# Operational Notice

30 March 2020
ON_07/2020

# X-TRM Online: frequently asked questions

**For the attention of: Intermediaries**

**Re: Clarifications on the functioning of X-TRM Online**

Dear Client,

In order to meet our clients' needs and in the hope that the information provided results to be useful, please find enclosed a document that responds to the most frequently asked questions regarding the behaviour of our X-TRM Online system following the R3.2 release of T2S.

We are of course available if any further clarification is required.

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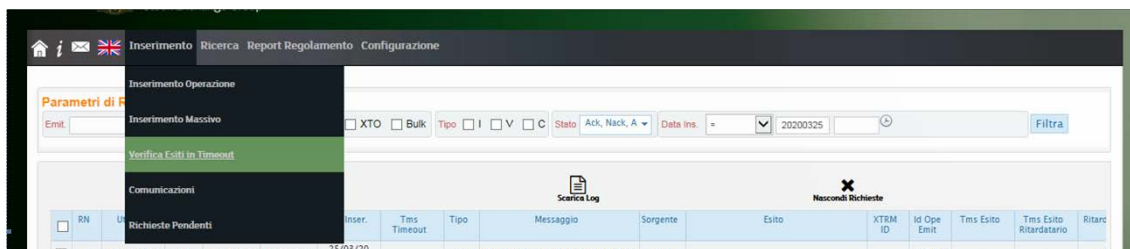
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# Frequently asked questions

**How come X-TRM Online's response times are so long?**

The cause is not attributable to X-TRM Online, which has to wait for up to 2 minutes for the outcome from T2S. If the outcome does not arrive, the system is unable to respond - either positively nor negatively - to the client. It is the T2S platform that dictates the timing.

**Why is it that after entering a transaction, the system response following a timeout is KO, while sometimes the response is OK?**

The response (<u>not error</u>) message has been changed from a simple "Timeout" to "The response has not arrived yet, check in the pending results section". When receiving this response, clients can check in the "Verify timeout outcome" section (following the path Settlement→Menu entry→Verify timeout outcome, as shown in the example below) for any late messages sent by T2S arriving after 2 minutes, before deciding whether or not to re-enter the transaction.

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**Why does an initial request entered remain with the status of "to be approved"?**

This is standard X-TRM Online behaviour. The request to be approved responds to the "four-eyes principle": one user enters for approval and another approves. If the outcome of the approval does not arrive in time, X-TRM Online is unable to manage the initial request, which therefore remains in the status of "to be approved". This was a functional decision by Monte Titoli: if X-TRM Online always deleted a request to be approved following a NACK or a Timeout, the client would always have to re-enter the instruction from scratch, instead of starting from the draft of the approvable instructions.

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