payment Information

Payment ID	Invoice Number/Reference	Beneficiary	Bank Account	Amount	Rate	Subtotal	Fees	Total	Delivery method
100005046245	Invoice23456	Non-default-USD-Feb-2	UNION NATIONAL BANK ...4234	1 USD	0.6517	1.53	15	16.53 AUD	Wire

You Will Pay For This Order In:       You Will Pay Using:       Available Balance (AUD) **679.79**

The rates shown are indicative of what you'll pay if you confirm your order before your quote expires. The rate for certain currencies may only be fixed when your beneficiary is paid.

02:59 MIN : SEC      Your Cost: 16.53 AUD inc. 15 AUD fee

[Home](#)      [Make Another Payment](#)      [Track Your Payments](#)      [Reject](#)      [Approve](#)

[Audit Trail](#)

- To print the order, click **View Order Details**. This opens in a new tab, and you can print the information from your browser. (You can also print the order after processing).



A completed order must be quoted, confirmed, approved, and committed before it is finished.

Once the order has been confirmed, a message appears with instructions.

1 Payment Details      2 Review Order Details      3 Order Submitted

Your order is being processed. The status will update as it progresses through the order workflow.

Order ID: 100005046243

[View Order Details](#)

### Payment Information

Payment ID	Invoice Number/Reference	Beneficiary	Bank Account	Amount	Rate	Subtotal	Fees	Total	Delivery method
100005046245	Invoice23456	Non-default-USD-Feb-2	UNION NATIONAL BANK ...4234	1 USD	0.6517	1.53	15	16.53 AUD	Wire

- **Track Your Payments** is available after a payment is committed.

Your Cost  
16.53 AUD  
inc. 15 AUD fee

[Home](#)   [Make Another Payment](#)   [Track Your Payments](#)

This moves you to the **Payment History** page where you can see if your payment has been booked or sent.

# Order Approval Security Token

Strong customer authentication is required when initiating an electronic payment in the European Union for EEA countries. You need to provide a one-time security token as the last step in your order approval process.

Two-factor authentication means you have the option of getting your one-time security token sent to you via

1. Mobile phone as a text message (SMS)
2. Any phone as a voice call
3. Authy application on the desktop or mobile phone



For more information on this See [2019 About Two-Factor Authentication on page 1](#) . . Also, for the Authy App See [2019 How to Install Authy on page 1](#) .

EDGE - This one-time token upon approval is currently not available for non-EEA countries.

Once you have signed up to receive your one-time security tokens to logon, the system will also use that method to delivery your order-approval tokens. You do not need to sign up twice.

You can request a one-time change to your method of delivery of the token but your chosen method is displayed first.

## Example of a Security Token on an Order

Follow the instructions to create an order for payment within the system.

If you are the final approver, you must enter a two-factor authentication token before the order can proceed in the workflow. The system will ask you for your security token.

Enter your security token and click **Confirm**.

# Edit a Payment

## Edit an Existing Payment

Your list of payments due is available on the **Home** page, **Invoice Management**, and on **Payments Due**.

- Select the edit  icon from the payment row.

		INVOICE NUMBER	BENEFICIARY	DUE DATE	BENEFICIARY RECEIVES	YOU PAY	CATEGORY	STATUS	SOURCE	ACTION
		111	AUD bene modified		AUD 10.00	USD 6.98	Payables - Other	Payment Approval Pending	EDGE	  
		1111	AUD bene modified	7/13/2022	AUD 1,000.00	USD 1,000.00*	Invoice	Draft	EDGE	  
		999	AUD bene modified	8/9/2022	AUD 999.00	USD 999.00*	Invoice	Draft	EDGE	  

- The payment page opens. Scroll down to see: **Status**, **Beneficiary**, **Payment Amount**, **Reference Documents**, and **Audit Information**.
- Click **Edit** to modify.

Invoice  Payable - Other
 Status

\* Required

### Beneficiary

* Beneficiary AUD bene modified	* Account AUD bene (AUD bank 1)	* Due Date 7/13/2022
* Invoice number/reference ⓘ 1111	Payment purpose * ⓘ Advertising Fees	Notes for your beneficiary ⓘ These notes are sent with your payment

All text must conform to SWIFT-supported characters for cross-border payments: a-z A-Z 0-9 spaces / - ? : ( ) . , ' +  
Enter on your keyboard is not supported.

### Payment Amount

Amount 1,000.00	Currency they receive ⓘ AUD	↔	Currency you pay ⓘ USD
--------------------	--------------------------------	---	---------------------------

All quotes are based on current pricing but are subject to change. The final rate and fees are confirmed when you proceed to pay

### Reference Documents

Add relevant documentation about this payment for your records

[SampleInvoice.xlsx](#)

### Audit Information

Created By User Name   13/07/2022 11:59:19	Last Modified By User Name   13/07/2022 11:59:39
Created By Company	Owner

- Make the desired changes and click **Save for Later**, **Add to Order**, **Get Quote**, or **Proceed to Pay**.
- **Proceed to Pay** opens the order page.
- **Add to Order** opens the order review page.



If there is a Forward already associated then a contract number is visible at the top of the Payment page.

Invoice  Payable - Other
 Status

Forward Contract : CFS0003167\_010

### Beneficiary

* Beneficiary	* Account
---------------	-----------

## Remove Items from an Order

- You are able to remove single payment items from an order or add a new payment during the review process.
- Open your **Order in progress** from the top menu.
- A review page opens so that you can check items in this order.

Search

Entries displayed

1 entries

	INVOICE NUMBER	BENEFICIARY	ADDRESS	BANK DETAILS	BENEFICIARY RECEIVES	YOU PAY
	Invoice23456	Non-default-USD-Feb-2	test street, test city, IN, USA, 2423423424	UNION NATIONAL BANK - 4234	USD	1.00

Previous **1** Next

- If you wish to remove an item, use the Remove icon  or for all, select **Remove All**.

## Troubleshoot your Order

The system will not let you proceed if there are errors within your order. You will be warned on the **Make a Payment** page if there are initial entry errors.

## ORDERS

- A new or existing payment can be added to an order. Each payment is an item within the order. You can add multiple payables to an order from your payables list or when creating a new payable.
- Orders can contain up to 50 payment items.
- Wire and direct credit payments can be combined.
- Orders must always contain items with the same settlement currency (currency you are paying with) but they may have different delivery currency.
- Multiple item orders cannot contain Holding Balance transactions. Holding Balance transactions are single item orders.
- Payables must be complete before they can be added to an order. You will be prompted to edit.
- For Holding-to-Holding payments, you need to be connected to the beneficiary and they need to be enabled for H2H. Then, you must have a holding balance in their currency so that you can send them their own currency as payment.
- Standard payments are currently wire or direct credit. Not all of your beneficiaries will be able to receive all payment methods.

## ERROR EXAMPLES

If your order is incomplete or incorrect, the top of the order will flag you to either edit these payables or remove them.

Some payables have incomplete or incorrect information. Please edit these payables or remove them from the order. 

- For example, the system will warn you if you have not included a mandatory item such as payment or settlement amount or delivery currency.

Payment amount or settlement amount are required.  
Delivery currency is required. 

- Also, payments must be in draft, acknowledged or partial payment submitted status to be processed.

Payment must be in 'Draft', 'Acknowledged' or 'Partial Payment Submitted' status to be processed.
✕

Fields marked with an asterisk \* are mandatory.

### Grid Payments

In the case of critical errors in a grid payment order, you may see a warning about errors in orders or settlement method problems. See examples below:

1 Payment Details
2 Review Order Details
3 Order Submitted

There is not enough holding balance available.
✕

How would you like to settle this payment?

Show 10 per Page ▾

Payment ID	Invoice Number/Reference	Beneficiary	Bank Account	Amount	Base Amount	Delivery method
100005085388		SF INVALID BY GPG	BANK OF WRONG RC ...5678	400 GBP		Wire ▾

- **Solutions:** Select a different settlement method.

There are one or more errors in the payments below that require review.
✕

Grid

All text must conform to SWIFT-supported characters for cross-border payments: a-z A-Z 0-9 spaces / - ? : ( ) , ' +  
 Enter on your keyboard is not supported.

Currency you pay

AUD ▾ ⊕ Add Rows

Remove	Invoice/Payables - Other	Beneficiary	Account	Currency they receive	Amount they receive	Amount you pay	Payment purpose	Notes for your beneficiary	Details
-	Payable - Other*	Jayne Doe... ▾	--None-- ▾	--None-- ▾	100.00		--None-- ▾		+

- **Solutions:** Select **Remove** on the order row and fix the Beneficiary as there must be an Account to pay into. This removes the payment from this order.
- Your order should refresh and be available to you once it is cleared of error. The removed item will then appear on your **Payments Due** as an item in need of more information.

# Payments Due

You can view outstanding payables on a single screen called **Payments Due**. You will also find a summary of your awaiting payments and overdue payments here.



