

Guarantee Advice Closure User Guide

Oracle Banking Trade Finance Process Management

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Oracle Banking Trade Finance Process Management - Guarantee Advice Closure User Guide
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Oracle Banking Trade Finance Process Management

Welcome to the Oracle Banking Trade Finance Process Management (OBTFPM) User Guide. This guide provides an overview on the OBTFPM application and takes you through the various steps involved in creating and processing trade finance transactions.

This document will take you through following activities in OBTFPM:

- To create and handle trade finance transaction.
- Help users to conveniently create and process trade finance transaction

Overview

OBTFPM is a trade finance middle office platform, which enables bank to streamline the trade finance operations. OBTFPM enables the customers to send request for new trade finance transaction either by visiting the branch (offline channels) or through SWIFT/Trade Portal/other external systems (online channels).

Benefits

OBTFPM helps banks to manage trade finance operations across the globe in different currencies. OBTFPM allows you to:

- Handle all trade finance transactions in a single platform.
- Provides support for limit verification and limit earmarking.
- Provide amount block support for customer account.
- Provides acknowledgement to customers.
- Enables the user to upload related documents during transaction.
- Enables to Integrate with back end applications for tracking limits, creating limit earmarks, amount blocks, checking KYC, AML and Sanction checks status.
- Create, track and close exceptions for the above checks.
- Enables to use customer specific templates for fast and easy processing of trade transactions that reoccur periodically.

Key Features

- Stand-alone system that can be paired with any back end application.
- Minimum changes required to integrate with bank's existing core systems.
- Faster time to market.
- Capable to interface with corporate ERP and SWIFT to Corporate.
- Highly configurable based on bank specific needs.
- Flexibility in modifying processes.

Guarantee Advice Closure

Guarantees/SBLC have a pre-scheduled auto closure date, a few days after the expiry of undertaking. This process enables, closure of a Guarantee/SBLC after the expiry date but before the auto closure date. In the following sections, let's look at the details for Guarantee Advising process:

This section contains the following topics:

[Registration](#)

[Data Enrichment](#)

[Multi Level Approval](#)

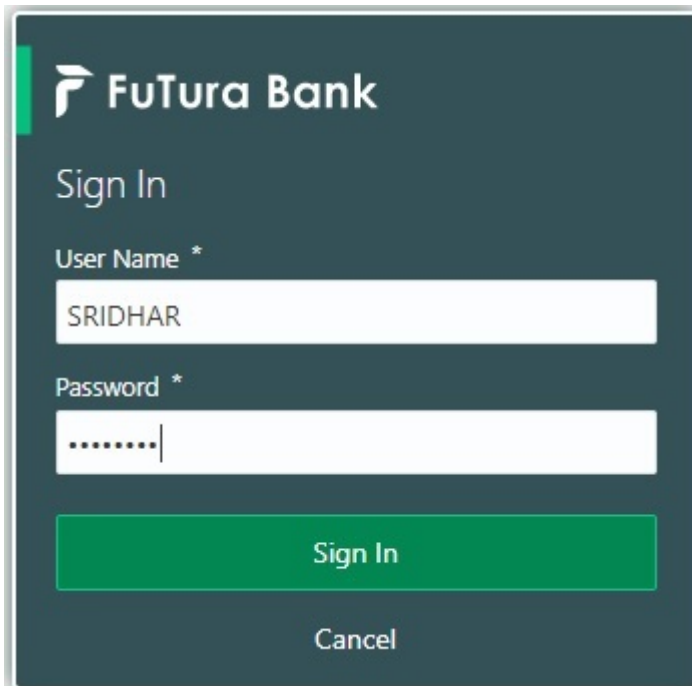
[Customer - Acknowledgement letter Format](#)

Registration

As a registration user, you can register a Guarantee Advice closure request, also can upload relevant documents and verify checklist items. If Guarantee to be advised is received as physical instrument, the Guarantee Advice process starts from the Registration Stage.

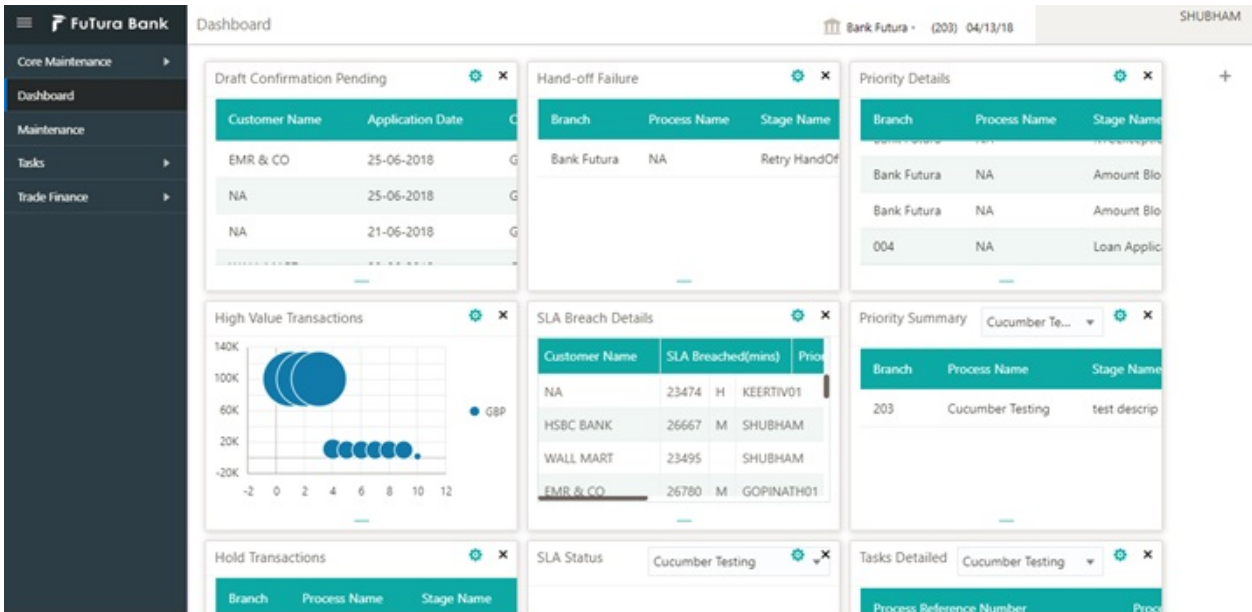
During registration stage, user can capture the basic details, check the signature of the authorized signatory of the Guarantee Issuing Bank and upload the guarantee. It also enables the user to capture some additional product related details as an option. On submit, the request will be available for an Guarantee Advice expert to handle the request in the next stage

1. Using the entitled login credentials for registration stage, login to the OBTFPM application.

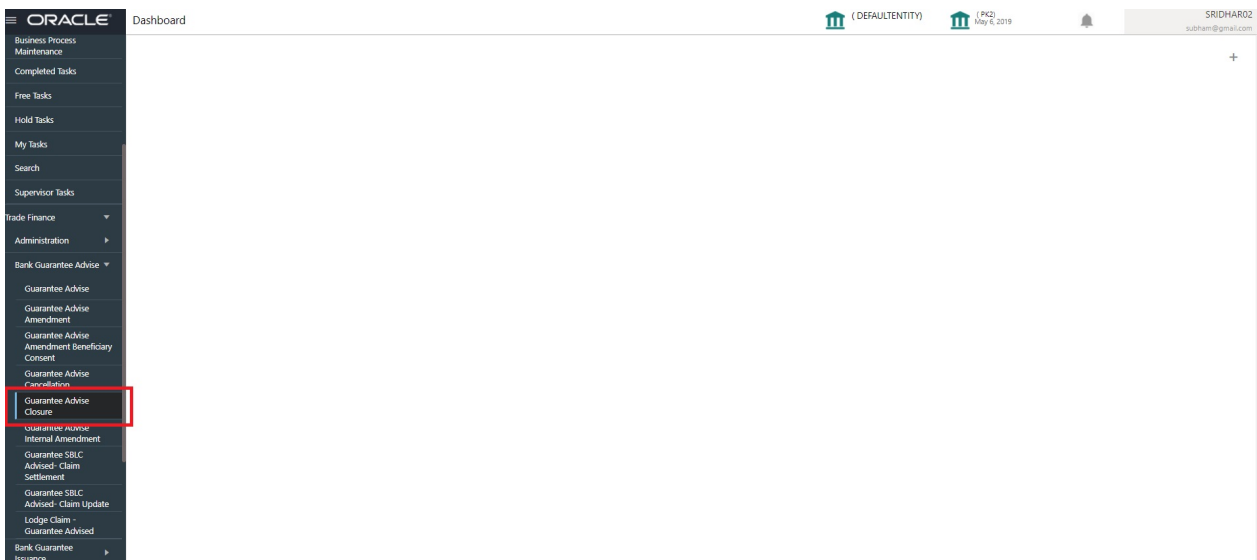


The screenshot shows a dark-themed login window for FuTura Bank. At the top left is the FuTura Bank logo. Below it, the text 'Sign In' is displayed. There are two input fields: 'User Name *' containing the text 'SRIDHAR' and 'Password *' containing masked characters. Below these fields are two buttons: a green 'Sign In' button and a 'Cancel' button.

