

Customer Standard Instructions User Guide  
**Oracle Banking Trade Finance Process Management**  
Release 14.7.5.0.0

**Part No. G15303-01**

September 2024

Oracle Banking Trade Finance Process Management - Customer Standard Instructions User Guide  
Oracle Financial Services Software Limited

Oracle Park  
Off Western Express Highway  
Goregaon (East)  
Mumbai, Maharashtra 400 063  
India  
Worldwide Inquiries:  
Phone: +91 22 6718 3000  
Fax: +91 22 6718 3001  
[www.oracle.com/financialservices/](http://www.oracle.com/financialservices/)

Copyright © 2024, Oracle and/or its affiliates. All rights reserved.

Oracle and Java are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.

U.S. GOVERNMENT END USERS: Oracle programs, including any operating system, integrated software, any programs installed on the hardware, and/or documentation, delivered to U.S. Government end users are “commercial computer software” pursuant to the applicable Federal Acquisition Regulation and agency-specific supplemental regulations. As such, use, duplication, disclosure, modification, and adaptation of the programs, including any operating system, integrated software, any programs installed on the hardware, and/or documentation, shall be subject to license terms and license restrictions applicable to the programs. No other rights are granted to the U.S. Government.

This software or hardware is developed for general use in a variety of information management applications. It is not developed or intended for use in any inherently dangerous applications, including applications that may create a risk of personal injury. If you use this software or hardware in dangerous applications, then you shall be responsible to take all appropriate failsafe, backup, redundancy, and other measures to ensure its safe use. Oracle Corporation and its affiliates disclaim any liability for any damages caused by use of this software or hardware in dangerous applications.

This software and related documentation are provided under a license agreement containing restrictions on use and disclosure and are protected by intellectual property laws. Except as expressly permitted in your license agreement or allowed by law, you may not use, copy, reproduce, translate, broadcast, modify, license, transmit, distribute, exhibit, perform, publish or display any part, in any form, or by any means. Reverse engineering, disassembly, or decompilation of this software, unless required by law for interoperability, is prohibited.

The information contained herein is subject to change without notice and is not warranted to be error-free. If you find any errors, please report them to us in writing.

This software or hardware and documentation may provide access to or information on content, products and services from third parties. Oracle Corporation and its affiliates are not responsible for and expressly disclaim all warranties of any kind with respect to third-party content, products, and services. Oracle Corporation and its affiliates will not be responsible for any loss, costs, or damages incurred due to your access to or use of third-party content, products, or services.

---

# Contents

<b>1. Preface .....</b>	<b>1-1</b>
1.1 Introduction.....	1-1
1.2 Audience.....	1-1
1.3 Documentation Accessibility.....	1-1
1.4 Organization .....	1-1
1.5 Related Documents .....	1-1
1.6 Diversity and Inclusion.....	1-1
1.7 Conventions.....	1-2
1.8 Screenshot Disclaimer.....	1-2
1.9 Glossary of Icons.....	1-2
<b>2. Customer Standard Instructions .....</b>	<b>2-1</b>
2.1 Creating Customer Standard Instructions .....	2-1
2.2 Viewing Customer Standard Instruction .....	2-4
2.2.1 Search Customer Standard Instruction .....	2-4
2.3 Authorization.....	2-6

---

# 1. Preface

## 1.1 Introduction

This user manual is designed to help you quickly get acquainted with Customer Instructions 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

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
<b>boldface</b>	Boldface type indicates graphical user interface elements associated with an action, or terms defined in text.
<i>italic</i>	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
	Option List

---

## 2. Customer Standard Instructions

Customer needs to provide instructions in advance to the bank, which should be maintained as Standard Instructions in the system and should be referred at the time of transactions.

At the time of initiating the transactions to the bank instructions can also be provided and the system should have place holders for these instructions.