Not all of your beneficiaries will be able to receive all payment methods. You must specify as you set up the beneficiary ( **Add a Beneficiary on page 1.** ). Also, your beneficiary must be enabled for a Holding Balance. You may also have available Forward Contracts to use.

## Payments Due

1. Navigate to **Payments > Payments Due** to see the list of your payments.
2. You can filter the list by status and delivery currency.
3. You can re-order any column by clicking on the arrows on the header.

convera SFDEVQA222 Messages 1 Orders 2 Catherine Girczyk

EDGE Cash Flow Payments Connections Reporting Market News Support

Payments Due

AWAITING PAYMENTS (23)  
USD 4,745.24\*

OVERDUE PAYMENTS (0)  
USD 0.00

Currency they receive: Select All Status: All Selected

View Order You have 2 item(s) in your order

23 entries Search Entries displayed: 30 Export

		INVOICE NUMBER	BENEFICIARY	DUE DATE	BENEFICIARY RECEIVES	YOU PAY	CATEGORY	STATUS	SOURCE	ACTION
		AUD	AUD bene modified		AUD 500.00	USD 349.25	Payables - Other	Payment Approval Pending	EDGE	



The whole page reflects the **Currency** and **Status** you have selected. So if you select AUD, for example, as the currency they will receive, the page displays your Awaiting Payments and Overdue Payments for Australian dollar currency only.

AWAITING PAYMENTS (18)

AUD 6,351.00

USD 0.00\*

OVERDUE PAYMENTS (7)

AUD 4,000.00

USD 0.00\*

Currency they receive: AUD    Status: All Selected

View Order    You have 2 item(s) in your order

Entries displayed: 30 Export

18 entries

📄	🔒	INVOICE NUMBER	BENEFICIARY	DUE DATE	BENEFICIARY RECEIVES	YOU PAY	CATEGORY	STATUS	SOURCE	ACTION
-		AUD	AUD bene modified		AUD 500.00	USD 349.25	Payables - Other	Payment Approval Pending	EDGE	👁️ ✎️ 📄
-		999	AUD bene modified	8/9/2022	AUD 999.00	USD 999.00*	Invoice	Draft	EDGE	👁️ ✎️ 📄

3. You can export a list of payables by selecting the **Currency** and **Status** then clicking **Export**. A spreadsheet file (InvoiceExport.xls) will download for your review.

4. From the **Payments Due** list you can view , edit , or pay a payment. Click the right end of the row that your payment item is on to begin your new action.

### Icons in Order Lists

The Order column informs you of the state of your item.

- A red square means this item is assigned to an order. Click on the view order icon at the top of your screen to review.
- The green square indicates that this item is not currently held within an order. Click on the green square to add it to an order.
- The red circle means this payment is missing information. You must edit this payable before it can progress to payment. You cannot add this to an order yet.
- The lock icon indicates your item is set to be paid by a Forward. Hover on the lock on your item's row, for details.

Forward Contract Number: CFS0004026_002 Open Date: 12/11/2017 Maturity Date: 11/20/2018 Currency: EUR Forward Contract Amount: 20,000 Forward Amount Remaining: 19,101 Forward Rate: 1.5047	Miller Brewing		GBP	592.62*	CAD	1,000.00	Payables - Other	Draft	  
	Miller brewing		AUD	100.00	CAD	100.49*	Payables - Other	Draft	  
	Miller Brewing		JPY	1,000.00	CAD	11.93*	Payables - Other	Draft	  
	Lindsay Test 2		EUR	100.00	CAD	148.56*	Payables - Other	Payment Approval Pending	  

For further information, See **PAYMENTS** on page 2.

# Pay with Forward Contracts

Pay your payables using drawdown or pre-delivery from Forward contracts available in EDGE.

There are three ways to pay using a Forward.

1. You can select **Pay with Forward** during the payment process.
2. From the **Forward Contracts** page, you can click **Pay With Forward**, which is a drawdown on a forward. It may also be a pre-delivery.
3. You can move your Forward Contract into a Holding Balance which you can then use to pay with.



Forward Contracts that can be used within EDGE must be set up by Convera. Please contact your account representative to have a Forward set up for you.

## Pay with Forward in Make A Payment workflow

1. After clicking **Proceed to Pay** you are directed to the order screen.

Payment ID	Invoice Number/Reference	Beneficiary	Bank Account	Amount	Base Amount	Delivery method
100005046478	Invoice23456	Switch-CAD-MUL-TPM	CANACCORD CAPITAL CORPORATION ...5777	1 CAD		Direct Credit

2. If you have an open forward contract that can be applied to your payment, you will see a notification that states “There is an available Forward Contract for use against one or more of your payments.”

- Plus, it is indicated by the lightbulb icon 

3. Click the yellow drop-down and select *Edit Payment* to add the Forward.
4. Click **Use Forward?** on the order and select the forward contract that you would like to apply to this payment.
5. Select **Save Payment**.

How would you like to settle this payment?

Payment ID	Invoice Number/Reference	Beneficiary	Bank Account	Amount	Base Amount	Delivery method
100005046478	Invoice23456	Switch-CAD-MUL-TPM	CANACCORD CAPITAL CORPORATION ...5777	1 CAD		Direct Credit

**Edit Payment**

Use Forward?

Forward Contract No.	Open Date	Maturity Date	Currency	Amount	Remaining	Forward Rate
AFS7003090_001	07/02/2023	17/03/2023	CAD	5,000	5,000	0.9363

- In the item details, you will now see an icon in the shape of a lock with two arrows, signifying that a drawdown rate has been applied to this item. To proceed, select **Get Quote**.
- In the *Order Details* page, you can review your payment and ensure that the rate applied matches that of your forward contract. When you want to proceed, select **Confirm Order**.
- You'll receive a confirmation email that the payment has been made or it will be sent out once it has been approved (if you have an approval workflow set up).

### Pay With Forward via Forward Contracts

- Navigate to **Payments > Pay with Forwards**. The **Forward Contracts** page opens.
- Find the forward that you wish to use to fund your payment in that currency.

**TIP:** Make sure that the currency matches the currency that you want to use for your payment.

- Select the **View Forward** icon from the Action area.

Select Your Forward Contracts Currency

Search Entries displayed

1 entries

FORWARD CONTRACT NO	DIRECTION	FORWARD AMOUNT	REMAINING AMOUNT	FORWARD RATE	YOU PAY	OPEN DATE	MATURITY DATE	STATUS	ACTION
AFS7003090_001	Buy	CAD 5,000.00	CAD 5,000.00	0.9363	AUD 5,340.17	2/7/2023	3/17/2023	Booked	

Previous 1 Next

- The forward opens to show **Forward Contract Details**. Below this is the **Available Payables** pane showing details of this forward contract, and below, a list of invoices for this currency.

Forward Contract Details

Forward Contract Number	AFS7003090_001	Status	Booked
Client Name	ELAUSM1	Client Account ID	4965473
Client Reference		Date Created	2/2/2023
Forward Contract Amount	CAD 5,000.00	You pay	AUD 5,340.17
Forward Amount Remaining	CAD 5,000.00	Settlement Amount Remaining	AUD 5,340.17
Rate	0.9363	Deposit	AUD 0.00
Open Date	2/7/2023	Maturity Date	3/17/2023

Available Payables [Create New Payable](#)

[View Order](#) You have 0 item(s) in your order

Search Entries displayed: 20

37 entries

	INVOICE NUMBER	BENEFICIARY	DUE DATE	BENEFICIARY RECEIVES	YOU PAY	CATEGORY	STATUS	ACTION
	send inv-ELUKM1- to ELAUSM1-Nov-1	ELUKM1	11/1/2022	CAD 1,000.00	AUD 1,173.02	Invoice	Full Payment Submitted	
	mul-1-jan-7	cad-jan-7		CAD 400.00	AUD 431.07*	Payables - Other	Draft	
	draft-jan-7	cad-1		CAD 400.00	AUD 431.07*	Payables - Other	Draft	
	draft-jan-7	cad-dec-6		CAD 300.00	AUD 330.43	Payables - Other	Full Payment Submitted	
		cad bene		CAD 77.00	AUD 82.98*	Payables - Other	Void	

**Actions**

- Select Remove if you don't want to pay this item with this contract.
- Missing information indicates that this item is not ready to be paid yet.
- Pay selects this item for payment using this contract.
- Select the invoice that you want to pay and click Pay .
  - In **Review Order**, check or revise the information and select **Proceed to Pay**.
  - If you do not have any invoices available for this currency, select **Create New Payable** to set up a new payment.

- After you select your beneficiary (make sure that the currency matches that of the forward), input your amount and select . Select **Proceed to Pay**.
- In **Order Details** , you can review your payment and ensure that the rate applied matches that of your forward contract. When you want to proceed, select **Confirm Order** .
- You'll receive a confirmation email that the payment has been made or it will be sent out once it has been approved (if you have an approval workflow set up). Once approved, it processes, and when it is committed the system will send email notification plus update your **Payments History**.

