

Frequently Asked Questions – Trade Transaction Tracker

1) What is the Trade Transaction Tracker?

The Trade Transaction Tracker is a complimentary service via a mobile application helping HSBC clients using documentary trade products to speed up the trade cycle, enhance cash flow and improve management of your supply chain. It helps to save time and money by providing on-demand enquiry capability at each stage of the transaction through the Trade Transaction Tracker Application. Future releases will include guarantee and trade loan products.

2) How can I get started?

- 1) You need an Android or iOS mobile with access to the internet (SIM data or Wi-Fi)
- 2) You need to have downloaded the “HSBCnet Mobile” app and be a registered user of Instant@dvice with an active subscription
- 3) The Trade tracker tool is available as a pre-log on option within the HSBCnet Mobile app requiring a one-time registration. The registration process requires some basic account information, the transaction number of a recent transaction and a security code sent to your Instant@dvice email address.

3) What if I am not currently registered with Instant@dvice? How do I register for Instant@dvice?

If you are not a registered user on the Instant@dvice with active subscription, please contact your local Relationship Manager, Trade Business Development Manager or Trade Client Services to enroll for Instant@dvice notifications. More information on the Instant@dvice service is available here:

<http://www.business.hsbc.com.sg/en-gb/sg/generic/instant-device-document-tracker>

Alternatively, the form is available directly from the Singapore Download Centre:
<http://www.business.hsbc.com.sg/en-gb/sg/generic/download-centre>

Trade Client Services contact details: trade@hsbc.com.sg or +65 6499 4888

4) What is the difference between Instant@advice and Trade Transaction Tracker?

The Trade Transaction Tracker works in partnership with our Instant@dvice service, which provides the status of all your trade transactions via email. The Trade Transaction Tracker is available on a mobile app to provide the quickest & easiest way to access your trade transactions anytime, anywhere.

5) How long does it take to register for Instant@advice?

The Instant@dvice registration usually takes 1-2 weeks to complete, while the actual setup time may take longer on a case-by-case basis.

6) If I de-register from Instant@dvice, can I still continue to use my trade transaction tracker?

Once registration of the Trade Transaction Tracker is completed, the service will remain active while subscribed to Instant@dvice and will be automatically revoked if the associated Instant@dvice subscription is terminated.

7) I am not currently registered as an HSBCnet user. Do I need to register for this first?

You are not required to be registered for HSBCnet as the Trade Transaction Tracker is a separate service with an alternate logon option in the HSBCnet app.

8) What do I need to register for the first time?

You will be required to enter your registered Instant@dvce email address, your import or export account number and a recent transaction reference number of a Trade bill or Documentary Credit related to your Trade account number.

NB: The trade account number (Import/export account) MUST be linked to the transaction reference number used to register.

The simplest way to register is to refer to any recent Instant@advice email notification received from HSBC and use the information from the notification to register (i.e Trade Account No., email address and transaction reference number).

You will receive an Activation Code via email and will need to use it within 5 minutes.

9) I'm not getting the Activation Code

- It may take up to 15 min to receive the Activation Code, please check your mail box again in few minutes prior to requesting for a new code
- Please check your spam folder
- You may have created a filter that moves all HSBC mails to a specific mail box/ folder

10) I have multiple Trade Accounts and multiple email addresses, which account number and email address do I use?

You may enter any one of the Trade Account numbers and email addresses currently used for Instant@advice notifications. *Please refer to question 8.*

Once you have registered the first time, you will have access to all of your current trade transactions available on Instant@advice and linked to your specified e-mail address.

11) How soon can I view my existing transactions?

As soon as you successfully logon onto the Trade Transaction Tracker application you will be able to view all of your existing transactions. *Please refer to questions 8 & 10 for logon information.*

12) How soon can I view my new transactions?

As soon as HSBC processes your transaction, you should be able to view the transaction status.

13) How many devices can I log on/register for Trade Transaction Tracker at one time?

One device can be enabled for one registered Instant@dvce e-mail, however you can define up to 5 email accounts for each of your Trade accounts.

