



Watch Banking Analytics Premium

Service Description

This service description describes the features and functions of Watch Banking Analytics Premium. The document also explains the roles and responsibilities of SWIFT and the customer in relation to the service. This document is for Watch Banking Analytics Premium customers.

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Preface

About this document

This service description describes the features and functions of Watch Banking Analytics Premium. The document also explains the roles and responsibilities of SWIFT and the customer in relation to the service.

Note *This service description, together with the [SWIFT General Terms and Conditions](#) and other relevant SWIFT Contractual Documentation, is an integral part of the contractual arrangements between SWIFT and its customers for the provision and the use of the Watch Banking Analytics Premium service.*

Audience

This document is for the following audience:

- customers that need a description of the features and functions, and roles and responsibilities in relation to Watch Banking Analytics Premium
- end users, user administrators, and additional administrators of these customers

Significant changes

The following tables list all significant changes to the content of the *Watch Banking Analytics Premium Service Description* since the November 2017 release. These tables do not include editorial changes that SWIFT makes to improve the usability and comprehension of the document.

Updated information	Location
Information about SWIFT's retention period of individual transactional data	SWIFT's Roles and Responsibilities on page 16

SWIFT-defined terms

In the context of SWIFT documentation, certain terms have a specific meaning. These terms are called SWIFT-defined terms (for example, customer, user, or SWIFT services and products). The definitions of SWIFT-defined terms appear in the SWIFT Glossary.

Related documentation

- [Watch Banking Analytics Premium User Guide](#)
- [Watch e-training](#)
- [Knowledge base](#) - Search: Watch
- [SWIFT General Terms and Conditions](#)
- [Premium Custom Support Service Description](#)
- [Premium Plus Support Service Description](#)
- [Premium Support Service Description](#)
- [Standard Plus Support Service Description](#)
- [Standard Support Service Description](#)
- [SWIFT Corporate Rules](#)
- [SWIFT Customer Testing Policy](#)
- [SWIFT By-laws](#)

- [SWIFT Personal Data Protection Policy](#)
- [SWIFT Data Retrieval Policy](#)
- [SWIFT Glossary](#)

1 Watch Analytics Portfolio

Overview

The Watch portfolio of business intelligence products includes two main categories of products that cater for different needs: **Watch Analytics** and **Watch Insights**.

Watch Analytics offers direct online access to an institution's global data and the latest SWIFT figures, which are uploaded on a monthly basis. It gives users the ability to perform analyses and download information when they need it, and in the format they need.

Five Watch Analytics products are available and offered as part of the following four bundles:

- **Traffic**

Traffic Analytics (FIN, InterAct, FileAct) and Message Cost Analytics (FIN, InterAct, and FileAct)

- **Banking**

Banking Analytics (FIN)

- **Banking Analytics Premium**

Banking Analytics Premium (FIN)

- **Billing**

Billing Analytics

New brand

The Watch suite has been rebranded. **Volume Analytics** became **Traffic Analytics** (it comprises both Watch Traffic analytics and Watch Message Cost Analytics), **Value Analytics** became **Banking Analytics** and **Value Analytics Premium** became **Banking Analytics Premium**. Their scope remains similar.

New product

The Watch suite welcomes a new bundle, **Watch Banking Analytics Premium**. This product focuses on FIN messages in the payments, trade finance, and treasury markets and will allow for more granularity and enrichment of attributes compared to Watch Banking Analytics.

2 Overview of Watch Banking Analytics Premium

Overview

Watch Banking Analytics Premium is an online analysis product that provides an aggregated overview of an institution's FIN traffic and an aggregated overview of some targeted payload information from FIN messages (like amount, currency, and other data attributes as defined in [Fields Used for the Retrieval](#) on page 20), focusing on payments, trade finance, and treasury messages.

Customers can use this product to examine their SWIFT messaging in an interactive and intuitive way and, by comparing them with SWIFT totals, to deduct some useful insights for their business.

Purpose

Watch Banking Analytics Premium is designed to provide customers with insights on their own FIN traffic flows and overall SWIFT FIN traffic flows, in order to enable customers to:

- identify business opportunities at different market levels
- benchmark their performance against overall SWIFT FIN traffic
- monitor counterparty relationships
- stimulate innovation by prompting the development of new products, services, and strategies, and measuring their effectiveness
- improve operational efficiency of both existing and newly developed services
- optimise their correspondent network
- increase and track their sales performance
- improve competitive analysis by ranking their activities compared to peers

Pricing

Customers can contact their regional sales representative for information about the Watch portfolio pricing.