2. On login, user must be able to view the dashboard screen with widgets as mapped to the user.



3. Click Trade Finance> Bank Guarantee Advice> Guarantee Advise Closure.



The registration stage has two sections Application Details and Guarantee Details. Let's look at the registration stage:

Application Details

Provide the Application Details based on the description in the following table:

Field	Description	Sample Values
Advising Bank Reference Number	The user can input the Advising Reference.. Alternatively, user can search the Advising Bank Reference Number using LOV. As part of LOV criteria; user can input the Customer Id, Beneficiary name, Currency and amount.	
Beneficiary	Read only field. The Beneficiary of Guarantee/SBLC as per the latest Guarantee/SBLC details should be displayed.	Toggle off
Branch	Read only field. System will default the branch from Guarantee Advise.	
Currency code, Amount	The amount of Undertaking as per the latest Guarantee/SBLC details should be displayed..	GBP
Priority	This field will be defaulted based on the priority maintenance, also enables the user to change the priority as per the requirement. Set the priority of the Guarantee Advice request as Low/Medium/High. If priority is not maintained for a customer, 'Medium' priority will be defaulted.	High

Field	Description	Sample Values
Submission Mode	Select the submission mode of Guarantee Advice request. By default the submission mode will have the value as 'Desk'. Desk - Request received through Desk Courier - Request received through Courier	Desk
Process Reference Number	Unique sequence number for the transaction. This is auto generated by the system based on process name and branch code.	203GTEADV00 15920
Closure Date	System will default branch date.	04/13/2018
Issuer	The Issuing Bank as per the latest Guarantee/SBLC details should be displayed.	

Guarantee Details

Registration user can provide Guarantee Details in this section. Alternately, Guarantee Details can be provided by DE user.

The screenshot shows the Oracle Guarantee Advise Closure application. The top navigation bar includes the Oracle logo, 'Dashboard', and user information. The main content area is titled 'Guarantee Advise Closure' and contains two sections:

- Application Details:** This section is highlighted with a red border. It includes fields for:
 - Advising Bank Reference Number: PK2GUAD19081AA16
 - Beneficiary: 001044 GOODCARE PHA
 - Branch: PK2-FLEXCLURE UNIVERSAL BANK
 - Submission Mode: Desk
 - Process Reference Number: PK2GTAC000056649
 - Closure Date: Jul 20, 2019
 - Issuer: 000987 CITIBANK
- Guarantee Details:** This section includes fields for:
 - 22D - Form of Undertaking
 - 22A - Purpose of Message
 - 22K - Narrative
 - 35G - Expiry Condition/Event
 - 40C - Narrative
 - Product Code: GUAD
 - 23X - File Identification
 - 30 - Date of Issue: Mar 22, 2019
 - Applicant: 000049 Blackworth Phat
 - 39D - Additional Amounts
 - Product Description: Guarantee Advising
 - 23B - Expiry Type: FIXD
 - 51 - Obligor/ Instructing Party
 - 20 - Undertaking Number
 - 22K - Type of Undertaking: BILL - Bill of lading
 - Date of Expiry: Jun 20, 2019
 - 40C - Applicable Rules: None - Not subject to any rules

At the bottom of the form, there are buttons for 'Hold', 'Cancel', 'Save & Close', and 'Submit'.

Provide the Guarantee Details based on the description in the following table:

Field	Description	Sample Values
Form of Undertaking	Read only field. Form of Undertaking (Guarantee/Standby LC) as per the latest Guarantee/SBLC details is displayed.	
Product Code	Read only field. The product code used for SBLC/Guarantee advise should be displayed.	GUIA

Field	Description	Sample Values
Product Description	Read only field. The Product description as per the latest Guarantee/SBLC advise is displayed.	Guarantee Advising
Undertaking Number	The undertaking number as per the latest Guarantee/SBLC advise is displayed.	
Purpose of message	Read Only – The Purpose of message (ACNF/ADVI) used during SBLC/Guarantee advise should be displayed.	
File Identification	Read Only - The File Identification as per the latest Guarantee/SBLC advise details should be displayed. only and populated from Incoming MT 760.	
Narrative	Read Only – Any kind of Narrative/Additional text as per the latest Guarantee/SBLC advise details should be displayed.	
Type of Undertaking	Read only field. The type of Undertaking as per the latest Guarantee/SBLC advise details is displayed.	Financial Guarantee
Narrative	Read Only – Any kind of Narrative/Additional text as per the latest Guarantee/SBLC advise details should be displayed.	
Date of Issue	Read Only - The date of issue as per the latest Guarantee/SBLC advise details should be displayed.	04/13/18
Expiry Type	Read only field. The type of Expiry as per the latest Guarantee/SBLC advise details is displayed.	
Date Of Expiry	Read only field. The date of Expiry as per the latest Guarantee/SBLC advise details is displayed.	09/30/18
Expiry Condition/Event	Read only field. The expiry condition/event as per the latest Guarantee/SBLC advise details is displayed.	
Applicant	Read only field. Applicant details will be auto populated based on the details provided in Application Details section.	001345 Nestle
Obligor/Instructor Party	Read Only - The Obligor/Instructing Party as per the latest Guarantee/SBLC advise details should be displayed.	

Field	Description	Sample Values
Application Rules	Read Only - Applicable Rules as per the latest Guarantee/SBLC advise details should be displayed.	URDG - Uniform rules for demand guarantees
Narrative	Read Only – Any kind of Narrative/Additional text as per the latest Guarantee/SBLC advise details should be displayed.	
Additional Amounts	Read only field. Any additional amounts related to undertaking as per the latest Guarantee/SBLC advise details is displayed.	

Miscellaneous

The screenshot shows the Oracle Guarantee Advise Closure application form. The form is divided into sections: Application Details, Guarantee Details, and Action Buttons. The Application Details section includes fields for Advising Bank Reference Number, Priority, Issue, Beneficiary, Submission Mode, Branch, Process Reference Number, and Closure Date. The Guarantee Details section includes fields for Form of Undertaking, Purpose of Message, Narrative, Expiry Condition/Event, Narrative, Product Code, File Identification, Date of Issue, Applicant, and Additional Amounts. The Action Buttons section includes buttons for Documents, Remarks, View Guarantee/SBLC, Guarantee/SBLC Events, Hold, Cancel, Save & Close, and Submit.

Enables the user to upload required documents. Provide the Miscellaneous Details based on the description in the following table:

Field	Description	Sample Values
Documents	Upload the required documents.: The possible documents submitted under Guarantee/SBLC Advise closure request are: 1. Guarantee/SBLC Advise Closure request	
Remarks	Provide any additional information regarding the Guarantee Advice. This information can be viewed by other users processing the request.	