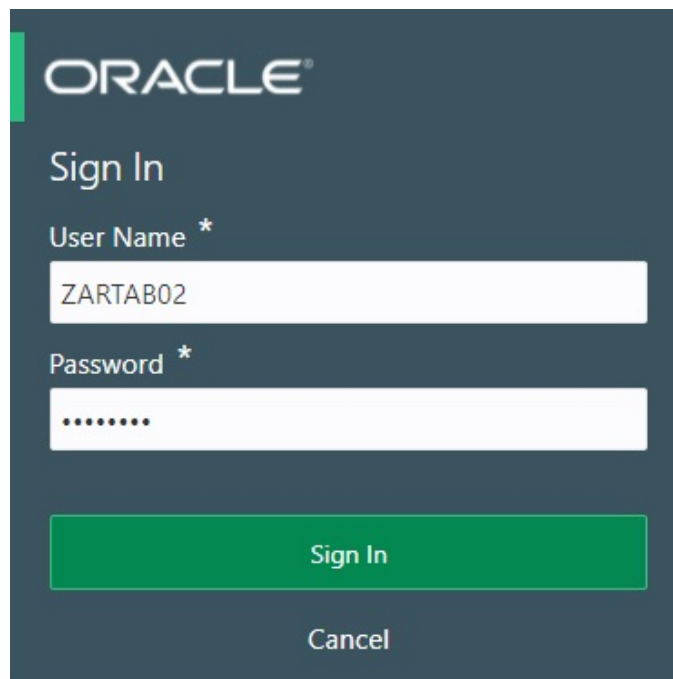
This section contains the following topics:

<a href="#">2.1 Creating Customer Standard Instructions</a>	<a href="#">2.2 Viewing Customer Standard Instruction</a>
<a href="#">2.2.1 Search Customer Standard Instruction</a>	<a href="#">2.3 Authorization</a>

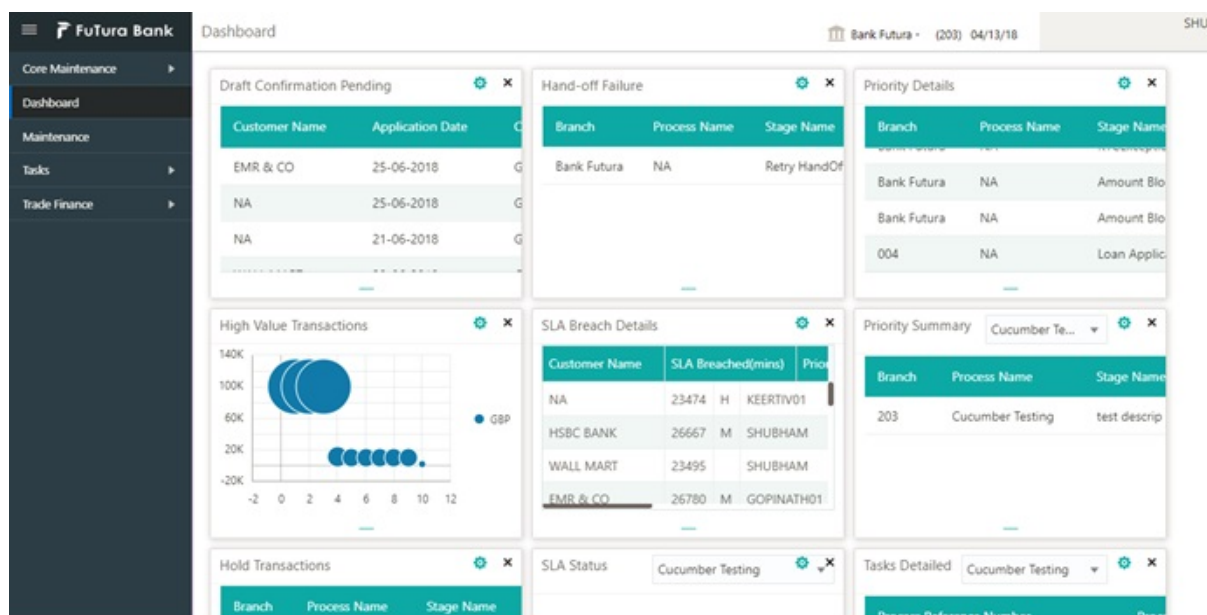
### 2.1 Creating Customer Standard Instructions

OBTFPM user should be able to maintain the Standard Instructions received from the customer. This process allows the user to create Customer Standard Instructions, let's look at the steps of creating the standard instructions process:

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

A screenshot of the Oracle Sign In interface. The background is dark blue. At the top left is the Oracle logo. Below it, the text "Sign In" is displayed. There are two input fields: "User Name \*" with the text "ZARTAB02" and "Password \*" with masked characters "\*\*\*\*\*". Below the input fields are two buttons: a green "Sign In" button and a white "Cancel" button.