3 Features and Functions of Watch Banking Analytics Premium

3.1 Report Creation in Watch Banking Analytics Premium

Overview

Watch Banking Analytics Premium provides an entry form, called a **Wizard**, that enables end users to do searches on data attributes, according to the institution's specific needs.

Tip *Definitions of the existing **attributes** and **metrics** are available in the [Watch Banking Analytics Premium User Guide](#).*

Use of the wizard

The end user must select some criteria in the entry form. Some sections of the **Wizard** are mandatory, others are optional.

The end user can ask the tool to remember his/her choices until the next time (s)he opens it.

The pre-defined filters criteria enable the end user to easily select live or delivered traffic only from the output report.

Output

The output of a **Wizard** is a **report**.

Note *When using the reports, the customer must always comply with the licence restrictions set out in [Customer's Roles and Responsibilities](#) on page 17.*

3.2 Watch Banking Analytics Premium Reports Customisation

Overview

Reports are the output of a **Wizard** selection. They are composed of attributes, metrics, and filters.

Tip *Definitions of the existing **attributes** and **metrics** are available in the [Watch Banking Analytics Premium User Guide](#).*

Use of reports

The main functions available for reports are as follows:

- **Add attributes, remove attributes, move attributes, rename attributes in the report**

These functions enable the end user to modify the attributes initially selected in the **Wizard**.

- **Drill on data**

This function enables the end user to explore data beyond what is immediately visible on a report.

The end user can use the Drill function for the following purposes:

- to analyse data that is closely related to the original report data (**drill up** or **drill down**). For example, from Year to Quarter.
- to see what the data looks like within a different context by selecting an entirely different object on a report (**drill anywhere**). For example, from Market to Geo Region.

- **Filter on data**

End users can use the view filter option to determine which data is visible in the report.

- **Create rank categories**

A rank category gives a numerical ranking to each entry in the column or the row that the customer has selected. The end user can then sort the data by rank status.

- **Custom exception highlighting**

Watch Banking Analytics Premium does not automatically highlight exceptional values that deviate significantly from the expected value. However, end users can use the custom exception highlighting feature to determine which value ranges are exceptional, and how to highlight these ranges.

- **Display calculations**

This function enables the end user to generate totals and other calculations (for example, average, maximum) in the report.

- **Custom subsets**

End users can construct subsets from existing attributes, that focus on specific areas of interest. Users can also rename these subsets with a configurable name.

- **Different report views**

The end user can select either of the following views: **Grid**, **Graph**, or **Grid and Graph**. The end user can customise each of these views.

- **Export a report**

- **Save a report**

This function enables the end user to save the report template in the Watch platform for future reference or to share it within his/her institution.

Note *When using the reports, the customer must always comply with the licence restrictions set out in [Customer's Roles and Responsibilities](#) on page 17.*

Related information

Customers can find more information about Watch Banking Analytics Premium reports in the [Watch Banking Analytics Premium User Guide](#)

3.3 Watch Banking Analytics Premium Information Sharing within the Institution

Overview

Watch Banking Analytics Premium enables end users to share information within their institution, using the **My Institution Shared Folder**.

Content of the My Institution Shared Folder

The **My Institution Shared Folder [BIC of the institution]** contains the following sub-folders:

- **My Institution Analyses**, where users can copy templates
This is the only folder in which users have a write access.
- **Services**, where SWIFT can copy templates for the institution

The following examples of report templates can be saved in these sub-folders:

- templates that were created with the **Wizard**
- templates re-used from the **Library of Views**
- templates from other users within the institution
- support or services templates provided by SWIFT consultants.

Note *When sharing information within its institution, the customer must ensure that all recipients comply with the licence restrictions set out in and, where appropriate, the licence conditions agreed in a separate Professional Services engagement with SWIFT.*

Related information

Customers can find more information about the My Institution Shared Folder in the

[Watch Banking Analytics Premium User Guide](#)

4 Data Management

4.1 Data Quality and Availability

Data retention

By default, Watch Banking Analytics Premium retains data for the current year to date, and for the previous 3 years. For example, the publication in December 2017 will include data from 2014, 2015, 2016, and from January to November 2017.

