

SOP: To address the issue of not receiving TSL (Trade Settlement and Lifecycle) acknowledgments, you can follow the steps below:

Report the issue: Inform the relevant business unit (BU) about the problem you're experiencing with TSL acknowledgments. Provide them with all the necessary details, such as specific transactions or any error messages received.

Investigate State Street end: Since the issue could potentially be on the State Street end (assuming they are involved in the TSL process), reach out to State Street or the appropriate contact person to inquire about any known issues or technical difficulties they might be facing. Collaborate with them to troubleshoot and resolve the problem.

Check connectivity: Verify the connectivity between your system and State Street's system. Ensure that there are no network issues or disruptions that could be causing the problem. It's essential to have a stable and reliable connection for seamless transmission of TSL acknowledgments

Involve all stakeholders: Engage all relevant stakeholders, including the BU, State Street, and any other parties involved in the TSL process. Coordinate a meeting or discussion to collectively identify and investigate the root cause of the issue. Sharing information and perspectives can help uncover potential areas for improvement or identify any miscommunications.

Explore manual workarounds: While investigating the problem, consider if there are any temporary manual workarounds that can be implemented to ensure the settlement process continues smoothly. This may involve alternative methods of communication or interim procedures until the underlying issue is resolved.

By following these steps, you can actively address the issue of not receiving TSL acknowledgments, identify the root cause, and work towards finding a resolution with the involvement of all relevant stakeholders.