### Use Forward to Pay into Holding Balance

- Navigate to **Payments > Pay with Forwards**. The **Forward Contracts** page opens.
- Find the forward that you wish to use to fund your Holding Balance in that currency. Click **Pay Into Holding** .

FORWARD CONTRACT NO	DIRECTION	FORWARD AMOUNT	REMAINING AMOUNT	FORWARD RATE	YOU PAY	OPEN DATE	MATURITY DATE	STATUS	ACTION
AFS7003090_001	Buy	CAD 5,000.00	CAD 5,000.00	0.9363	AUD 5,340.17	2/7/2023	3/17/2023	Booked	

- The **Fund Holding** page opens and you can specify the amount and the references applicable:

Make a Payment

[Back to previous page](#)

[Holding Balance](#) [Fund Holding](#)

Fund Holding  Create Holding Balance

### Fund Holding

You Will Pay For This Order In: \* You Will Pay Using: Currency \* FX Amount (CAD)

AUD - Australian Dollar Default Settlement Method CAD - Canadian Dollar

Available Balance (AUD) Available Balance (CAD) Base Amount (AUD)

**679.79** **11,110**

Reference Use Forward? Rate Fee Total Amount

AFS7003090\_001

- If you have more than one Forward that could be used, a drop-down will appear on **Use Forward?** allowing you to select from there.
- Fill out the fields and select **Get Quote**.
    - Once confirmed and approved, it processes and when it is committed it will advise you on the order plus send an email notification.

Order Status	Description
Committed	You have successfully submitted this Fund Holding order.

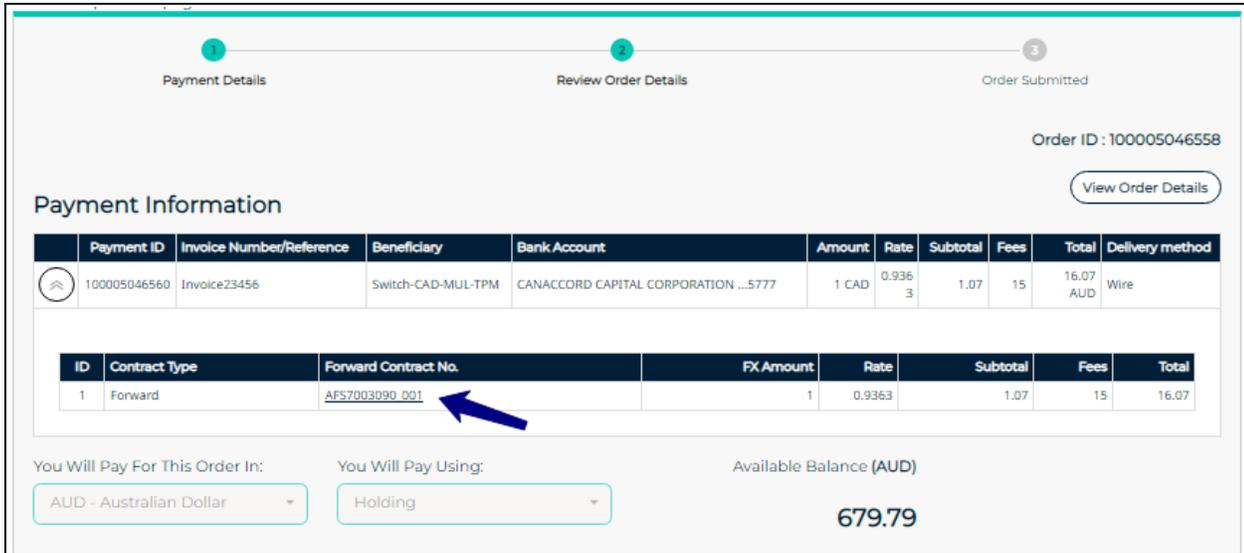
## Tips on Forwards

To help you use Forwards, the system automatically informs you of certain situations. If an error cannot be fixed on the current screen, a red **X** will appear.

1. When there is an available forward for use (to drawdown on), this is indicated so you can edit this order and

save as a Forwards payment or decide to pay using bank or holding methods. The lightbulb icon  indicates this.

- On your Confirmation view, if you click the [hyperlink](#) on your Forward Contract No. the page will display the Forward Contract Details in full.



Order ID : 100005046558

View Order Details

### Payment Information

Payment ID	Invoice Number/Reference	Beneficiary	Bank Account	Amount	Rate	Subtotal	Fees	Total	Delivery method
100005046560	Invoice23456	Switch-CAD-MUL-TPM	CANACCORD CAPITAL CORPORATION ...5777	1 CAD	0.9363	1.07	15	16.07 AUD	Wire

ID	Contract Type	Forward Contract No.	FX Amount	Rate	Subtotal	Fees	Total
1	Forward	<a href="#">AFS7003090_001</a>	1	0.9363	1.07	15	16.07

You Will Pay For This Order In:

You Will Pay Using:

Available Balance (AUD) **679.79**

1. The system will inform you if what you are doing is a pre-delivery.

## Make a Payment

[← Back to previous page](#)



Order ID : 100005046558

[View Order Details](#)

### Payment Information

	Payment ID	Invoice Number/Reference	Beneficiary	Bank Account	Amount	Rate	Subtotal	Fees	Total	Delivery method
	100005046558	Invoice23456	Switch-CAD-MUL-TPM	CANACCORD CAPITAL CORPORATION ...5777	1 CAD	0.9363	1.07	15	16.07 AUD	Wire

You Will Pay For This Order In:

AUD - Australian Dollar

You Will Pay Using:

Holding

Available Balance (AUD)

**679.79**

The rates shown are indicative of what you'll pay if you confirm your order before your quote expires. The rate for certain currencies may only be fixed when your beneficiary is paid.

03:58  
MIN. SEC.

Your Cost  
**16.07 AUD**  
inc. 15 AUD fee

[← Return to Payment Details](#)

[Edit Order](#)

[Confirm Order](#)

[Audit Trail](#)

## Approve Your Payment Order

If you have an approval system in place, after you have created your payment, and received a quote, you must submit it for approval.

If your role includes permissions to be an order approver; you will receive a notification informing you that an order is awaiting approval in your **Payments Approvals** page.



Payments listed for approval are payments that require approval within your company. If your approval system is set-up to also require another user to approve them, payments in the next level of approvals stage will not display on your **Payments Approval** page.



The approval request will go to all relevant approvers. For example, if an order was for \$100,000 and only 3 of the 15 approvers can approve \$100,000+, only they will receive notification. You can also request to mark a user as a Primary Approver in the Approval Models management tab, meaning only they will receive notification, if relevant to the approval being requested. In conjunction with Primary Approver you can use the approval notification reminders. If configured, a Primary Approver will receive notification first. If, after the notification reminder time (20, 40, 60 minutes) the approval is outstanding, all relevant approvers will then receive notification. If the approval is still outstanding after the reminder time, all approvers will be reminded again until the reminder period expires (reminder period can be 1 - 10 times, or unlimited until approval is fulfilled).

# Custom Approval Models

Custom Approval Models (CAM) give you the ability to set up groups of users who approve Refund Request or Refund Carts in a sequential order. Once the grouping function is initiated, you can select different people (within same organization) to build out the Approval Groups. This tailors approvals to match your institution's work flow.



If you would like to enable Custom Approval Models (CAM) for your Refunds account, please contact your Convera Account Representative to complete the configuration.

CAM allows you to create up to five groups of approvers. They will be contacted in a sequential fashion, so that after group 1 approves, the request travels to group 2 and so forth.

Email notifications and on-platform notifications follow these rules also. This gives you a more configurable set of approval levels.

## Create an Approval Model

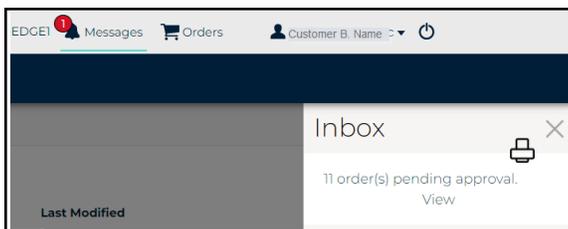
Users with the privilege to manage approval models, are able to configure your users into up to five distinct groups. If your system is not configured to set these levels up, contact your Account Representative.



Approval models should be used when your institution has two or more users.

## Approve a Payment Order

1. Navigate to **Payments > Payment Approvals**. Or, click your **Messages**, then **View** to see the payment(s) pending approval.



2. The **Payment Approvals** page opens.
  - A list of order or payments to approve appears.

Payment Approvals

Awaiting Approval

Show 10 per Page

	Order Number	Ordering Client	Direction	Currency	Amount	Settlement Currency	Total FX	Total Fee	Total Amount	No. Payments	Updated Date
≡	100003553882	ELAUSM1	Client Buy	AUD	1	AUD	1	10	11	1	25/06/2021 05:54:30 AEST
≡	100003655453	ELAUSM1	Client Buy	AUD	20	AUD	20	10	30	1	15/07/2021 23:51:17 AEST
≡	100004534084	ELAUSM1	Client Buy	AUD	60	AUD	60	10	70	1	16/12/2022 15:15:34 AEST

- Click the arrow to the left of the order you wish to approve.
  - This **Order Details** page displays.