Action Buttons

Field	Description	Sample Values
Submit	On Submit, system will give confirmation message for successful submission. Task will get moved to next logical stage of Guarantee Advice. If mandatory fields have not been captured, system will display an error message until the mandatory fields data are provided.	
Save & Close	Save the information provided and holds the task in you queue for working later. This option will not submit the request.	
Cancel	Cancels the Guarantee Advice Registration stage inputs.	
Hold	The details provided will be registered and status will be on hold. This option is used, if there are any pending information yet to be received from applicant.	
Checklist	Make sure that the details in the checklist are completed and acknowledge.	

Data Enrichment

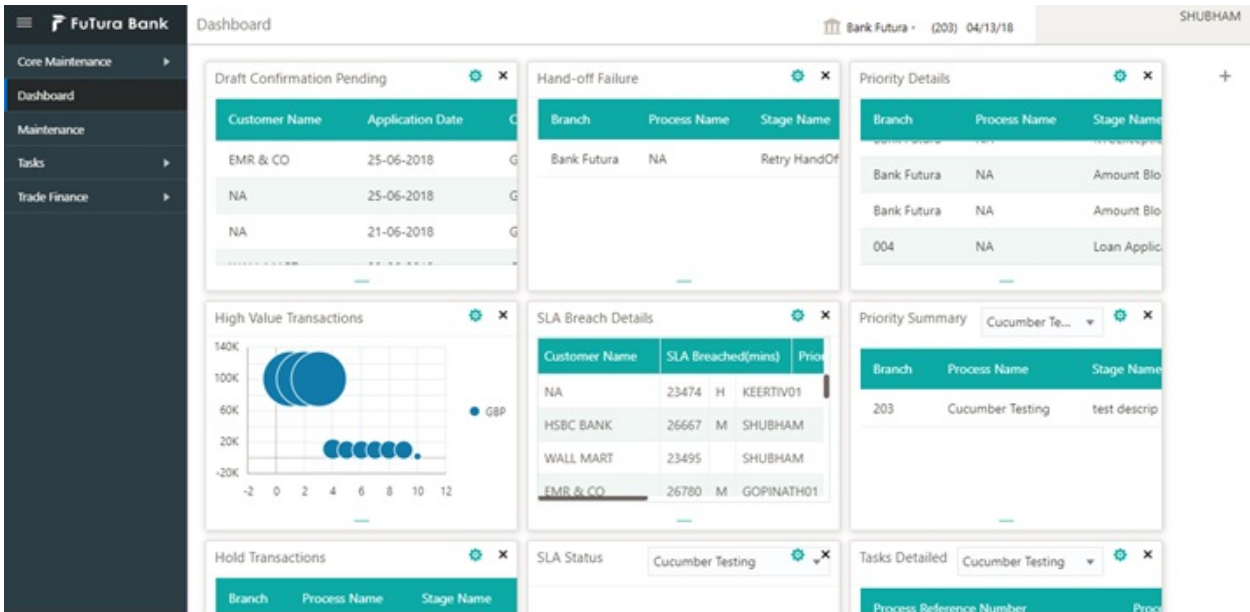
On successful completion of registration of an Guarantee advice closure request, the request moves to DE stage.

Guarantee Advice requests that were received at the desk will move to DE stage post successful registration. The request will have the details entered during the registration stage.

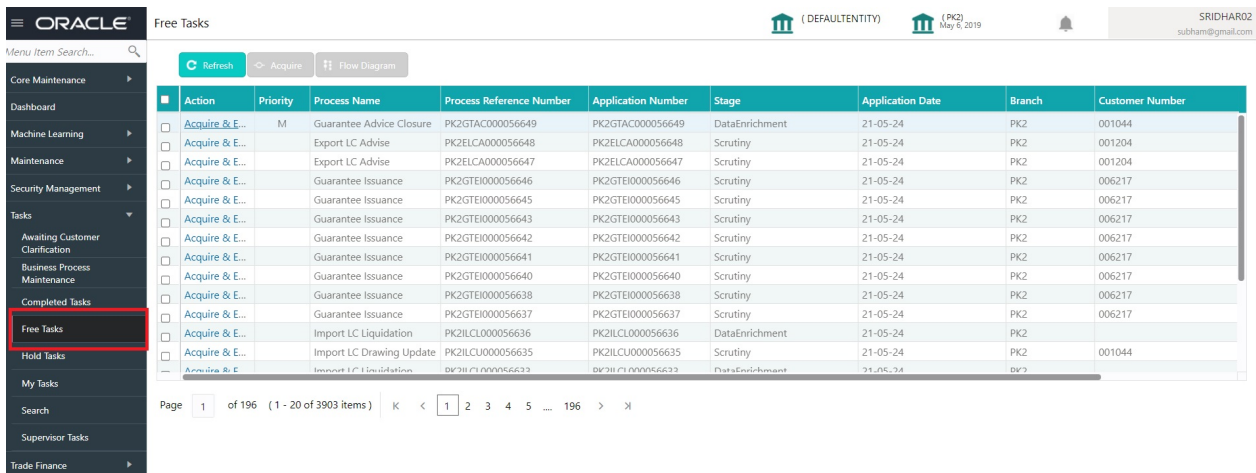
The DE user can view the latest Guarantee/SBLC Advise values displayed in the respective fields. Do the following steps to acquire a task currently at DE stage:

1. Using the entitled login credentials for DE stage, login to the OBTFPM application.

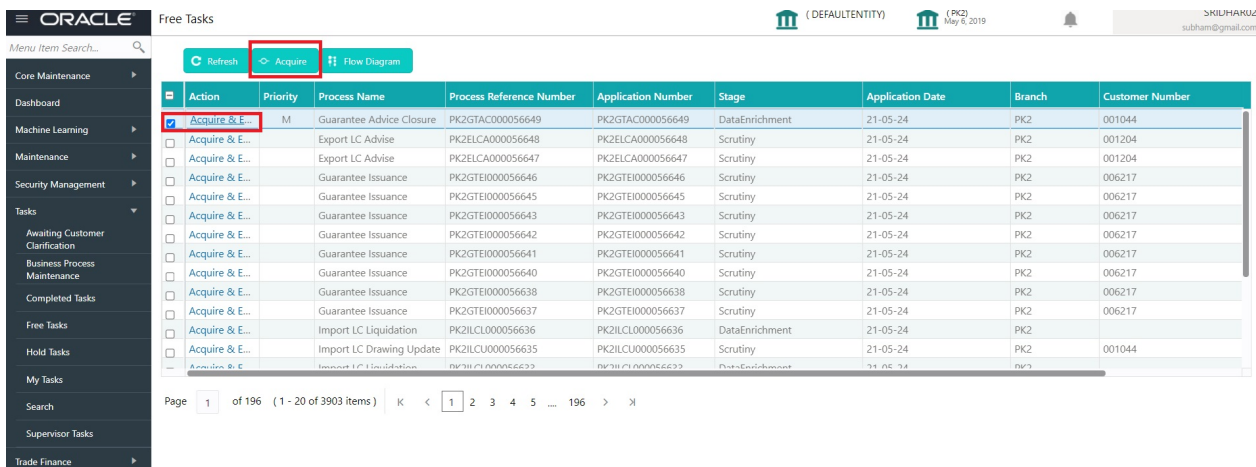
2. On login, user must be able to view the dashboard screen with widgets as mapped to the user.



3. Click Trade Finance> Tasks> Free Tasks.



4. Select the appropriate task and click **Acquire & Edit** to edit the task or click **Acquire** to edit the task from **My Tasks**.



5. The acquired task will be available in **My Tasks** tab. Click **Edit** to edit the registered task.

The screenshot shows the Oracle 'My Tasks' interface. At the top, there are navigation icons for 'DEFAULTENTITY' and 'PK2 May 6, 2019', along with a user profile for 'SRIDHAR02 subham@gmail.com'. Below the navigation bar is a search bar and a menu with options: Refresh, Release, Escalate, Delegate, and Flow Diagram. The main area contains a table with columns: Action, Priority, Process Name, Process Reference Number, Application Number, Stage, Application Date, Branch, Customer Number, and Amount. The first row is selected, and the 'Edit' button in the 'Action' column is highlighted with a red box. The 'My Tasks' tab in the left sidebar is also highlighted with a red box. At the bottom, there is a pagination control showing 'Page 1 of 6 (1 - 20 of 106 items)'.