Data availability

Watch data is available by the 5th working day of the following month, and at the latest, on the 8th working day of the following month. In case of exceptional circumstances, SWIFT will inform customers of the postponed availability date. Provided that SWIFT informs customers in advance of such postponed availability date, customers are responsible to take any appropriate actions to mitigate the effects of such postponed availability date and agree not to hold SWIFT liable for any inconveniences or other effects caused by such postponed availability date.

The daily data in Banking Analytics Premium is typically available at 7AM GMT. In some cases due to planned maintenance, upgrades, or other dependencies the data is only available the next day at 7AM GMT.

Watch Banking Analytics Premium contains non-billable traffic. As a result, customers have access to information such as services that are not billed by SWIFT.

Access to data

Only end users registered by a Watch administrator may access Watch Banking Analytics Premium and its data. This access is password-protected and can be either unrestricted or restricted to a specific list of BICs.

4.2 Data Specifics

The main differences with Watch Banking Analytics are as follows:

- On top of the value and currency information customers can already access in Watch Banking Analytics, the new Premium module will provide new aggregated payload information from the FIN message types (MTs)' fields set out in [Fields Used for the Retrieval](#) on page 20. The initial focus of Watch Banking Analytics Premium is on FIN category 1 and 2 (payments) and on FIN category 4 and 7 (trade finance) messages.
- Banking Analytics Premium will also provide new value buckets attributes. These attributes contain the number of transactions with a value in each of the following buckets (in EUR or USD):
 - 0 to < 500
 - 500 to < 2,500
 - 2,500 to < 10K
 - 10K to < 50K
 - 50K to < 100K
 - 100K to < 1M
 - 1M and greater

4.3 Non-Standard Currency Codes

Like in Watch Banking Analytics, in Watch Banking Analytics Premium some specific currency codes that are not related to any currency could appear, depending on the type of traffic that the customer is looking at or the period that the customer is looking at.

A transaction with a value field that is not expressed in any currency has one of the following non-standard currency codes:

- **NA (Not Applicable)**

SWIFT uses this classification when the currency and value information is partial or invalid (for example, empty or incomplete). The amount is set to zero.

- **NCF (No Currency Found)**

SWIFT uses this classification when no currency was found during the reconciliation of the transactions.

4.4 Currency Conversion

The original currency of the transaction is available by using the attribute **currency**. For the sake of aggregating the amounts for the reports, all the amounts are directly translated in the base currency USD by using the associated currency rate (daily rate applied at transactional level for maximum accuracy).

The wizard enables the user to change the base currency used to aggregate the amount information. This change, for example using EUR, will aggregate the amount metric using an average monthly rate and thus will be less accurate than the default base currency USD. The base currency selected will be available in the header of each analysis as a reminder.

Note *The converted amounts are provided for the sole purpose of facilitating the customer's Watch Banking Analytics Premium consultation, and, consequently, for information purposes only.*

Customers should not use these amounts for any other purposes than consulting Watch Banking Analytics Premium data. SWIFT disclaims all liability for the customer's use of such converted amounts for any other purposes than consulting Watch Banking Analytics Premium data.

4.5 Reconciled Messages

Data available within Watch Banking Analytics Premium is based on reconciled messages.

Messages are reconciled based on their delivery status (that is, **delivered** or **aborted**). A message gets **delivered** when it is acknowledged by the recipient within 14 days, otherwise it is **aborted**.

Messages are grouped into a monthly aggregate based on their reconciliation date even in cases where they were in fact sent to SWIFT during the previous month.

5 Operational Environment

Web browser access

Customers can use a web browser to access Watch Banking Analytics Premium on www.swift.com. Watch Banking Analytics Premium requires no software or hardware installation on the end user's PC. Nevertheless, an up-to-date browser like Chrome, minimum Internet Explorer, or Firefox together with a Flash plug-in could facilitate the use of the product.

Service availability and capacity limitations

The following service availability and capacity limitations apply:

- Data may become unavailable for system maintenance, upgrades, or during monthly data refreshes. If downtime is likely to occur on business days, then SWIFT gives customers reasonable notice of such downtime periods. If there is an emergency, then SWIFT gives customers as much advance notice of the downtime as possible.

By default, planned downtimes occur on Tuesday between 04:00 and 08:00 GMT. If a downtime is planned outside this window, then all Watch Banking Analytics Premium end users are informed beforehand. SWIFT does not plan any downtime during the data loading and publication period (that is, not between the 4th and the 10th of every month).