Awaiting Approval

Show 10 per Page

Order Number	Ordering Client	Direction	Currency	Amount	Settlement Currency	Total FX	Total Fee	Total Amount	No. Payments	Updated Date
100003553882	ELAUSM1	Client Buy	AUD	1	AUD	1	10	11	1	25/06/2021 05:54:30 AEST

Client Name : 100045449B ELAUSM1

Order Summary : 100003553882

Number of Payments	Settlement Currency	Settlement Amount	Total Fee	Total Amount	Settlement Method	Account	Order Status
1	AUD	1	10	11	Holding		Awaiting Approval

Payment Details

Show 10 per Page

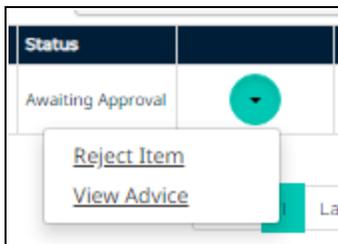
Payment ID	Currency	Amount	Cost Rate	Rate	Total Amount	Beneficiary	Status
100003553884	AUD	1	1	1	11	AUD-bene	Awaiting Approval

First 1 Last

The rates shown are what you'll pay if you confirm your order before your quote expires(see timer below).

View Order Details Reject Requote

- Review the order for correctness.
- Click the yellow circle to see **Reject Item** or **View Advice**



- Once you are satisfied with your order, select **Requote** to refresh the amount.
- A timer indicates how much time you have before the rate is no longer applicable.
  - Normally, you **Requote** the order to refresh the rate before approving.
- Before clicking **Approve** you can perform any of the following actions:

Client Name: 100045498 ELAUSM1

04:18  
MIN : SEC

### Order Summary : 10003553882

Number of Payments	Settlement Currency	Settlement Amount	Total Fee	Total Amount	Settlement Method	Account	Order Status
1	AUD	1	10	11	Holding		Awaiting Approval

### Payment Details

Show 10 per Page ▾

Payment ID	Currency	Amount	Cost Rate	Rate	Total Amount	Beneficiary	Status
100003553884	AUD	1	1	1	11	<a href="#">AUD-bene</a>	Awaiting Approval

First 1 Last

The rates shown are what you'll pay if you confirm your order before your quote expires(see timer below).

[View Order Details](#)
[Reject](#)
[Approve](#)

- To print the order, click the **View Order Details** button. This opens in another page, giving you the full information on this order with panes for: client, line item, beneficiary, and beneficiary bank/payment method. You can print this from your browser.
- To reject this whole order, click **Reject**.

7. To continue processing this order using this quote, you must then **Approve**.

- The payment goes through a processing stage. Then, the next stage is **Committed**.
- Once the order is committed, you can **View Invoice** or **View Advice** for each payment item. These open as pdf files that download via your browser.

### Payment Details

Show 10 per Page ▾

Payment ID	Currency	Amount	Cost Rate	Rate	Total Amount	Beneficiary	Status
100005089255	USD	1	0.6517	0.6517	16.53	<a href="#">Non-default-USD-Feb-2</a>	Committed

[View Invoice](#)  
[View Advice](#)

[View Invoice](#)
[View Order Details](#)

[Audit Trail](#)

8. The system places the order. A confirmation email is sent to you.

If you have selected to notify the beneficiary, they will also receive an order confirmation email.

9. The **Audit Trail** pane (found below the order) supplies the payment creation and update information.

Audit Trail						
Action	Order Status	Payment ID	Payment Status	By	Client	Date
Order Placed	Processing	NA	NA	Soham Gurjar QA1	1000454498 ELAUSM1	16/03/2023 19:21:42 AEST
Approved	Awaiting Approval	NA	NA	Soham Gurjar QA1	1000454498 ELAUSM1	16/03/2023 19:21:41 AEST
Quoted	Awaiting Approval	100005045917	Created	Soham Gurjar QA1	1000454498 ELAUSM1	16/03/2023 19:21:35 AEST
Sent for Approval	Awaiting Approval	NA	NA	Soham Gurjar QA1	1000454498 ELAUSM1	15/03/2023 18:31:23 AEST
Quoted	Quoted	100005045917	Created	Soham Gurjar QA1	1000454498 ELAUSM1	15/03/2023 18:28:19 AEST
Payment Added	Created	100005045917	Created	Soham Gurjar QA1	1000454498 ELAUSM1	15/03/2023 18:28:12 AEST

View Invoice example.

INVOICE							Date
CUSTOMER COPY							02/13/2017 20:08:24 EST
TO: GP Canada Client 133 Germany Street Canada 12345 Canada				Employee: Catherine Girczyk			
Order Summary: 10000042807							
ID	Transaction	Description	Beneficiary	Amount	Rate	Settlement	
10000042809	Buy	AUD Wire	Bank Upload Test Beneficia	100.00	1.0196	101.95 CAD	
10000042912	Buy	AUD Wire	Bank Upload Test Beneficia	1,000.00	1.0196	1,019.60 CAD	
				Sub-Total		1,121.55 CAD	
				Service Charge		20.00 CAD	
				Total Settlement Amount		1,141.55 CAD	
Signature _____							

Print Advice Example

convera						
Order Details						
Order ID	10000042810	Status	Processing			
Client Name	ELAUSM1					
Address	1st address from g2-2 test city					
State/Province	SA	Delivery Postal / Zip Code	2342424	Country	AUS	
Line Item ID	10000042817	Status	Processing			
Beneficiary Name	Beneficiary Name Non-default USD-Fin-2					
Address	1st street test city					
State/Province	IN	Delivery Postal / Zip Code	24242424	Country	USA	
Settlement Currency	AUD	Currency	USD	Rate	0.6827	
Total FX	6.19	Amount	4.00	Delivery Method	Wire	
Total Fees	10.00					
Total Cost	21.18					
Print Advice Footer						

# Manage Payment File Upload

## Upload Payment Files

In EDGE you can upload a payment file containing up to 500 payments so that you can pay these beneficiaries quickly. The contents of your payment upload file are dependent upon your region and your specific needs. Please contact your Convera Account Representative to help you get your payment files correctly formatted.

### Payment File Upload

1. Prepare your Payment File for upload. Use the format template provided to include your payments.



Before uploading your payment file, it must be formatted correctly. Our team will assist you. Once you have your own specific template, you will be able to use that template for all new payment uploads.

2. Select **Manage File Upload** from **Payments** on the top menu.
3. You are directed to the **Manage Payment Upload** screen.

MAKE A NEW PAYMENT
PAYMENTS DUE
PAYMENT HISTORY
PAY WITH FORWARDS
MANAGE BENEFICIARIES
PAYMENT APPROVALS
MANAGE PAYMENT UPLOAD

Manage Payment Upload

Template\*  File Name

or drag and drop your payment file here

Show 20 per Page

	File ID	File Name	File Type	No. Payments	Uploaded By	Upload Date	File Status			
	27377	<a href="#">PS_2.csv</a>	OUTGOING	1	Soham Gurjar QA1	15/03/2023 19:52:06 AEST	Accepted	<span style="background-color: green; width: 20px; height: 10px;"></span>		
	27042	<a href="#">PS_2.csv</a>	OUTGOING	1	manikandarajan ELAUSM1	06/02/2023 17:54:01 AEST	Accepted	<span style="background-color: green; width: 20px; height: 10px;"></span>		
	27038	<a href="#">implicit_remitter.csv</a>	OUTGOING	1	manikandarajan ELAUSM1	06/02/2023 11:15:13 AEST	Pending	<span style="background-color: orange; width: 20px; height: 10px;"></span>	<input type="button" value="v"/>	<input type="button" value="!"/>
	27037	<a href="#">implicit_remitter.csv</a>	OUTGOING	1	manikandarajan ELAUSM1	06/02/2023 11:10:12 AEST	Pending	<span style="background-color: orange; width: 20px; height: 10px;"></span>	<input type="button" value="v"/>	<input type="button" value="!"/>

4. If you are using more than one template, you can select **Template type<sup>i</sup>** from the drop-down.
5. Then, browse to your computer to upload your payment file or drag and drop it.
  - Your file will upload and show a set of statuses with indicative color as it completes. *Pending* is orange, *Processing* is Green and Red is *Rejected*. When the file status is *Pending*, select *Accept file*.

<sup>i</sup>Fields marked with an asterisk \* are mandatory.

