Oracle® Banking Trade Finance Process Management

Guarantee/SBLC Advise Amendment User Guide

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Oracle Banking Trade Finance Process Management Guarantee/SBLC Advise Amendment User Guide, Release 14.7.5.0.0

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Preface

Introduction

This manual is designed to help you quickly get acquainted with the Oracle Banking Trade Finance Process Management 'Guarantee Advise Amendment' process.

Audience

This document is intended for the following audience:

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

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Access to Oracle Support

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Structure

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.

Related Documents

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

- Getting Started User Guide
- Oracle Banking Common Core User Guide

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.

Convention	Meaning
`monospace`	Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter.

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.

Symbols and Icons

The list of symbols and icons available on the screens are as follows:

Table 1 Symbols and Icons - Common

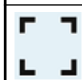
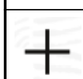
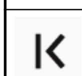
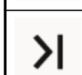
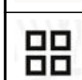
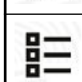
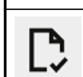
Symbol/Icon	Function
	Minimize
	Maximize
	Close
	Perform Search
	Open a list
	Date Range
	Add a new record
	Navigate to the first record
	Navigate to the last record
	Navigate to the previous record
	Navigate to the next record
	Grid view
	List view

Table 1 (Cont.) Symbols and Icons - Common

Symbol/Icon	Function
	Refresh
	Click this icon to add a new row.
	Click this icon to delete a row, which is already added.
	Calendar
	Alerts
	Unlock Option
	View Option
	Reopen Option

Table 2 Symbols and Icons - Widget

Symbol/Icon	Function
	Open status
	Unauthorized status
	Rejected status
	Closed status
	Authorized status
	Modification Number

Basic Actions

Most of the screens contain Action Buttons to perform all or a few of the basic actions. The actions which are called here are generic, and it varies based on the usage and the applicability. The table below gives a snapshot of them:

Table 3 Common Action Buttons and its Definitions

Action Buttons	Description
Reject	On click of Reject, user must select a Reject Reason from a list displayed by the system. Reject Codes are: • 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	Select a Refer Reason from the values displayed by the system. Refer Codes are: • R1- Documents missing • R2- Signature Missing • R3- Input Error • R4- Insufficient Balance/Limits • R5 - Others
Hold	The details provided will be saved and status will be on hold. User must update the remarks on the reason for holding the task. This option is used, if there are any pending information yet to be received from applicant.
Cancel	Click **Cancel** to cancel the transaction input midway without saving any data.
Save & Close	Click **Save & Close** to save the details provided and holds the task in ‘My Task’ queue for further update. This option will not submit the request.
Next	Click **Next**, system validates 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.
Submit	Click **Submit** to complete the transaction after you specify all the input parameters for a particular process. The task will get moved to next logical stage of the process. If mandatory fields have not been captured, system will display an error message until the mandatory fields data are provided.

1

Oracle Banking Trade Finance Process Management

This topic helps you quickly get acquainted with the Oracle Banking Trade Finance Process Management process.

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.

2

Guarantee Advise Amendment

As part of Guarantee Amendment Advise, the advising bank advises an amendment of incoming Guarantee/ SBLC received from the issuing bank through SWIFT MT 767 to the beneficiary and Guarantee/SBLC through SWIFT MT 767 in favour of a beneficiary through an Advise Through Bank.

In the following sections, let’s look at the details for Guarantee Amendment Advising process.

This topic contains following subtopics:

- Common Initiation Stage
  This topic provides the systematic instructions to initiate the new Guarantee Advise request.
- Registration
  This topic provides the systematic instructions to initiate the Registration stage of Guarantee Advise Amendment request.
- Data Enrichment
  This topic provides the systematic instructions to initiate the Data Enrichment stage of Guarantee Advise Amendment request.
- Exceptions
  This topic helps you quickly get acquainted with the Exceptions process.
- Multi Level Approval
  This topic helps you quickly get acquainted with the Multi Level Approval process of Guarantee Advise Amendment.
- Customer - Acknowledgement
  This topic helps you quickly get acquainted with the Customer Acknowledgement process.

2.1 Common Initiation Stage

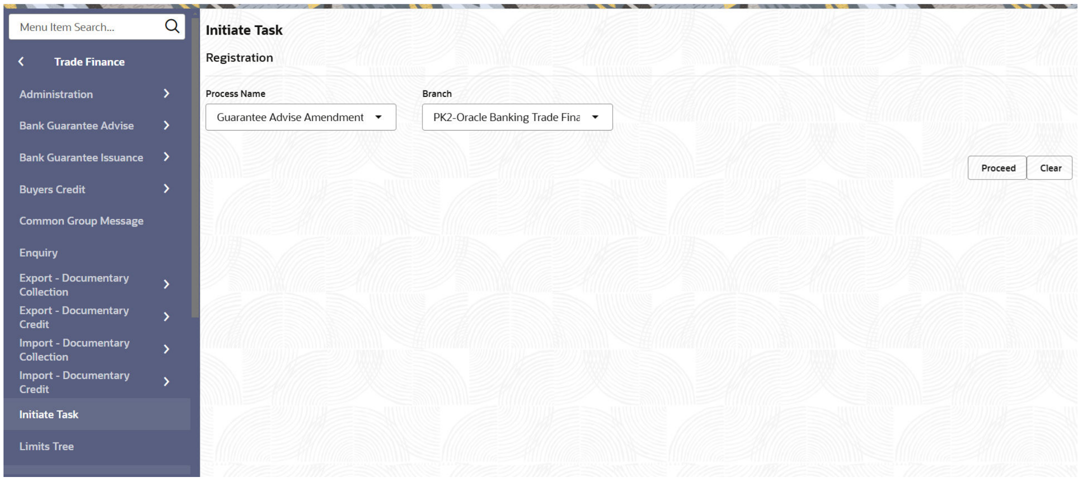
This topic provides the systematic instructions to initiate the new Guarantee Advise request.

Specify **User ID** and **Password**, and login to **Home** screen.

1. On **Home** screen, click **Trade Finance**. Under **Trade Finance**, click **Initiate Task**.

   The **Initiate Task** screen appears.

Figure 2-1 Initiate Task



2. On **Initiate Task** screen, specify the fields.

> **Note:**
>
> The fields which are marked in asterisk are mandatory.

For more information on fields, refer to the field description table below.

Table 2-1 Initiate Task - Field Description

Field	Description
Process Name	Select a process name from the drop-down list.
Branch	Select the required branch code from the drop-down list.

For more information on action buttons, refer to the field description table below.

Table 2-2 Action Buttons - Field Description

Field	Description
Proceed	Task will get initiated to next logical stage.
Clear	Click to clear the contents update and enter the values again.

3. Click **Proceed** to proceed to the next step.

2.2 Registration

This topic provides the systematic instructions to initiate the Registration stage of Guarantee Advise Amendment request.

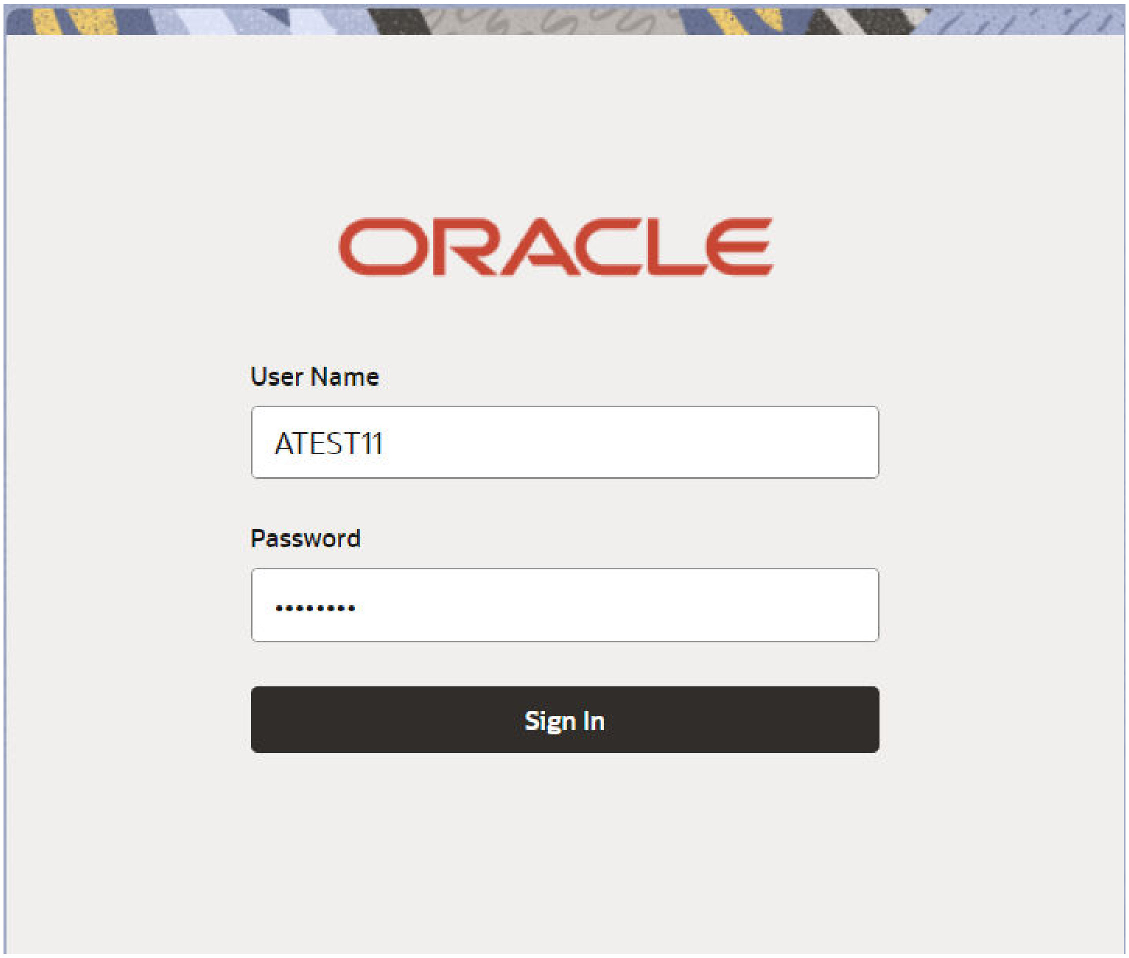
As a Registration user, you can register an amendment to a Guaranteed/SBLC advised request, also can upload relevant documents and verify checklist items.
The OBTFPM user can process MT798 with sub messages MT726-MT759 message received through SWIFT. The OBTFPM verifies the field 21 and 26E (of the MT759 and identifies the

Original Contract Reference Number and Amendment Number and invokes the process. The user can cancel the previously received MT798 referenced message which is under process.

The OBTFPM user can process incoming MT798(up to a maximum of 8 messages) with sub messages MT788-MT799 message received through SWIFT and enables the user to cancel the previously received MT798 referenced message which is under process.

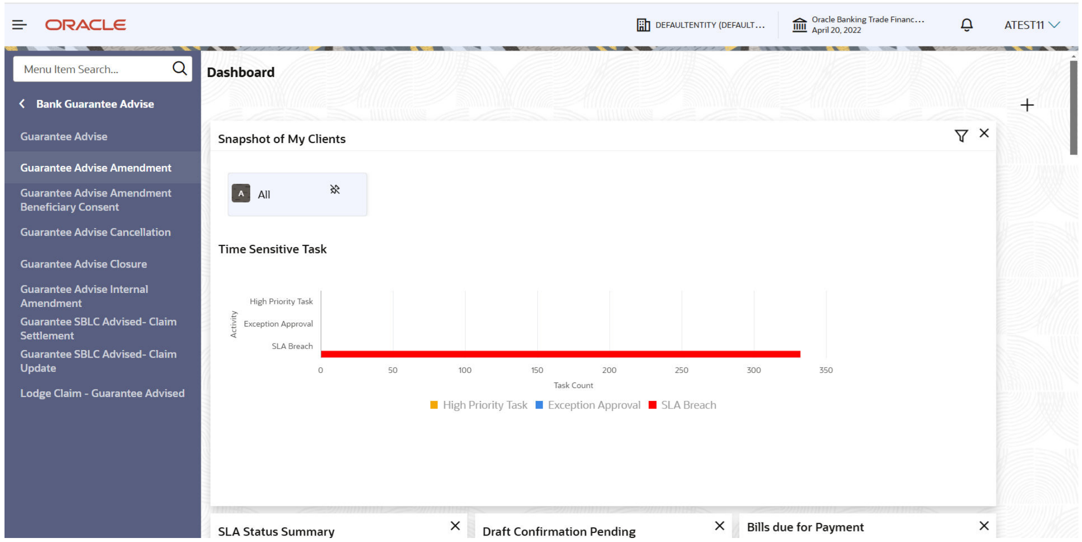
Specify **User ID** and **Password**, and login to **Home** screen.

Figure 2-2 LogIn Screen



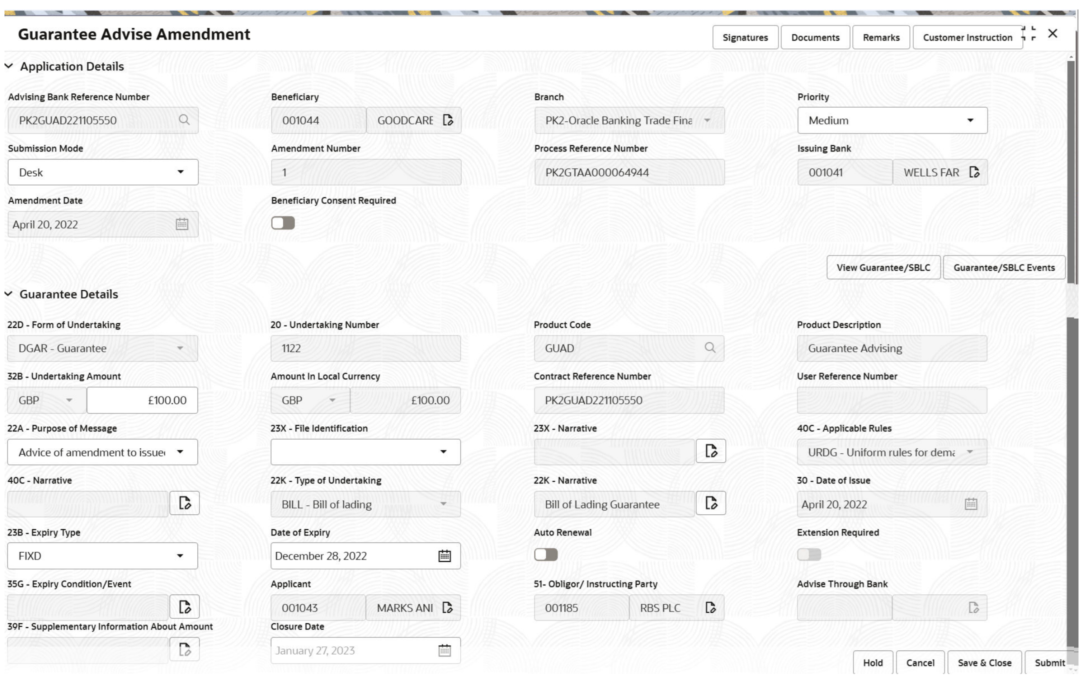
1. On **Home** screen, click **Trade Finance**. Under **Trade Finance**, click **Bank Guarantee Advise**.
2. Under **Bank Guarantee Advise**, click **Guarantee Advise Amendment**.

Figure 2-3 Guarantee Advice Amendment



The **Guarantee Advise Amendment - Registration** screen displays.
The Guarantee Advise Amendment - Registration stage has two sections Application Details and Guarantee Details. Let's look at the details of Registration screens below:

Figure 2-4 Guarantee Advise Amendment - Registration - Application Details



3. On **Guarantee Advise Amendment - Registration - Application Details** screen, specify the fields.

> **Note:**
>
> The fields which are marked as 'Required' are mandatory.

Table 2-3 Guarantee Advise Amendment - Registration - Application Details - Field Description

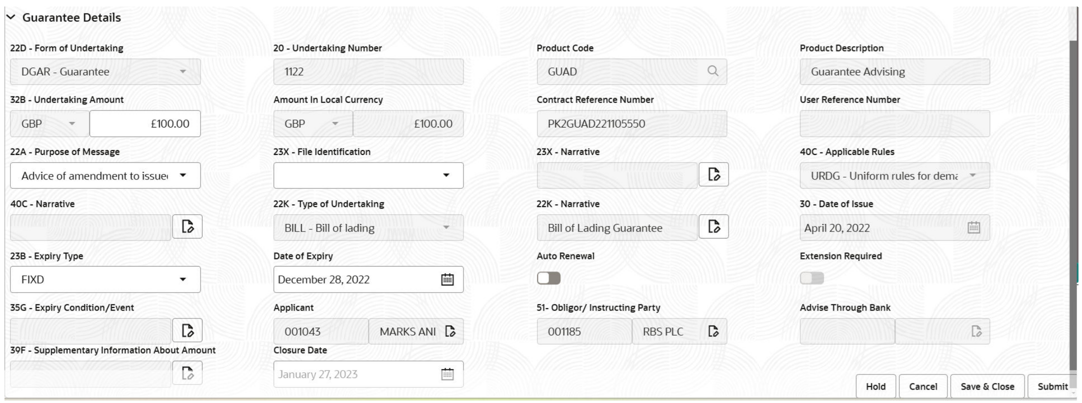
Field	Description
Advising Bank Reference Number	Specify the advising bank reference number or click **Search** to search and select the advising bank reference number from look-up, by entering the search criteria.
Beneficiary	Read only field. System defaults the beneficiary as per the Guarantee/SBLC advised.
Branch	Read only field. Branch Name will be auto-populated from Guarantee /SBLC Advise. **Note:** Once the request is submitted, Branch field is non-editable.
Priority	This field will be defaulted based on the priority maintenance. If priority is not maintained for a customer, 'Medium' priority will be defaulted. User can change the priority populated any time before submit of Registration stage as per the requirement.
Submission Mode	Select the submission mode of Guarantee Advise request from the drop-down list. By default the submission mode will have the value as 'Desk'. • Desk - Request received through Desk • Courier - Request received through Courier • Email - Request received through Email • SWIFT - Non STP- Request received through SWIFT • Fax - Request received through Fax
Amendment Number	Read only field. Amendment number will be auto-populated based on the back-end simulation.
Process Reference Number	Read only field. Unique OBTFPM task reference number for the transaction. This is auto generated by the system based on process name and branch code.
Issuing Bank	System defaults the issuing bank as per the Guarantee/SBLC advised. Party type with banks will only be displayed in look-up.
Amendment Date	Read only field. The application displays the current system date by default. Back dating not allowed, if the amendment is authorized on a later date, system should update the branch date of authorization as the Amendment date.