Action	Priority	Process Name	Process Reference Number	Application Number	Stage	Application Date	Branch	Customer Number	Amount
<input checked="" type="checkbox"/> Edit	M	Guarantee Advice Closu...	PK2GTAC000056649	PK2GTAC000056649	DataEnrichment	21-05-24	PK2	001044	
<input type="checkbox"/> Edit	M	Drawings Under Transfe...	PK2TLC000056575	PK2TLC000056575	KYC Exceptional approval	21-05-23	PK2	000152	
<input type="checkbox"/> Edit	M	Drawings Under Transfe...	PK2TLC000056573	PK2TLC000056573	Registration	21-05-23	PK2	000150	
<input type="checkbox"/> Edit	M	Import LC Liquidation	PK2ILCL000056570	PK2ILCL000056570	DataEnrichment	21-05-22	PK2		
<input type="checkbox"/> Edit	M	Export LC Transfer Ame...	PK2ELCT000056562	PK2ELCT000056562	Registration	21-05-22	PK2	001044	
<input type="checkbox"/> Edit	M	Export LC Transfer Ame...	PK2ELCT000056556	PK2ELCT000056556	DataEnrichment	21-05-22	PK2	001044	
<input type="checkbox"/> Edit	M	Export LC Transfer Ame...	PK2ELCT000056554	PK2ELCT000056554	Registration	21-05-22	PK2	001044	
<input type="checkbox"/> Edit	M	Export LC Transfer Ame...	PK2ELCT000056552	PK2ELCT000056552	KYC Exceptional approval	21-05-22	PK2	001044	
<input type="checkbox"/> Edit	M	Export LC Amendment B...	PK2ELCA000056551	PK2ELCA000056551	DataEnrichment	21-05-22	PK2	001044	
<input type="checkbox"/> Edit	M	Import LC Issuance	PK2ILCI000056548	PK2ILCI000056548	Scrutiny	21-05-22	PK2	001044	
<input type="checkbox"/> Edit	M	Export LC Transfer Ame...	PK2ELCT000056498	PK2ELCT000056498	KYC Exceptional approval	21-05-21	PK2	000156	
<input type="checkbox"/> Edit	M	Guarantee SBLC Advise...	PK2GADC000056493	PK2GADC000056493	DataEnrichment	21-05-20	PK2	001044	
<input type="checkbox"/> Edit	M	Guarantee SBLC Advise...	PK2GADC000056467	PK2GADC000056467	AmountBlock Exception App...	21-05-20	PK2	001044	
<input type="checkbox"/> Edit	M	Guarantee SBLC Advise...	PK2GADC000056436	PK2GADC000056436	AmountBlock Exception App...	21-05-20	PK2	001044	

The DE stage has three sections as follows:

- Main Details
- Additional Fields
- Advices
- Additional Details
- Settlement Details
- Summary

Let's look at the details for DE stage. User can enter/update the following fields. Some of the fields that are already having value from registration/online channels may not be editable.

Main Details

Main details section has three sub section as follows:

- Application Details
- Guarantee Details

Application Details

All fields displayed under Application details section, would be read only except for the **Priority** field. Refer to [Application Details](#) for more information of the fields.

Guarantee Advice Closure - DataEnrichment :: Application No: PK2GTAC000056649

View Overrides View Undertaking

- Main Details
- Additional Fields
- Advices
- Additional Details
- Settlement Details
- Summary

Main Details Screen (1 / 6)

Application Details

Advising Bank Reference Number PK2GUAD19081AA16	Beneficiary 001044 GOODCARE PLC	Branch PK2-FLEXCLUBE UNIVERSAL BANK	32B - Currency Code, Amount GBP £30,000.00
Priority * Medium	Submission Mode Desk	Process Reference Number PK2GTAC000056649	Closure Date Jul 20, 2019
Issuer * 000987 CITIBANK			

Guarantee Details

22D - Form of Undertaking GUAD	Product Code GUAD	Product Description Guarantee Advising	20 - Undertaking Number
22A - Purpose of Message	23X - File Identification	23X - Narrative	22K - Type of Undertaking BILL - Bill of lading
22K - Narrative	30 - Date of Issue Mar 22, 2019	23B - Expiry Type FIXD	Date of Expiry Jun 20, 2019
35G - Expiry Condition/Event	Applicant 000049 Blackworth Phar	51- Obligor/ Instructing Party	40C - Applicable Rules None - Not subject to any rules
40C - Narrative OTHR	39D - Additional Amounts		

Audit

Reject Refer Hold Cancel Save & Close Back Next

Field	Description	Sample Values
Advising Bank Reference Number	Read Only - The Advising Bank Reference Number as per the latest Guarantee/SBLC advise details should be displayed.	
Beneficiary	Read only field. The Beneficiary of Guarantee/SBLC as per the latest Guarantee/SBLC advise details should be displayed.	Toggle off
Branch	Read only field. System will default the branch from Guarantee Advise.	
Currency code, Amount	The amount of Undertaking as per the latest Guarantee/SBLC advise details should be displayed..	GBP
Priority	This field will be defaulted based on the priority maintenance, also enables the user to change the priority as per the requirement. Set the priority of the Guarantee Advice request as Low/Medium/High. If priority is not maintained for a customer, 'Medium' priority will be defaulted.	High
Submission Mode	Read Only - Submission mode should default as 'Desk'. User should be allowed to change the defaulted mode to another mode. Allowed values are Desk, Fax, Email and Courier.	Desk
Process Reference Number	Unique sequence number for the transaction. This is auto generated by the system based on process name and branch code.	203GTEADV00 15920
Closure Date	Read Only - System will default branch date.	04/13/2018
Issuer	Read Only - The Issuing Bank as per the latest Guarantee/SBLC details should be displayed.	

Guarantee Details

The fields listed under this section are same as the fields listed under the [Guarantee Details](#) section in

Registration. Refer to [Guarantee Details](#) for more information of the fields.

My Tasks (DEFAULTENTITY) (PK2) May 6, 2019 SRIDHAR02 subham@gmail.com

Guarantee Advice Closure - DataEnrichment :: Application No: PK2GTAC000056649

Screen (1 / 6)

Main Details

Application Details

Advising Bank Reference Number PK2GUAD19081AA16	Beneficiary 001044 GOODCARE PLC	Branch PK2-FLEXCLUBE UNIVERSAL BANK	32B - Currency Code, Amount GBP £30,000.00
Priority * Medium	Submission Mode Desk	Process Reference Number PK2GTAC000056649	Closure Date Jul 20, 2019
Issuer * 000987 CITIBANK			

Guarantee Details

22D - Form of Undertaking	Product Code GUAD	Product Description Guarantee Advising	20 - Undertaking Number
22A - Purpose of Message	23X - File Identification	23X - Narrative	22K - Type of Undertaking BILL - Bill of lading
22K - Narrative	30 - Date of Issue Mar 22, 2019	23B - Expiry Type FIXD	Date of Expiry Jun 20, 2019
35G - Expiry Condition/Event	Applicant 000049 Blackworth Phar	51- Obligor/ Instructing Party	40C - Applicable Rules None - Not subject to any rules
40C - Narrative OTHR	39D - Additional Amounts		

Audit Reject Refer Hold Cancel Save & Close Back Next

Field	Description	Sample Values
Form of Undertaking	Read only field. Form of Undertaking (Guarantee/Standby LC) as per the latest Guarantee/SBLC details is displayed.	
Product Code	Read only field. The product code used for SBLC/Guarantee advise should be displayed.	GUIA
Product Description	Read only field. The Product description as per the latest Guarantee/SBLC advise is displayed.	Guarantee Advising
Undertaking Number	The undertaking number as per the latest Guarantee/SBLC advise is displayed.	
Purpose of message	Read Only – The Purpose of message (ACNF/ADVI) used during SBLC/Guarantee advise should be displayed.	
File Identification	Read Only - The File Identification as per the latest Guarantee/SBLC advise details should be displayed. only and populated from Incoming MT 760.	
Narrative	Read Only – Any kind of Narrative/Additional text as per the latest Guarantee/SBLC advise details should be displayed.	
Type of Undertaking	Read only field. The type of Undertaking as per the latest Guarantee/SBLC advise details is displayed.	Financial Guarantee
Narrative	Read Only – Any kind of Narrative/Additional text as per the latest Guarantee/SBLC advise details should be displayed.	
Date of Issue	Read Only - The date of issue as per the latest Guarantee/SBLC advise details should be displayed.	04/13/18
Expiry Type	Read only field. The type of Expiry as per the latest Guarantee/SBLC advise details is displayed.	
Date Of Expiry	Read only field. The date of Expiry as per the latest Guarantee/SBLC advise details is displayed.	09/30/18
Expiry Condition/Event	Read only field. The expiry condition/event as per the latest Guarantee/SBLC advise details is displayed.	