- Large queries (for example, dimensions and measures that require the customer to view or download large amounts of data) may cause a server time-out. After a time-out, the customer can resubmit the request. SWIFT cannot guarantee the execution of large requests.

Alternatively, the Watch platform enables the end user to push heavy requests in the background (or **History List**) to retrieve the result later. Customers can find more information about this feature in the Watch Banking Analytics Premium User Guide.

6 Ordering

Order SWIFT services and products

To use SWIFT services and products, a customer must subscribe to, or order, the relevant services and products.

Related information

For information about SWIFT's online ordering facility and how to order, see www.swift.com > Ordering & Support > [Ordering](#).

7 Support

Support for SWIFT customers

By default, SWIFT Support is the single point of contact to report all problems and queries that relate to SWIFT services and products. Support is available to all SWIFT customers.

Individuals within a customer organisation must register to use the Support service.

For more information about the different services that SWIFT offers as part of the support packages and the procedure to order support, see [Comparison of support packages](#) on swift.com.

Related information

For more information about Support services, see the service description related to the applicable support package:

[Support documentation](#)

8 Roles and Responsibilities

Introduction

This section explains the roles and responsibilities for both SWIFT and the customer in relation to Watch Banking Analytics Premium.

8.1 Key Definitions

Accessible data

Watch Banking Analytics Premium is only available for subscription by SWIFT users that are defined as the head of their financial institution for traffic aggregation purposes. The Watch customer may access in Watch Banking Analytics Premium the data relating to all BICs of the SWIFT users that SWIFT associates with such customer for traffic aggregation purposes.

Additional administrator

A representative that the customer authorises to dispose of the same responsibilities as the user administrator. If the additional administrator's instructions conflict with those of the user administrator, then the user administrator's instructions prevail.

Customer

The SWIFT user on behalf of which the user administrator subscribes to Watch Banking Analytics Premium.

End user

An individual within one of the entities whose data is accessible by Watch Banking Analytics Premium. The user administrator manages an end user's registration to Watch Banking Analytics Premium.

Financial institution

The customer and (if applicable) all entities that have registered with SWIFT as belonging to the customer for traffic aggregation, as defined in the Pricing and Invoicing documents.

User administrator

A representative that the customer authorises to subscribe to Watch Banking Analytics Premium. The user administrator registers end users, and manages end-users subscriptions on behalf of the customer. At subscription, the user administrator can register as an end user with unrestricted access.

For an institution, there is a maximum of five administrators. This includes the user administrators and any additional administrators.

Note *Any reference in this chapter to the user administrator also refers to the additional administrator. This applies unless the text states otherwise, or the context clearly implies otherwise.*

8.2 SWIFT's Roles and Responsibilities

Basis for use of traffic and value data

The principle and the extent to which SWIFT may use traffic and value data as part of its Business Intelligence offering was approved by the Board.

Right to limit the scope of the accessible data

SWIFT may at any time ask the user administrator to demonstrate that it has obtained authorisation to access the accessible data. Typically, such requests follow a complaint from a [SWIFT user](#), whose data is included in the accessible data.

Until the user administrator has demonstrated such authorisation to SWIFT's satisfaction, SWIFT has the right to limit the scope of the accessible data. Alternatively, SWIFT can, at its discretion, suspend or terminate the access by all or part of the end users.

Right to change the scope of the accessible data

Unless SWIFT receives instructions to the contrary from the user administrator, SWIFT adapts the scope of the accessible data as follows:

- **New customers that become part of a financial institution**

SWIFT allows access to the new customer's data to end users that have unrestricted access to the accessible data.

SWIFT restricts access to the new customer's data to end users that have restricted access to the accessible data.

- **Customers that cease to be part of the financial institution**

SWIFT does not allow end users to access the data of former customers.

Liability for errors or omissions

Although SWIFT uses all reasonable efforts to ensure the accuracy of Watch data, SWIFT assumes no liability whatsoever for any inadvertent errors or omissions in Watch data. To the extent permitted by law, SWIFT provides Watch Banking Analytics Premium and the accessible data on an as-is basis. SWIFT disclaims all other warranties and conditions, either express or implied. This includes, but is not limited to, warranties of merchantability, satisfactory quality, or fitness for a particular purpose.