Table 2-3 (Cont.) Guarantee Advise Amendment - Registration - Application Details - Field Description

Field	Description
Beneficiary Consent Required	Enable the option, if beneficiary consent required for the amendment made to the fields. Disable the option, if beneficiary consent is not required for the amendments.

Guarantee Details

Registration user can provide Guarantee details in this section.



4. On **Guarantee Advise Amendment - Registration - Guarantee Details** screen, specify the fields.

> **Note:**
>
> The fields which are marked as 'Required' are mandatory.

For more information on fields, refer to the field description table below.

Table 2-4 Guarantee Details - Field Description

Field	Description
Form of Undertaking	Read only field. Form of Undertaking defaults from Guarantee/ SBLC Advise. Form of Undertaking values can be: • **DGAR - Guarantee** • **STBY - Standby LC**
Undertaking Number	Read only field. Undertaking Number defaults from Guarantee/ SBLC Advise.
Product Code	Read only field. System defaults the value from Guarantee/ SBLC Advise.

Table 2-4 (Cont.) Guarantee Details - Field Description

Field	Description
Product Description	Read only field. System defaults the description of the product from Guarantee/ SBLC Advise.
Undertaking Amount	System defaults the value from Guarantee/ SBLC Advise. The user can change the undertaking amount but not the currency.
Amount In Local Currency	Read only field. System fetches the local currency equivalent value for the transaction amount from back office (with decimal places).
Contract Reference Number	Read only field. Auto-generated by back end application. Number will be populated based on the Product Code.
User Reference Number	Read only field. System defaults the user reference number from Guarantee/ SBLC Advise.
Purpose of Message	System defaults the value from Guarantee/ SBLC Advise. The user can change the value. Select the purpose of message from the drop-down. The values are: • Advice and confirmation of amendment to issued undertaking • Advice of amendment to issued undertaking In case of STP of Incoming MT 767, system displays the value available in incoming MT 767.
File Identification	Select the type of delivery channel and its associated file name or reference from the available values. The options are: • **COUR** - Courier delivery • **EMAL** - Email transfer • **FACT** - SWIFTNet FileAct • **FAXT** - Fax transfer • **HOST** - Host-to-Host • **MAIL** - Postal Delivery • **OTHR** - Other delivery channel In case of STP of Incoming MT 767, system displays the value available in incoming MT 767.
Narrative	Specify the description available in the amendment instrument. If applicable. This field is enabled, if **File Identification** field values are **COUR** or **OTHR** . In case of STP of Incoming MT 767, system displays the value available in incoming MT 767.
Applicable Rules	Read only field. System defaults the rules for guarantee, from Guarantee/ SBLC Advise.
Narrative	Specify the description in this field, if **Applicable Rules** field values is **OTHR**.

Table 2-4 (Cont.) Guarantee Details - Field Description

Field	Description
Type of Undertaking	Read only field. System defaults the value from Guarantee/ SBLC Advise.
Narrative	Specify the details of any other type of local undertaking. This field is enabled if the **Type of Undertaking** has value as **OTHR** .
Date of Issue	Read only field. System defaults the value from Guarantee/ SBLC Advise.
Expiry Type	Indicates the validity of the guarantee. System defaults the value from Guarantee/ SBLC Advise. The options are • **COND** - With Expiry • **CONU** - Without Expiry • **FIXD** - Specified expiry date (with/without automatic expansion) • **OPEN** - No specific date of expiry User can amend the field, if required.
Date of Expiry	Indicates the validity of the guarantee. System defaults the expiry date of Guarantee from Guarantee/ SBLC Advise. User can amend the field, if required. This field is enabled if the **Expiry Type** is **COND** or **FIXD**.
Expiry Condition/Event	This field indicates the documentary condition/event that indicates when the local undertaking will cease to be available. System defaults the value from Guarantee/ SBLC Advise. User can amend the field, if required. This field is enabled if the **Expiry Type** is **COND** or **CONU**.
Applicant	Read only field. System defaults the value from Guarantee/ SBLC Advise.
Obligor/ Instructor Party	System defaults the name of the obligor from Guarantee/ SBLC Advise.
Advise Through Bank	System defaults the value from Guarantee/ SBLC Advise.
Supplementary Information About Amount	Read only field. System defaults any additional information about amount from Guarantee/ SBLC Advise.
Closure Date	System defaults the “Closure Date”value from the previous version of the contract. User can modify the system defaulted “Closure Date” and system should validate the same for the below conditions: • Closure Date must be after the Issue Date. • Closure Date must be after the Expiry Date. • Closure Date cannot be blank

5. Click **Submit**.

   The task will move to next logical stage of Guarantee Advise Amendment.
   For more information on action buttons, refer to the field description table below.

Table 2-5 Guarantee Advise Amendment - Registration - Action Buttons - Field Description

Field	Description
Signatures	Click the Signature button to verify the signature of the customer/ bank if required. The user can view the Customer Number and Name of the signatory, Signature image and the applicable operation instructions if any available in the back-office system. If more than one signature is available, system should display all the signatures.
Documents	Upload the documents received. Application displays mandatory documents to be uploaded for Guarantee Advise. Place holders are also available to upload additional documents submitted by the applicant
Remarks	Specify any additional information regarding the Guarantee Advise. This information can be viewed by other users processing the request.
Customer Instruction	Click to view/ input the following: • **Standard Instructions** – In this section, the system will populate the details of Standard Instructions maintained for the customer. User will not be able to edit this. • **Transaction Level Instructions** – In this section, OBTFPM user can input any Customer Instructions received as part of transaction processing. This section will be enabled only for customer initiated transactions.
View Guarantee/SBLC	Clicking on View Guarantee button, user can view the snapshot of latest Guarantee Advised details.
Guarantee/SBLC Events	Clicking on Guarantee Events button, user can view the snapshot of various events under the Guarantee Advised.
Hold	The details provided will be saved and status will be on hold. User must update the remarks on the reason for holding the task. This option is used, if there are any pending information yet to be received from applicant.
Cancel	Cancels the Guarantee Advise Amendment task. Details entered will not be saved and the task will be removed.
Save & Close	Save the information provided and holds the task in 'My Task' queue for working later. This option will not submit the request.
Submit	Click Submit, system will trigger acknowledgment to the customer and give confirmation message for successful submission. The task will move to next logical stage of Guarantee Advise. If mandatory fields have not been captured, system will display an error message until the mandatory fields data are provided.
Checklist	Click to view the list of items that needs to be completed and acknowledge. If mandatory checklist items are not selected, system will display an error on submit.

- Document Linkage
  This topic provides the systematic instructions to initiate the document linkage.

2.2.1 Document Linkage

This topic provides the systematic instructions to initiate the document linkage.

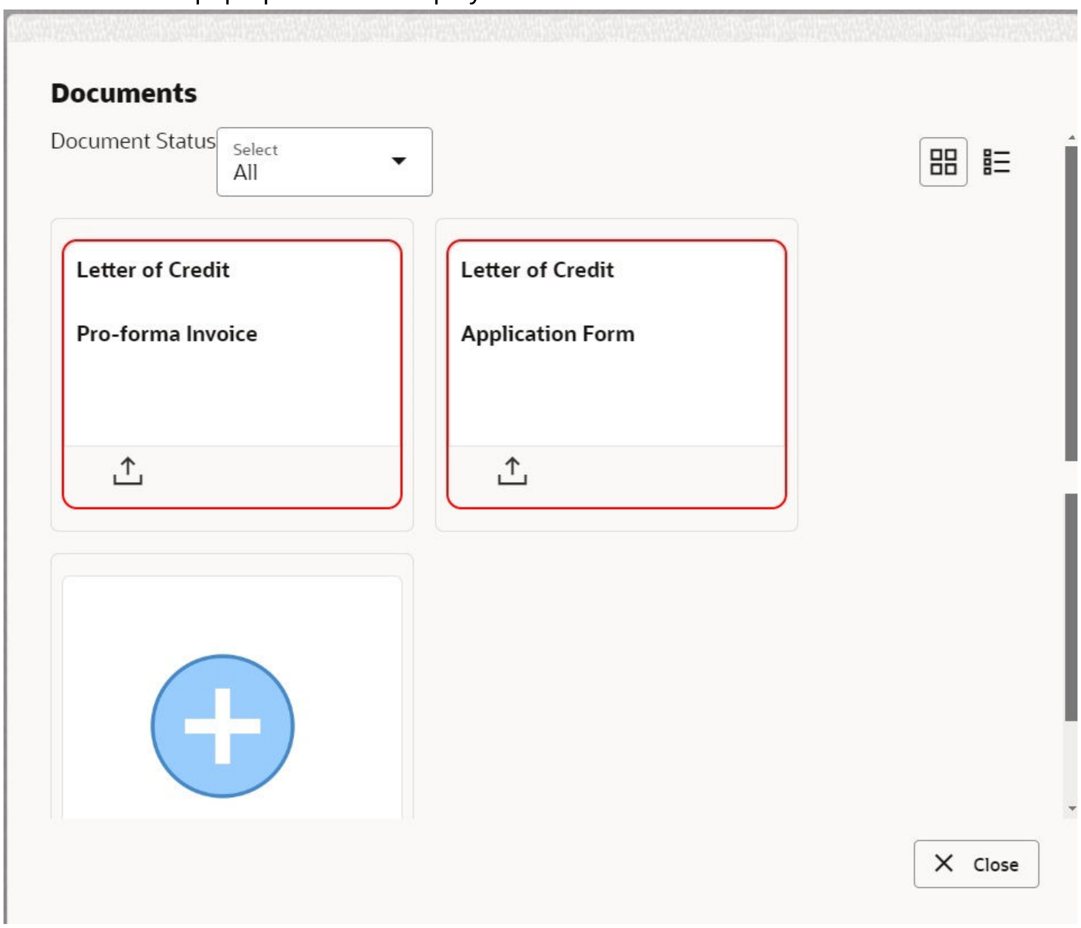
In OBTFPM, system should display Document Ids available in the DMS system. In DMS system, the documents can be Uploaded and stored for future access. Every document stored in DMS will have a unique document id along with other Metadata. The uploaded Document image in the DMS should be available/queried in the Process flow stage screens to link with the task by using the Document ID.

System displays the Documents ids which is not linked with any of the task. Mid office should allow either upload the document or link the document during task processing. The Mid office should allow to Link the same Document in multiple tasks.

Specify **User ID** and **Password**, and navigate to **Registration** screen.

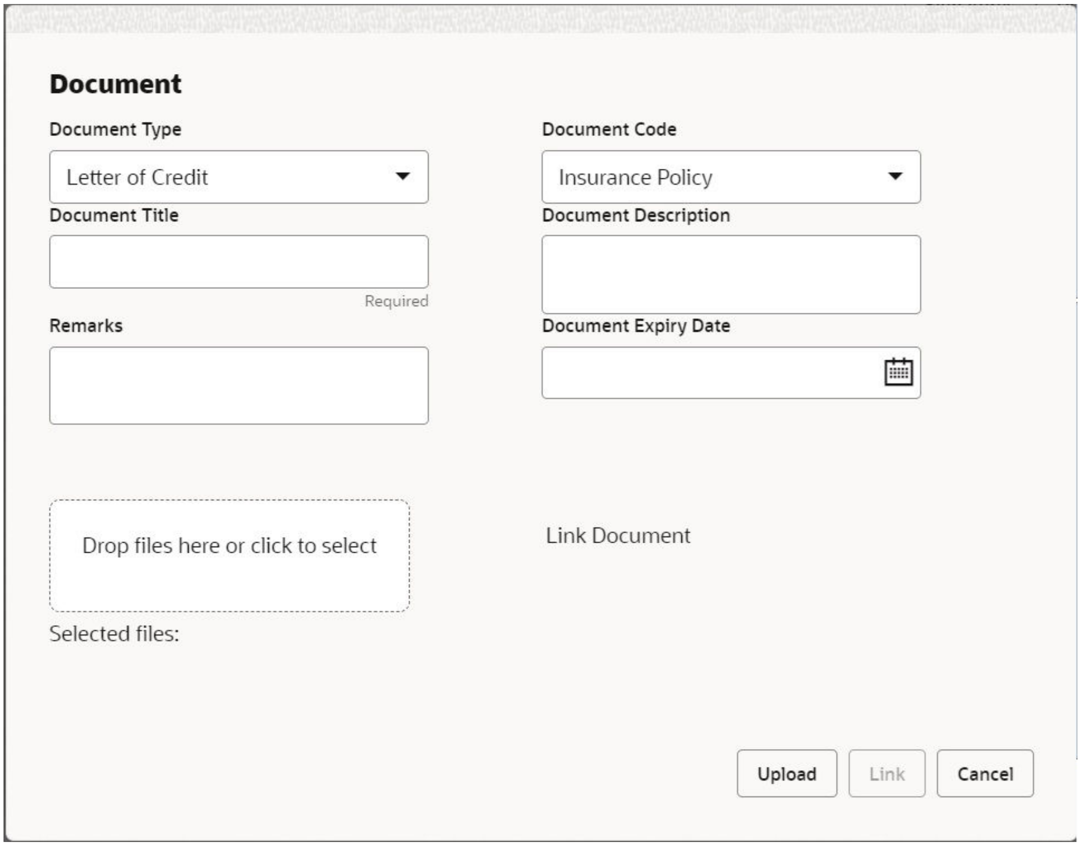
1. On the header of **Registration** screen, click, **Documents**.

   The **Document** pop-up screen is displayed.

2. Click the **Add Additional Documents** button/ link.

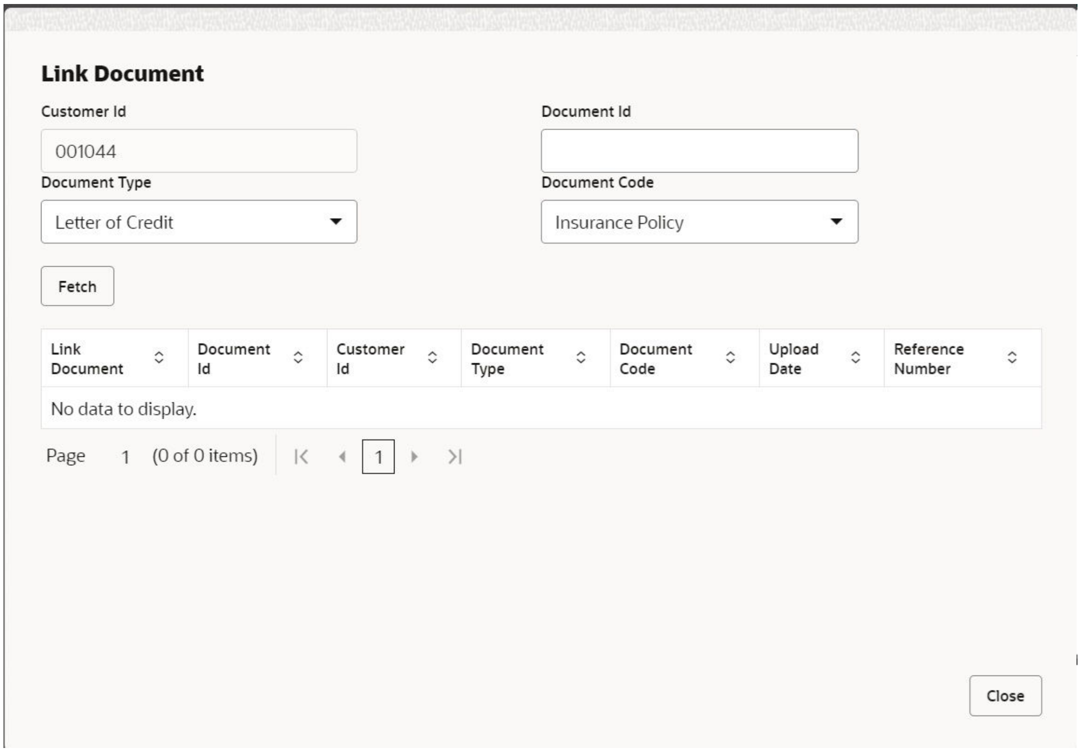
The **Document** screen is displayed.



Field	Description
Document Type	Select the document type from list. Indicates the document type from metadata.
Document Code	Select the document Code from list. Indicates the document Code from metadata.
Document Title	Specify the document title.
Document Description	Specify the document description.
Remarks	Specify the remarks.
Document Expiry Date	Select the document expiry date.
Link Document	The link to link the existing uploaded documents from DMS to the workflow task.

3. Select the document to be uploaded or linked and click the **Link Document** link.

   The link **Document** pop up screen is displayed.
   The value selected in **Document Type** and **Document Code** of **Document** screen are defaulted in the **Link Document Search** screen.

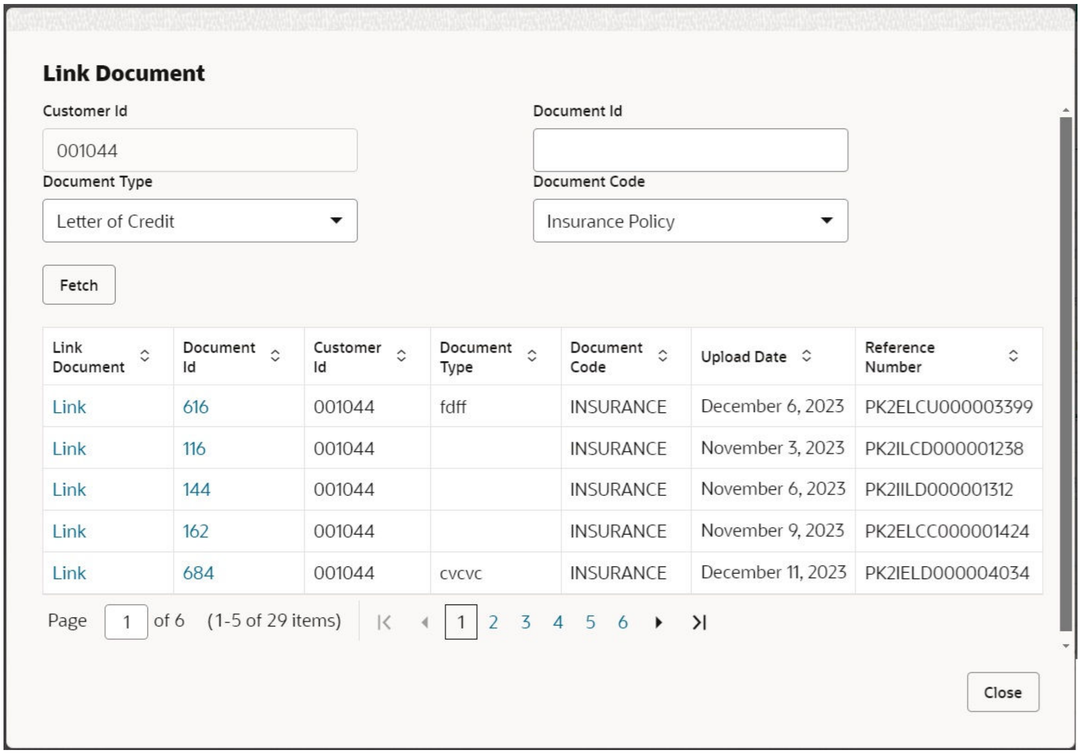


4. Click **Fetch** to retrieve the details from DMS.

   System displays all the documents available for the given **Document Type** and **Document Code** for the customer.

