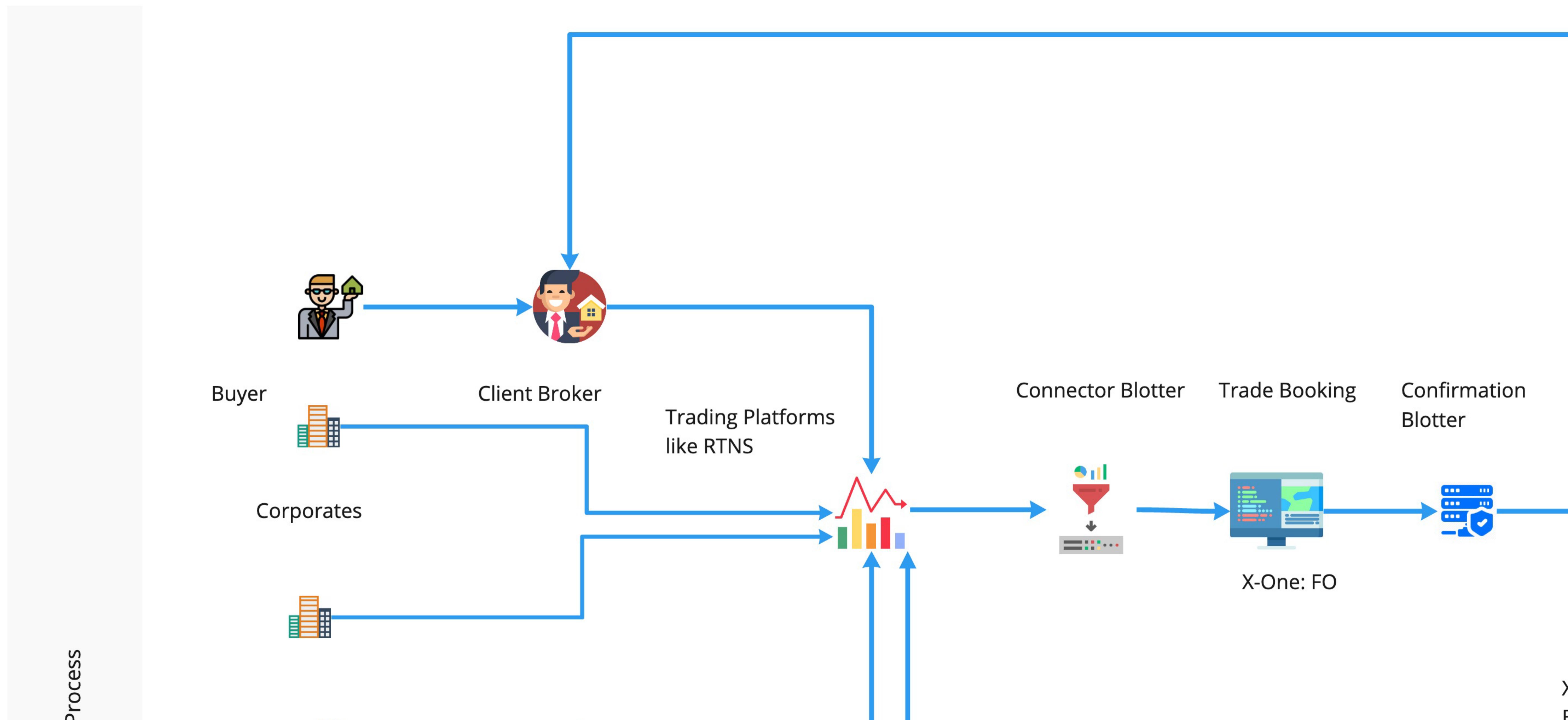


# Process Mapping for FX Trades

## Front Office/Sales





Seller

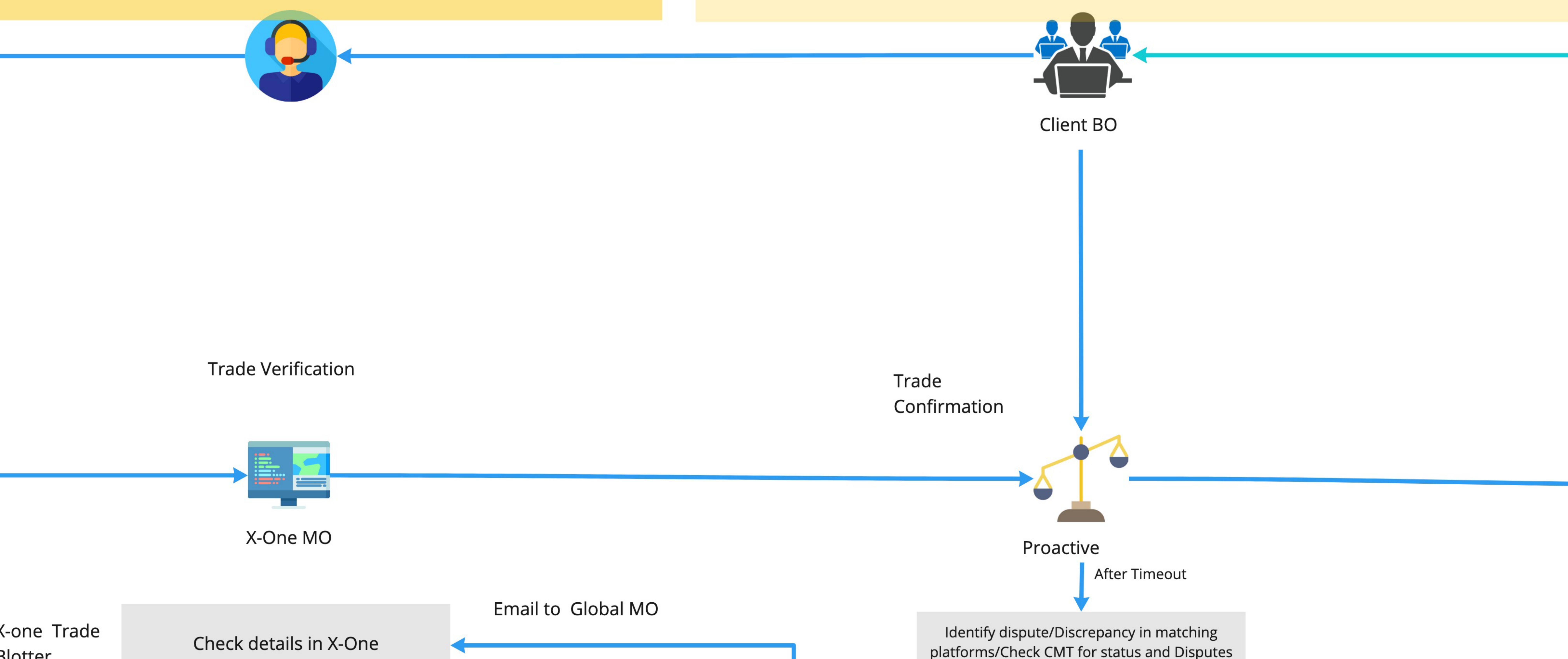
SG Broker

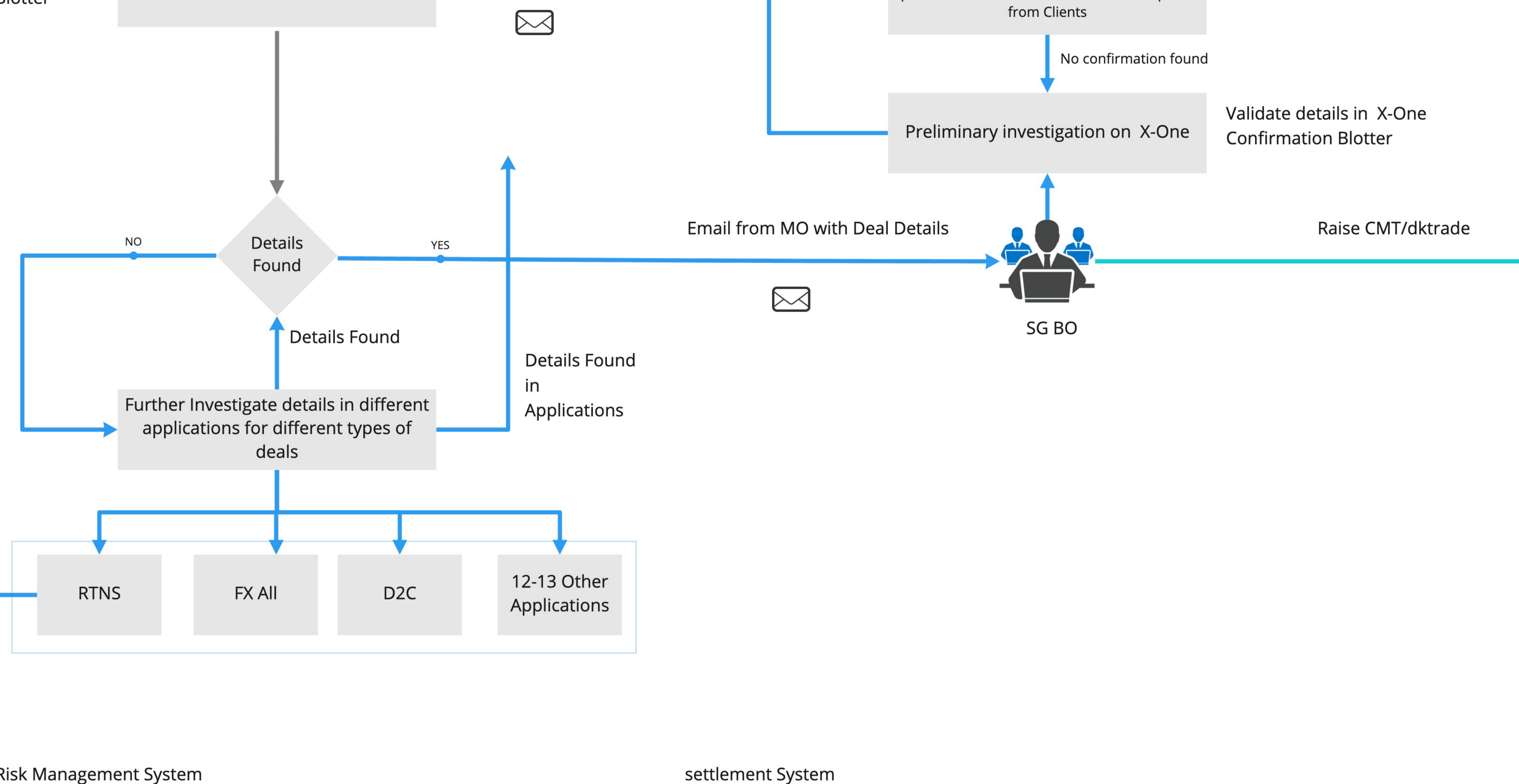
### Order Management System

1. Initiates a trade/order.
2. Chooses STP or Non STP for each step.
1. Receives the orders.
2. Records the received orders so that there is no ambiguity/ mistakes in processing.
3. Collates the orders and sends for execution.
4. Maintains the order records against client ID.
5. Communicates to the client about execution of the order.
6. Sends an official contract note with details of the