Time limit for corrections

The daily and monthly aggregated data presented in Watch Banking Analytics Premium originate from transactional data extracted from individual FIN messages in accordance with the [SWIFT Data Retrieval Policy](#) and required Board approvals. SWIFT can only correct past data available in Watch Banking Analytics Premium based on transactional data up to January 2018. Transactional data up to January 2018 will only remain available to SWIFT for error correction purposes until 6 months after completion of a major technology migration, and subsequent launch of the next release of Watch Banking Analytics Premium. After such 6 months period, SWIFT will completely and permanently delete transactional data from its systems, and SWIFT will only be able to make corrections on past data up to a period of 124 days, in line with the retrieval period for FIN messages, as set out in the [FIN Service Description](#).

Informative, SWIFT-limited, and historical nature of Watch data

The data that is made available in Watch Banking Analytics Premium is only of a historical (Watch data does not contain any forward-looking data) and informative nature, and is limited to data exchanged over SWIFT.

Because **customers** have other means to exchange information about their financial transactions, Watch Banking Analytics Premium does not represent complete statistics on **customer**, market, or industry volumes, and should not be understood as such by the **customer**.

As a mere informative solution, Watch Banking Analytics Premium is not designed to provide any recommendation or advice to the **customer**, and should not be used as such by the **customer**. The **customer** remains solely and fully responsible for all decisions based, in full or in part, on data available in Watch Banking Analytics Premium, and for all consequences resulting from such decisions. SWIFT disclaims all liability with regard to such decisions and their consequences.

Suspension, expiration, and termination

In case of unauthorised access, use, or disclosure of data, SWIFT may immediately suspend access to Watch Banking Analytics Premium in order to investigate and resolve the case.

The subscription automatically expires when the **customer** ceases to be an authorised SWIFT User.

Upon termination, expiration, or suspension of the subscription, SWIFT immediately removes all end users.

8.3 Customer's Roles and Responsibilities

Licence restrictions

SWIFT grants the **customer** a non-exclusive and non-transferable right to use the accessible data for internal purposes and, for data relating to the **customer's** own business, in commercial and marketing materials, in accordance with the restrictions set out below. SWIFT extends this right to the entities whose data is included in the accessible data.

- **Permission to use data relating to its own business in marketing communications**

SWIFT limits permission to use data in commercial and marketing materials to data that relates to the **customer's** own business.

- **No permission to use SWIFT totals in marketing communications**

SWIFT does not extend such permission to data that relates to SWIFT's total traffic or volume figures.

- **No permission to modify or commercialise Watch data**

SWIFT does not authorise modification or commercialisation of the accessible data.

Registration of end users

The user administrator has the right to register end users to use Watch Banking Analytics Premium, and to manage end-user registration. The user administrator may only register end users that have already registered on www.swift.com, and that the **customer** has authorised to consult the accessible data.

For more information, see Knowledge base [tip 5019924](#).

Unrestricted access

The user administrator has the right to determine and modify the end user's access level. The user administrator may allow end users to consult all (unrestricted access) or a subset (restricted access) of the accessible data (more information about this is available in Knowledge base [tip 5019923](#)).

When restricting access, the user administrator can either define which BIC(s) an end user can access (whitelist mode) or which ones the end user cannot access (blacklist mode). In whitelist

mode, the end user can only access the data relating to the whitelisted BIC(s). In blacklist mode, the end user can access the data of all BICs, except the blacklisted one(s).

The user administrator guarantees that it has the necessary capacity to enable end users to consult the accessible data, that it has made this service description available to end users, and that it has obtained the end users' agreement to comply with their obligations under this service description.

Customer testing

Customers must not conduct any performance or vulnerability tests on or through SWIFT services and products unless expressly permitted in the [SWIFT Customer Testing Policy](#). If customers believe they have identified a potential performance or vulnerability threat, they must immediately inform SWIFT thereof and treat all related information, data or materials as SWIFT confidential information.

Removal of end users

The user administrator has the right to remove end users by using the [My Profile](#) facility on [www.swift.com](#). The user administrator guarantees to immediately remove end users that the customer no longer authorises to consult accessible data.

Examples include end users that are no longer employed by the financial institution, and end users employed by a customer that is no longer part of the financial institution. SWIFT may also remove end users if the user administrator fails or is late to do so.

For more information, see Knowledge base [tip 5019924](#).

Use of end-user passwords

The customer agrees that the section **Use of Passwords** in the [SWIFT Ordering Tool Terms and Conditions](#) applies to the use of passwords by both the user administrator and the end users.