Field	Description
Customer ID	This field displays the transaction Customer ID.
Document ID	Specify the document ID.
Document Type	Select the document type from list.
Document Code	Select the document Code from list.
Search Result	
Document ID	This field displays the document ID from metadata.
Customer ID	This field displays the transaction customer ID.
Document Type	This field displays the document type from metadata.
Document Code	This field displays the document code from metadata.
Link Document	The link to link the existing uploaded documents from DMS to the workflow task.
Upload Date	The field displays the upload date of the document.
Reference Number	The field displays the reference number of the document.

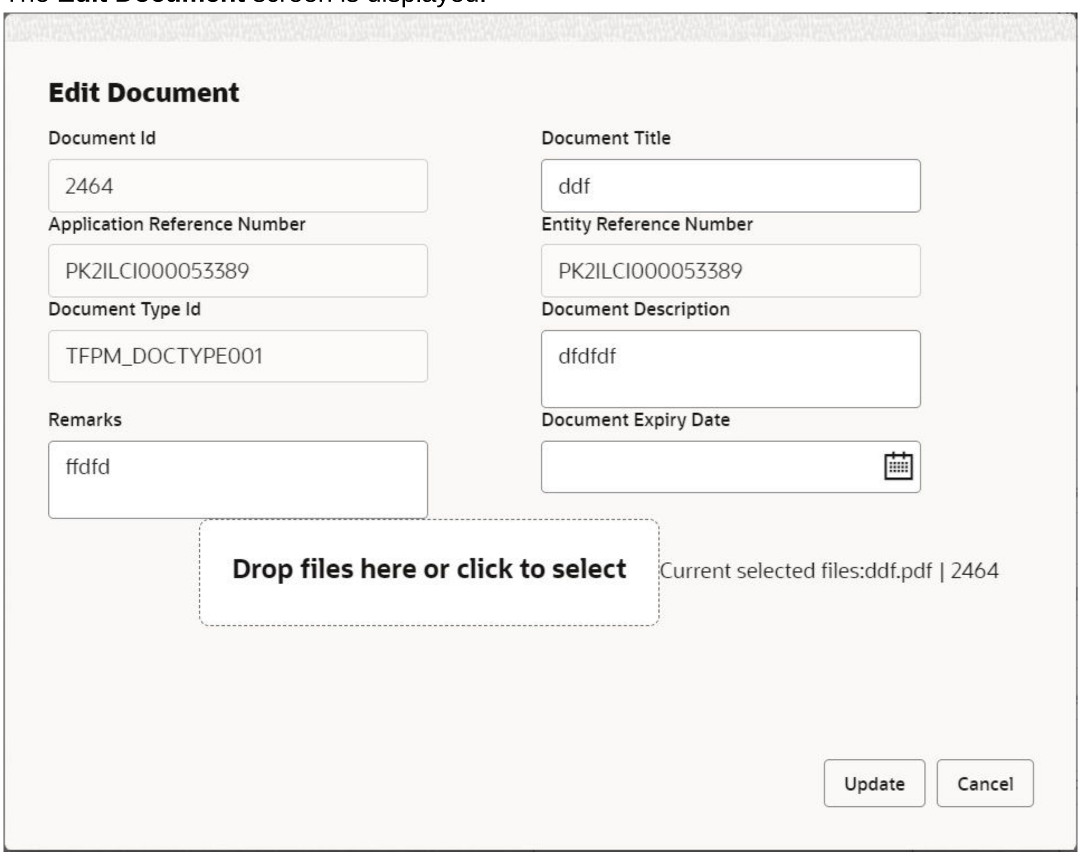
5. Click **Link** to link the particular document required for the current transaction.



Post linking the document, the user can View, Edit and Download the document.

6. Click **Edit** icon to edit the documents.

   The **Edit Document** screen is displayed.



2.3 Data Enrichment

This topic provides the systematic instructions to initiate the Data Enrichment stage of Guarantee Advise Amendment request.

As part of Data Enrichment, you can update the details already captured in Registration stage. If details are not captured in Data Enrichment stage, user can input the details.

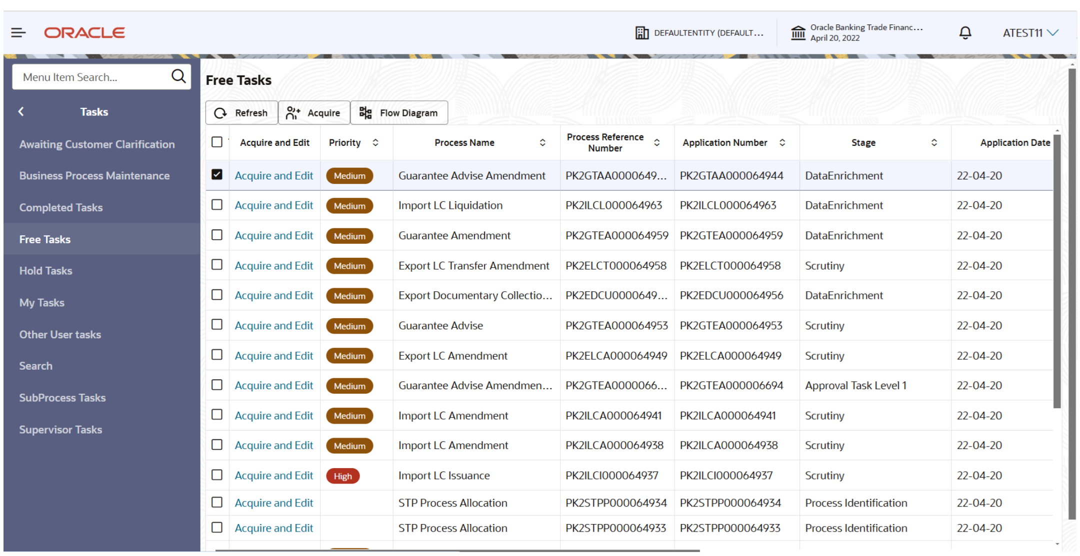
> **Note:**
>
> For expired line of limits, the task moves to “Limit Exception” stage under Free Tasks, on ‘Submit’ of DE Stage with the reason for exception as “Limit Expired”.

Do the following steps to acquire a task which completed the registration and scrutiny and currently at Data enrichment stage.

Specify **User ID** and **Password**, and login to **Home** screen.

1. On **Home** screen, click, **Tasks**.
2. Under **Tasks**, click **Free Tasks**.

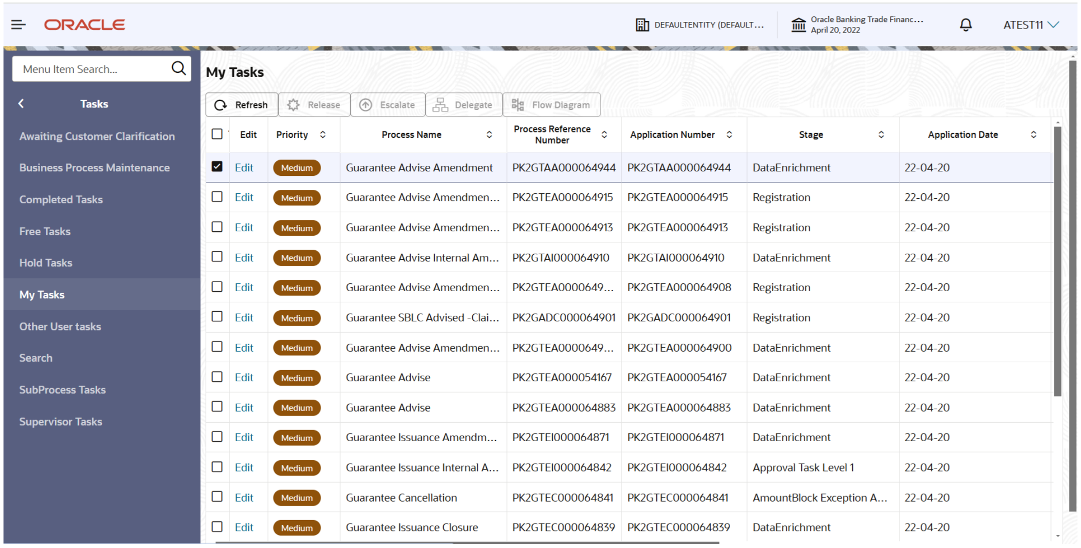
Figure 2-5 Free Tasks



The **Free Tasks** screen displays.

3. Select the appropriate task and click **Acquire & Edit** to edit the task or click **Acquire** to edit the task from **My Tasks**.
4. The acquired task will be available in **My Tasks** tab. Click **Edit** to to provide input for Data Enrichment stage.

Figure 2-6 My Tasks



Let's look at the details for Data Enrichment stage. You should be able to enter/update the fields. Some of the fields that are already having value from Scrutiny/Online channels may not be editable.
The Data Enrichment stage has the following hops for data capture:

- Main Details
  This topic provides the systematic instructions to initiate the **Main** details of Data Enrichment stage of Guarantee Advise Amendment request.
- Guarantee Preferences
  This topic provides the systematic instructions to capture the Guarantee preference details in Data Enrichment stage of Guarantee Advise Amendment process.
- Amendment Snapshot
  This topic provides the systematic instructions to capture the Amendment Snapshot details.
- Acknowledgement Details
  This topic provides the systematic instructions to capture the acknowledgement details of Data Enrichment stage.
- Additional Fields
  This topic provides the systematic instructions to capture the additional fields of Guarantee Advise Amendment process.
- Advices
  This topic provides the systematic instructions to capture the advices details of Guarantee Advise Amendment process.
- Additional Details
  This topic provides the systematic instructions to capture the additional details in Data Enrichment stage of Guarantee Advise Amendment process.
- Settlement Details
  This topic provides the systematic instructions to capture the settlement details of Guarantee Advise Amendment request.

- Summary
  This topic provides the systematic instructions to view the summary of Guarantee Advise Amendment request.

2.3.1 Main Details

This topic provides the systematic instructions to initiate the **Main** details of Data Enrichment stage of Guarantee Advise Amendment request.

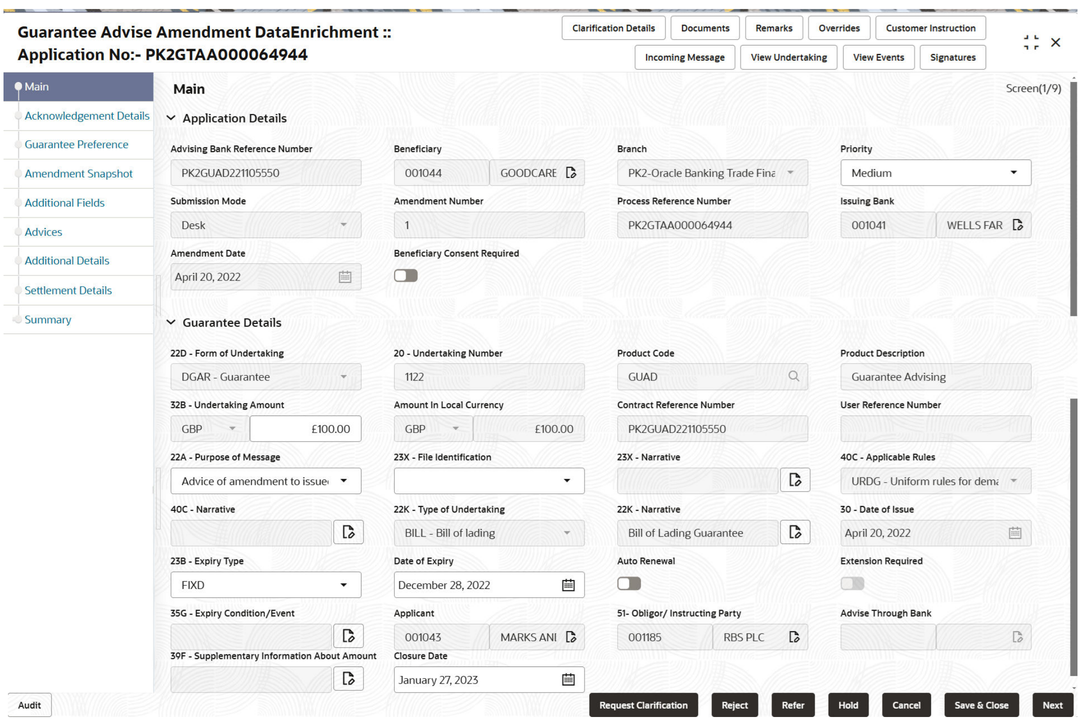
Main details section has two sub section as follows:

- Application Details
- Guarantee Details.

Application Details
All fields displayed under Application details section, would be read only except the **Priority** and **Beneficiary Consent Required** fields.

1. On **Data Enrichment - Main Details** screen, specify the fields that were not entered at Registration stage.

Figure 2-7 Data Enrichment - Main Details



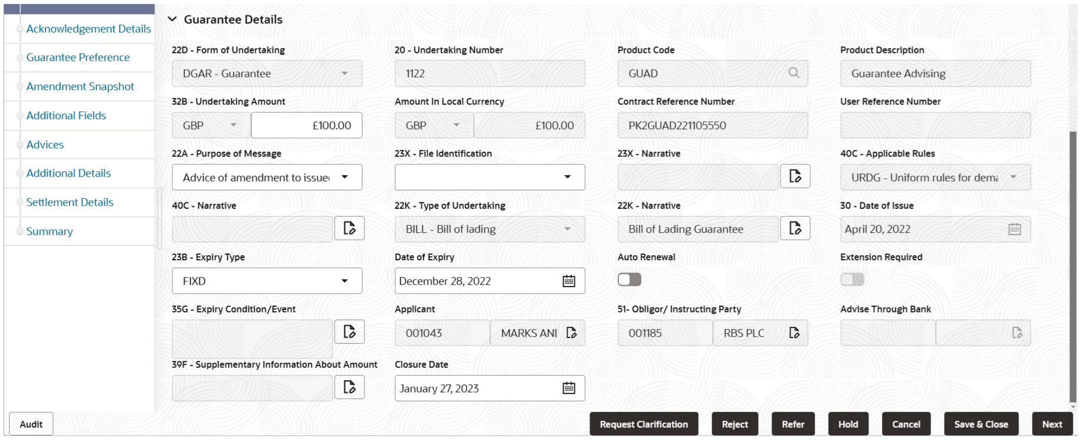
For more information on fields, refer to the field description table below.

Table 2-6 Guarantee Advise Amendment - Main - Application Details - Field Description

Field	Description
Advising Bank Reference Number	Read-only field. Displays the Advising Bank Reference Number as selected in **Registration** stage.
Beneficiary	Read-only field. Displays the beneficiary as per the Guarantee/SBLC advised.
Branch	Read only field. Displays the branch name as per the Guarantee/SBLC advised.
Priority	This field will be defaulted based on the priority maintenance. If priority is not maintained for a customer, 'Medium' priority will be defaulted. User can change the priority populated, as per the requirement.
Submission Mode	Read only field. Displays the submission mode of Guarantee Advise Amendment request.
Amendment Number	Read only field. Displays the amendment number based on the back-end simulation.
Process Reference Number	Read only field. Displays the unique OBTFPM task reference number for the transaction. This is auto generated by the system based on process name and branch code.
Issuing Bank	Read only field. Displays the issuing bank as per the Guarantee/SBLC advised.
Amendment Date	Read only field. Displays the current system date by default.
Beneficiary Consent Required	Enable the option, if beneficiary consent required for the amendment made to the fields. Disable the option, if beneficiary consent is not required for the amendments.

Guarantee Details
The fields listed under this section are same as the fields listed under the **Guarantee Details** section in **Registration** stage. For more information on the fields, refer **Registration** stage. During Registration, if user has not captured input, then user can capture the details in this section.

Figure 2-8 Guarantee Details



For more information on action buttons, refer to the field description table below.

Table 2-7 Guarantee Advise Amendment Islamic - Main - Guarantee Details - Field Description

Field	Description
Form of Undertaking	Read only field. Displays the type of LC (Documentary Credit).
Undertaking Number	Read only field. Displays the undertaking number available in the guarantee/SBLC.
Product Code	Read only field. Displays the product code available in the guarantee/SBLC.
Product Description	Read only field. Displays the description of the product as per the product code.
Undertaking Amount	System defaults the value from Guarantee/ SBLC Advise. The user can change the undertaking amount but not the currency.
Amount In Local Currency	Read only field. Displays the Local currency and amount value in this field. System fetches the local currency equivalent value for the transaction amount from back office (with decimal places).
Contract Reference Number	Read only field. Displays the Contract Reference Number, auto-generated by back end application.
User Reference Number	Read only field. System defaults the user reference number from Guarantee/ SBLC Advise.

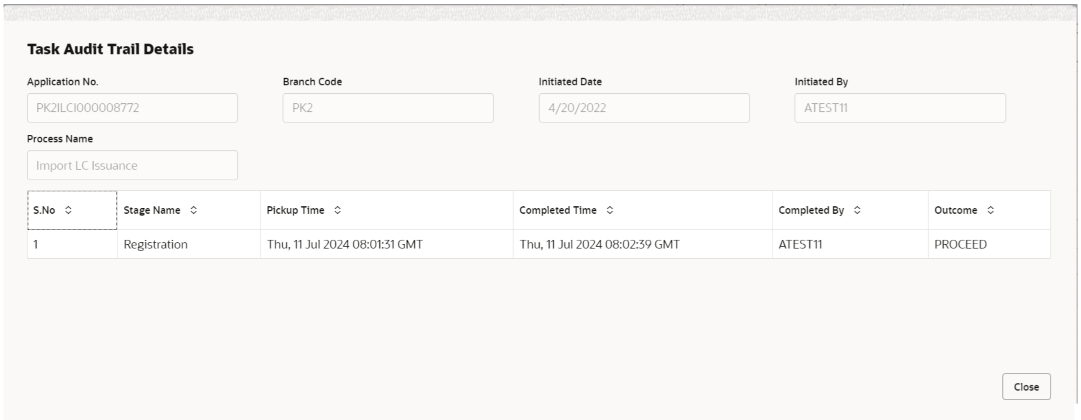
Table 2-7 (Cont.) Guarantee Advise Amendment Islamic - Main - Guarantee Details - Field Description

Field	Description
Purpose of Message	System defaults the value from Guarantee/ SBLC Advise. The user can change the value. The values are: • Advice and confirmation of amendment to issued undertaking • Advice of amendment to issued undertaking
File Identification	Select the type of delivery channel and its associated file name or reference from the available values. The options are: • COUR - Courier delivery • EMAL - Email transfer • FACT - SWIFTNet FileAct • FAXT - Fax transfer • HOST - Host-to-Host • MAIL - Postal Delivery • OTHR - Other delivery channel
Narrative	Specify the description in this field, if **File Identification** field values are **COUR** or **OTHR** .
Applicable Rules	Read only field. System defaults the rules for guarantee, from Guarantee/ SBLC Advise.
Narrative	Specify the description in this field, if **Applicable Rules** field values is **OTHR** .
Type of Undertaking	Read only field. System defaults the guarantee type. The type of undertaking can be: • Advance Payment Guarantee • BILL - Bill of Lading • CUST - Customs • DPAY - Direct Pay • INSU - Insurance • JUDI - Judicial • LEAS - Lease • PAYM - Payment • PERF - Performance • RETN - Retention • SHIP - Shipping - For shipping guarantee • TEND - Tender or Bid • WARR - Warranty/ maintenance • OTHR - Any other local undertaking type.
Narrative	Specify the details of any other type of local undertaking. This field is enabled if the **Type of Undertaking** has value as **OTHR** .

