

Cash Inquiry App on Autobahn App Market

In a fast moving marketplace, clients need to manage their transactions in an intuitive, cost sensitive and time efficient manner, balanced with effective controls, process transparency, and issue resolution.

The challenge

For Financial Institutions it is critical to have full case transparency, round-the-clock access to their payment transactions and the ability to take action on them.

Clients are typically required to contact Deutsche Bank via telephone or email when they need to raise an issue, request information or obtain a status. This can introduce delays to the resolution process and also has the potential to create reputational risk for our clients with time-critical inquiries such as cancellations.

Additionally, when required to provide additional information to the Bank, clients may need to review their Emails or copy content, which is neither convenient nor time efficient.

The solution

Through the Cash Inquiry App on the Autobahn App Market, clients have instant access to their payment transactions, can perform online transaction research, have the option to initiate payment investigations and track any action on pending cases.

The Deutsche Bank advantage

Client-centricity

Providing client-centric service is one of Deutsche Bank's core strengths. With our new Self-Service Apps we are partnering with clients to realise hands on control and streamlined processes, to deliver competitive advantage in turnaround times and oversight. The Cash Inquiry App was built in partnership with clients – valuing their input throughout the entire development process.

Commitment to Service Excellence

Deutsche Bank's Institutional Cash business is a front-runner in Cash management and has established itself as a leading global provider of transaction services to financial institutions.

Innovation

We seek new and better means to meet the needs of our clients, through scalable architecture, streamlining of processes and delivery of intuitive online interfaces targeted at simplicity and speed. We also enable clients to access the same advanced tools as their Client Service Officer teams allowing for a level playing field and synced communication.

Key service features

- Fast and cost-effective transaction research with real-time access to transaction data
- Initiate amendments, cancellations or returns of payment instructions in a secure way using latest PKI* standards and smartcards
- Quick and easy online case creation routed to the relevant party in the Bank
- Full case transparency, including ability to make amendments and to track incoming SWIFT messages
- Built-in compensation calculator
- Access to various audit and efficiency reporting contained within the tool



Product features in detail

Real-Time Transaction Viewer

Faster, cost-effective analysis including:

- Real time access to High Value Payments in EUR, USD, GBP or multicurrency
- FX4Cash and SEPA transactions
- Payment history back to six months

Action Initiation

Using the latest PKI* standards and smartcards, clients are enabled to initiate time critical instructions, such as amendments, cancellations or returns of payment instructions, in a secure way.

Case Creator

Raise online service requests and inquiries, routing and status reporting:

- Fast, secure, cost effective case creation and inquiry tracking
- Routing to the right team via a dedicated business process for each request
- Case Management via Dashboard functionality

Messaging

View all relevant actions to a case including:

- Tracking of communication with counterparty banks and their responses
- Transparency of any credit or debit to client's account within a case including amendments, recalls and returns
- Annotate messages to pending cases, view SWIFT updates and initiate cases directly

Compensation Calculator

Facilitate estimates prior to initiating a case/payment to enable you to determine the expected compensation

Information Services

Delivers tools and reports to maximize efficiency

- Straight Through Processing reports provide focus on key areas of improvement for both, clients and Deutsche Bank
- Audit reports to enable effective controls on who accessed and actioned on transactions

* A public key infrastructure (PKI) is a set of hardware, software, people, policies, and procedures needed to create, manage, distribute, use, store, and revoke digital certificates.

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Why choose Deutsche Bank?

The Autobahn App Market is the first electronic product offering in the financial services industry with direct online access to bank-wide services in one place.

Cash Inquiry App is one of the most popular Apps on Deutsche Bank's Autobahn App Market. Since its launch in 2013, the Cash Inquiry App has over 4,500 users and 1,500 clients with usage spreading across the globe.

More interesting Apps for your consideration:



Correspondent Bank Directory

Supports operational efficiency by formatting cross-border USD payments to comply with Deutsche Bank's STP requirements



Secure Inbox

A central access point for message delivery within the Autobahn App Market to receive and deliver messages, reports and alerts in a secure way.



Cash Manager

Access Deutsche Bank and Third Party Bank accounts for account information and reconciliation, review your latest reports all in one place and benefit from enhanced payment workflows.

For more information on Cash Inquiry or to schedule a personal demo, please contact your Client Service Officer.

To access the Autobahn App Market visit:
<https://autobahn.db.com>

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