Procedure if issues during rates upload

When

There are a number of potential issues that could occur whilst FXLoader is fetching rates from source or loading into a client's ERP. This document details the procedures followed by FXLoader in these cases; and also the preventative measures we have put in place.

Rates are unavailable for the date requested

If we request rates for a particular date but they are not available from the provider FXLoader goes back to fetch the latest rates, and generates a warning email which is sent to all recipients listed within that Run – our Support team is always included in this list, and will investigate. If the unavailability is expected (for example, it was a bank holiday in the country we have requested rates for) no action is taken. If the unavailability is unexpected we will contact the client to advise them of the issue, and will suggest possible remedial action (for example, re-running the job if rates have become available since the original Run).

Client ERP is down

If your ERP is down for maintenance we will not be able to load rates. In this case FXLoader automatically retries after an interval specified in that Run, and will retry a number of times as specified. The retry interval doubles with each retry attempt, which allows us to cope with short periods of downtime as well as more lengthy periods. For each retry an email is sent out to all recipients listed within that Run; and once the job has finally succeeded another email is sent with COMPLETE in the subject line. If the retries are exhausted the job will end in ERROR and another email is generated. Our Support team receive all the above emails so we can monitor and contact the client if necessary.

Rates are completely unavailable from the provider

If we request rates but they are completely unavailable because your rates provider is down the same retry procedure detailed above will apply.

User password has expired or changed in ERP

In this case we are unable to load rates until the password has been updated in your ERP and also within FXLoader. FXLoader will retry as determined by the parameters within the Run, and will send an email for each retry. Our Support team receives these emails and will contact the client to request a password update. If this is done before the retries are exhausted then the job will complete successfully at the next retry attempt. If not, the run will ERROR once the retries are exhausted. We then need to re-enable the job once the password has been updated.

How can we be sure that the FXLoader Support team receive notification emails?

It is possible that a client user could log into the FXLoader application and remove our support email address from the list of recipients. To cater for this, we have an alert system which notifies us if any FXLoader job runs without our support email address

in the list. This has never happened yet, but if it does we will reinstate our email address within the Run and contact the user to ask them to leave it there.

Other errors

The above procedures cover the vast majority of issues we encounter. If any other problems arise they will be dealt with in similar manner.

Variance Alerts

Variance alerts can be created for any FXLoader runs except averages. These will compare rates loaded by the current job to those from a previous job and send a notification email if the rates differ by more than a percentage tolerance which is set by the client.