ENQUIRY LINK SCREENS & FUNCTIONS
Detailed descriptions on how to use each screen are provided in the Reserves User Guide.

RESERVE ACCOUNTS MENU (VIA ACCOUNTS MENU)
RESERVE DETAILS - SCREEN 203
View Account balance, View current average for period and status against target (based on end of day balances). Set Target for next period (temporarily suspended). View summary details for previous periods.

TRANSFERS MENU
DEFUND ACCOUNT - SCREEN 204
Enter a payment out of the Reserves Account either to an external account (e.g. with Settlement Bank) or transfer to BoE for settlement of OMO or SF. Settlement Instructions for external payments are pre-defined and cannot be changed by an account holder - contact PSC (number opposite).

OTHER RTGS SCREENS - FILE MENU
Message List - Screen 002 (via Options > Messages menus)
View incoming & outgoing messages for the current day
Outward Messages List - Screen 003 (via Options > Messages menus)
Create messages and view outgoing messages for the current day
Change Password - Screen 044 (via Options menu)
Change Operator Password

OTHER RTGS SCREENS - ACCOUNTS MENU
Account Group Summary - Screen 125 (via Account Enquiry menu)
List all accounts in a balance group and set default account to be notified of messages arrived
Account Postings - Screen 036 (via Account Group Summary screen)
View all postings on an account (both CHAPS & Non-CHAPS transfers) for the highlighted / selected account
Other Postings - Screen 007 (via Account Enquiry menu)
View non-CHAPS transfers on an account for the highlighted / selected account

OTHER RTGS SCREENS - TRANSFERS MENU
Account Holder Queues - Screen 117
View queued payments for each account group
Queue Details - Screen 033 (via Account Holder Queues screen)
View all unsettled payments
RT to CHAPS Sterling Payments - Screen 141
View Reserves defund payments made today and the previous 2 days
RT to CHAPS Sterling Payment Details - Screen 142
View full details of any individual payment made today

OTHER RTGS SCREENS - FROM THE “ADV” ADVICE INDICATOR BUTTON
Non CHAPS Transfer Advices - Screen 055
View high-level information of non-CHAPS transfers made today and over the previous 2 days
Posting Details - Screen 056 (via Non CHAPS Transfer Advices screen)
View details of any individual non-CHAPS transfer made today and over previous 2 days (Reserves interest payments and transfers made after CHAPS close are made by non-CHAPS transfer)

OPERATIONAL DEADLINES
Reserves Accounts are available for movement of funds throughout the CHAPS day.

The CHAPS day runs from 06:00 to 18:00.
In the event of a CHAPS extension being called, Reserves Account access will continue until CHAPS close.

Operational Standing Facilities are available for transfers to/from Reserves Accounts for 10 minutes after CHAPS close, and for 20 minutes after CHAPS close on the last day of a maintenance period.

USEFUL CONTACTS
Policy
Contact Sterling Markets Division (SMD) for any policy or Market related questions
Telephone: 020 7601 5000

Operations
Contact Payment System Control (PSC) for any operational queries, including System issues and Enquiry Link Operator ids and passwords
Telephone: 020 7601 5999. E-mail – psc.secure@bankofengland.co.uk

USEFUL DOCUMENTATION
All documentation relating to Reserves Accounts and Sterling Market Operations is published on the Bank of England website at:
http://www.bankofengland.co.uk/markets/money/documentation.htm

Specific documents of interest to Reserves Account holders will be:
- Operational Notice
- RTGS Account mandate - Terms & Conditions
- Reserves Account User Guide

Maintenance periods are defined by scheduled MPC meetings. A list of forthcoming MPC dates is available on the Bank of England website:
http://www.bankofengland.co.uk/monetarypolicy/decisions.htm

For Documentation relating to the use and operation of the Enquiry Link Service please refer to the Enquiry Link User Guide. For general information on RTGS please see the RTGS Reference Manual, both documents are available on the Bank of England secure website. Please contact PSC on the number above if you require access to the secure website.

For Documentation relating to the installation and management of the SWIFT WebStation, please see the SWIFT website www.swift.com or contact your SWIFT representative.
OVERVIEW
The reserves targeting regime introduced in 2006 has been suspended since 2009 and the targeting functionality has been disabled until further notice. Reserves Account Holders (except central counterparties) are not currently required to set targets, while certain parameters used by the Reserves Details Enquiry Link screen are not applicable: i.e. Marginal Shortfall Rate, Marginal Excess Rate, Interest Charged and all the Target parameters.

Banks, Building Societies and Broker Dealers
The Reserves Scheme does not require banks, building societies or broker dealers to hold a particular level of reserves; instead Participants are free to choose the level of reserves they wish to hold. Target balances are therefore not required. The reserves balance is typically remunerated at Bank Rate on the basis of 365 days a year.

Central Counterparties (CCPs)
The remuneration of Reserves Accounts for CCPs is based on the average balance held over a Maintenance Period. Average reserves holdings are calculated as the mean of the end-of-calendar-day balances on Reserves Accounts during the Maintenance Period.

Target balances are agreed between Participants and the Bank no later than two working days before the start of each Maintenance Period. Any changes to target balances take effect from the next Maintenance Period.

Remuneration and Charges
Interest paid and deductions (where applicable) appear as two separate RTGS Transfer postings to the Reserves Account, on the first day of the next Maintenance Period.

Any overdrafts on individual days on Reserves Accounts (possible for CHAPS Members only against Eligible Securities) are charged at Overdraft Rate, i.e. Bank Rate plus 200bps. The overdraft charge is deducted from the Account the next Business Day rather than waiting until the end of the Maintenance Period.

CONTINGENCIES
In the event of a local problem with your Enquiry Link Service, please contact Payment System Control (contact details overleaf). Requests to make defunding payments on your behalf will need to be supplied via secure email and signed in accordance with your account mandate. You must ensure you also include the next Random Sequential number provided by the Bank when the Reserves Account was opened.

Widespread disruption to service will be notified as quickly as possible – an email will be sent to all Reserves Account Holders.

The Bank maintains two processors and two permanently manned sites. In the unlikely event that the RTGS Central System is unavailable, a contingency system, MIRS (Market Infrastructure Resiliency Service), would be activated. MIRS provides a simple RTGS service enabling CHAPS Payments to continue to be made during the day with finality and immediate settlement in central bank money. Once MIRS is activated, inward payments may be made in the usual way. However, there will be no separate provision for any outward payments from your Reserves Account should the RTGS system be unavailable. Internally, arrangements have been made to ensure that, when the RTGS system again becomes available, interest positions on Reserves Accounts are correct.