Field	Description	Sample Values
Applicant	Read only field. Applicant details will be auto populated based on the details provided in Application Details section.	001345 Nestle
Obligor/Instructor Party	Read Only - The Obligor/Instructing Party as per the latest Guarantee/SBLC advise details should be displayed.	
Application Rules	Read Only - Applicable Rules as per the latest Guarantee/SBLC advise details should be displayed.	URDG - Uniform rules for demand guarantees
Narrative	Read Only – Any kind of Narrative/Additional text as per the latest Guarantee/SBLC advise details should be displayed.	
Additional Amounts	Read only field. Any additional amounts related to undertaking as per the latest Guarantee/SBLC advise details is displayed.	

Action Buttons

Use action buttons based on the description in the following table:

Field	Description	Sample Values
Documents	Click the Documents icon to Upload the required documents. Application will display the mandatory and optional documents.	
Remarks	Click the Remarks icon to provide any additional information regarding the Guarantee Advise. This information can be viewed by other users processing the request. Content from Remarks field should be handed off to Remarks field in Backend application.	
Overrides	Click to view overrides, if any.	
Incoming Message	Clicking this button allows the user should be able to see the message in case of STP of incoming MT 767.	
View Undertaking	Clicking this button allows the user should to view the undertaking details.	
Save & Close	Save the information provided and holds the task in you queue for working later. This option will not submit the request	
Cancel	Cancel the Guarantee Advice Closure DE inputs.	

Field	Description	Sample Values
Hold	<p>The details provided will be on hold.</p> <p>This option is used, if there are any pending information yet to be received from applicant.</p>	
Refer	<p>User will be able to refer the task back to the Data Enrichment user. User must select a Refer Reason from the values displayed by the system.</p> <p>Refer Codes:</p> <ul style="list-style-type: none"> ● R1- Documents missing ● R2- Signature Missing ● R3- Input Error ● R4- Insufficient Balance- Limits ● R5 - Others 	
Reject	<p>On click of Reject, user must select a Reject Reason from a list displayed by the system.</p> <p>Reject Codes:</p> <ul style="list-style-type: none"> ● R1- Documents missing ● R2- Signature Missing ● R3- Input Error ● R4- Insufficient Balance/Limits ● R5 - Others. <p>Select a Reject code and give a Reject Description.</p> <p>This reject reason will be available in the remarks window throughout the process.</p>	
Next	<p>On click of Next, system should validate if all the mandatory fields have been captured. Necessary error and override messages to be displayed. On successful validation, system moves the task to the next data segment.</p>	

Additional Fields

DE user can view the additional fields implemented by the bank for Guarantee Advise Closure. Banks can configure these additional fields during implementation.

The screenshot shows the Oracle application interface for 'Guarantee Advice - Scrutiny'. The application number is 300GTEA000030728. The user is SRIDHAR02. The interface includes a navigation menu on the left with options like 'Main Details', 'Guarantee Preferences', 'Documents and Instructions', 'Additional Fields', 'Additional Details', and 'Summary'. The main content area displays 'Additional Fields' with a message: 'No Additional fields configured!'. At the bottom, there are action buttons: 'Audit', 'Reject', 'Refer', 'Hold', 'Cancel', 'Save & Close', 'Back', and 'Next'.

Action Buttons

Use action buttons based on the description in the following table:

Field	Description	Sample Values
Documents	Click the Documents icon to Upload the required documents. Application will display the mandatory and optional documents.	
Remarks	Click the Remarks icon to provide any additional information regarding the Guarantee Advise. This information can be viewed by other users processing the request. Content from Remarks field should be handed off to Remarks field in Backend application.	
Overrides	Click to view overrides, if any.	
Incoming Message	Clicking this button allows the user should be able to see the message in case of STP of incoming MT 767.	
View Undertaking	Clicking this button allows the user should to view the undertaking details.	
Save & Close	Save the information provided and holds the task in you queue for working later. This option will not submit the request	
Cancel	Cancel the Guarantee Advice Closure DE inputs.	

Field	Description	Sample Values
Hold	The details provided will be on hold. This option is used, if there are any pending information yet to be received from applicant.	
Reject	On click of Reject, user must select a Reject Reason from a list displayed by the system. Reject Codes: <ul style="list-style-type: none"> • R1- Documents missing • R2- Signature Missing • R3- Input Error • R4- Insufficient Balance/Limits • R5 - Others. Select a Reject code and give a Reject Description. This reject reason will be available in the remarks window throughout the process.	
Back	Click Back to move to previous step in DE stage.	
Next	On click of Next, system should validate if all the mandatory fields have been captured. Necessary error and override messages to be displayed. On successful validation, system moves the task to the next data segment.	

Advices

This section defaults the advices for Closure of Guarantee/SBLC Advise, based on the advices maintained at the Product level.

DE User can view the advices generated for Closure of Guarantee/SBLC Advise request. Some of the possible advices are Closure of Guarantee/SBLC Issued and Payment Message.

The user can also suppress the Advice, if required.

Advice Details ×



Suppress Advice
 Advice Name: GUA_CLAIM_ADV
Medium: MAIL
Advice Party: APP

Party ID: 001044
 Party Name: GOODCARE PLC



FFT Code + -

No data to display.

Instructions OK Cancel

Field	Description	Sample Values
Suppress Advice	<p>Toggle on: Switch on the toggle if advice is suppressed.</p> <p>Toggle off: Switch off the toggle if suppress advice is not required for the amendments</p>	
Advice Name	User can select the instruction code as a part of free text.	
Medium	The medium of advices is defaulted from the system. User can update if required.	
Advice Party	Value be defaulted from Guarantee /SBLC Issuance. User can update if required.	
Party ID	Value be defaulted from Guarantee /SBLC Issuance. User can update if required.	
Party Name	<p>Read only field.</p> <p>Value be defaulted from Guarantee /SBLC Issuance.</p>	
Free Format Text		
FFT Code	User can select the FFT code as a part of free text.	
FFT Description	FFT description is populated based on the FFT code selected.	
	Click plus icon to add new FFT code.	
	Click minus icon to remove any existing FFT code.	

Instruction Details

Field	Description	Sample Values
Instruction Code	User can select the instruction code as a part of free text.	
Instruction Description	Instruction description is populated based on the FFT code selected.	
	Click plus icon to add new instruction code.	
	Click minus icon to remove any existing instruction code.	

Action Buttons

Use action buttons based on the description in the following table:

Field	Description	Sample Values
Documents	Click the Documents icon to Upload the required documents. Application will display the mandatory and optional documents.	
Remarks	Click the Remarks icon to provide any additional information regarding the Guarantee Advise. This information can be viewed by other users processing the request. Content from Remarks field should be handed off to Remarks field in Backend application.	
Overrides	Click to view overrides, if any.	
Incoming Message	Clicking this button allows the user should be able to see the message in case of STP of incoming MT 767.	
View Undertaking	Clicking this button allows the user should to view the undertaking details.	
Save & Close	Save the information provided and holds the task in you queue for working later. This option will not submit the request	
Cancel	Cancel the Guarantee Advice Closure DE inputs.	
Hold	The details provided will be on hold. This option is used, if there are any pending information yet to be received from applicant.	