Table 2-7 (Cont.) Guarantee Advise Amendment Islamic - Main - Guarantee Details - Field Description

Field	Description
Date of Issue	Read only field. System defaults the branch’s current date as date of issue defaulted from the application.
Expiry Type	System defaults the value from Guarantee/ SBLC Advise. This field indicates whether undertaking has specified expiry date or is open-ended. The options are: • **COND** - With Expiry • **CONU** - Without Expiry • **FIXD** - Specified expiry date (with/without automatic expansion) • **OPEN** - No specific date of expiry User can amend the field, if required.
Date of Expiry	Read only field. Displays the expiry date of the LC. The expiry date can be equal or greater than the issue date. The field is enabled, if **Expiry Type** is **COND** and **FIXD**.
Expiry Condition/Event	Specifies the documentary condition/event that indicates when the local undertaking will cease to be available. The field is enabled, if **Expiry Type** is **COND** or **CONU**.
Applicant	Read only field. ystem defaults the value from Guarantee/ SBLC Advise.
Obligor/ Instructor Party	Read only field. System defaults the name of the obligor from Guarantee/ SBLC Advise to reimburse the issuer.
Advise Through Bank	Read only field. System defaults the value from Guarantee/ SBLC Advise.
Supplementary Information About Amount	Read only field. System defaults any additional information about amount from Guarantee/ SBLC Advise.
Closure Date	System defaults the “Closure Date”value from the previous version of the contract. User can modify the system defaulted “Closure Date” and system should validate the same for the below conditions: • Closure Date must be after the Issue Date. • Closure Date must be after the Expiry Date. • Closure Date cannot be blank

Audit



This button provides information about user initiated the transaction, initiated date, stage wise detail etc.

For more information on audit, refer to the field description table below.

Table 2-8 Audit - Field Description

Field	Description
Application No.	This field displays the appliation number of the process.
Branch Code	This field displays the branch code.
Initiated Date	This field displays the date on which process is initiated.
Initiated By	This field displays the user ID of the user who had initiated the process.
Process Name	This field displays the name of the process which is initiated.
S. No	This field displays the serial number of the audit record.
Stage Name	This field displays the current stage of the process.
Completed Time	This field displays the time on which the audit of the current stage is completed.
Completed By	This field displays the user ID of the user who had completed the audit.
Outcome	This field displays the outcome of the audit.

2. Click **Next**.

   The task will move to next data segment.

Table 2-9 Main Details - Action Buttons - Field Description

Field	Description
Clarification Details	Click to open a detailed screen, user can see the clarification details in the window and the status will be Clarification Requested.

Table 2-9 (Cont.) Main Details - Action Buttons - Field Description

Field	Description
Documents	Click to View/Upload the required document. Application displays the mandatory and optional documents. The user can view and input/view application details simultaneously. When a user clicks on the uploaded document, Document window get opened and on clicking the view icon of the uploaded document, Application screen should get split into two. The one side of the document allows to view and on the other side allows to input/view the details in the application
Remarks	Specify any additional information regarding the Guarantee Advise Amendment. 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 the overrides accepted by the user.
Customer Instruction	Click to view/ input the following • **Standard Instructions** – In this section, the system will populate the details of Standard Instructions maintained for the customer. User will not be able to edit this. • **Transaction Level Instructions** – In this section, OBTFPM user can input any Customer Instructions received as part of transaction processing. This section will be enabled only for customer initiated transactions.
Incoming Message	This button displays the multiple messages (MT767+ up to 7 MT775. Click to allow parsing of MT 767 along with MT775 (up to 7) messages together to create a Guarantee Issuance. In case of MT798-MT726-MT759 request, user can view MT798 message(726-759) in this placeholder in Header of the task. In case of MT798_MT788-MT799 request, user can view MT798 message (788-799) in this placeholder in Header of the process-task.
View Undertaking	Clicking this button allows the user should to view the undertaking details.
View Events	Click View Events button to view the snapshot of various events under the Guarantee Advised Amendment.
Signatures	Click the Signature button to verify the signature of the customer/ bank if required. The user can view the Customer Number and Name of the signatory, Signature image and the applicable operation instructions if any available in the back-office system. If more than one signature is available, system should display all the signatures.
Request Clarification	Click the Request Clarification button to request for an Online clarification from customer. Clicking the button opens a detailed screen to capture the clarification details.
Save & Close	Save the details provided and holds the task in ‘My Task’ queue for further update. This option will not submit the request.
Cancel	Cancel the Data Enrichment stage inputs. The details updated in this stage are not saved. The task will be available in 'My Task' queue.

Table 2-9 (Cont.) Main Details - Action Buttons - Field Description

Field	Description
Hold	The details provided will be saved and status will be on hold. User must update the remarks on the reason for holding the task. 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 are: • 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	Select a Refer Reason from the values displayed by the system. Refer Codes are: • R1- Documents missing • R2- Signature Missing • R3- Input Error • R4- Insufficient Balance/Limits • R5 - Others
Next	On click of Next, system validates 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.

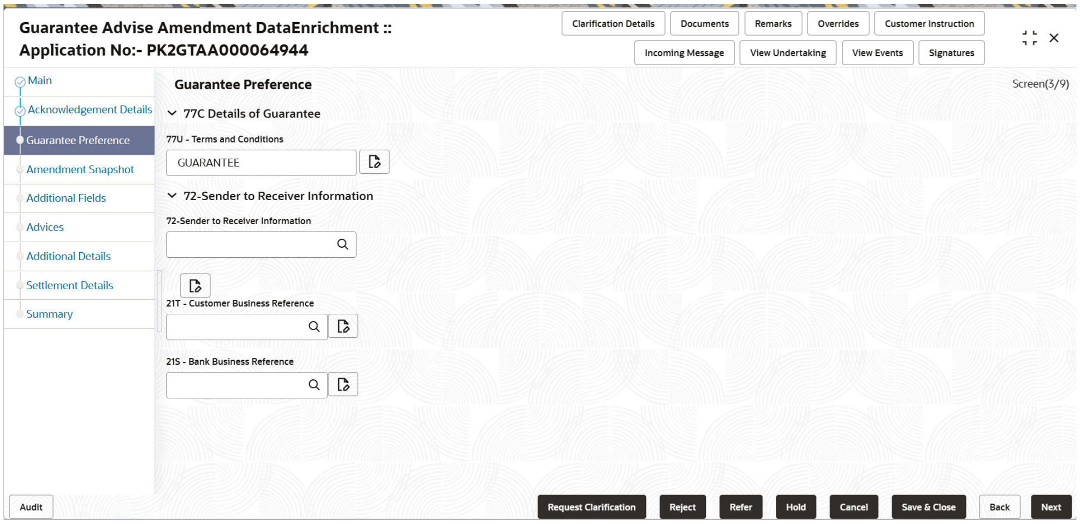
2.3.2 Guarantee Preferences

This topic provides the systematic instructions to capture the Guarantee preference details in Data Enrichment stage of Guarantee Advise Amendment process.

If the amendment request is non online, the user can capture the amendment details. And if the request is online, the amendment details get auto populated in the fields.

1. On **Data Enrichment - Guarantee Preferences** screen, specify the fields.

Figure 2-9 Data Enrichment - Guarantee Preferences



For more information on fields, refer to the field description table below.

Table 2-10 Guarantee Preferences - Field Description

Field	Description
Details of Guarantee	
Terms and Conditions	Specify the applicable terms and conditions of the undertaking that are not already mentioned in any other field. System defaults the Advise value, field can be amended. The field displays the content from MT767 and all the applicable MT 775.
Sender to Receiver Information	System defaults the details from the incoming SWIFT sender to receiver in this field. Click **Search** to search and select the additional information for receiver from the look-up.
Customer Business Reference	Specify the customer business reference details or click **Search** to search and select the Customer Business Reference from the look-up.
Bank Business Reference	Specify the bank business reference details or click **Search** to search and select the Bank Business Reference from the look-up.

2. Click **Next**.

   The task will move to next data segment.

Table 2-11 Guarantee Preferences - Action Buttons - Field Description

Field	Description
Clarification Details	Click to open a detailed screen, user can see the clarification details in the window and the status will be Clarification Requested.

Table 2-11 (Cont.) Guarantee Preferences - Action Buttons - Field Description

Field	Description
Documents	Click to View/Upload the required document. Application displays the mandatory and optional documents. The user can view and input/view application details simultaneously. When a user clicks on the uploaded document, Document window get opened and on clicking the view icon of the uploaded document, Application screen should get split into two. The one side of the document allows to view and on the other side allows to input/view the details in the application
Remarks	Specify any additional information regarding the Guarantee Advise Amendment. 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 the overrides accepted by the user.
Customer Instruction	Click to view/ input the following • **Standard Instructions** – In this section, the system will populate the details of Standard Instructions maintained for the customer. User will not be able to edit this. • **Transaction Level Instructions** – In this section, OBTFPM user can input any Customer Instructions received as part of transaction processing. This section will be enabled only for customer initiated transactions.
Incoming Message	This button displays the multiple messages (MT767+ up to 7 MT775. Click to allow parsing of MT 767 along with MT775 (up to 7) messages together to create a Guarantee Issuance. In case of MT798-MT726-MT759 request, user can view MT798 message(726-759) in this placeholder in Header of the task. In case of MT798_MT788-MT799 request, user can view MT798 message (788-799) in this placeholder in Header of the process-task.
View Undertaking	Clicking this button allows the user should to view the undertaking details.
View Events	Click View Events button to view the snapshot of various events under the Guarantee Advised Amendment.
Signatures	Click the Signature button to verify the signature of the customer/ bank if required. The user can view the Customer Number and Name of the signatory, Signature image and the applicable operation instructions if any available in the back-office system. If more than one signature is available, system should display all the signatures.
Request Clarification	Click the Request Clarification button to request for an Online clarification from customer. Clicking the button opens a detailed screen to capture the clarification details.
Save & Close	Save the details provided and holds the task in 'My Task' queue for further update. This option will not submit the request.
Cancel	Cancel the Data Enrichment stage inputs. The details updated in this stage are not saved. The task will be available in 'My Task' queue.

Table 2-11 (Cont.) Guarantee Preferences - Action Buttons - Field Description

Field	Description
Hold	The details provided will be saved and status will be on hold.User must update the remarks on the reason for holding the task. 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 are: • 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	Select a Refer Reason from the values displayed by the system. Refer Codes are: • R1- Documents missing • R2- Signature Missing • R3- Input Error • R4- Insufficient Balance/Limits • R5 - Others
Next	On click of Next, system validates 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.

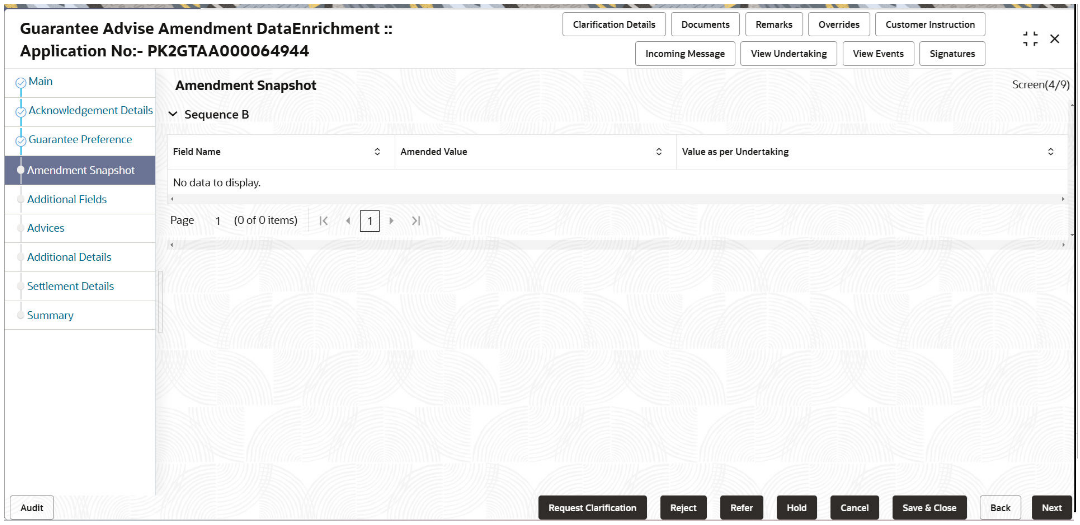
2.3.3 Amendment Snapshot

This topic provides the systematic instructions to capture the Amendment Snapshot details.

At this stage, user can view all the field tags that are amended. Corresponding to the field the latest Guarantee /SBLC value before amendment and the new amended value is displayed.

1. On **Amendment Snapshot** screen, specify the fields, if any.

Figure 2-10 Amendment Snapshot



For more information on fields, refer to the field description table below.

Table 2-12 Amendment Snapshot - Field Description

Field	Description
Sequence B	
Field Name	Displays the fields that are amended.
Amended Value	Displays the Guarantee /SBLC value before amendment.
Value as per Undertaking	Displays the Guarantee /SBLC new amendment value after amendment.

2. Click **Next**.

The task will move to next data segment.
For more information on action buttons, refer to the field description table below.

Table 2-13 Amendment Snapshot - Action Buttons - Field Description

Field	Description
Clarification Details	Click to open a detailed screen, user can see the clarification details in the window and the status will be 'Clarification Requested'.
Documents	Click to View/Upload the required document. Application displays the mandatory and optional documents. The user can view and input/view application details simultaneously. When a user clicks on the uploaded document, Document window get opened and on clicking the view icon of the uploaded document, Application screen should get split into two. The one side of the document allows to view and on the other side allows to input/view the details in the application

Table 2-13 (Cont.) Amendment Snapshot - Action Buttons - Field Description

Field	Description
Remarks	Specify any additional information regarding the Guarantee Advise amendment. 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 the overrides accepted by the user.
Customer Instruction	Click to view/ input the following • Standard Instructions – In this section, the system will populate the details of Standard Instructions maintained for the customer. User will not be able to edit this. • Transaction Level Instructions – In this section, OBTFPM user can input any Customer Instructions received as part of transaction processing. This section will be enabled only for customer initiated transactions.
Incoming Message	This button displays the multiple messages (MT767+ up to 7 MT775. Click to allow parsing of MT 767 along with MT775 (up to 7) messages together to create a Guarantee Issuance. In case of MT798-MT726-MT759 request, user can view MT798 message(726-759) in this placeholder in Header of the task. In case of MT798_MT788-MT799 request, user can view MT798 message (788-799) in this placeholder in Header of the process-task.
View Undertaking	Clicking this button allows the user should to view the undertaking details.
View Events	Click View Events button to view the snapshot of various events under the Guarantee Advised Amendment.
Signature	Click the Signature button to verify the signature of the customer/ bank if required. The user can view the Customer Number and Name of the signatory, Signature image and the applicable operation instructions if any available in the back-office system. If more than one signature is available, system should display all the signatures.
Request Clarification	Click the Request Clarification button to request for an Online clarification from customer. Clicking the button opens a detailed screen to capture the clarification details.
Save & Close	Save the details provided and holds the task in 'My Task' queue for further update. This option will not submit the request.
Cancel	Cancel the Data Enrichment stage inputs. The details updated in this stage are not saved. The task will be available in 'My Task' queue.
Hold	The details provided will be saved and status will be on hold.User must update the remarks on the reason for holding the task. This option is used, if there are any pending information yet to be received from applicant.

Table 2-13 (Cont.) Amendment Snapshot - Action Buttons - Field Description

Field	Description
Reject	On click of Reject, user must select a Reject Reason from a list displayed by the system. Reject Codes are: • 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	Select a Refer Reason from the values displayed by the system. Refer Codes are: • R1- Documents missing • R2- Signature Missing • R3- Input Error • R4- Insufficient Balance/Limits • R5 - Others
Next	On click of Next, system validates 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.

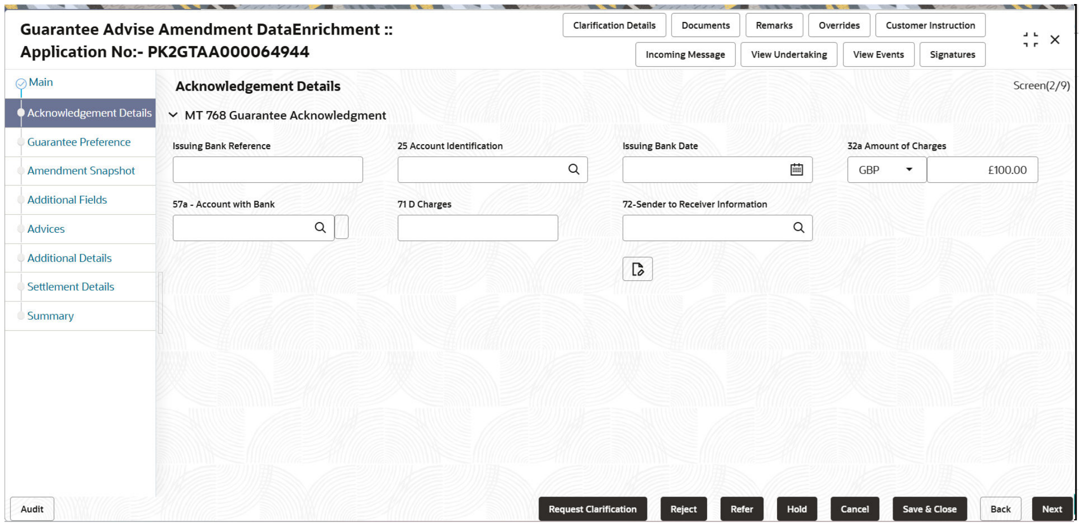
2.3.4 Acknowledgement Details

This topic provides the systematic instructions to capture the acknowledgement details of Data Enrichment stage.

At this hop, user can update details for the acknowledgment and response details.