	File ID	File Name	File Type	No. Payments	Uploaded By	Upload Date	File Status			
⌵	27399	<a href="#">PS_2.csv</a>	OUTGOING	1	Soham Gurjar QA1	16/03/2023 20:15:18 AEST	Pending			

### File Errors:

- The system will inform you of errors within your payment file. If your file displays a red exclamation mark, it means the file contains items with errors. You can view errors by expanding the file line item, and then expanding the associated erroneous line item(s). Repairable Errors can be fixed in EDGE. Ignorable Errors can be fixed in EDGE but don't requiring fixing at all if you wish to proceed to payment.
- Select **Download Errors** to get a list of the problem items. Then edit the specified items within your original file and re-upload.

⌵	27038	<a href="#">implicit remitter.csv</a>	OUTGOING	1	manikandarajan ELAUSM1	06/02/2023 11:15:13 AEST	Pending			!
⌵	27037	<a href="#">implicit remitter.csv</a>	OUTGOING	1	manikandarajan ELAUSM1	06/02/2023 11:10:12 AEST	Pending	Reject File Download Errors		!

- If there is a critical error, you need to reject and fix the file outside the system before uploading it again.

26958	<a href="#">PS_2.csv</a>	OUTGOING	-	manikandarajan ELAUSM1	01/02/2023 12:16:46 AEST	System Rejected	
-------	--------------------------	----------	---	------------------------	--------------------------	-----------------	--

- If the file is not fixable within EDGE, the system will reject it and you must fix the original file and upload it again.
- To view the errors click the down arrow on the right of the payment details row.

27037 [implicit\\_remitter.csv](#) OUTGOING 1 manikandarajan ELAUSM1 06/02/2023 11:10:12 AEST Pending

File Status: Pending  
Status Description: The upload file has been validated and is under review by the user.

Client : 1000454498 ELAUSM1 Type : OUTGOING Template : AutoTemplate004948 Upload Initiated By : manikandarajan ELAUSM1 on : 06/02/2023 11:10:12 AEST

[Currency Summary](#)

Transactions in Error  All transactions

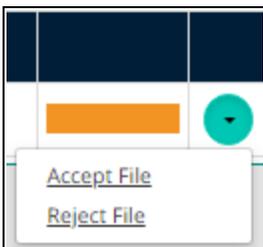
### Payment Details

Show 10 per Page

index	Payment Ref.	External Beneficiary Ref.	Currency	FX Amount	Base Amount	
1		Test Beneficiary 1	USD	123.45		

Entity	Entity ID	Field Point	Field Value	Error Description	Status
Beneficiary	Test Beneficiary 1	Beneficiary Charge Deduction		Invalid fee payer for this client. Please confirm new value from options available.	Requires Repair
Payment		Who is Paying		Fee Payer Required	Requires Repair

6. If your file has no errors or ignorable errors, click the yellow circle and select Accept File or Reject File.



- If you click **Accept File**, a large order for payment is created.
- If your order for payment is successful, you can now review this order and submit for payment.

#### Manage Payment Upload

1  
Payment Details

2  
Review Order Details

3  
Order Submitted

Order ID : 100005046775

[View Order Details](#)

#### Payment Information

Payment ID	Invoice Number/Reference	Beneficiary	Bank Account	Amount	Rate	Subtotal	Fees	Total	Delivery method
100005046777	Fileupload-1	CZK Fileupload bene	PPF BANKA A.S. ...0005	20 CZK	14.80 86	1.35	15	16.35 AUD	Wire

- To edit or delete an item within your Accepted payment file select **Edit Order** then **Edit item**. At this point, you can also delete a specific item from your payment order. You can also **Edit Beneficiary** if you need to add information about the payee.
- Click **View Order Details** to open the list of payments in this order within a new browser window.

**convera** 16/03/2023 20:25:31 AEST

---

**ORDER DETAILS**

Order ID	100005046775	Status	Quoted
Client Name	ELAUSM1	Number of Payments	1
Client Address	test_address from gp2.0, test city, SA, 234234234	Settlement Method	Holding
Country	Australia	Settlement Amount	AUD 1.35
Settlement Acc Number		Total Fee	AUD 15.00
Settlement Acc Branch		Total Amount	AUD 16.35
Settlement Acc Name		Created By	Soham Gurjar QA1 16/03/2023 20:23:50 AEST
Settlement Acc Local Name		Updated By	Soham Gurjar QA1 16/03/2023 20:24:04 AEST

---

**LINE ITEM DETAILS**

Payment ID	100005046777	Status	Created
Delivery Method	Wire	Amount	CZK 20.00
Client Payment ID		Rate	14.8086
Payment Reference	Fileupload-1	Fee Total	AUD 15.00
Payment Type	Non Trade	Total FX	AUD 1.35
Payment Purpose	Financial Services	Total Amount	AUD 16.35
		Fee Payer	Beneficiary
Notes to the Beneficiary	Fileupload-1		

---

**BENEFICIARY DETAILS**

Beneficiary Name	CZK Fileupload bene	Familiar Name	CZK Fileupload bene
Beneficiary Address	test street, test city, test state, 2342342	Country	Czech Republic
Contact Number		Profile ID	
Email Address		For Further Credit	

7. On the **Manage Upload Orders** page, navigate to the bottom of your **Payment Information**. The quote and pay functions are here.

- You can specify if you are paying in your default currency and which settlement method you wish to use.

Payment ID	Invoice Number/Reference	Beneficiary	Bank Account	Amount	Rate	Subtotal	Fees	Total	Delivery method
100005046777	Fileupload-1	CZK Fileupload bene	PPF BANKA A.S. ...0005	20 CZK	14.8089	1.35	15	16.35 AUD	Wire

You Will Pay For This Order In: AUD - Australian Dollar You Will Pay Using: Holding Available Balance (AUD) **679.79**

The rates shown are indicative of what you'll pay if you confirm your order before your quote expires. The rate for certain currencies may only be fixed when your beneficiary is paid.

00:00  
MIN : SEC

Your Cost  
**16.35 AUD**  
inc. 15 AUD fee

[Return to File Upload Management](#)
Delete Order
Edit Order
Requote With New Rate

Audit Trail

- Click **Requote with New Rate** as needed. The Rate Timer shows you how many minutes you have left to accept this quote.
- Select **Confirm Order** to proceed.

The rates shown are indicative of what you'll pay if you confirm your order before your quote expires. The rate for certain currencies may only be fixed when your beneficiary is paid.

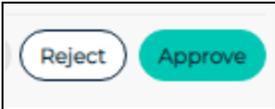
04:46  
MIN : SEC

Your Cost  
**16.35 AUD**  
inc. 15 AUD fee

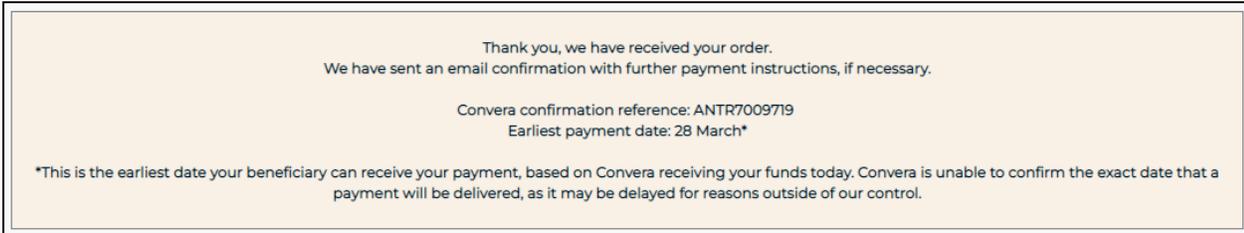
[Return to File Upload Management](#)
Delete Order
Edit Order
Confirm Order

Audit Trail

- You have the option to **Edit Order** or **Delete Order** here as well.
- The order is sent for approval. Order Approver users will see the **Approve** or **Reject** buttons.



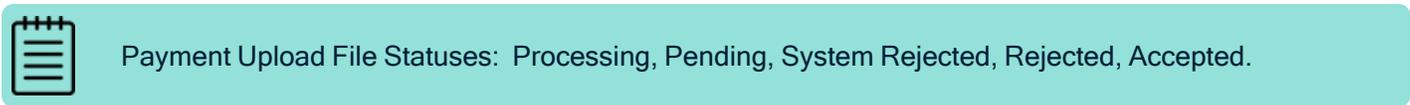
- After the order is approved, it proceeds as normally to process for payment.
- Scroll to the top of the page to see your confirmation reference number as well as the Order ID Number. If further payment instructions are necessary, an email confirmation will be sent.



### Search Templates

Click the Search icon to open a pane with search parameters.

- You can filter your search by Dates (From and To), File ID, File Name, Template or File Status.



 A search filter form with a light grey background. At the top left is a 'Search' button with a magnifying glass icon. Below it are six input fields:
 

- Date From (dd/MM/yyyy) with a calendar icon
- Date To (dd/MM/yyyy) with a calendar icon
- File ID
- File Name
- Template (dropdown menu)
- File Status (dropdown menu)

 A teal 'Search' button is located at the bottom right of the form.