14) How do I log off after use?

Select 'Exit trade transactions tracker' or the Trade Transaction Tracker will automatically time-out after 5 minutes of inactivity.

You may also de-register from your Trade Transaction Tracker by clicking on the "de-register" option on the drop down menu of the app and/or by de-registering from the Instant@advice email service.

You can de-register from the Instant@advice email service by contacting your HSBC Trade Business Development Manager or Trade Client Services. You will need to register again when you use the Trade Transaction Tracker the next time.

15) Do I need to go through the registration or log-on process every time?

Once you complete the one-time registration with the Activation Code, you will need to log-on each time when using the Trade Transaction Tracker using your registered Instant@advice email address. You also have the choice to select the 'remember me' option

Re-registration is required only if you change your mobile device, make changes to your Instant@advice e-mail or de-register from the Trade Transaction Tracker.

16) The T&Cs of the Trade Transaction Tracker refers to guarantee products. Why am I unable to view my guarantees?

The Trade Transaction tracker is currently only available for Core Trade products (imports and exports). Guarantees, other products and enhanced functionality will be available at a later stage.

17) Who should I contact if I require more information on Trade Transaction Tracker?

You can contact your local Relationship Manager, Trade Business Development Manager or Trade Client Services. *Please refer to question 3.*

18) Can I choose what accounts I can view in Trade Tracker?

Once logged on successfully to the application, you will be able to view all of your Trade accounts linked to the Instant@advice email address provided at registration.

19) How can I enable/view all of my Trade accounts under Trade Transaction tracker?

You can do so by registering to multiple trade accounts using the same email address with Instant@advice

20) How can I disable Trade Transaction Tracker if I lose my phone?

You can disable the mobile tracker in the following ways:

- (a) Registering on another mobile using the same Instant@advice email address will de-register the Trade Transaction Tracker on your previous device
- (b) Your Trade Business Development Manager can change your email address linked to Instant@advice (using the Instant@advice registration from)

21) Will Trade Transaction Tracker be disabled once I change my mobile number?

No. A change of mobile number will not de-register your account.

The Trade Transaction Tracker will remain on your phone device permanently unless you choose to delete the HSBCnet Mobile app or change your mobile device.

22) Will the Trade Transaction Tracker be disabled if I change my SIM card or Traveling overseas?

No. As long as you are not changing the mobile device registered for Trade Transaction Tracker or not changing the email registered for Instant@advice, you will continue to receive service.

23) How can I add/enable more users on the Trade Transaction Tracker?

Each user will need to register on a separate mobile device using separate email addresses registered on Instant@advice. Instant@advice currently allows up to 5 email addresses to be registered to Import and export accounts.

24) Can a shared email address be used on multiple devices?

A shared email address may only be used on one mobile device, registration on a different mobile device with the same shared email address will automatically de-register the previous user. Please consider registering additional email addresses for the instant@dvice service. *Please refer to question 3.*

25) How do I disable the Trade Transaction Tracker access when an employee leaves the organization?

Please contact your HSBC Trade Business Development Manager or Trade Client Services to amend your Instant@dvice email user list.

FAQs for Error Messages with Registration

26) I'm getting Account Number incorrect message

Please verify and enter your 'Trade account number' as mentioned in any of the recent Instant@dvice's.

27) I'm getting Instant@dvice e-mail incorrect message

Ensure e-mail address provided has to be linked to the same Trade Account Number.

28) I'm getting Transaction Reference number incorrect message

- Transaction number provided has to be booked under the same Trade Account Number.
Please refer to questions 8 and 10 for logon information
- Reference number of an approved transaction is required.
Please refer to questions 8 and 10 for logon information
- Please check that the Documentary Credit or Bill reference number is correct
- **Please input the reference number exactly as shown on the Instant@dvice including any spaces (e.g. DC ABU123456).**

29) I'm not getting the Activation Code

- It may take up to 15 min to receive the Activation Code, please check your mail box again in few minutes prior to requesting for a new code
- Please check your spam folder
- You may have created a filter that moves all HSBC mails to a specific mail box/ folder