1. On **Acknowledgement Details** screen, specify the fields.

Figure 2-11 Acknowledgement Details



For more information on fields, refer to the field description table below:

Table 2-14 Acknowledgement Details - Field Description

Field	Description
MT 768 Guarantee Acknowledgment (This is applicable in case of Counter Guarantee/Counter Counter Guarantee Issuing Bank).	
Issuing Bank Reference	Specify the value for issuing bank reference.
Account Identification	Click **Search** to search and select the account identification from the lookup. Alternatively user can specify the account identification details.
Issuing Bank Date	System defaults the current system date as Issuing bank date.
Amount of Charges	Specify the total amount of charges claimed by the advising bank and select the currency code.
Account with Bank	Click **Search** to search and select account with bank details from the lookup. Alternatively user can also specify the account with bank details.
Charges	Specify more details about charges, if applicable.
Sender to Receiver Information	Click **Search** to search and select the sender to receiver details, if applicable.

2. Click **Next**.

   The task will move to next data segment.

Table 2-15 Acknowledgement Details - Action Buttons - Field Description

Field	Description
Clarification Details	Clicking the button opens a detailed screen, user can see the clarification details in the window and the status will be 'Clarification Requested'.
Documents	Click to View/Upload the required document. Application displays the mandatory and optional documents. The user can view and input/view application details simultaneously. When a user clicks on the uploaded document, Document window get opened and on clicking the view icon of the uploaded document, Application screen should get split into two. The one side of the document allows to view and on the other side allows to input/view the details in the application
Remarks	Specify any additional information regarding the Guarantee Advise Amendment. 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 the overrides accepted by the user.
Customer Instructions	Click to view/ input the following • **Standard Instructions** – In this section, the system will populate the details of Standard Instructions maintained for the customer. User will not be able to edit this. • **Transaction Level Instructions** – In this section, OBTFPM user can input any Customer Instructions received as part of transaction processing. This section will be enabled only for customer initiated transactions.
Incoming Messages	This button displays the multiple messages (MT760 + up to 7 MT761. Click to allow parsing of MT 760 along with MT761(up to 7) messages together to create a Guarantee Issuance. In case of MT798, the User can click and view the MT798 message(784,760/761). In case of MT798-MT726-MT759 request, user can view MT798 message(726-759) in this placeholder in Header of the task. In case of MT798_MT788-MT799 request, user can view MT798 message (788-799) in this placeholder in Header of the process-task..
View Undertaking	Clicking this button allows the user to view the undertaking details.
Signatures	Click the Signature button to verify the signature of the customer/ bank if required. The user can view the Customer Number and Name of the signatory, Signature image and the applicable operation instructions if any available in the back-office system. If more than one signature is available, system should display all the signatures.
Request Clarification	Clicking this button allows the user to submit the request for clarification to the "Trade Finance Portal" for the transactions that are initiated offline.

Table 2-15 (Cont.) Acknowledgement Details - Action Buttons - Field Description

Field	Description
Reject	On click of Reject, user must select a Reject Reason from a list displayed by the system. Reject Codes are: • 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	Select a Refer Reason from the values displayed by the system. Refer Codes are: • R1- Documents missing • R2- Signature Missing • R3- Input Error • R4- Insufficient Balance/Limits • R5 - Others
Hold	The details provided will be saved and status will be on hold.User must update the remarks on the reason for holding the task. This option is used, if there are any pending information yet to be received from applicant.
Cancel	Cancel the Data Enrichment stage inputs. The details updated in this stage are not saved. The task will be available in 'My Task' queue.
Save & Close	Save the details provided and holds the task in ‘My Task’ queue for further update. This option will not submit the request.
Back	Clicking on Back button, takes the user to the previous screen.
Next	On click of Next, system validates 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.

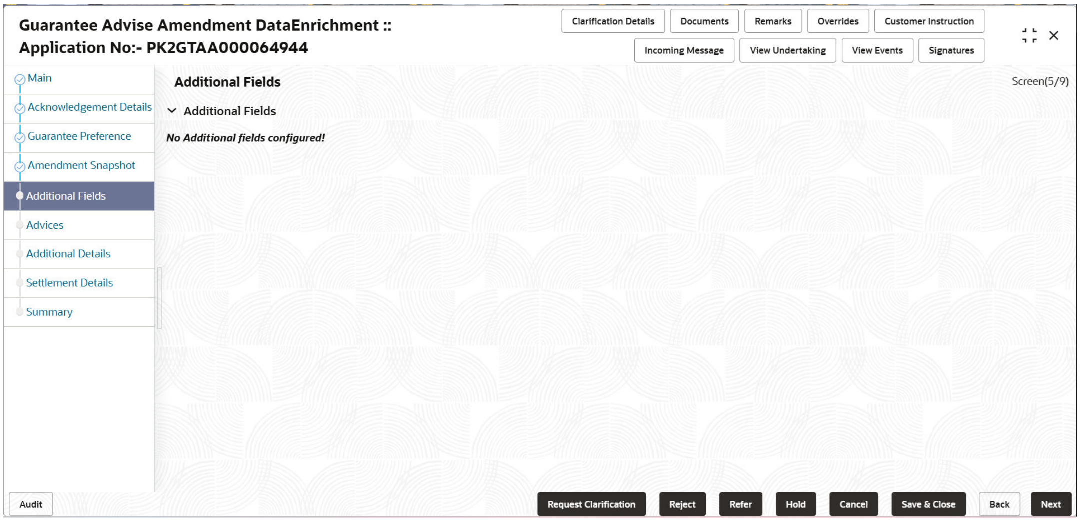
2.3.5 Additional Fields

This topic provides the systematic instructions to capture the additional fields of Guarantee Advise Amendment process.

This stage displays the additional fields based on the User defined fields maintained in the system.

1. On **Additional Fields** screen, specify the fields, if any.

Figure 2-12   Additional Fields



2. Click **Next**.

The task will move to next data segment.
For more information on action buttons, refer to the field description table below.

Table 2-16   Additional Fields - Action Buttons - Field Description

Field	Description
Clarification Details	Click to open a detailed screen, user can see the clarification details in the window and the status will be 'Clarification Requested'.
Documents	Click to View/Upload the required document. Application displays the mandatory and optional documents. The user can view and input/view application details simultaneously. When a user clicks on the uploaded document, Document window get opened and on clicking the view icon of the uploaded document, Application screen should get split into two. The one side of the document allows to view and on the other side allows to input/view the details in the application
Remarks	Specify any additional information regarding the Guarantee Advise Amendment. 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 the overrides accepted by the user.
Customer Instructions	Click to view/ input the following • **Standard Instructions** – In this section, the system will populate the details of Standard Instructions maintained for the customer. User will not be able to edit this. • **Transaction Level Instructions** – In this section, OBTFPM user can input any Customer Instructions received as part of transaction processing. This section will be enabled only for customer initiated transactions.

Table 2-16 (Cont.) Additional Fields - Action Buttons - Field Description

Field	Description
Incoming Message	This button displays the multiple messages (MT767+ up to 7 MT775. Click to allow parsing of MT 767 along with MT775 (up to 7) messages together to create a Guarantee Issuance. In case of MT798-MT726-MT759 request, user can view MT798 message(726-759) in this placeholder in Header of the task. In case of MT798_MT788-MT799 request, user can view MT798 message (788-799) in this placeholder in Header of the process-task.
View Undertaking	Clicking this button allows the user should to view the undertaking details.
View Events	Click View Events button to view the snapshot of various events under the Guarantee Advised Amendment.
Signatures	Click the Signature button to verify the signature of the customer/ bank if required. The user can view the Customer Number and Name of the signatory, Signature image and the applicable operation instructions if any available in the back-office system. If more than one signature is available, system should display all the signatures.
Request Clarification	Click the Request Clarification button to request for an Online clarification from customer. Clicking the button opens a detailed screen to capture the clarification details.
Save & Close	Save the details provided and holds the task in 'My Task' queue for further update. This option will not submit the request.
Cancel	Cancel the Data Enrichment stage inputs. The details updated in this stage are not saved. The task will be available in 'My Task' queue.
Hold	The details provided will be saved and status will be on hold.User must update the remarks on the reason for holding the task. 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 are: • 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.

Table 2-16 (Cont.) Additional Fields - Action Buttons - Field Description

Field	Description
Refer	Select a Refer Reason from the values displayed by the system. Refer Codes are: • R1- Documents missing • R2- Signature Missing • R3- Input Error • R4- Insufficient Balance/Limits • R5 - Others
Back	Click to move to the previous logical step.
Next	On click of Next, system validates 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.

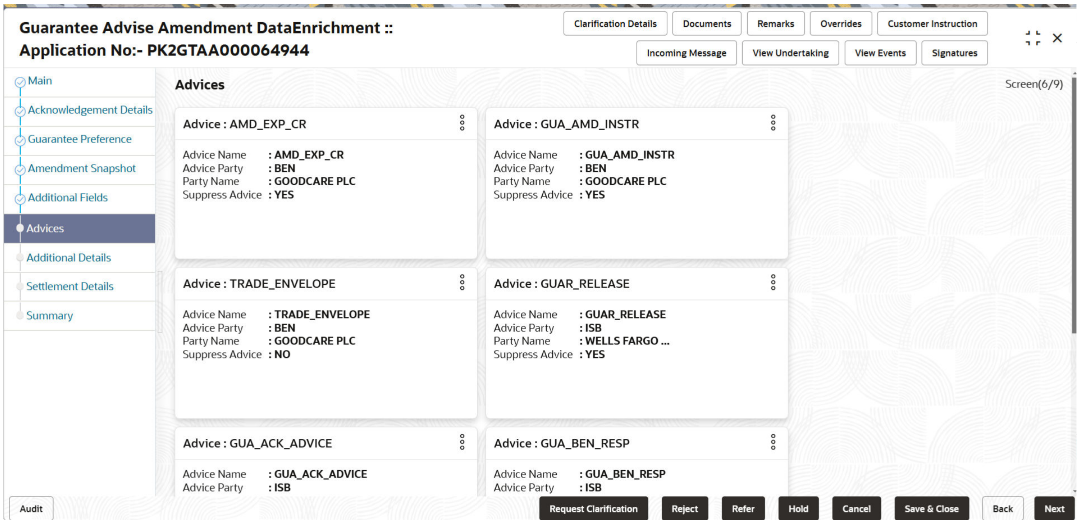
2.3.6 Advices

This topic provides the systematic instructions to capture the advices details of Guarantee Advise Amendment process.

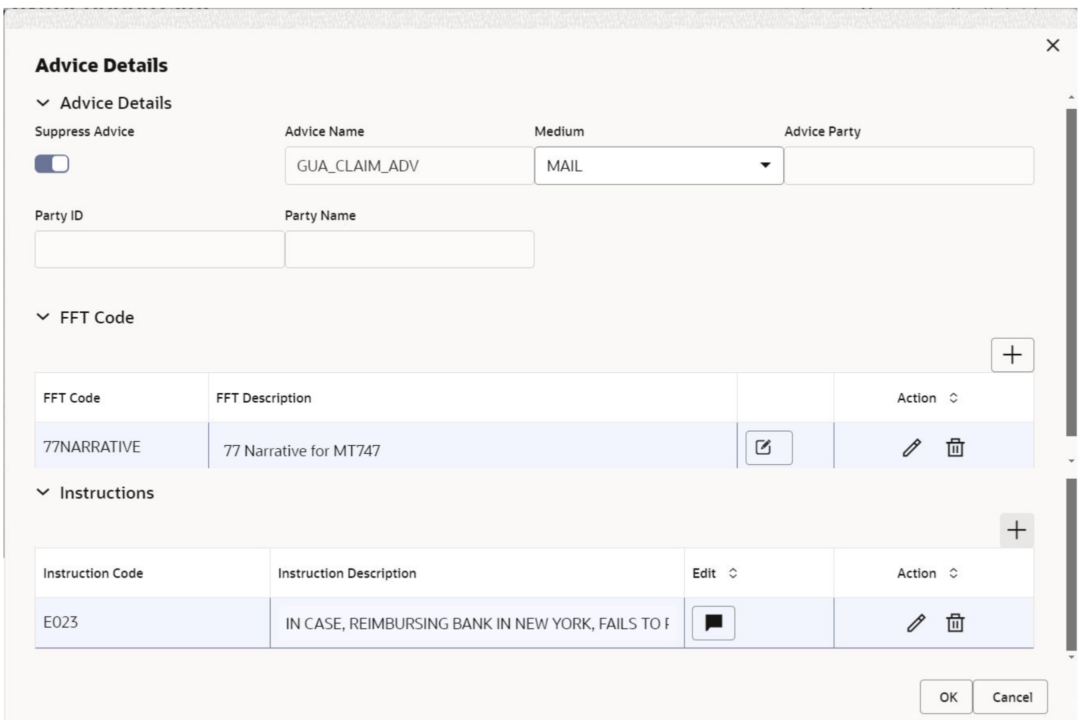
A Data Enrichment user can verify the Advises details data segment of the Guarantee Advise Amendment request. This section defaults the advices maintained for the product based on the advices maintained at the product level.

1. On **Advices** screen, click the 3 dots on any advice tile to view the advice details.

Figure 2-13 Advices



Advice Details

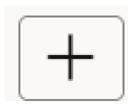
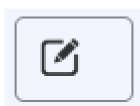
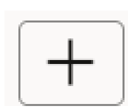


For more information on fields, refer to the field description table below.

Table 2-17 Advice Details

Field	Description
Suppress Advice	Enable this option to suppress the advice. Disable this option if suppress advice is not required.
Advice Name	Read only field. The advice name is defaulted from Guarantee /SBLC Advised.
Medium	The medium of advices is defaulted from Guarantee /SBLC Advised. User can change the mediun, if required.

Table 2-17 (Cont.) Advice Details

Field	Description
Advice Party	Read only field. The advice party is defaulted from the Guarantee /SBLC Advised.
Party ID	Read only field. Value be defaulted from Guarantee Advise.
Party Name	Read only field. Value be defaulted from Guarantee Advise.
Free Format Text	
	Click plus icon to add new FFT code.
FTT Code	Click **Search** to search and select the FFT Code.
FFT Description	FFT description is populated based on the FFT code selected. User can update the FFT description, if required.
	Click edit icon to edit the existing FFT description.
Action	Click edit icon to edit the existing FFT code. Click delete icon to remove any existing FFT code.
Instruction Details	
	Click plus icon to add new instruction code.
Instruction Code	Click **Search** to search and select the instruction Code.
Instruction Description	Instruction description is populated based on the instruction code selected. User can update the Instruction description, if required.
	Click edit icon to edit the existing instruction description.
Action	Click delete icon to remove any existing instruction code. Click edit icon to edit the existing instruction code.

2. Click **Next**.

   The task will move to next data segment.
   For more information on fields, refer to the field description table below.

Table 2-18 Advices - Action Buttons - Field Description

Field	Description
Clarification Details	Click to open a detailed screen, user can see the clarification details in the window and the status will be Clarification Requested.
Documents	Click to View/Upload the required document. Application displays the mandatory and optional documents. The user can view and input/view application details simultaneously. When a user clicks on the uploaded document, Document window get opened and on clicking the view icon of the uploaded document, Application screen should get split into two. The one side of the document allows to view and on the other side allows to input/view the details in the application
Remarks	Specify any additional information regarding the Guarantee Advise Amendment. 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 the overrides accepted by the user.
Customer Instruction	Click to view/ input the following • **Standard Instructions** – In this section, the system will populate the details of Standard Instructions maintained for the customer. User will not be able to edit this. • **Transaction Level Instructions** – In this section, OBTFPM user can input any Customer Instructions received as part of transaction processing. This section will be enabled only for customer initiated transactions.
Incoming Message	This button displays the multiple messages (MT767+ up to 7 MT775. Click to allow parsing of MT 767 along with MT775 (up to 7) messages together to create a Guarantee Issuance. In case of MT798-MT726-MT759 request, user can view MT798 message(726-759) in this placeholder in Header of the task. In case of MT798_MT788-MT799 request, user can view MT798 message (788-799) in this placeholder in Header of the process-task.
View Undertaking	Clicking this button allows the user should to view the undertaking details.
View Events	Click View Events button to view the snapshot of various events under the Guarantee Advised Amendment.
Signatures	Click the Signature button to verify the signature of the customer/ bank if required. The user can view the Customer Number and Name of the signatory, Signature image and the applicable operation instructions if any available in the back-office system. If more than one signature is available, system should display all the signatures.
Request Clarification	Click the Request Clarification button to request for an Online clarification from customer. Clicking the button opens a detailed screen to capture the clarification details.
Save & Close	Save the details provided and holds the task in 'My Task' queue for further update. This option will not submit the request.

Table 2-18 (Cont.) Advices - Action Buttons - Field Description

Field	Description
Cancel	Cancel the Data Enrichment stage inputs. The details updated in this stage are not saved. The task will be available in 'My Task' queue.
Hold	The details provided will be saved and status will be on hold. User must update the remarks on the reason for holding the task. 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 are: • 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	Select a Refer Reason from the values displayed by the system. Refer Codes are: • R1- Documents missing • R2- Signature Missing • R3- Input Error • R4- Insufficient Balance/Limits • R5 - Others
Next	On click of Next, system validates 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.

2.3.7 Additional Details

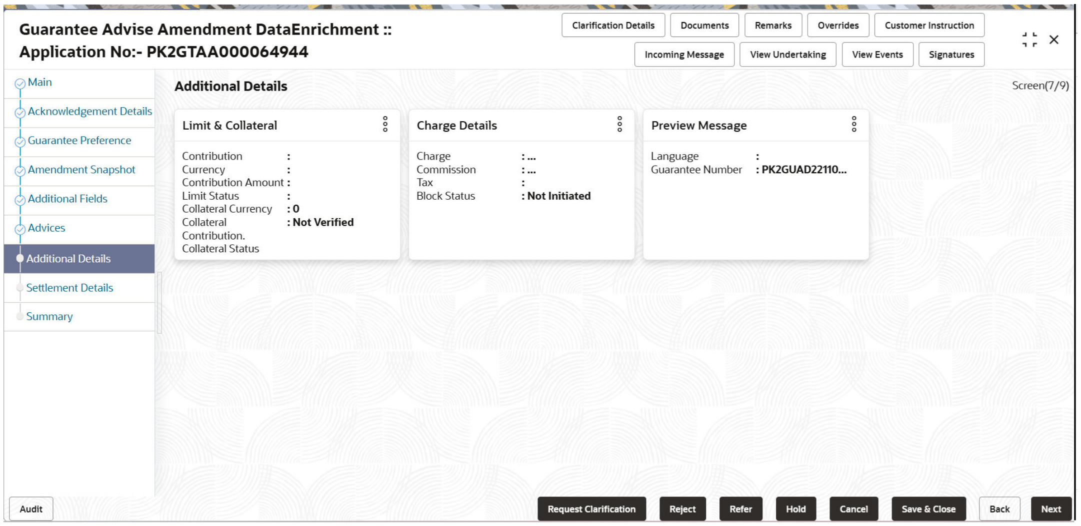
This topic provides the systematic instructions to capture the additional details in Data Enrichment stage of Guarantee Advise Amendment process.