### Audit Trail

Click the **Audit Trail** icon to open a pane that lists all actions performed on this Payment File.

This will tell you all the actions performed on these payments: uploaded, upload accepted (or rejected), Quoted, Sent for Approval, Approved, Order Placed, Committed.

Audit Trail						
Action	Order Status	Payment ID	Payment Status	By	Client	Date
Order Placed	Processing	NA	NA	Soham Gurjar QA1	1000454498 ELAUSM1	16/03/2023 20:36:35 AEST
Approved	Awaiting Approval	NA	NA	Soham Gurjar QA1	1000454498 ELAUSM1	16/03/2023 20:36:35 AEST
Sent for Approval	Awaiting Approval	NA	NA	Soham Gurjar QA1	1000454498 ELAUSM1	16/03/2023 20:35:12 AEST
Quoted	Quoted	100005046777	Created	Soham Gurjar QA1	1000454498 ELAUSM1	16/03/2023 20:33:57 AEST
Quoted	Quoted	100005046777	Created	Soham Gurjar QA1	1000454498 ELAUSM1	16/03/2023 20:27:19 AEST
Quoted	Quoted	100005046777	Created	Soham Gurjar QA1	1000454498 ELAUSM1	16/03/2023 20:24:04 AEST
Upload Accepted		NA	NA	Soham Gurjar QA1	1000454498 ELAUSM1	16/03/2023 20:23:50 AEST
Uploaded		NA	NA	Soham Gurjar QA1	1000454498 ELAUSM1	16/03/2023 20:15:18 AEST

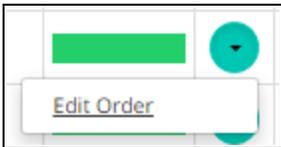
## Errors

If your file contains critical errors, a red line will appear and the file will be rejected.

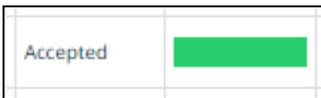
26958	<a href="#">PS_2.csv</a>	OUTGOING	-	manikandarajan ELAUSM1	01/02/2023 12:16:46 AEST	System Rejected	
File Status		Status Description					
System Rejected		The file was rejected by the system. Please ensure that the structure of the file is valid and the number of payments does not exceed the maximum limit of 500					

In the above example, a transaction amount was missing.

It is also possible to fix errors by editing the uploaded file. You can still edit an order which is accepted or green if the yellow down-arrow is visible.



**TIP:** If the down-arrow is not visible, this file is processing and can no longer be edited.



## To edit an item within an Accepted Payment file

- To edit or delete an item within your Accepted payment file select **Edit Order** then **Edit item**.

26046	<a href="#">PS_2.csv</a>	OUTGOING	1	manikandarajan ELAUSM1	17/09/2022 00:21:11 AEST	Accepted		
26045	<a href="#">implicit_remitter_test_1(1).csv</a>	OUTGOING	1	manikandarajan ELAUSM1	17/09/2022 00:07:47 AEST	Accepted		

- At this point, you can also delete a specific item from your payment order. Or, you could **Edit Beneficiary** if you need to add information about the payee.

Payment ID	Invoice Number/Reference	Beneficiary	Bank Account	Amount	Base Amount	Delivery method	
100004903156	Fileupload-1	CZK Fileupload bene	PPF BANKA A.S. ...0005	20 CZK		Wire	 <ul style="list-style-type: none"> <li>Edit Item</li> <li>Delete</li> <li>Edit Beneficiary</li> </ul>

You Will Pay For This Order In:  You Will Pay Using:  Available Balance (AUD)

- To edit a specific payment item, click the yellow arrow and select **Edit Item**. If your file uploads but a beneficiary name is missing, it will upload the other payments.

## Payment History

You can see all your committed Convera EDGE payments here. This includes **Payments Booked** and **Payments Sent**. You have the ability to submit a query (Payment Case) for any of these. Once submitted, your case is viewable under **Support > Support Cases**.



A Payment Case is a question sent to your Convera representatives who will acknowledge your Case immediately, and respond fully within 2 working days.

### Payment History

- Navigate to **Payments > Payment History** using the top menu. The page displays **Payments Booked** and **Payments Sent**.
  - The currency icons indicate the total of all payments made here summarized by delivery currency.
  - Use the search fields below to find a specific payment.
  - You can use the search field **Order Group** to find a set of associated orders.

Payment History

<
 AED 6.00
 AUD 164.00
 BBD 200.00
 CAD 2,742.64
 EUR
>

**TRACK YOUR PAYMENTS**

See all your Convera EDGE payments below. View details, track progress, raise a support case and - once the payment is sent - download the Confirmation of Payment document.

Total of all payments made through Convera EDGE summarized by delivery currency.

---

Beneficiary

Currency they receive

Currency you pay

Committed date range

Order group

2311 entries

Search

Entries displayed

[Export](#)



An order group is a multi-item order with several payments in it. These are defined by number and available when you click on the field 'Order Group'. To use the Order Group field to search on, you must set all of the other fields to "All Selected", or you will only see the orders from the selected currency, beneficiary or date range.

- Your committed payments display in re-order-able columns showing: Confirmation Reference, Invoice Number/Reference, Beneficiary, Beneficiary Receives, You Pay, Committed Date, Rate, Payment Status, and Action.

- Rate can be switched to its inverse, click the circle beside the number.



- Use the Action column on the right to download Payment Transmission Confirmation , view , or raise a support case .

**NOTE:** Your Payment Transmission Confirmation (PTC) is only available if a wire or direct credit payment has been sent. Before the payment has been sent you are allowed to raise a support case here if needed.



- If you select  view your Payment Details includes the status of a committed payment (booked or sent).

**Convera confirmation reference: ANTR3667985/1**

Beneficiary: Test BeneficiaryRaunak1      Convera Status: Payment Booked

Account Number: XXXX7965

Amount Paid: USD 23.00

Committed Date:

Committed By:

### Payment Information

Amount Paid	Rate	Cost	Fees	Total Cost	Forward Contract No
<b>USD 23.00</b>		<b>EUR 1.21</b>			
Order ID 	Beneficiary Bank Name		Bank Account Nickname	Invoice Due Date	
<b>1.00003E+11</b>	<b>123487965</b>				
Delivery Method	Settlement Method		Payment Purpose	Who is paying the fees?	
<b>Wire</b>	<b>Holding</b>			<b>Beneficiary</b>	
Your reference					
Notes for your beneficiary					

### Audit Information

Created By	Last Modified By	Created By Company
Name <input type="text"/> 2/22/2023 12:32		Name of Company <input type="text"/>
Acknowledged By	Acknowledged Date	

### Case History

[Create Case](#)



You can only query committed payments in the Payment History page. So, if you need to ask a question about something else or attach a document to an ongoing case See **Support** on page 1.

# Support Cases

## Support & Payment Tracking

EDGE Support Center provides a secure location where you can collaborate with Convera digitally to resolve any questions or issues experienced in the EDGE platform. Examples include:

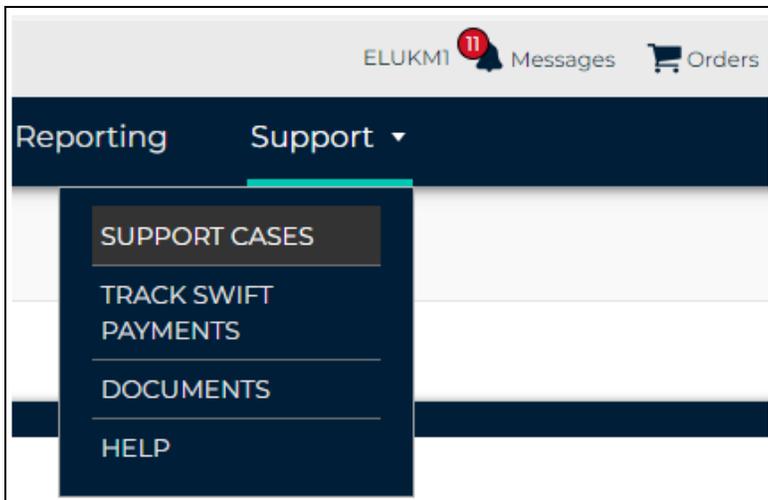
- Payments including tracking - See [Track Swift Payments on page 45](#).
- Beneficiaries
- Technical Support
- Registration
- Other

The EDGE Support center eliminates the need for phone calls, spreadsheets, and emails to manage cases saving valuable time.

### Support Center Navigation

The following menu is available for you to manage your cases and obtain help.

1. Support Cases
2. Track SWIFT Payments
3. Documents
4. Help



**TIP:** If a case is opened by our Support team, you receive a notification by email. Log on to EDGE and then **Support Cases** to see and reply to the case.

### Cases

To navigate, rollover **Support** then click on **Support Cases**.

Your **Support Cases** display with a collapsible filter and search area available.

