Enquiry
Oracle Banking Trade Finance Process Management
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ORACLE®

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1. Preface

1.1 Introduction

This user manual is designed to help you quickly get acquainted with Enquiry process in Oracle Banking Trade Finance Process Management.

1.2 Audience

This manual is intended for the following User/User Roles:

- Oracle Implementers
- Customer Service Representatives (CSRs)
- Oracle user

1.3 Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc.

Access to Oracle Support

Oracle customers that have purchased support have access to electronic support through My Oracle Support. For information, visit http://www.oracle.com/pls/topic/lookup?ctx=acc&id=info or visit http://www.oracle.com/pls/topic/lookup?ctx=acc&id=trs if you are hearing impaired.

1.4 Organization

This manual is organized into the following chapters:

- Preface gives information on the intended audience, structure, and related documents for this User Manual.
- The subsequent chapters provide an overview to the module.

1.5 Related Documents

- Getting Started User Guide
- Common Core User Guide

1.6 Diversity and Inclusion

Oracle is fully committed to diversity and inclusion. Oracle respects and values having a diverse workforce that increases thought leadership and innovation. As part of our initiative to build a more inclusive culture that positively impacts our employees, customers, and partners, we are working to remove insensitive terms from our products and documentation. We are also mindful of the necessity to maintain compatibility with our customers' existing technologies and the need to ensure continuity of service as Oracle's offerings and industry

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standards evolve. Because of these technical constraints, our effort to remove insensitive terms is ongoing and will take time and external cooperation.

1.7 Conventions

The following text conventions are used in this document:

Convention	Meaning
boldface	Boldface type indicates graphical user interface elements associated with an action, or terms defined in text.
italic	Italic type indicates book titles, emphasis, or placeholder variables for which you supply particular values.
monospace	Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter.

1.8 Screenshot Disclaimer

Personal information used in the interface or documents is dummy and does not exist in the real world. It is only for reference purposes.

1.9 Glossary of Icons

This User Manual may refer to all or some of the following icons.

Icons	Function
×	Exit
+	Add row
—	Delete row
Q	Option List

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2. Enquiry

Enquiry of contracts stored in back office and mid office are now enabled in OBTFPM application. User can view the complete details of the contracts on selection of the particular contract.

The user can view the Incoming SWIFT message through Back office query.

Enquiry screen displays all messages details in 'All Message' tab and view Incoming Message details Post Handoff the task from OBTFPM.

In the subsequent steps, let's see the steps to make an enquiry for the contracts available in back office and mid office:

1. Select **Trade Finance> Enquiry**

2. Select the Query type from the following available options:
   - Back Office - LC Query
   - Back Office - LC Amnd Query
   - Back Office - LC Drawing Query
   - Back Office - Document Collection Query
   - Mid Office - LC Query
   - Mid Office - LC Drawing Query
   - Mid Office - Document Collection Query
   - Mid Office - Guarantee/SBLC Query
   - Mid office - Shipping Guarantee Query
   - Mid office - Guarantee Claim Query
   - Back Office - Facility Query
   - Guarantee/SBLC Query

3. Provide the LC Reference Number/Bill Reference Number /Guarantee/SBLC Number (for Guarantee/SBLC Query). Alternately, user can search the LC Reference Number/Bill Reference Number from the LOV. In LOV search/advanced LOV search, user can input following values for the search:
   - Documentary Reference Number/Drawing Reference Number
   - Applicant/Customer ID
   - Currency
   - Amount
   - Value Date
   - User Reference Number/LC Reference Number

4. Select the contract. The contracts for various query types will be displayed.

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