In the Additional details section, Guarantee /Standby amendment can have impact on the Limits and Collaterals section.
If any of the fields in the financial section of the pop up screen is checked then the limits and collaterals screen will be enabled.

For non-financial and narrative field amendments, the Limits and Collaterals screen will be read only. User cannot make changes.

1. On **Additional Details** screen, click the 3 dots on any Additional Details tile to view the details.

Figure 2-14 Additional Details

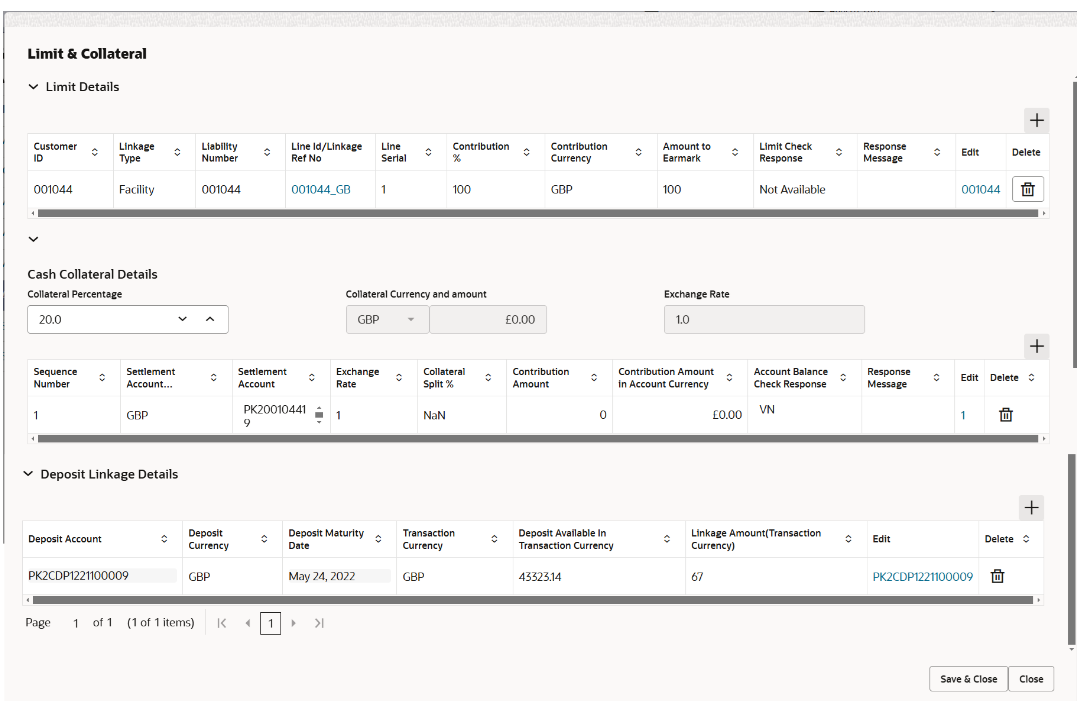


Limits and Collaterals

There is change in limits, if the below fields were amendment.

- Increase in Amount
- Increase in Expiry Date
- Increase in Tolerance

The additional details are displayed as tile. The tiles displays a list of important fields with values. User will be able to drill down from tiles into respective data segments. User can select the tile, an update the respective details.



On Approval, system should not release the Earmarking against each limit line and system should handoff the “Limit Earmark Reference Number “to the back office. On successful handoff, back office will make use of these “Limit Earmark Reference Number” to release the Limit Earmark done in the mid office (OBTFPM) and should Earmark the limit from the Back office.

In case multiple Lines are applicable, Limit Earmark Reference for all lines to be passed to the back office.

Figure 2-15 Limit Details

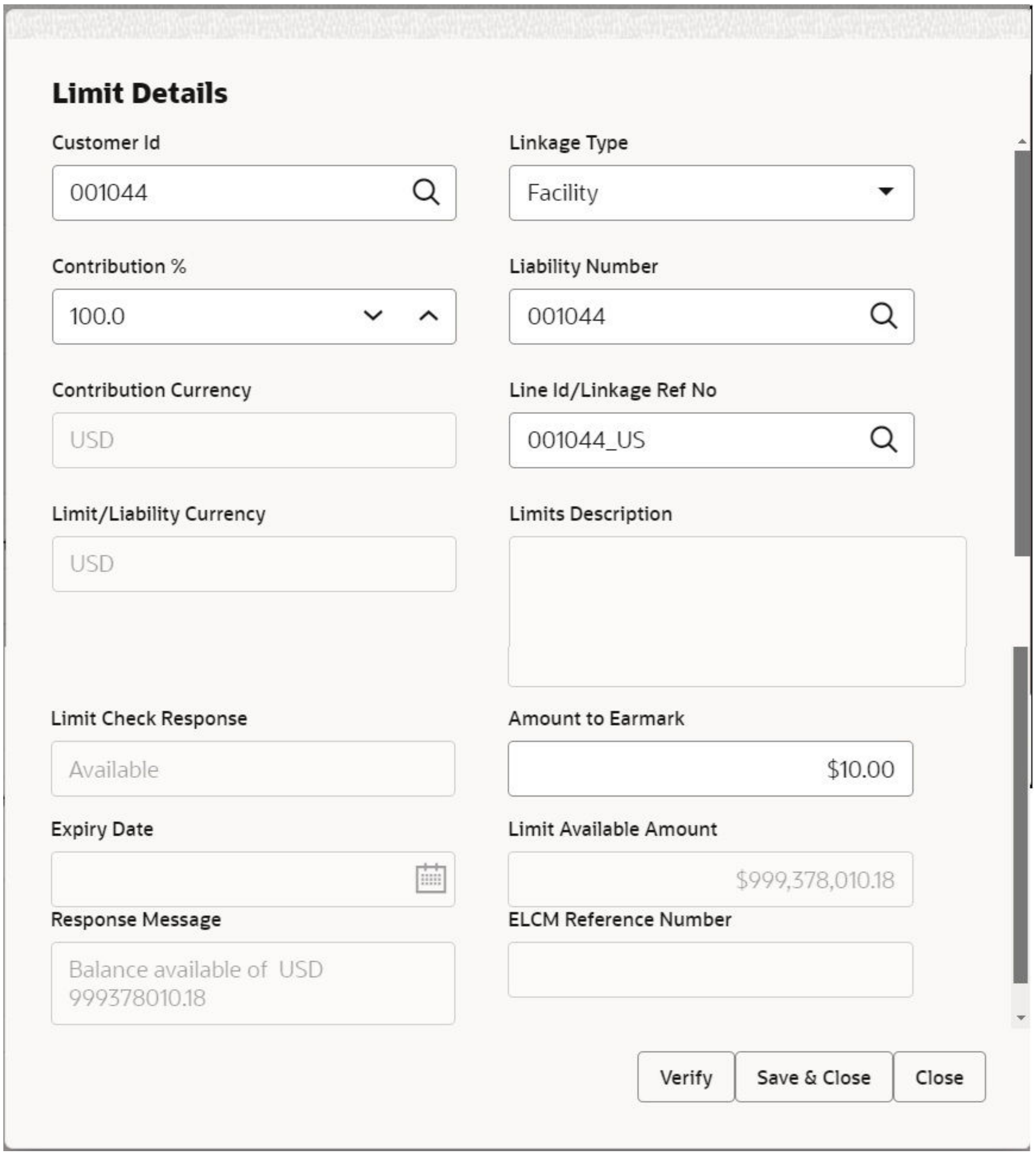


Figure 2-16 Collateral Details

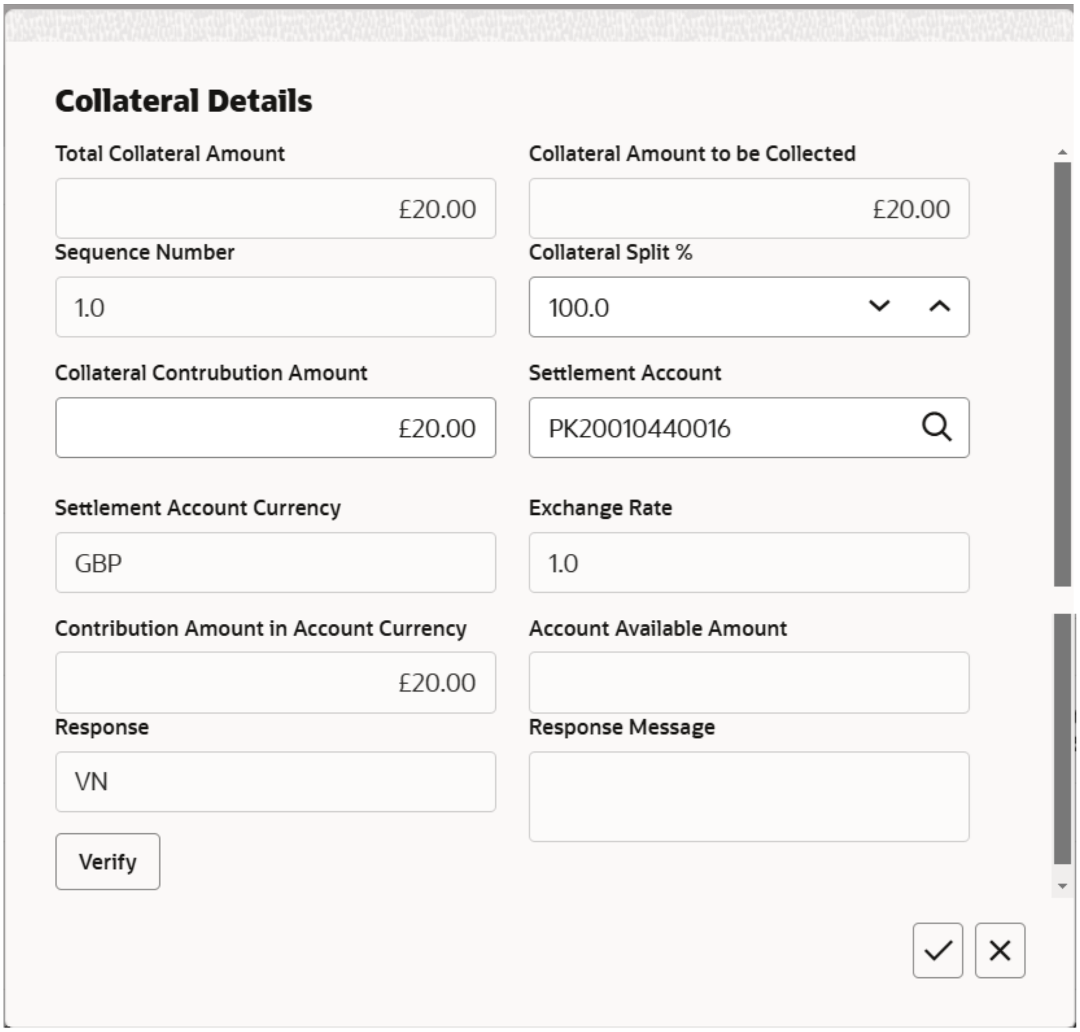
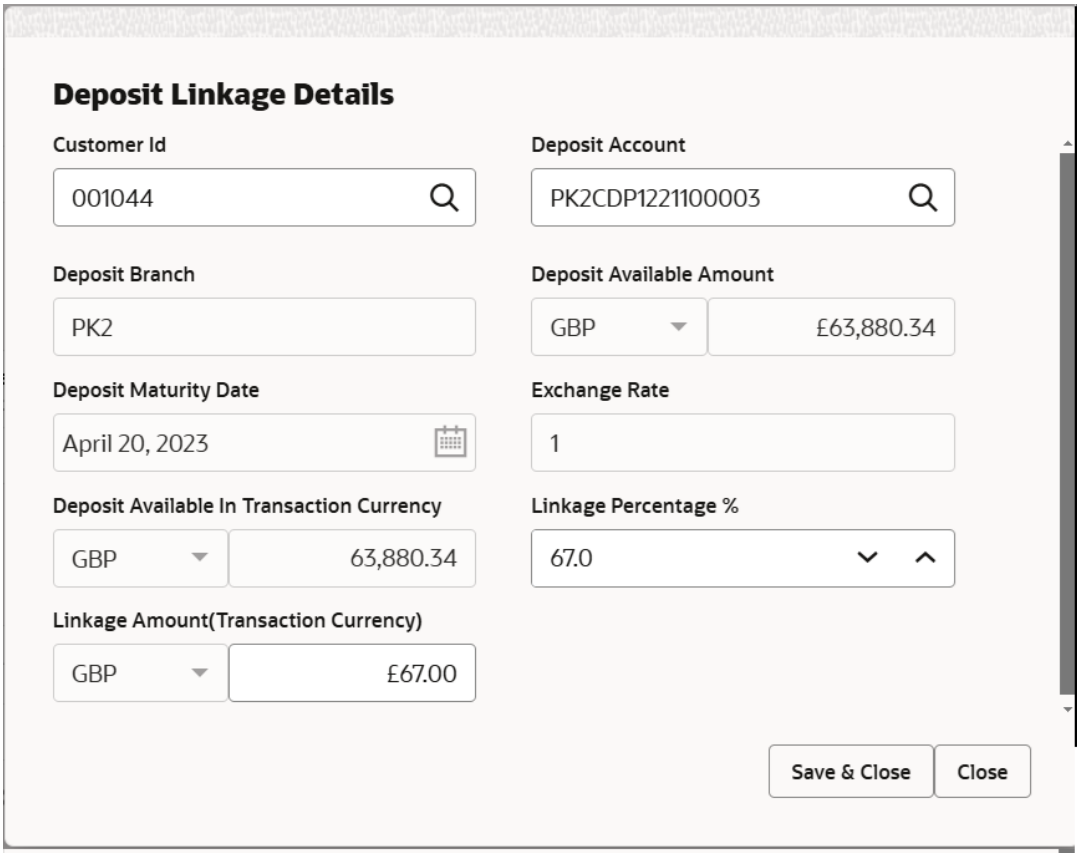


Figure 2-17 Deposit Linkage Details



For more information on fields, refer to the field description table below.

Table 2-19 Limit Details - Field Description

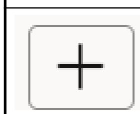
Field	Description
	Click plus icon to add new limit details.
Limit Details Click + plus icon to add new limit details. Below fields are displayed on the Limit Details pop-up screen, if the user clicks plus icon.	
Customer ID	This field displays the applicant's/applicant bank customer ID defaulted from the application. User can change the customer ID.
Linkage Type	Select the linkage type. Linkage type can be: • Facility • Liability By default Linkage Type should be "Facility".

Table 2-19 (Cont.) Limit Details - Field Description

Field	Description
Contribution %	System will default this to 100%. User can modify, if contribution is more than 100%. System will display an alert message, if modified. Once contribution % is provided, system will default the amount. System to validate that if Limit Contribution% plus Collateral% is equal to 100. If the total percentage is not equal to 100 application will display an alert message. **Note:** The collateral % maintained for the customer is defaulted into the Collateral Details screen. If collateral % is not maintained for the customer, then system should default the collateral % maintained for the product. User can modify the defaulted collateral percentage, in which case system should display a override message “Defaulted Collateral Percentage modified.
Liability Number	Click **Search** to search and select the Liability Number from the look-up. The list has all the Liabilities mapped to the customer.
Contribution Currency	Read only field. The LC currency is defaulted in this field.
Line ID/Linkage Ref No	Click **Search** to search and select from the various lines available and mapped under the customer id gets listed in the drop-down. LINE ID-DESCRIPTION will be available for selection along with Line ID. When you click on 'verify', the system will return value if the limit check was successful or Limit not Available. If limit check fails, the outstanding limit after the transaction value will be shown in the limit outstanding amount. The user can click the Line Id link to view the limit details. **Note:** User can also select expired Line ID from the lookup and on clicking the verify button, system should default “The Earmarking cannot be performed as the Line ID is Expired” in the “Response Message” field. This field is disabled and read only, if **Linkage Type** is Liability.
Limit/Liability Currency	Limit Currency will be defaulted in this field, when the user select the **Liability Number**.
Limits Description	This field displays the limits description.
Limit Check Response	This field displays the limit check response. Response can be ‘Success’ or ‘Limit not Available’ based on the limit service call response. The value in this field appears, if you click the **Verify** button.
Amount to Earmark	Amount to earmark will default based on the contribution %. User can change the value.

Table 2-19 (Cont.) Limit Details - Field Description

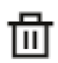
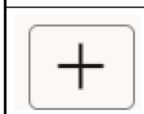
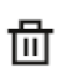
Field	Description
Expiry Date	Read only field. This field displays the date up to which the Line is valid.
Limit Available Amount	Read only field. This field displays the value of available limit, i.e., limit available without any earmark. The Limit Available Amount must be greater than the Contribution Amount. The value in this field appears, if you click the **Verify** button.
Response Message	Read only field. This field displays the detailed response message. The value in this field appears, if you click the **Verify** button.
ELCM Reference Number	Read only field. This field displays the ELCM reference number.
Below fields appear in the **Limit Details** grid along with the above fields.	
Line Serial	Displays the serial of the various lines available and mapped under the customer id. This field appears on the Limits grid.
Edit	Click the link to edit the **Limit Details**.
Figure 2-18 Delete 	Click delete icon to delete the existing limit details.
Cash Collateral Details	
Collateral Percentage	System populates the Collateral % maintained in the Customer / Product for the counter party of the contract. User can modify the collateral percentage.
Collateral Currency and amount	System populates the contract currency as collateral currency by default. User can modify the collateral Currency and amount.
Exchange Rate	System populates the exchange rate maintained. User can modify the collateral Currency and amount. System validates for the Override Limit and the Stop limit if defaulted exchange rate is modified.
	Click plus icon to add new collateral details.
Figure 2-19 Delete 	Click delete icon to delete the existing collateral details.