Field	Description	Sample Values
Reject	<p>On click of Reject, user must select a Reject Reason from a list displayed by the system.</p> <p>Reject Codes:</p> <ul style="list-style-type: none"> ● R1- Documents missing ● R2- Signature Missing ● R3- Input Error ● R4- Insufficient Balance/Limits ● R5 - Others. <p>Select a Reject code and give a Reject Description.</p> <p>This reject reason will be available in the remarks window throughout the process.</p>	
Refer	<p>User will be able to refer the task back to the Data Enrichment user. User must select a Refer Reason from the values displayed by the system.</p> <p>Refer Codes:</p> <ul style="list-style-type: none"> ● R1- Documents missing ● R2- Signature Missing ● R3- Input Error ● R4- Insufficient Balance- Limits ● R5 - Others 	
Next	<p>On click of Next, system should validate if all the mandatory fields have been captured. Necessary error and override messages to be displayed. On successful validation, system moves the task to the next data segment.</p>	
Back	<p>Click Back to move to previous step in DE stage.</p>	

Additional Details

DE User can view the Additional Details during Guarantee Advise Closure request. Some of the possible additional details could be:

- Limits and Collateral (Non-editable)
- Commission, Charges and Taxes
- Preview Messages (Non-editable)

Charge Details

If default charges are available under the product, they should be defaulted here with values. If customer or customer group specific charges are maintained, then the same will be defaulted from back end system.

Provide the Charge Details based on the description provided in the following table:

Component	Currency	Amount	Modified	Billing	Defer	Waive	Charge Party	Settlement Account
No data to display.								

Field	Description	Sample Values
Component	Charge Component type.	
Currency	Defaults the currency in which the charges have to be collected.	
Amount	An amount that is maintained under the product code gets defaulted in this field. User can edit the value, if required.	
Modified Amount	From the default value, if the rate is changed or the amount is changed, the value gets updated in the modified amount field.	
Billing	If charges are handled by separate billing engine, then by selecting billing the details to be available for billing engine for further processing.	
Defer	If charges have to be deferred and collected at any future step, this check box has to be selected.	
Waive	If charges have to be waived, this check box has to be selected. Based on the customer maintenance, the charges should be marked for Billing or for Defer.	
Charge Party	Charge party will be beneficiary by default. You can change the value to applicant	
Settlement Account	Details of the settlement account.	

Provide the Commission Details based on the description provided in the following table:

Component	Rate	Currency	Amount	Modified	Defer	Waive	Charge Party	Settlement Account
No data to display.								

Field	Description	Sample Values
Component	Select the commission component	
Rate	Defaults from product. User can change the rate, if required.	
Currency	Defaults the currency in which the commission needs to be collected	
Amount	An amount that is maintained under the product code defaults in this field. User can modify the value, if required.	

Field	Description	Sample Values
Modified Amount	From the default value, if the rate or amount is changed, the modified value gets updated in the modified amount field.	
Billing	If charges/commission is handled by separate billing engine, then by selecting billing the details to be available for billing engine for further processing.	
Defer	Select the check box, if charges/commissions has to be deferred and collected at any future step.	
Waive	Select the check box to waive charges/ commission. Based on the customer maintenance, the charges/commission can be marked for Billing or Defer. If the defaulted Commission is changed to defer or billing or waive, system must capture the user details and the modification details in the 'Remarks' place holder.	
Charge Party	Charge party will be 'Beneficiary' by Default. You can change the value to Applicant.	
Settlement Account	Details of the Settlement Account.	

The tax component is calculated based on the commission. The tax component defaults if maintained in the product level. Tax detail cannot be updated by you and any change in Tax amount on account of modification of charges/ commission will be available on click of Re-Calculate button or on hand off to back-end system.

Provide the Tax Details based on the information in the following table:

Tax Details			
Component	Currency	Amount	Settlement Account
No data to display.			

Field	Description	Sample Values
Component	Tax Component type	
Currency	The tax currency is the same as the commission.	
Amount	The tax amount defaults based on the percentage of commission maintained. You can edit the same.	
Settlement Account	Details of the settlement Account.	
Charges from Beneficiary	Input the amount to be collected from beneficiary on account of this transaction.	

Limits and Collaterals

Limit Details

Limit Details

<input type="checkbox"/>	Customer ID	Line ID	Contribution %	Contribution Currency	Contribution Amount	Limit Check Response	Response Message	View
No data to display.								
Page 1 (0 of 0 items) < > 1 >								

Limit Details
✕

Customer ID
001345

Contribution %
100

Contribution Currency
GBP

Limit Currency
GBP

Limit Check Response
Available

Line ID
001345

Limits Description

Contribution Amount
£30,000.00

Limit Available Amount
£137,999.00

Response Message
The Earmark can be performed as the f

Field	Description	Sample Values
Limit Details	Read Only field. Customer ID: Applicant's/Applicant Bank customer ID will get defaulted.	
Line ID	Read Only field. The various lines available and mapped under the customer id.	
Contribution %	Read Only field. System will default this to 100%.	
Contribution Currency	Read Only field. The guarantee currency will be defaulted in this field.	
Contribution Amount	Read Only field. Contribution amount will default based on the contribution %.	
Limit Currency	Read Only field. Limit Currency will be defaulted in this field.	

Field	Description	Sample Values
Limit Available Amount	Read Only field. This field will display the value of available limit, i.e., limit available without any earmark. The Limit Available Amount must be greater than the Contribution Amount.	
Limit Check Response	Read Only field. Response can be 'Success' or 'Limit not Available'.	
Response Message	Read Only field. Detailed Response message.	

Collateral Details

Limits & Collaterals is non-editable.

Collateral Details

<input type="checkbox"/>	Collateral Type	Collateral %	Currency	Contribution Amount	Settlement Account	Account Balance Check Response	Response Message	View
<input type="checkbox"/>	Cash Collateral	9.1111	GBP	\$820.00				Cash Collateral

Page 1 of 1 (1 of 1 items) < > 1 >

Save & Close Close

Collateral Details
✕

Collateral Type *
Cash Collateral

Currency
GBP

Settlement Account *

Settlement Account Currency

Response

Collateral % *
9.1111

Contribution Amount *
£820.00

Settlement Account Branch

Account Available Amount

Response Message

✕ Cancel

Field	Description	Sample Values
Collateral Type	Read only field. Cash Collateral (CASA) will be the default value available as collateral type.	
Collateral %	Read Only field. The percentage of collateral to be linked to this transaction.	
Currency	Read Only field. The guarantee currency will get defaulted in this field.	
Contribution Amount	Read Only field. Collateral contribution amount will get defaulted in this field.	
Settlement Account	Read Only field. The settlement account for the collateral.	
Settlement Account Branch	Read Only field. Settlement Account Branch will be auto-populated based on the Settlement Account.	
Settlement Account Currency	Read Only field. The Settlement Account Currency.	
Account Available Amount	Read Only field. Account Available Amount will be auto-populated based on the Settlement Account.	
Response	Read Only field. Response can be 'Success' or 'Amount not Available'.	
Response Message	Read only field. Detailed Response message.	

Action Buttons

Use action buttons based on the description in the following table:

Field	Description	Sample Values
Documents	Click the Documents icon to Upload the required documents. Application will display the mandatory and optional documents.	

Field	Description	Sample Values
Remarks	<p>Click the Remarks icon to provide any additional information regarding the Guarantee Advise. This information can be viewed by other users processing the request.</p> <p>Content from Remarks field should be handed off to Remarks field in Backend application.</p>	
Overrides	Click to view overrides, if any.	
Incoming Message	Clicking this button allows the user should be able to see the message in case of STP of incoming MT 767.	
View Undertaking	Clicking this button allows the user should to view the undertaking details.	
Save & Close	<p>Save the information provided and holds the task in you queue for working later.</p> <p>This option will not submit the request</p>	
Cancel	Cancel the Guarantee Advice DE inputs.	
Hold	<p>The details provided will be on hold.</p> <p>This option is used, if there are any pending information yet to be received from applicant.</p>	
Reject	<p>On click of Reject, user must select a Reject Reason from a list displayed by the system.</p> <p>Reject Codes:</p> <ul style="list-style-type: none"> ● R1- Documents missing ● R2- Signature Missing ● R3- Input Error ● R4- Insufficient Balance/Limits ● R5 - Others. <p>Select a Reject code and give a Reject Description.</p> <p>This reject reason will be available in the remarks window throughout the process.</p>	
Refer	<p>User will be able to refer the task back to the Data Enrichment user. User must select a Refer Reason from the values displayed by the system.</p> <p>Refer Codes:</p> <ul style="list-style-type: none"> ● R1- Documents missing ● R2- Signature Missing ● R3- Input Error ● R4- Insufficient Balance- Limits ● R5 - Others 	
Back	Click Back to move to previous step in DE stage.	