Support Cases

[Raise a support case](#)

> Filter Records

We strongly advise that you confirm payment details received, using a method other than email. Details received via email could be subject to fraud via business email compromise.

Entries Displayed: 20  Show Closed Cases

Search:  [Export](#)

Case	Order Number	Case Type	Case reason	Date Created	Last Modified	Last Modified By	Beneficiary Name	Assigned To	Status
05522041		Registration	Client Account Query - EDGE	2/24/2023	2/24/2023	Soham Gurjar			Open
05522040		Registration	Client Account Query - EDGE	2/24/2023	2/24/2023	Soham Gurjar			Open

- Then click **Search**.
- To see details hover over the blue linked Case number.
- You can **Export** your case details results to a spreadsheet (.csv) file. The export file reflects your current selected filters.

Case	Order Number	Case Type	Case reason	Date Created	Last Modified	Last Modified By	Beneficiary Name	Assigned To	Status
05522041		Registration	Client Account Query - EDGE	2/24/2023	2/24/2023	Soham Gurjar			Open
05522040		Registration	Client Account Query - EDGE	2/24/2023	2/24/2023	Soham Gurjar			Open
05522039		Registration	Client Account Query - EDGE	2/24/2023	2/24/2023	Soham Gurjar			Open

1-3 of 3 | Page 1 of 1

[First](#) [Previous](#) [Next](#) [Last](#)

The support case pane displays columns for:

- Case Number (sortable)
- Order Number (sortable) August 2020 on to be the NTR number.
- Case Type (sortable)
- Case Reason (sortable)
- Date Created (sortable)
- Last Modified (sortable)
- Last Modified by (not sortable)
- Beneficiary Name (sortable)
- Assigned to (drop-down visible, not sortable) Groups are shown first, then individual contacts, in alphabetical order.
- Status (sortable)

## Assignment of Cases

As a customer, you can now can assign cases to users or groups under your account. When a case is assigned to a user on your account, an email is sent to notify this user.

- Assign a Case Notification status to the Group Name & Email.
  - Click the **Assigned to** drop-down and select the user you wish to assign the case to.
  - You create groups for notification of cases from your profile.
  - If you are part of a group, you can assign a case to that group.
- Go to the top menu, click **Manage Profile**.

User Name

MANAGE PROFILE

CHANGE PASSWORD



- In your personal profile go to **Group Notifications**.
- Select the options for **Group Name**, **Group Email** and **Case Notification**.
- You can also add a new Group here by clicking **Add New** and filling out the form.

## Work with Support Cases

To create a case or submit an invoice, click **Raise a Support case**.

- Select **Support** then **Support Cases**
- You can search, update or create cases.

- Use **Filter Records** to find a specific case in your list.
- Or, hover over the hyperlinked Case number to see details.
- For further examination, you can click the **Export** button to export all your Support cases to a spreadsheet files (.csv).

## Raise a Support Case

1. Click raise a support case **Raise a support case**.
2. When you raise a support case, the system will ask you questions to determine what type of case, and direct you to the correct area.

Support Cases

[Raise a support case](#)

**What do you need help with?**

Please select

- Please select
- A payment I have already made
- Setting up and managing beneficiaries
- Creating a new payment
- Technical issues
- Your Convera EDGE account
- Something else
- Registration for Payment Services

3. Select an issue from the drop-down menu.
4. Follow the instructions that appear, and add your query.  
You can also add supporting documents at this stage.

## Support Case Query Examples

You will want to work with **Support Cases** and **Raise A Case** in the following situations.

Follow steps 1 and 2 above, then follow the specific examples below.

### EDGE Users for settlement by cheques

- EDGE users can upload cheque images to a secured channel. You need to share information with Convera regarding your payments.



If you settle with cheques, it is mandatory to request a cheque images from your client (front and back) to be submitted to Convera so we can match the credit settled via cheque.

- At step 3 above, 'select an issue', pick **Proof of Payment**, and upload the front and back of the cheque images by selecting **Add supporting documents**. Then click **Submit case**.

[Raise a support case](#)

**What do you need help with?**

Something else

Your Query \*

For data protection reasons, only include information that is relevant to your query

[Add supporting documents](#)

Cancel Submit case

### Users from GlobalPay with access to EDGE Lite

- GlobalPay EDGE Lite users can upload payment instructions to a secured channel in EDGE. You may be trading offline or on GlobalPay but want to share information with Convera regarding your payments or payments instructions.

- At step 3 above, 'select an issue' , pick **Something else**, and key in the relevant deal reference in the **Your query** box, plus upload the front and back of Cheque images by selecting **Add supporting documents**. Then click **Submit case**.

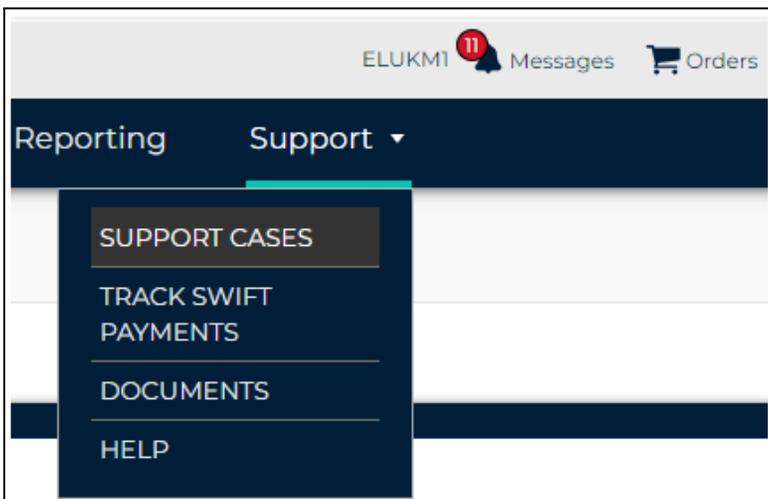
## EDGE Lite Users

You will want to work with **Support Cases** and **Raise A Case** in the following situations:

- EDGE Lite users can upload payment instructions to a secured channel. You may be trading offline or on GlobalPay but want to share information with Convera regarding your payments or payments instructions.
  - At step 3 above, 'select an issue' , pick **Something else**, and key in the relevant requests in the **Your query** box, plus upload the documents by selecting **Add supporting documents**. Then click **Submit case**.

## Help

To navigate, rollover **Support** and select **Help** below.



The Help section of the Support Center contains articles to assist in anything you need to do in EDGE:

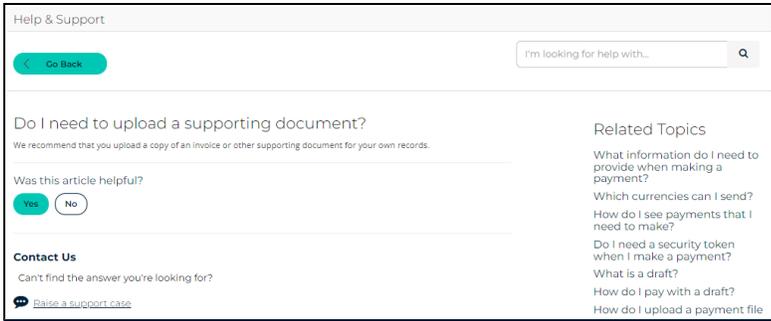
- Search for a topic
- Select a tile for Help on a specific topic
- Access the EDGE User Guide
- Troubleshoot

**NOTE:** If you review available articles, and are still unclear on your next steps, create a case for further inquiry with Convera Operations.

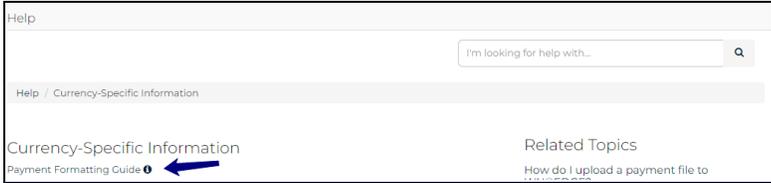
A page of topic tiles displays. Select the topic you wish to learn about. Or, ask a question in the question bar. An online version of the user guide is attached to the *EDGE User Guide* tile.

The screenshot shows the Convera user interface. At the top, there is a navigation bar with the Convera logo and user information (ELUATUK-MI, Messages, Orders, Catherine Girczyc). Below this is a dark blue navigation bar with menu items: EDGE, Payments, Connections, Reporting, and Support. The 'Support' menu is expanded, showing a 'Help' section with a search bar containing the text 'I'm looking for help with...'. Below the search bar is a grid of 12 help topic tiles. Each tile consists of an icon, a title, and a 'View' button. The tiles are: Getting Started (monitor icon), Invoices (document icon), Payments (circular arrow icon), Beneficiaries (two people icon), Currency-Specific Information (dollar sign icon), Forwards and Holding Balances (briefcase icon), Your Convera EDGE Network (network icon), Account Settings (person icon), EDGE User Guide (monitor icon), Troubleshooting (speech bubble icon), Contact Us (phone and envelope icon), and EDGE Connect (handshake icon).