Table 2-19 (Cont.) Limit Details - Field Description

Field	Description
Edit	Click edit link to edit the collateral details.
Click **+** plus icon to add new collateral details. Below fields are displayed on the **Collateral Details** pop-up screen, if the user clicks plus icon.	
Total Collateral Amount	Read only field. This field displays the total collateral amount provided by the user.
Collateral Amount to be Collected	Read only field. This field displays the collateral amount yet to be collected as part of the collateral split.
Sequence Number	Read only field. The sequence number is auto populated with the value, generated by the system.
Collateral Split %	Collateral split% to be collected against the selected settlement account gets defaulted in this field. User can change the collateral split%.
Collateral Contribution Amount	Collateral contribution amount will get defaulted in this field. The collateral % maintained for the customer is defaulted into the Collateral Details screen. If collateral % is not maintained for the customer, then system should default the collateral % maintained for the product. User can modify the defaulted collateral percentage, in which case system should display a override message “Defaulted Collateral Percentage modified
Settlement Account	Click **Search** to search and select the settlement account for the collateral.
Settlement Account Currency	Read only field. Settlement Account Currency will be auto-populated based on the Settlement Account selection.
Exchange Rate	Read only field. This field displays the exchange rate, if the settlement account currency is different from the collateral currency.
Contribution Amount in Account Currency	Read only field. This field displays the contribution amount in the settlement account currency as defaulted by the system.
Account Available Amount	Read only field. Account available amount will be auto-populated based on the Settlement Account selection. System populates the account available amount on clicking the **Verify** button.
Response	Read only field. Response can be ‘Success’ or ‘Amount not Available’. System populates the response on clicking the **Verify** button.
Response Message	Read only field. Detailed Response message. System populates the response message on clicking the **Verify** button.
Verify	Click to verify the account balance of the Settlement Account.
Save & Close	Click to to save and close the record.
Cancel	Click to cancel the entry.
Below fields appear in the **Cash Collateral Details** grid along with the above fields.	

Table 2-19 (Cont.) Limit Details - Field Description

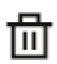
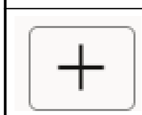
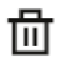
Field	Description
Collateral %	Specify the percentage of collateral to be linked to this transaction. If the value is more than 100% system will display an alert message. System defaults the collateral % maintained for the customer into the Collateral Details screen. If collateral % is not maintained for the customer, then system should default the collateral % maintained for the product. User can modify the defaulted collateral percentage, in which case system should display a override message “Defaulted Collateral Percentage modified.
Contribution Amount	This field displays the collateral contribution amount. The collateral % maintained for the customer is defaulted into the Collateral Details screen. If collateral % is not maintained for the customer, then system should default the collateral % maintained for the product. User can modify the defaulted collateral percentage, in which case system should display a override message “Defaulted Collateral Percentage modified.
Account Balance Check Response	This field displays the account balance check response.
Edit	Click edit link to edit the collateral details.
Figure 2-20 Delete 	Click delete icon to delete the existing collateral details.
Deposit Linkage Details In this section which the deposit linkage details is captured. System should allow the user to Link one or more existing Deposits as a contribution to secure underlying transactions. On Submit of DE stage, system will create Linkage of the Deposit/ modification of existing Linkage by calling Back-office system (DDA) system directly. Click + plus icon to add new Deposit Linkage details.	
	Click plus icon to add new deposit linkage details.
Below fields are displayed on the **Deposit Linkage Details** pop-up screen, if the user clicks plus icon.	
Customer Id	Customer ID is defaulted from the system. User can change the customer ID.
Deposit Account	Click **Search** to search and select deposit for linkage from the list of all the customer Deposits. All the Deposits of the customer should be listed in the List of Values search. User should be able to select the deposit for linkage.
Deposit Branch	This field displays the deposit branch which will be auto-populated based on the deposit account selection.
Deposit Available Amount	This field displays the deposit available amount and currency which will be auto-populated based on the deposit account selection.
Deposit Maturity Date	This field displays the maturity date of deposit.

Table 2-19 (Cont.) Limit Details - Field Description

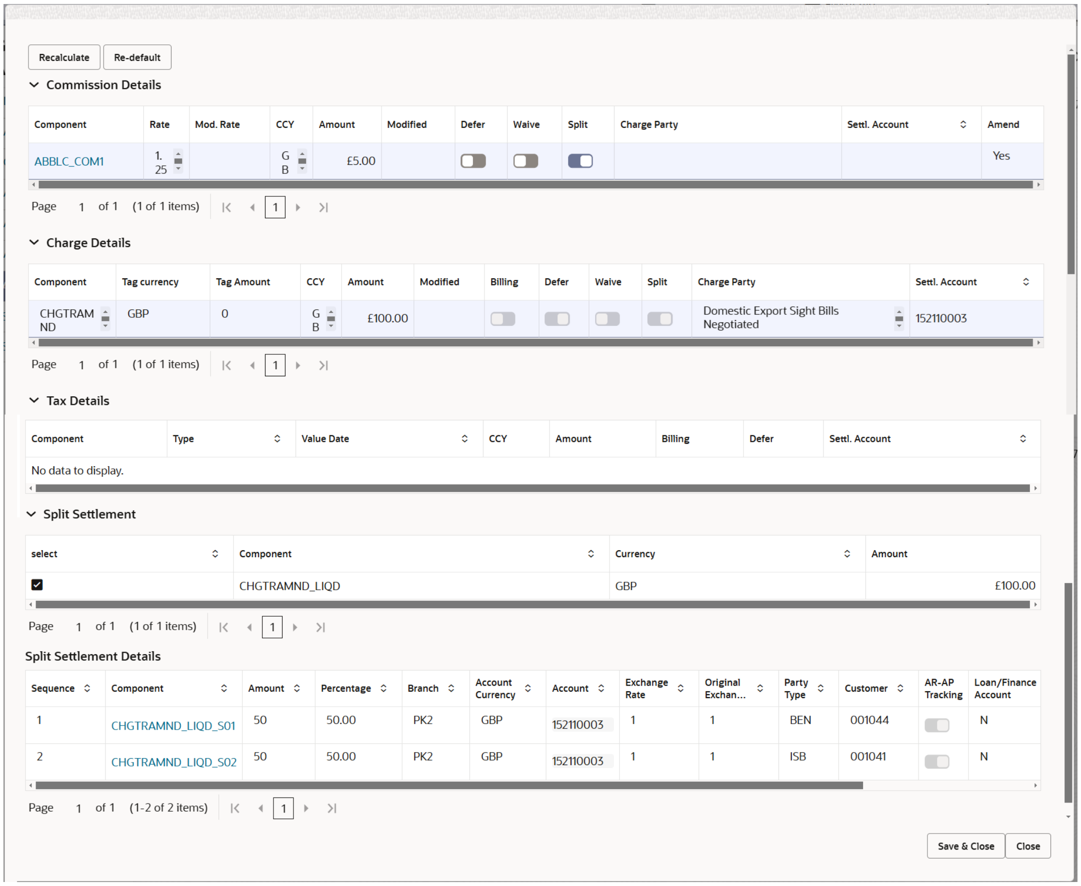
Field	Description
Exchange Rate	This field displays the latest exchange rate for deposit linkage. This will be picked up from the exchange rate maintenance from the common core.
Deposit Available In Transaction Currency	This field displays the deposit amount available, after exchange rate conversion, if applicable.
Linkage Percentage %	Specify the value for linkage percentage.
Linkage Amount (Transaction Currency)	This field displays the transaction amount, user can change the value.
Edit	Click edit link to edit the deposit linkage details.
Figure 2-21 Delete 	Click delete icon to delete the existing deposit linkage details.

2. Click **Save and Close** to save the details and close the screen.

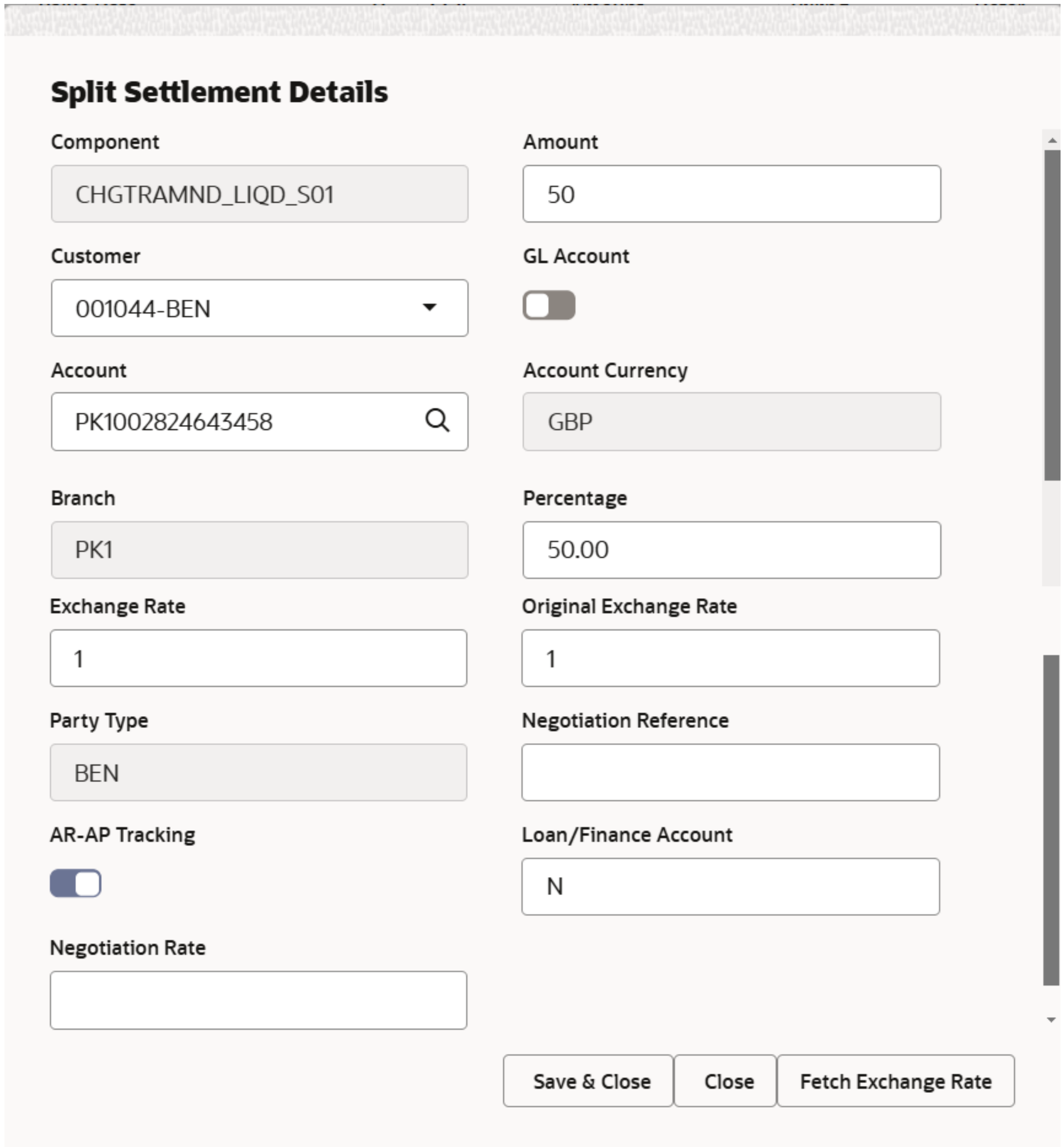
   Charge Details

   This section displays 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.

   The system also default the Charges/Commission Party maintained for the customer as per defined Class Maintenance in OBTF. System simulates the Charges, Commission and Tax details from the Back office.



Split Settlement Details



For more information on fields, refer to the field description table below.

Table 2-20 Charge Details - Field Description

Field	Description
Event	Read only field. This field displays the event name.
Event Description	Read only field. This field displays the description of the event.
Commission Details	
Component	This field displays the commission component.

Table 2-20 (Cont.) Charge Details - Field Description

Field	Description
Rate	This field displays the rate that is defaulted from product. The commission rate, if available in Back Office defaults in OBTFPM. The user is able to change the rate. If flat commission is applicable, then commission amount defaulted from back office is modifiable by the user. Rate field will be blank and the user cannot modify the Rate field.
Modified Rate	From the default value, if the rate is changed the value gets updated in this field.
Currency	This field displays the currency in which the commission have to be collected.
Amount	This field displays the amount that is maintained under the product code. The commission rate, if available in Back Office defaults in OBTFPM. The user is able to change the rate, but not the commission amount directly. The amount gets modified based on the rate changed and the new amount is calculated in back office based on the new rate and is populated in OBTFPM. If flat commission is applicable, then commission amount defaulted from back office is modifiable by the user. Rate field will be blank and the user cannot modify the Rate field.
Modified Amount	From the default value, if the amount is changed, the value gets updated in the modified amount field.
Defer	If enabled, charges/commissions has to be deferred and collected at any future step.
Waive	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.
Split	The user can split the Commission by enabling/ disabling the flag as per the requirement.
Charge Party	Charge party is 'Applicant' by default. User can change the value to Beneficiary.
Settlement Account	Select the settlement account.
Amend	Displays whether the field is amendable or not.
Charge Details	
Component	This field displays the charge component type.
Tag Currency	This field displays the tag currency in which the charges have to be collected.
Tag Amount	This field displays the tag amount that is maintained under the product code.
Currency	This field displays the currency in which the charges have to be collected.
Amount	This field displays the amount that is maintained under the product code.
Modified	From the default value, if the rate is changed or the amount is changed, the value gets updated in the modified amount field.

Table 2-20 (Cont.) Charge Details - Field Description

Field	Description
Billing	If charges are handled by separate billing engine, then by selecting billing the details to be available for billing engine for further processing. On simulation of charges/commission from Back Office, if any of the Charges/Commission component for the customer is ‘Billing’ enabled, ‘Billing’ toggle for that component should be automatically enabled in OBTFPM. The user can not enable/disable the option, if it is de-selected by default. This field is disabled, if ‘Defer’ toggle is enabled.
Defer	If charges have to be deferred and collected at any future step, this check box has to be selected. On simulation of charges/commission from Back Office, if any of the Charges/Commission component for the customer is AR-AP tracking enabled, ‘Defer’ toggle for that component should be automatically checked in OBTFPM. The user can enable/disable the option the check box. On de-selection the user has to click on ‘Recalculate’ charges button for re-simulation.
Waive	Enble the toggle, if charges has to be waived. Based on the customer maintenance, the charges should be marked for Billing or for Defer. This field is disabled, if **Defer** toggle is enabled.
Split	The bank User can split the Charges/Commission by enabling/ disabling the flag as per the requirement.
Charge Party	Charge party is applicant by default. User can change the value to beneficiary.
Settlement Account	Select the settlement account.
Tax Details The tax component is calculated based on the commission and defaults if maintained at product level. User cannot update tax details 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.	
Component	This field displays the tax component.
Type	This field displays the type of tax component.
Value Date	This field displays the value date of tax component.
Currency	This field displays the currency in which the tax have to be collected. The tax currency is the same as the commission.
Amount	This field displays the tax amount based on the percentage of commission maintained. You can edit the tax amount, if applicable.
Billing	If taxes are handled by separate billing engine, then by selecting billing the details to be available for billing engine for further processing. This field is disabled, if ‘Defer’ toggle is enabled.
Defer	If taxes have to be deferred and collected at any future step, this option has to be enabled. The user can enable/disable the option the check box. On de-selection the user has to click on ‘Recalculate’ charges button for re-simulation.

Table 2-20 (Cont.) Charge Details - Field Description

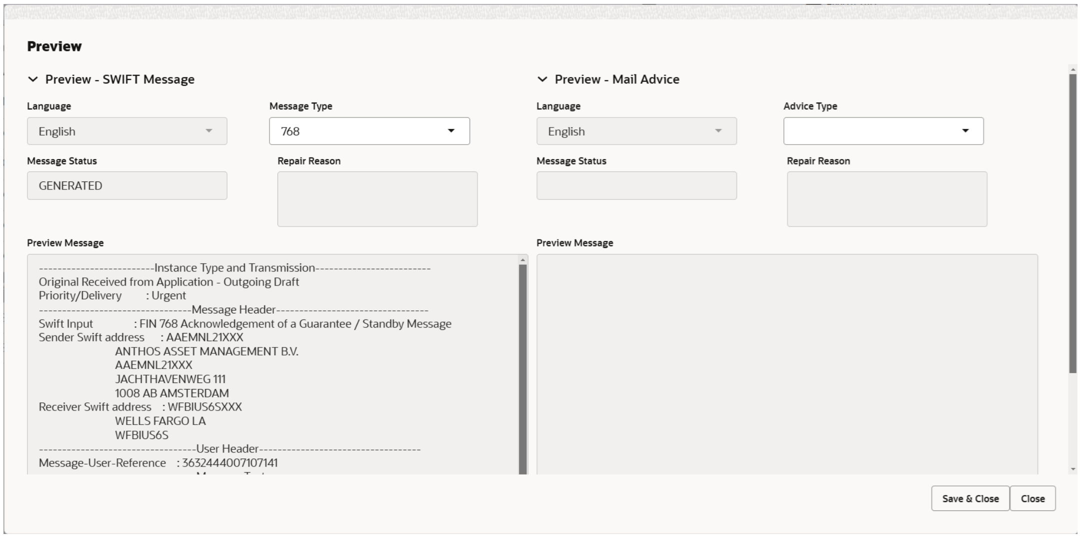
Field	Description
Settlement Account	System defaults the settlement account. The user can modify the settlement account.
Split Settlement Once the user clicks on the Recalculate button to fetch the Split Settlement details from Backoffice, new section “Split Settlement” will appear below the ‘Tax’ section. The default parties in Split row should be fetched from OBTF.	
Component	The split component type eligible for Split .
Currency	The currency of split settlement.
Amount	The amount of split settlement.
Split Settlement Details Split Settlement details section appears from Back office, when the user clicks on the Recalculate button.	
Seqence	The sequence number is auto populated with the value, generated by the system.
Component	The split component type eligible for Split.
Amount	The system splits the respective Charge/Commission amount automatically between counter party and third party with 50% value by default. The bank user can modify the amount. More than two splits are not allowed.
Customer	Indicates the ID of the Customer in Split Settlement Details section.
Account	The system defaults the settlement account. User can modify the settlement account. System initiates a call to common core tables within OBTFPM to select the account.
Account Currency	This field defaults the currency of the account.
Branch	Indicates the branch of the customer where transaction is getting processed.
Percentage	The system splits the respective Charge/Commission percentage automatically between counter party and third party with 50% value by default. More than two splits are not allowed. The bank user can modify the amount. The system should validate that the total percentage of each component doesn't exceed 100 and the total amount of each component doesn't exceed total component amount.
Exchange Rate	System populates the exchange rate maintained.
Original Exchange Rate	System displays the Original Exchange Rate as simulated in split settlement details section.
Party Type	System displays the party type in split settlement details section.
Negotiation Reference	Specify the negotiation reference number.
AR-AP Tracking	Indicates to defer the charge/ commission in Split Settlement Details section. The user can modify the AR-AP Tracking flag as per the requirements.
Loan/Finance Account	Displays the loan account.
Negotiation Rate	Specify the negotiation rate.

3. Click **Save and Close** to save the details and close the screen.

Preview Mesage

This screen provides preview of draft guarantee details. If required, the draft can be sent for legal verification to legal team and draft confirmation to customer.

For Guarantee Advising MT 760, preview message has Debit advice, Instrument Copy, MT 768.



For more information on fields, refer to the field description table below.