Field	Description	Sample Values
Next	On click of Next, system should validate if all the mandatory fields have been captured. Necessary error and override messages to be displayed. On successful validation, system moves the task to the next data segment.	

Settlement Details

The user can view the settlement details during Closure of Guarantee advised request.

The screenshot displays the Oracle Financials Settlement Details interface. The main table lists settlement components with the following data:

Component	Currency	Debit/Credit	Account	Account Description	Account Currency	Netting Indicator
AGUIR_COM1_LIQD	GBP	Debit	PK20010440017		GBP	
AGUIR_COMM_LIQD	GBP	Debit	PK20010440017		GBP	
AGUIR_COMM_LQPP	GBP	Debit	PK20010440017		GBP	
AVL_SET_LICAMT	GBP	Debit	PK20010440017		GBP	
AVL_SET_LICAMTEQ	GBP	Credit	PK20010440017		GBP	
CLAIM_SETTLE_AMT	GBP	Credit	PK20010410027		GBP	
COLLAMT_OSEQ	GBP	Debit	PK20010440017		GBP	
COLLAMNDAMTEQ	GBP	Debit	PK20010440017		GBP	
COLL_AMTEQ	GBP	Debit	PK20010440017		GBP	
COLL_AVALAMTEQ	GBP	Credit	PK20010440017		GBP	
COLL_REFUND	GBP	Credit	PK20010440017		GBP	

Below the table, the 'AGUIR_COMM_LQPP - Party Details' section includes dropdowns for Transfer Type (None), Charge Details (Remitter All Charges), Netting Indicator, and Ordering Customer. It also features search fields for Senders Correspondent, Receivers Correspondent, Intermediary Institution, and Intermediary Reimbursement Institution.

The following fields should be displayed during Closure of Guarantee/SBLC Issued:

Field	Description	Sample Values
Component	Read only field. System defaults the components based on the product selected.	
Currency	Read only field. System displays the currency for components.	
Debit/Credit	Read only field. System defaults the debit/credit indicators for the components.	
Account	Read only field. System displays the account number chosen.	
Account Description	Read only field. System displays the account description for the account chosen.	

Field	Description	Sample Values
Account Currency	Read only field. System displays the account currency for all items based on account number.	
Netting Indicator	Read only field. System displays the netting indicator applicable.	

On click of any component in the grid, the application displays Party Details, Payment Details and Remittance Information.

Party Details

Provide the party details based on the description in the following table:

Field	Description	Sample Values
Transfer Type	Select the transfer type from the drop list: <ul style="list-style-type: none"> • Customer Transfer • Bank Transfer for own account • Direct Debit Advice • Managers Check • Customer Transfer with Cover • Bank Transfer 	
Charge Details	Select the charge details for the transactions: <ul style="list-style-type: none"> • Beneficiary All Charges • Remitter Our Charges • Remitter All Charges 	
Netting Indicator	Select the netting indicator for the component: <ul style="list-style-type: none"> • Yes • No 	
Ordering Customer	Select the ordering customer from the LOV.	
Ordering Institution	Select the ordering institution from the LOV.	
Senders Correspondent	Select the senders correspondent from the LOV.	
Receivers Correspondent	Select the receivers correspondent from the LOV.	
Intermediary Institution	Select the intermediary institution from the LOV.	
Account with Institution	Select the account with institution from the LOV.	
Beneficiary Institution	Select the beneficiary institution from the LOV.	
Ultimate Beneficiary	Select the ultimate beneficiary from the LOV.	
Intermediary Reimbursement Institution	Select the intermediary reimbursement institution from the LOV.	

Payment Details

Provide the Payment Details based on the description in the following table:

Field	Description	Sample Values
Sender to Receiver 1	Provide the sender to receiver message.	
Sender to Receiver 2	Provide the sender to receiver message.	
Sender to Receiver 3	Provide the sender to receiver message.	
Sender to Receiver 4	Provide the sender to receiver message.	
Sender to Receiver 5	Provide the sender to receiver message.	
Sender to Receiver 6	Provide the sender to receiver message.	

Remittance Information

Provide the Payment Details based on the description in the following table:

Field	Description	Sample Values
Payment Detail 1	Provide the payment details.	
Payment Detail 2	Provide the payment details.	
Payment Detail 3	Provide the payment details.	
Payment Detail 4	Provide the payment details.	

Action Buttons

Use action buttons based on the description in the following table:

Field	Description	Sample Values
Documents	Click the Documents icon to Upload the required documents. Application will display the mandatory and optional documents.	
Remarks	Click the Remarks icon to provide any additional information regarding the Guarantee Advise. This information can be viewed by other users processing the request. Content from Remarks field should be handed off to Remarks field in Backend application.	
Overrides	Click to view overrides, if any.	
Incoming Message	Clicking this button allows the user should be able to see the message in case of STP of incoming MT 767.	
View Undertaking	Clicking this button allows the user should to view the undertaking details.	

Field	Description	Sample Values
Save & Close	Save the information provided and holds the task in you queue for working later. This option will not submit the request	
Cancel	Cancel the Guarantee Advice DE inputs.	
Hold	The details provided will be on hold. This option is used, if there are any pending information yet to be received from applicant.	
Reject	On click of Reject, user must select a Reject Reason from a list displayed by the system. Reject Codes: <ul style="list-style-type: none"> ● R1- Documents missing ● R2- Signature Missing ● R3- Input Error ● R4- Insufficient Balance/Limits ● R5 - Others. Select a Reject code and give a Reject Description. This reject reason will be available in the remarks window throughout the process.	
Refer	User will be able to refer the task back to the Data Enrichment user. User must select a Refer Reason from the values displayed by the system. Refer Codes: <ul style="list-style-type: none"> ● R1- Documents missing ● R2- Signature Missing ● R3- Input Error ● R4- Insufficient Balance- Limits ● R5 - Others 	
Back	Click Back to move to previous step in DE stage.	
Next	On click of Next, system should validate if all the mandatory fields have been captured. Necessary error and override messages to be displayed. On successful validation, system moves the task to the next data segment.	

Summary

User can review the summary of details updated in DE Guarantee Advice Closure request. When you log in to Oracle Banking Trade Finance Process Management (OBTFFPM) system, you can see the summary

tiles. The tiles must display a list of important fields with values. User can drill down from summary tiles into respective data segments.

The screenshot shows the Oracle application interface for 'Guarantee Advice Closure'. The main content area is titled 'Summary' and is divided into several data segments:

- Main Details:** SBL/Guarantee Type : **BILL**, Submission Mode : **Desk**, Date of Issue : **2019-03-22**
- Additional Fields:** Click here to view Additional fields
- Advices:** Advice 1, Advice 2
- Limits and Collaterals:** Limit Currency, Limit Contribution, Limit Status : **Not Verified**, Collateral Currency : **GBP**, Collateral Contr. : **2700**, Collateral Status : **Not Verified**
- Commission, Charges and Taxes:** Charge, Commission, Tax, Block Status : **Not Initia**
- Preview Message:** Language : **ENG**, Preview Message : -
- Parties Details:** Beneficiary : **GOODCARE PLC**, Applicant : **Blackworth**, Confirming Bank : **CITIBANK**
- Settlement Details:** Component, Account Number, Currency
- Accounting Details:** Event : **GCLM**, Account Number : **PK10000154**, Branch : **PK1**

The application header includes 'ORACLE My Tasks', user 'SRIDHAR02', and date 'May 6, 2019'. The footer contains an 'Audit' button and a row of action buttons: 'Reject', 'Refer', 'Hold', 'Cancel', 'Save & Close', 'Back', 'Next', and 'Submit'.