- Click the most relevant article. The page is dynamic and new article suggestions will appear beside your article. Rate the article.



- Under Currency Specific information, the full [Payment Formatting Guide](#) is available for download.



**NOTE:** This guide is currently only available in English.

# Track Swift Payments

*New: December 2023 - Track SWIFT Payments status - Our customer can now read a full description of the payment status as well as the Actual Value Date.*

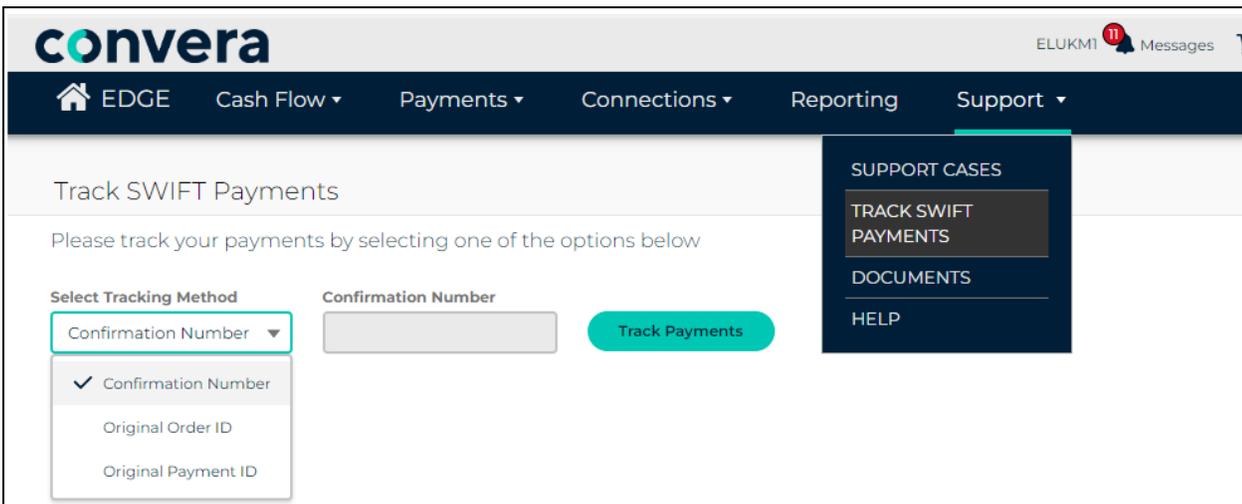
Statuses and descriptions are available in all existing EDGE languages.

## To obtain SWIFT tracking for Status of Payments

You can now view SWIFT GPI status directly within the support center. This status allows you to see the progress of a submitted payment.

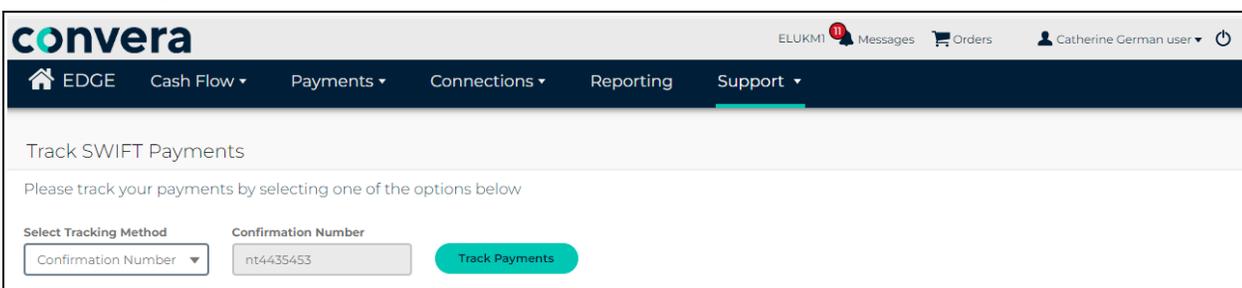
## Steps

1. Navigate to **Support**, then select **Track SWIFT Payments** from the drop-down.



The screenshot shows the Convera EDGE user interface. At the top, the navigation bar includes 'EDGE', 'Cash Flow', 'Payments', 'Connections', 'Reporting', and 'Support'. The 'Support' dropdown menu is open, showing options: 'SUPPORT CASES', 'TRACK SWIFT PAYMENTS' (highlighted), 'DOCUMENTS', and 'HELP'. Below the navigation, the page title is 'Track SWIFT Payments'. A message reads: 'Please track your payments by selecting one of the options below'. There are two input fields: 'Select Tracking Method' with a dropdown menu showing 'Confirmation Number' (selected), 'Original Order ID', and 'Original Payment ID'; and 'Confirmation Number' with a text input field. A teal 'Track Payments' button is positioned to the right of the input fields.

2. Your Track SWIFT Payments screen displays. To locate your payment select the tracking method: Confirmation Number, Original Order ID, or Original Payment ID. Then enter the relevant confirmation or ID numbers and click **Track Payments**.



This screenshot shows the same 'Track SWIFT Payments' screen as the previous one, but with the 'Confirmation Number' dropdown selected and the number 'nt4435453' entered in the 'Confirmation Number' text field. The 'Track Payments' button remains visible.

3. Your payment will appear in the table below the **Payment Details**. You can download a Payment Transmission Confirmation here if the payment displays the button.
4. The Payment status column displays the latest SWIFT status for this payment. Click on **"More Details"** to read a description of your payment status.

**convera** EDGE PRODUCTION TEST ACCOUNT Messages Orders IsabelleXXXX

EDGE Cash Flow Payments Connections Reporting Support

Track SWIFT Payments

Please track your payments by selecting one of the options below

Select Tracking Method Confirmation Number  
Confirmation Number NTR83314951 Track Payments

Payment Details

Entries displayed 10

Confirmation Number	Original Order ID	Delivery Method	Beneficiary	Currency	Amount	Rate	Settlement Currency	Settlement Amount	Actual Value Date	Payment Status	Payment Transmission Confirmation
NTR83314951	100194692463	WIRE	CAD-OCT-21-upd	CAD	1.00	1.3635	USD	0.73	23/10/2021	Released - In Process More Details	Download

First Previous Next Last

**Status**

**Beneficiary Account Credited**  
The beneficiary bank has confirmed crediting the funds to the beneficiary's bank account

**Cancellation Request Denied**  
When we have sent a cancellation request and the beneficiary bank has rejected our request

**Cancellation Request Pending**  
When we have sent a cancellation request and the beneficiary bank has not responded yet

**Payment Cancelled**  
When we have sent a cancellation request and the beneficiary bank has accepted our cancellation and will be returning the funds.

**Payment Rejected**  
The payment was rejected by one of the banks in the chain and the funds should be returned

**Released - In Process**  
The payment is being processed by one of the banks in the chain but hasn't been forwarded to the next bank. This could be because the payment has been placed on hold with them pending sanctions screening, pending funding or pending a future value date.

**Released - No Longer Traceable**  
The payment was sent to an intermediary bank that is not a GPI participant or into a clearing system that doesn't support tracking. No further update will be provided.

**Payment rejected upon release**  
Payment was rejected and not sent to our bank.

**Successfully released to bank**  
Payment was sent through a Clearing System and therefore outside of the SWIFT network.

## Available SWIFT GPI Payment Status Table

### SWIFT Payment Status

Status Label	Status Description
Beneficiary Account Credited	The beneficiary bank has confirmed crediting the funds to the beneficiary's bank account.
Cancellation Request Denied	When we have sent a cancellation request and the beneficiary bank has rejected our request.
Cancellation Request Pending	When we have sent a cancellation request and the beneficiary bank has not responded yet.
Payment Cancelled	When we have sent a cancellation request and the beneficiary bank has accepted our cancellation and will be returning the funds.
Payment Rejected	The payment was rejected by one of the banks in the chain and the funds should be returned.
Released - In Process	The payment is being processed by one of the banks in the chain but hasn't been forwarded to the next bank. This could be because the payment has been placed on hold with them pending sanctions screening, pending funding, or pending a future value date.
Released - No Longer Traceable	The payment was sent to an intermediary bank that is not a GPI participant or into a clearing system that doesn't support tracking. No further update will be provided.

Status Label	Status Description
Payment rejected upon release	Payment was rejected and not sent to our bank.
Successfully released to bank	Payment was sent through a Clearing System and therefore outside of the SWIFT network.

For more information

[convera.com](https://convera.com)

**convera**



2024©Convera Holdings, LLC. All rights reserved. Convera is a global leader in providing foreign exchange and payment solutions. For a full list of Convera operating countries and entities, licensing information and relevant country information please [click here](#). This User Guide has been prepared solely for informational purposes and does not in any way create any binding obligations on either party. Relations between you and Convera shall be governed by the applicable terms and conditions. No representations, warranties or conditions of any kind, express or implied, are made in this User Guide.