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



- On the **Dashboard**, from **Maintenance**, under **Trade Finance**, click **Customer Standard Instruction**, and then **Create Customer Standard Instruction** or specify the **Create Customer Standard Instruction** in the Search icon bar.

The **Create Customer Standard Instruction** screen appears.

Create Customer Standard Instruction

Standard Instruction Maintenance

Customer Number \*

Product Type

Customer Name

All Product ☐

Module

Product Code

Product Description

Instruction ID	Instruction	Instruction Date	Instruction Expiry Date	Action
	Instruction 1	May 5, 2021	Dec 30, 2021	<input type="checkbox"/> <input type="checkbox"/>

Page 1 of 1 (1 of 1 items)

Save Cancel

Provide the field description based on the following table.

Field	Description
Customer Number	Click to search and select the customers from the list of open customers from LOV.
Customer Name	System populates the Customer Name on selecting the Customer ID.

Field	Description
Module	The user can select the Module in the drop-down. The options are: <ul style="list-style-type: none"> <li>• Letters of Credit and Guarantees (LC – OBTF Mapping)</li> <li>• Drawings</li> <li>• Documentary Collections (BC – OBTF Mapping)</li> <li>• ALL (AL - OBTF Mapping)</li> </ul>
Product Type	Click to search and select the product type from LOV.
All Product	Toggle to select the all products as Yes or No.
Product Code	Click to search and select the product code from LOV. Below are the Search criteria: <ul style="list-style-type: none"> <li>• Open and Authorized Product code.</li> <li>• Based on the Module code, Under LC flag and Product Type</li> </ul> User should be able to select the product code based on the above criteria
Product Description	System defaults the Product Type Description on selecting the Product Type. For value “ALL” description should default as ALL.
Below fields appear on tab out after entering the above information.	
Stage Name	On selection of the process code, the various stages available for the process should be defaulted.
Instruction ID	System automatically generates the Instruction Serial No on adding a new record.
Instruction	User can enter the Standard Instructions.
Instruction Date	System defaults the current branch date.
Instruction Expiry Date	System allows the user to enter the Instruction Expiry Date.
Actions	System should allow the user to Edit / Delete the new record before save and to view the existing Standard Instructions..

#### 2.1.0.1 Action Buttons

Field	Description
Errors & Overrides	Click to view the generated errors and overrides
Save	Click to save the to close the task and reopen it to work later.
Cancel	Click to cancel the Create Customer Standard Instruction window and return to dashboard. The data input will not be saved.

4. Click **Save** to save the created Standard Instruction. The new created Customer Standard Instruction is displayed as tile in the **View Customer Standard Instruction** screen.



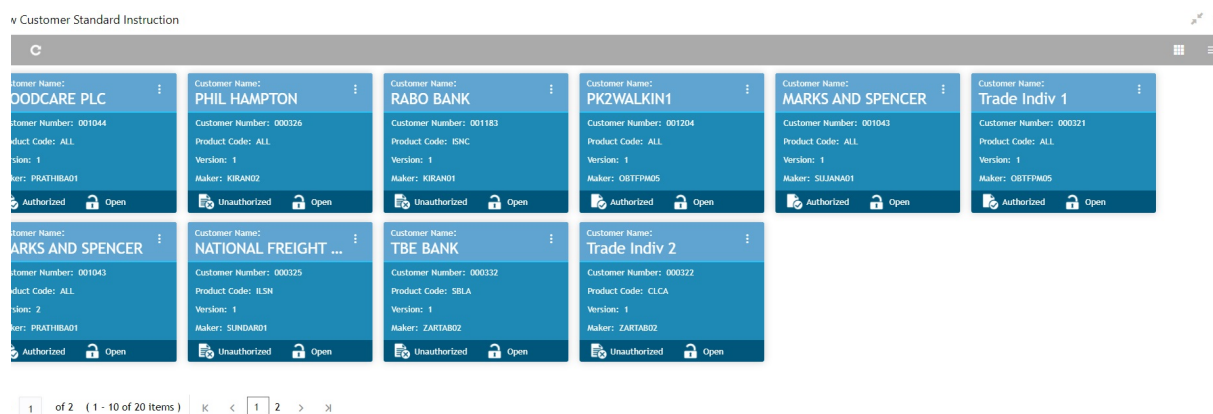
## 2.2 Viewing Customer Standard Instruction

