

## Frequently Asked Questions – HSBCnet Trade Transaction Tracker

1) **What is HSBCnet Trade Transaction Tracker?**

The HSBCnet Trade Transaction Tracker is a complimentary service via HSBCnet mobile application helping HSBC\* clients using documentary trade and guarantees products to speed up their trade cycle, enhance cash flow and improve their management of supply chain. It helps to save time and money by providing on-demand enquiry capability by stage of the transaction through HSBCnet Trade Transaction Tracker Application.

\*refers to HSBC Bank Malaysia Berhad and HSBC Amanah Malaysia Berhad

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 local Relationship Manager, Trade Business Development Manager or Trade Client Services to enroll for Instant@dvice notifications.

Trade Client Services contact details: [gtrf.client.services.my@hsbc.com.my](mailto:gtrf.client.services.my@hsbc.com.my) or 1300 88 1099

4) **What is the difference between Instant@dvice and HSBCnet Trade Transaction Tracker?**

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

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

The Instant@dvice registration usually take 1-2 weeks to complete, while the actual setup time may take longer on 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 HSBCnet 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 HSBCnet Trade Transaction Tracker is a separate service with an alternate logon option in the HSBCnet app.

8) **What do I need to log on the first time?**

You will be required to enter your registered email address on the Instant@dvice, your import, export, or guarantee account number and a recent transaction reference number of a bill or Documentary Credit/Documentary Credit-i related to your Trade account number.

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

**The simplest way to register is to refer to any recent Instant@dvice email notification received from HSBC and input all 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 10 minutes.

9) **What if I'm not getting the Activation Code?**

- It may take up to 15 minutes 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 of the Trade Account number and email addresses currently used for Instant@dvice 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@dvice 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 HSBCnet 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 your transactions instantly.

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

One device can be enabled for one registered instant@dvice e-mail. Where up to a maximum of 5 devices can be logged on / registered at a time. *Please refer to questions 23.*

14) **How do I log off after use?**

Select 'Exit Trade Transaction Tracker' from the menu or the HSBCnet Trade Transaction Tracker will automatically time-out after 5 minutes of inactivity.

15) **How do I de-register?**

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

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

**16) 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 HSBCnet Trade Transaction Tracker using your registered Instant@dvice 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@dvice email or de-register from the HSBCnet Trade Transaction Tracker.

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

You can contact local Relationship Manager, Trade Business Development Manager or Trade Client Services.

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

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

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

You can do so by registering to multiple trade accounts using the same email address with instant@dvice.

**20) How can I disable HSBCnet 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@dvice email address will de-register the HSBCnet Trade Transaction Tracker on your previous device
- (b) Your Trade Business Development Manager can change your email address linked to instant@dvice (using the instant advice registration from)

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

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

The HSBCnet 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 HSBCnet 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 HSBCnet Trade Transaction Tracker or not changing the email registered for instant@dvice, you will continue to receive service.

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

Each user will need to register on a separate mobile device using separate email addresses registered on Instant@dvice. Instant@dvice allows up to 5 email addresses to be registered to Import, export, and guarantee 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 HSBCnet Trade Transaction Tracker access when an employee leaves the organization?**  
Please fill up the Instant@dvice subscription form and 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 advices
- 27) **I'm getting Instant Advice 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 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/Documentary Credit-i or Bill reference number is correct
  - Please input the reference number exactly as shown on the instant@dvice. That is, if there is a space, please insert space (E.g. DC ABU123456).
- 29) **I'm not getting the One time Password**
- It may take up to 15 min to receive the one time password, 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

**Disclaimer:**

HSBC Amanah's Customers are to note that the terms "loan" and "interest" used in the platform are not applicable to any of our products and services; please refer instead to our trade application forms and/or Facility Offer Letter.