## Middle/TSU

## Back office/Support

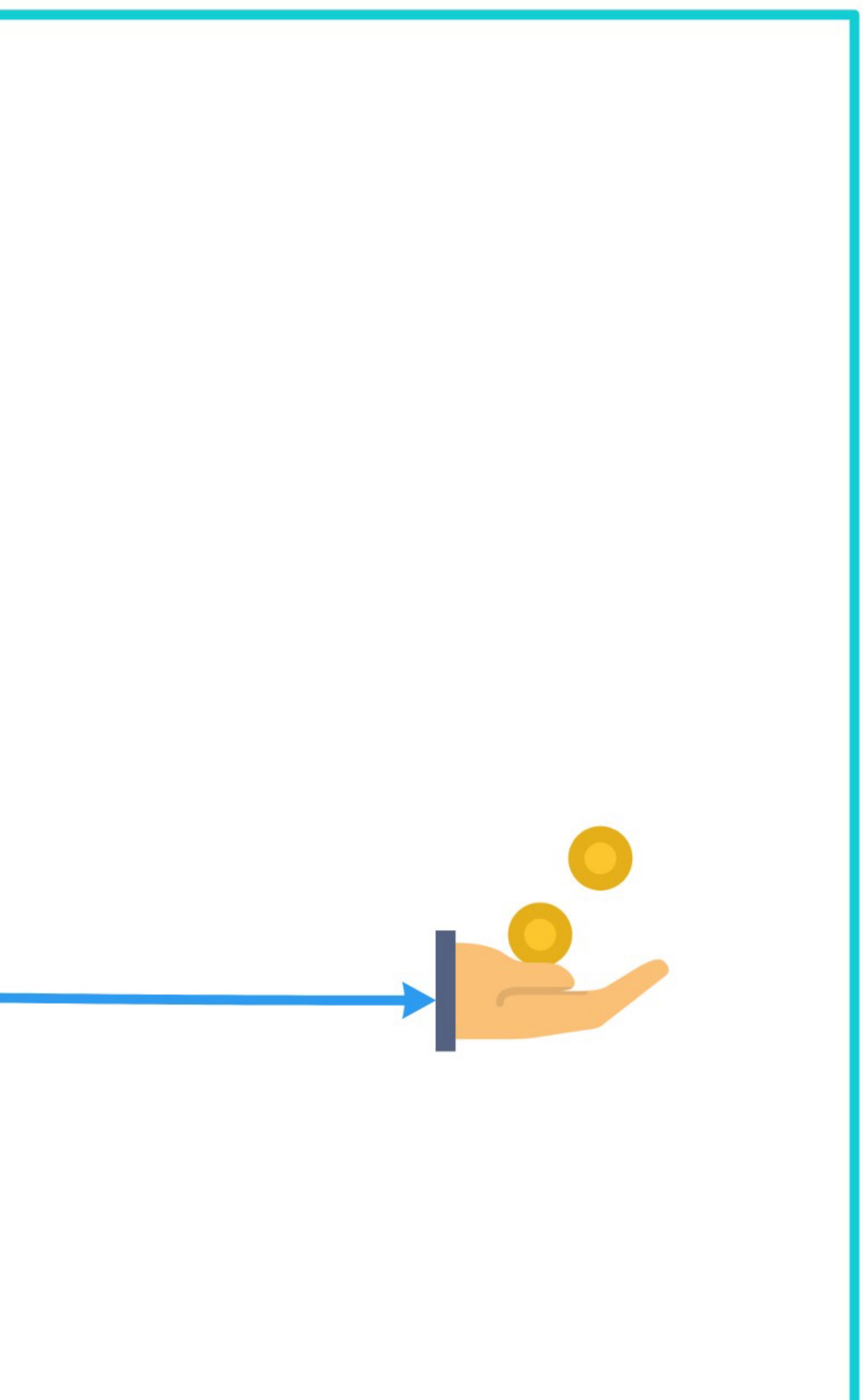
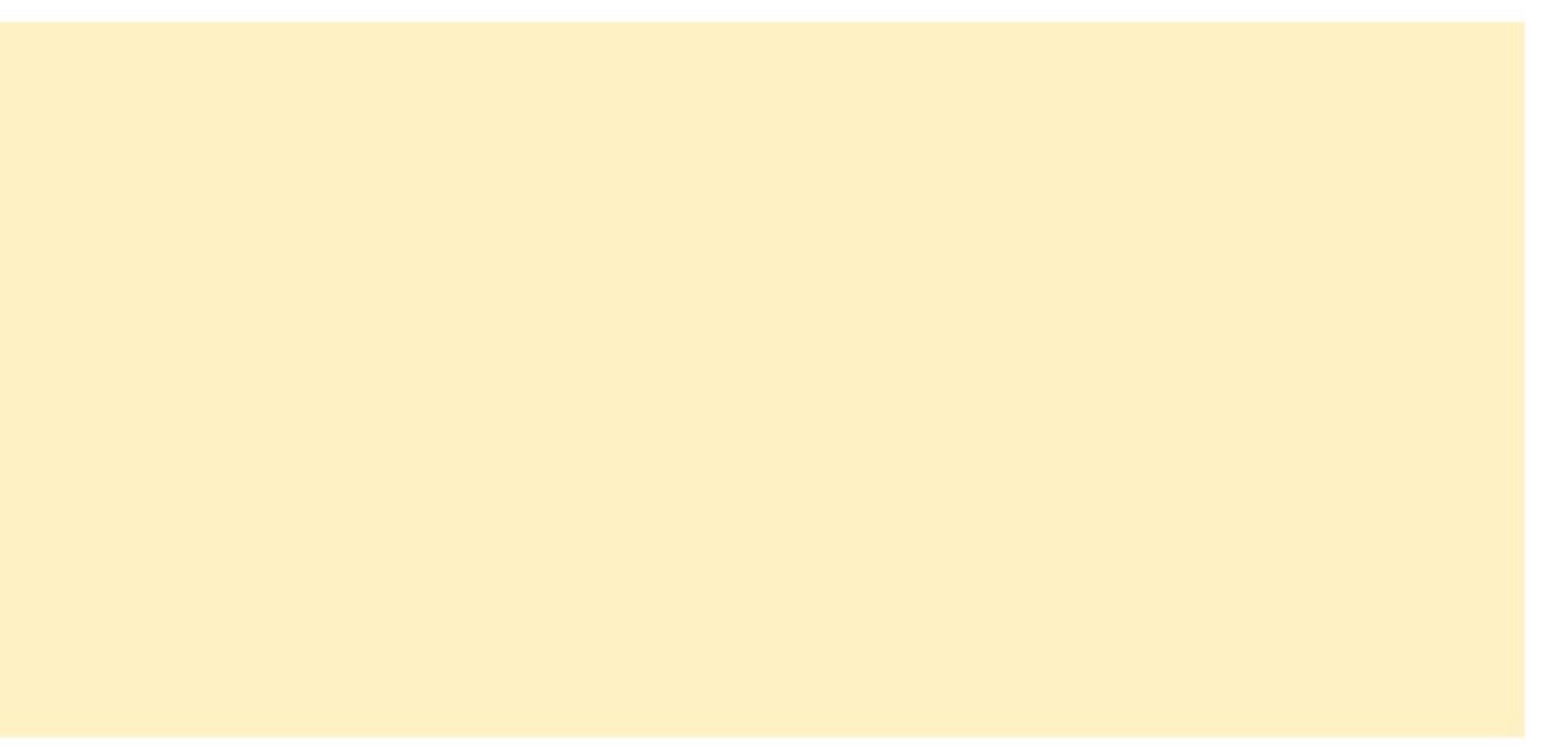





1. Does various risk management check
2. Confirms the order by affirmation, confirmation and matching.

1. Continuously Monitor the trades in matching platforms
2. Monitor communication platforms like CMT, Outlook
3. Resolve FX disputes and Queries
4. Raise and chase back office for more information/action to resolve the query

1. Consults on non economic mismatches.





trade.

## 7. Pre validation

Actions/S

Tools/Apps

RTNS, Reuters Conversations, X-One

Challenges in  
Maximising client  
relationship and  
complaint  
resolution

Handling trade  
volume

Tackling new and  
emerging risks

X-One, RTNS, Other trade booking platform

High Volume and data management

Lack of automation and intelligent workflow

Legacy systems

Dependency for information on multiple sources

Dependency on MO/FO for responses

Chasing different teams for more information

Significant time is spent on specific type of queries.

Minimum Response time for Information

Limitation in terms of accessibility

Matching application(Proactive, Sirocco, CLS, FXall), X-One, CMT