Non-infringement guarantee

The customer guarantees that if SWIFT enables end users registered by the user administrator to retrieve and analyse the accessible data, then such retrieval and analysis do not infringe any applicable laws, third-party rights (for example, as agreed with correspondents on a bilateral basis), or the rights of any entity within that financial institution (for example, the right to request or refuse inclusion in the accessible data).

Note *The present provision does not seek to relieve SWIFT from its obligation to collect the consent from its customers to retrieve, use, and disclose their data as part of the provision of its Business Intelligence solutions, as documented in detail in the present service description.*

Termination

The customer may terminate its subscription to Watch Banking Analytics Premium by prior notice to SWIFT. Upon receipt of such notice, SWIFT will disable any access to data upon expiry of the 3 months' termination notice period. The user administrator must inform all end users in advance of termination of their access to data.

9 Contractual Framework

SWIFT General Terms and Conditions

Together with this service description, the [SWIFT General Terms and Conditions](#) govern the provision and the use of Watch Banking Analytics Premium.

For the latest available version of the [SWIFT General Terms and Conditions](#), see www.swift.com > About Us > Legal > [Terms & Conditions](#).

A Fields Used for the Retrieval

Payments

The new aggregated payload information that is available in Watch Banking Analytics Premium is retrieved from the following fields:

- **MT 101 Request for Transfer**
 - field 52A (Ordering Institution, only country code is extracted)
 - field 57A (Account with Institution, only country code is extracted)
- **MT 103 Single Customer Credit Transfer Core**
 - field 52A (Ordering Institution)
 - field 57A (Account with Institution)
 - field 33B (Currency/instructed amount)
 - field 70 (Remittance information)
 - field 71A (Details of Charges)
 - field 72 (Sender to Receiver Information)
- **MT 103+ Single Customer Credit Transfer STP: same as for MT 103**
- **MT 103 REMIT Single Customer Credit Transfer Remit: same as for MT 103**
- **MT 202 General Financial Institution Transfer**
 - fields 52A and 58A (Beneficiary Institution)
- **MT 202 COV General Financial Institution Transfer: same as for MT 202**
- **MT 205 Financial Institution Transfer Execution**
 - fields 52A and 57A
- **MT 205 COV Financial Institution Transfer Execution: same as for MT 205**

Value buckets are also available in Watch Banking Analytics Premium for the following message types: MT 101, MT 103, MT 103+, MT 103 REMIT, MT 202, MT 202 COVER, MT 205, and MT 205 COVER).

Treasury

Value buckets are available in Watch Banking Analytics Premium for all message types for which we extract currency and value information (MT 300, MT 304, MT 305, MT 306 and MT 320).

Trade Finance

The new payload information that is available in Watch Banking Analytics Premium are as follows:

- **MT 700 Issue of a Documentary Credit**
 - field 31D (Date of expiry) minus field 31C (Date of Issue) organised by length buckets
 - field 41A (Available With ... By ...)
 - field 49 (Confirmation Instructions)
- **MT 707 Amendment to a Documentary Credit**
 - field 31E (New date of expiry) minus field 31C (Date of Issue) organised by length buckets

- **MT 710 Advice of a Third Bank's Documentary Credit**

- field 41A (Available With ... By ...)
- field 49 (Confirmation Instructions)

- **MT 740 Authorisation to Reimburse**

- field 41A (Available With ... By ...)

Value buckets are also available in Watch Banking Analytics Premium for the following message types: MT 400, MT 700, MT 707, MT 710, and MT 740.

11 SWIFT Training

SWIFT provides training about standards, products, and services to suit different needs. From tailored training to self-paced e-learning modules on SWIFTSmart, a range of training options are available for all SWIFT users.

SWIFTSmart

[SWIFTSmart](#) is an interactive, cloud-based training service that offers a large variety of courses for different levels of knowledge. The courses contain exercises and quizzes and are available in multiple languages. The [SWIFTSmart catalogue](#) provides a list of courses that are organised into these learning tracks:

- General knowledge
- Work with messages
- Deploy and manage SWIFT software solutions
- Security and audit
- Compliance and shared services

[SWIFTSmart](#) is accessible from the desktop or from a mobile device. No installation is required.

It is available to all connected SWIFT users and registered SWIFT partners with a swift.com account. For more information, see [How to become a swift.com user](#).

Tailored training

A full range of tailored programmes are available to meet specific training needs. For more information, visit the [Training](#) web page.

Legal Notices

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Translations

The English version of SWIFT documentation is the only official and binding version.

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