System lists the Customer Instructions maintained for the customers in the “View Standard Instructions” screen. The user can view the summary or Edit or Authorize the Instructions maintained through the View Customer Standard Instruction screen.

To view the customer standard instructions:

1. On the **Dashboard**, from **Maintenance**, under **Trade Finance**, click **Customer Standard Instruction**, and then **View Customer Standard Instruction** or specify the **View Customer Standard Instruction** in the Search icon bar.

The **View Customer Standard Instruction** screen appears.



Field	Description
Customer Name	System displays the name of the customer.
Customer Number	System displays the customer number.
Product Code	System displays the product code.
Version	System displays the Version number.
Maker	System displays the maker ID.
Status	Displays the status of the record. Values are Authorized and Unauthorized.
Record Status	Displays the status of the record. Values are Open and Closed.

2. Click the three dots on the right corner of the tile, and then click **Authorize** to Authorize the customer instructions  
or **Open** to view the Customer Standard Instruction Maintenance screen.  
or click **Delete** to delete the customer instructions.  
or click **View** to view the customer instructions screen.

### 2.2.1 Search Customer Standard Instruction

The user can search the **Customer Standard Instruction** already created, by entering the search criteria such as Customer Number, Module, Product Type, Product Code, Authorization status, Record Status (Drop down values – Open and Close).

1. In the **View Customer Standard Instruction** screen, click the search icon. The **View Customer Standard Instruction** screen appears with the records matching the search criteria.

Customer Standard Instruction

Customer Number:  Module:  Product Type:  Product Code:

Authorization Status:  Record Status:

Maker: ZARTAB02

1 of 1 (1 - 1 of 1 items)

Provide the field description based on the following table.

Field	Description
Customer Number	Enter the customers number.
Module	The user can select the Module in the drop-down. The options are: <ul style="list-style-type: none"> <li>Letters of Credit and Guarantees (LC – OBTF Mapping)</li> <li>Drawings</li> <li>Documentary Collections (BC – OBTF Mapping)</li> <li>ALL (AL - OBTF Mapping)</li> </ul>
Product Type	Select the product type.
Product Code	Enter the product code as a search criteria:
Authorization Status	Displays the authorization status of the record. Status (Mandatory for search – Authorized and Un authorized would be the drop-down values).
Record Status	Displays the status of the record. Values are Open and Closed.

2. Click the 'List' or 'Table' icon on the top right corner of the screen to view the **Customer Standard Instruction** screen items in the list or tabular form.

### Customer Standard Instruction - List View

Customer Standard Instruction

Customer Name: MARKS AND SPENCER

Customer Number: 001043

Module: DC

Product Type: E

Product Code: ALL

Version: 1

Maker: SUJANA01

---

Customer Name: RABO BANK

Customer Number: 001183

Module: DC

Product Type: I

Product Code: ISNC

Version: 1

Maker: KIRAN01

1 of 2 (1 - 2 of 2 items)

Field	Description
Customer Name	System displays the name of the customer.
Customer Number	System displays the customer number.
Module	System displays the module.
Product Type	System displays the product type.
Product Code	System displays the product code.
Version	System displays the Version number.
Maker	System displays the maker ID.

## 2.3 Authorization

Checker user has to authorize the maintenance from the “Standard Instructions View” screen. On authorization, system should handoff of the record details to the back office.

System should do Dedupe Checkup for items in work in progress for further modification. On authorization of the Maintenance, system would hand off the data to OBTF.

### A

Action Buttons .....	2
Authorization .....	6

### C

Creating Customer Standard Instructions	
Action Buttons .....	3

### V

Viewing Customer Standard Instruction .....	4
Search Customer Standard Instruction .....	4