Tiles Displayed in Summary

- Main Details - User can view application details and Guarantee Advice Closure details.
- Additional Fields - User can view the additional field details.
- Advices - User can view the advices details.
- Settlement Details: User can view the Settlement details.
- Commission, Charges and Taxes - User can view the details provided for commission, charges and taxes.
- Preview Message : User can view the SWIFT message and Mail Advice.
- Party Details - User can view party details like beneficiary, advising bank etc.
- Accounting Details: User can view the accounting details.

Action Buttons

Use action buttons based on the description in the following table:

Field	Description	Sample Values
Documents	Click the Documents icon to Upload the required documents. Application will display the mandatory and optional documents.	
Remarks	Click the Remarks icon to provide any additional information regarding the Guarantee Advise. This information can be viewed by other users processing the request. Content from Remarks field should be handed off to Remarks field in Backend application.	
Overrides	Click to view overrides, if any.	

Field	Description	Sample Values
Incoming Message	Clicking this button allows the user should be able to see the message in case of STP of incoming MT 767.	
View Undertaking	Clicking this button allows the user should to view the undertaking details.	
Submit	Task will get moved to next logical stage of Guarantee Advice. If mandatory fields have not been captured, system will display an error message until the mandatory fields data are provided.	
Save & Close	Save the information provided and holds the task in you queue for working later. This option will not submit the request	
Cancel	Cancel the DE Stage Inputs.	
Hold	The details provided will be registered and status will be on hold. This option is used, if there are any pending information yet to be received from applicant.	
Reject	On click of Reject, user must select a Reject Reason from a list displayed by the system. Reject Codes: <ul style="list-style-type: none"> • R1- Documents missing • R2- Signature Missing • R3- Input Error • R4- Insufficient Balance/Limits • R5 - Others. Select a Reject code and give a Reject Description. This reject reason will be available in the remarks window throughout the process.	
Back	Click Back to move to previous step in DE stage.	

Multi Level Approval

User can review and approve the Guarantee Advise Closure. The user can view the summary of details updated in multilevel approval stage for Guarantee Advise Closure request.

Log in into OBTFPM application and open the task to see the summary tiles. The tiles should display a list of important fields with values. User must be able to drill down from summary Tiles into respective data segments to verify the details of all fields under the data segment.

Authorization Re-Key (Non-Online Channel)

For non-online channel, application will request approver for few critical field values as an authorization step. If the values captured match with the values available in the screen, system will allow user to open

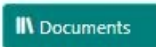
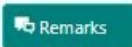
the transaction screens for further verification. If the re-key values are different from the values captured, then application will display an error message.


Open the task and re-key some of the critical field values from the request in the Re-key screen. Some of the fields below will dynamically be available for re-key.:


- Currency
- Contract Amount

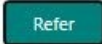

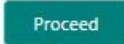
Re-key is applicable to the first approver in case of multiple approvers. All approvers will however be able see the summary tiles and the details in the screen by drill down from tiles.

Approval Rekey ×

 Documents  Remarks

Currency
USD 

Contract Amount
\$1,000.00 

Approval Summary

ORACLE Free Tasks (DEFAULTENTY) (PK2) May 6, 2019 SRIDHAR01 subham@gmail.com

Guarantee Advice Closure - Approval Task Level 1 :: Application No: PK2GTAC000056649

Main Details	Additional Fields	Advices	Limits and Collaterals	Commission,Charges and Taxes
SBLC/Guarantee Type : BILL Submission Mode : Desk Date of Issue : 2019-03-22	Click here to view : Additional fields	Advice 1 : Advice 2 :	Limit Currency : Limit Contribution : Limit Status : Not Verified Collateral Currency : GBP Collateral Contr. : 2700 Collateral Status : Not Verified	Charge : Commission : Tax : Block Status : Not Initia
Preview Message	Parties Details	Settlement Details	Accounting Details	
Language : ENG Preview Message : -	Beneficiary : GOODCARE PLC Applicant : Blackworth Confirming Bank : CITIBANK	Component : Account Number : Currency :	Event : GCLM Account Number : PK10000154 Branch : PK1	

Audit Reject Hold Refer Cancel Approve

Tiles Displayed in Summary:

- Main Details - User can view application details and Guarantee/SBLC Closure details.
- Additional Fields - User can view the additional field details.
- Advices - User can view the advices details.
- Settlement Details: User can view the Settlement details.
- Commission, Charges and Taxes - User can view the details provided for commission, charges and taxes.
- Preview Message - : User can view the SWIFT message and Mail Advice.
- Party Details - User can view party details like beneficiary, advising bank etc.
- Accounting Details: User can view the accounting details.Action Buttons

Action Buttons

Use action buttons based on the description in the following table:

Field	Description	Sample Values
Reject	On click of Reject, user must select a Reject Reason from a list displayed by the system. Reject Codes: <ul style="list-style-type: none"> ● R1- Documents missing ● R2- Signature Missing ● R3- Input Error ● R4- Insufficient Balance/Limits ● R5 - Others. Select a Reject code and give a Reject Description. This reject reason will be available in the remarks window throughout the process.	

Field	Description	Sample Values
Hold	The details provided will be registered and status will be on hold. This option is used, if there are any pending information yet to be received from applicant.	
Refer	User will be able to refer the task back to the Data Enrichment user. User must select a Refer Reason from the values displayed by the system. Refer Codes: <ul style="list-style-type: none"> ● R1- Documents missing ● R2- Signature Missing ● R3- Input Error ● R4- Insufficient Balance- Limits ● R5 - Others 	
Cancel	Cancel the Guarantee Advice approval.	
Approve	On approve, application must validate for all mandatory field values, and task must move to the next logical stage. If there are more approvers, task will move to the next approver for approval. If there are no more approvers, the transaction is handed off to the back end system for posting.	

Customer - Acknowledgement letter Format

Customer Acknowledgment is generated every time a new Guarantee Advice is requested from the customer. The acknowledgment letter format is as follows:

To:

<CUSTOMER NAME>DATE: DD-MM-YYYY

<CUSTOMER ADDRESS>

Dear Sir,

SUB: Acknowledgement to your Closure of Guarantee Advice Application number <CUSTOMER REFERENCE NUMBER> dated <APPLICATION DATE>

This letter is to inform you that we have received your application for Closure of Guarantee Advice with the below details:

APPLICANT: <APPLICANT NAME>

BENEFICIARY NAME: <BENEFICIARY>

CURRENCY: <CCY>

AMOUNT: <AMT>

DATE OF ISSUE: <DATE OF ISSUE>

We have registered your request. Please quote our reference < PROCESS REF NUMBER> in any future correspondence.

This acknowledgement does not constitute Closure of Guarantee/SBLC Issued.

Thank You for banking with us.

Regards,

<DEMO BANK>

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Customer - Reject Letter Format

Reject Letter is generated by the system and addressed to the customer, when a task is rejected by the user. The Reject Letter format is as follows:

FROM:

<BANK NAME>

<BANK ADDRESS>

TO:

DATE <DD/MM/YYYY>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER ID>

Dear Sir,

SUB: Your Guarantee Application for Closure of Guarantee Advise <User Ref> under our <Process Reference Number> under our Process Ref <Process Ref No> - Rejected

Further to your recent Closure of Guarantee Advise application request dated <Application Date –DD/MM/YYYY>, under our process ref no <process ref no>, this is to advise you that we will not be able to close the required Guarantee Advise.

After a thorough review of your application and the supporting documents submitted, we have concluded we will not be able to issue the Guarantee due to the below reasons:

<Reject Reason 1>

<Reject Reason 2>

<Reject Reason 3>

On behalf of Demo Bank, we thank you for your ongoing business and trust we will continue to serve you in future.

For any further queries about details of your Closure of Guarantee/SBLC Issued application review, please contact us at our bank customer support ph.no xxxxxxxxxxxx

Yours Truly

Authorized Signatory

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References

For more information on any related features, you can refer to the following documents:

- Getting Started User Guide
- Common Core User Guide

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