Table 2-21 Preview Message - Field Description

Field	Description
Preview SWIFT Message	
Language	Read only field. The language to preview the draft guarantee details. English is set as default language for the preview.
Message Type	Select the message type from the drop down.
Message Status	Read only field. Display the message status of draft message of guarantee details
Repair Reason	Read only field. Display the message repair reason of draft message of guarantee details.
Preview Message	This field displays a preview of the draft message. Based on the guarantee text captured in the previous screen, guarantee draft is generated in the back office and is displayed in this screen.
Preview Mail Device	
Language	Read only field. The language for the advice message. English is set as default language for the preview.
Advice Type	Select the advice type.
Message Status	Read only field. Display the message status of mail advice of guarantee details

Table 2-21 (Cont.) Preview Message - Field Description

Field	Description
Repair Reason	Read only field. Display the message repair reason of mail advice of guarantee details.
Preview Message	This field displays a preview of advice.

4. Click **Save and Close** to save the details and close the screen.
5. Click **Next**.

   The task will move to next data segment.
   For more information on action buttons, refer to the field description table below.

Table 2-22 Additional Details - Action Buttons - Field Description

Field	Description
Clarification Details	Click to open a detailed screen, user can see the clarification details in the window and the status will be Clarification Requested.
Documents	Click to View/Upload the required document. Application displays the mandatory and optional documents. The user can view and input/view application details simultaneously. When a user clicks on the uploaded document, Document window get opened and on clicking the view icon of the uploaded document, Application screen should get split into two. The one side of the document allows to view and on the other side allows to input/view the details in the application
Remarks	Specify any additional information regarding the Guarantee Advise Amendment. 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 the overrides accepted by the user.
Customer Instruction	Click to view/ input the following • **Standard Instructions** – In this section, the system will populate the details of Standard Instructions maintained for the customer. User will not be able to edit this. • **Transaction Level Instructions** – In this section, OBTFPM user can input any Customer Instructions received as part of transaction processing. This section will be enabled only for customer initiated transactions.
Incoming Message	This button displays the multiple messages (MT767+ up to 7 MT775. Click to allow parsing of MT 767 along with MT775 (up to 7) messages together to create a Guarantee Issuance. In case of MT798-MT726-MT759 request, user can view MT798 message(726-759) in this placeholder in Header of the task. In case of MT798_MT788-MT799 request, user can view MT798 message (788-799) in this placeholder in Header of the process-task.
View Undertaking	Clicking this button allows the user should to view the undertaking details.

Table 2-22 (Cont.) Additional Details - Action Buttons - Field Description

Field	Description
View Events	Click View Events button to view the snapshot of various events under the Guarantee Advised Amendment.
Signatures	Click the Signature button to verify the signature of the customer/ bank if required. The user can view the Customer Number and Name of the signatory, Signature image and the applicable operation instructions if any available in the back-office system. If more than one signature is available, system should display all the signatures.
Request Clarification	Click the Request Clarification button to request for an Online clarification from customer. Clicking the button opens a detailed screen to capture the clarification details.
Save & Close	Save the details provided and holds the task in 'My Task' queue for further update. This option will not submit the request.
Cancel	Cancel the Data Enrichment stage inputs. The details updated in this stage are not saved. The task will be available in 'My Task' queue.
Hold	The details provided will be saved and status will be on hold. User must update the remarks on the reason for holding the task. 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 are: • 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	Select a Refer Reason from the values displayed by the system. Refer Codes are: • R1- Documents missing • R2- Signature Missing • R3- Input Error • R4- Insufficient Balance/Limits • R5 - Others
Back	On click of Back, system moves the task back to previous data segment.
Next	On click of Next, system validates 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.

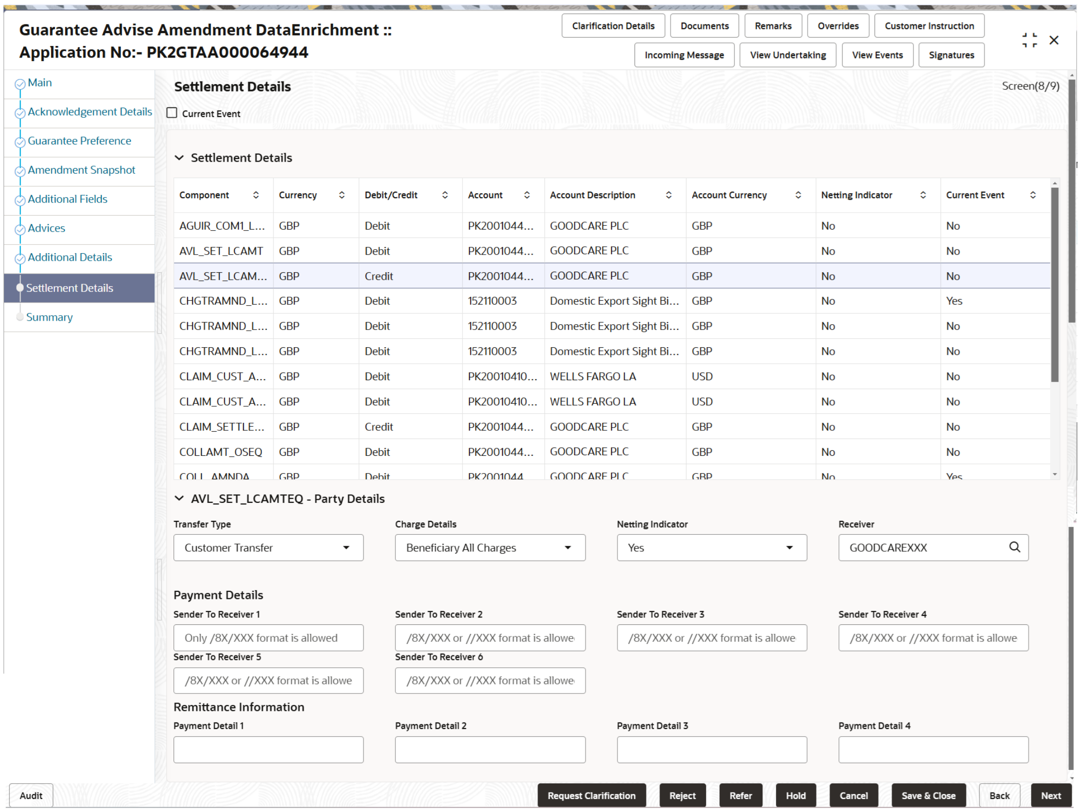
2.3.8 Settlement Details

This topic provides the systematic instructions to capture the settlement details of Guarantee Advise Amendment request.

As part of DE, the user can enter the basic settlement details available in the Guarantee advise amendment.

1. On **Settlement Details** screen, specify the fields.

Figure 2-22 Settlement Details



For more information on fields, refer to the field description table below.

Table 2-23 Settlement Details – Field Description

Field	Description
Current Event	Select the check box to populate the settlement details of the current event associated with the task. On De-selecting the check box, the system list all the accounts under the settlement details irrespective of the current event
Component	This field displays the components based on the product selected.
Currency	This field displays the default currency for the component.
Debit/Credit	This field displays the debit/credit indicators for the components.
Account	This field displays the account details for the components.
Account Description	This field displays the the description of the selected account.

Table 2-23 (Cont.) Settlement Details – Field Description

Field	Description
Account Currency	This field displays the currency for all the items based on the account number.
Netting Indicator	This field displays the applicable netting indicator.
Current Event	This field displays the current event.

2. Click **Next**.

   The task will move to next data segment.

Table 2-24 Settlement Details - Action Buttons - Field Description

Field	Description
Clarification Details	Click to open a detailed screen, user can see the clarification details in the window and the status will be Clarification Requested.
Documents	Click to View/Upload the required document. Application displays the mandatory and optional documents. The user can view and input/view application details simultaneously. When a user clicks on the uploaded document, Document window get opened and on clicking the view icon of the uploaded document, Application screen should get split into two. The one side of the document allows to view and on the other side allows to input/view the details in the application
Remarks	Specify any additional information regarding the Guarantee Advise Amendment. 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 the overrides accepted by the user.
Customer Instructions	Click to view/ input the following • **Standard Instructions** – In this section, the system will populate the details of Standard Instructions maintained for the customer. User will not be able to edit this. • **Transaction Level Instructions** – In this section, OBTFPM user can input any Customer Instructions received as part of transaction processing. This section will be enabled only for customer initiated transactions.
Incoming Message	This button displays the multiple messages (MT767+ up to 7 MT775. Click to allow parsing of MT 767 along with MT775 (up to 7) messages together to create a Guarantee Issuance. In case of MT798-MT726-MT759 request, user can view MT798 message(726-759) in this placeholder in Header of the task. In case of MT798_MT788-MT799 request, user can view MT798 message (788-799) in this placeholder in Header of the process-task.
View Undertaking	Clicking this button allows the user should to view the undertaking details.
View Events	Click View Events button to view the snapshot of various events under the Guarantee Advised Amendment.

Table 2-24 (Cont.) Settlement Details - Action Buttons - Field Description

Field	Description
Signatures	Click the Signature button to verify the signature of the customer/ bank if required. The user can view the Customer Number and Name of the signatory, Signature image and the applicable operation instructions if any available in the back-office system. If more than one signature is available, system should display all the signatures.
Request Clarification	Click the Request Clarification button to request for an Online clarification from customer. Clicking the button opens a detailed screen to capture the clarification details.
Save & Close	Save the details provided and holds the task in ‘My Task’ queue for further update. This option will not submit the request.
Cancel	Cancel the Data Enrichment stage inputs. The details updated in this stage are not saved. The task will be available in 'My Task' queue.
Hold	The details provided will be saved and status will be on hold. User must update the remarks on the reason for holding the task. 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 are: • 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	Select a Refer Reason from the values displayed by the system. Refer Codes are: • R1- Documents missing • R2- Signature Missing • R3- Input Error • R4- Insufficient Balance/Limits • R5 - Others
Next	On click of Next, system validates 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.

2.3.9 Summary

This topic provides the systematic instructions to view the summary of Guarantee Advise Amendment request.

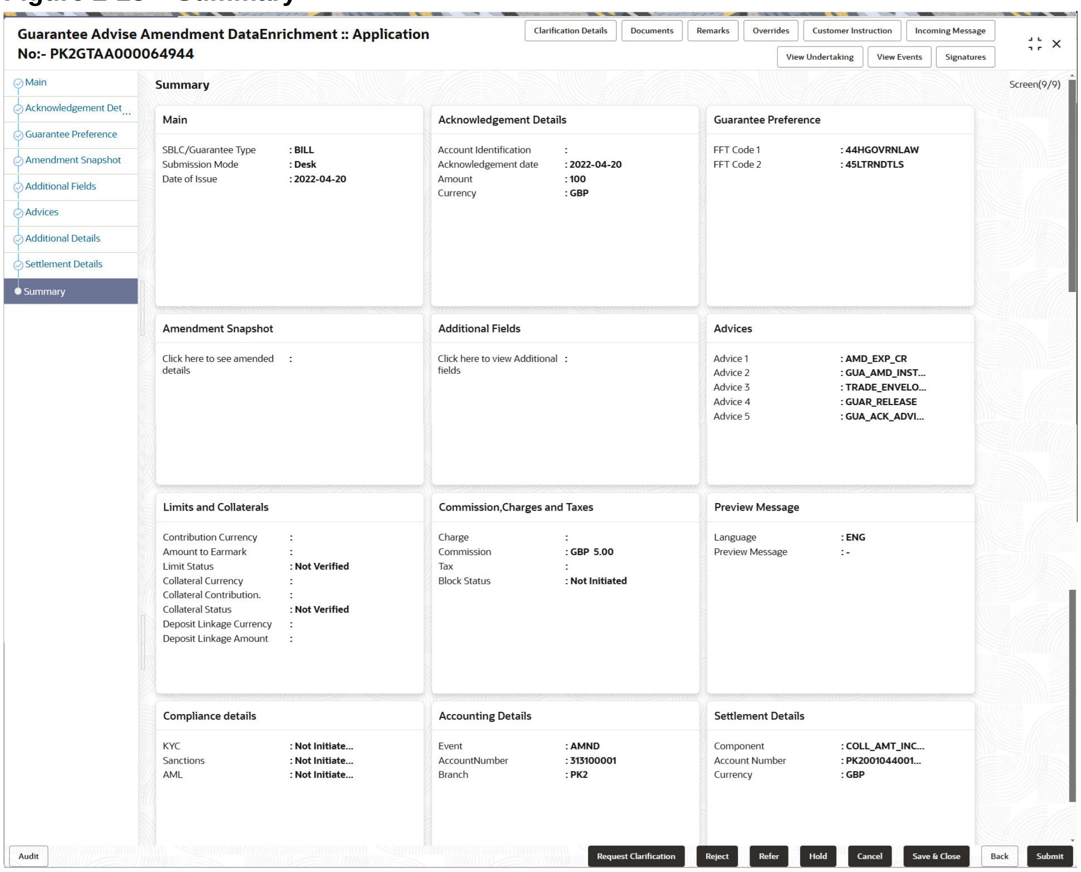
User can review the summary of details updated in Data Enrichment Guarantee/ Standby Amendment request.
The Summary tiles must display a list of important fields with values. The tiles where fields have been amended is highlighted in different color, User can drill down from Summary Tiles into respective data segments.

User clicks on Submit button, system validates the information captured and move the task to the next stage. System should Stage once the different automated services like Limit Earmark, Amount Block, and Compliance Checks are completed successfully.

If Legal verification and or Draft Confirmation are applicable, then the task should be moved to Legal Verification and or Draft Confirmation. Otherwise, the task should be moved to Approval.

1. On **Summary** screen, click the 3 dots on any tile to view the details.

Figure 2-23 Summary



Tiles Displayed in Summary

- Main Details - User can view the application details and Guarantee/ Standby details. User can modify the details if required.
- Guarantee Preferences - User can view the guarantee preferences.

- Amendment Snapshot - User can view the comprehensive fields amended with the previous value and new amended value.
- Additional Fields - User can view the details of additional fields.
- Advices - User can view the advice detail. User can modify the details if required.
- Limits and Collaterals - User can view the limits and collateral details. User can modify the details if required.
- Commission and Charges and Taxes - User can view the details provided for charges. User can modify the details if required.
- Preview Messages - User can drill down to view the message preview, legal verification and customer draft confirmation details.
- Compliance details - User can view the compliance details. The status must be verified for KYC and to be initiated for AML and Sanction Checks.
- Accounting Details - User can view the accounting entries generated in back office.

> **Note:**
>
> When the Value Date is different from the Transaction Date for one or more accounting entries, system displays an Alert Message “Value Date is different from Transaction Date for one or more Accounting entries.

- Settlement Details - User can view the settlement details.

2. Click **Submit**.

   The task will move to next logical stage.

Table 2-25 Summary - Action Buttons - Field Description

Field	Description
Clarification Details	Click to open a detailed screen, user can see the clarification details in the window and the status will be Clarification Requested.
Documents	Click to View/Upload the required document. Application displays the mandatory and optional documents. The user can view and input/view application details simultaneously. When a user clicks on the uploaded document, Document window get opened and on clicking the view icon of the uploaded document, Application screen should get split into two. The one side of the document allows to view and on the other side allows to input/view the details in the application
Remarks	Specify any additional information regarding the Guarantee Advise Amendment. 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 the overrides accepted by the user.

Table 2-25 (Cont.) Summary - Action Buttons - Field Description

Field	Description
Customer Instructions	Click to view/ input the following • Standard Instructions – In this section, the system will populate the details of Standard Instructions maintained for the customer. User will not be able to edit this. • Transaction Level Instructions – In this section, OBTFPM user can input any Customer Instructions received as part of transaction processing. This section will be enabled only for customer initiated transactions.
Incoming Message	This button displays the multiple messages (MT767+ up to 7 MT775. Click to allow parsing of MT 767 along with MT775 (up to 7) messages together to create a Guarantee Issuance. In case of MT798-MT726-MT759 request, user can view MT798 message(726-759) in this placeholder in Header of the task. In case of MT798_MT788-MT799 request, user can view MT798 message (788-799) in this placeholder in Header of the process-task.
View Undertaking	Clicking this button allows the user should to view the undertaking details.
View Events	Click View Events button to view the snapshot of various events under the Guarantee Advised Amendment.
Signatures	Click the Signature button to verify the signature of the customer/ bank if required. The user can view the Customer Number and Name of the signatory, Signature image and the applicable operation instructions if any available in the back-office system. If more than one signature is available, system should display all the signatures.
Request Clarification	Click the Request Clarification button to request for an Online clarification from customer. Clicking the button opens a detailed screen to capture the clarification details.
Save & Close	Save the details provided and holds the task in ‘My Task’ queue for further update. This option will not submit the request.
Cancel	Cancel the Data Enrichment stage inputs. The details updated in this stage are not saved. The task will be available in 'My Task' queue.
Hold	The details provided will be saved and status will be on hold.User must update the remarks on the reason for holding the task. 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 are: • 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.

Table 2-25 (Cont.) Summary - Action Buttons - Field Description

Field	Description
Refer	Select a Refer Reason from the values displayed by the system. Refer Codes are: • R1- Documents missing • R2- Signature Missing • R3- Input Error • R4- Insufficient Balance/Limits • R5 - Others
Back	On click of Back, system moves the task back to previous data segment.
Submit	Task will get moved to next logical stage of Guarantee Advise Amendment. If mandatory fields have not been captured, system will display an error message until the mandatory fields data are provided. n case of duplicate documents' system will terminate the process after handing off the details to back office.
Checklist	Make sure that the details in the checklist are completed and acknowledge. If mandatory checklist items are not marked, system will display an error on submit.

2.4 Exceptions

This topic helps you quickly get acquainted with the Exceptions process.

The Guarantee Advise Amendment request, before it reaches the approval stage, the application will validate the Amount Block, KYC and AML. If any of these failed in validation will reach exception stage for further clearance for the exceptions.

Amount Block Exception Approval

User can review the amount block exception for Trade Finance requests that failed to create Amount Block in backend system.

Log in into Trade Mid Office (TMO) system amount block exception queue. Amount block validation failed tasks for trade transactions will be listed in the queue.
Log in into Trade Mid Office (TMO) system amount block exception queue. Amount block validation failed tasks for trade transactions will be listed in the queue.

Open the task to view the summary tiles. The tiles should display a list of important fields with values.

The transactions that have failed amount block due to non-availability of amount in respective account will reach the amount block exception stage.

As part of amount block validation, application will check if sufficient balance is available in the account to create the block. On hand-off, system will debit the blocked account to the extent of block and credit charges/ commission account in case of charges block or credit the amount in suspense account for blocks created for collateral.

On Approval, system should not release the Amount Block against each applicable account and system should handoff the “Amount Block Reference Number “to the back office. On successful handoff, back office will make use of these “Amount Block Reference Number” to release the Amount Block done in the mid office (OBTFPM) and should debit the CASA account from the Back office. If multiple accounts are applicable, Amount Block.

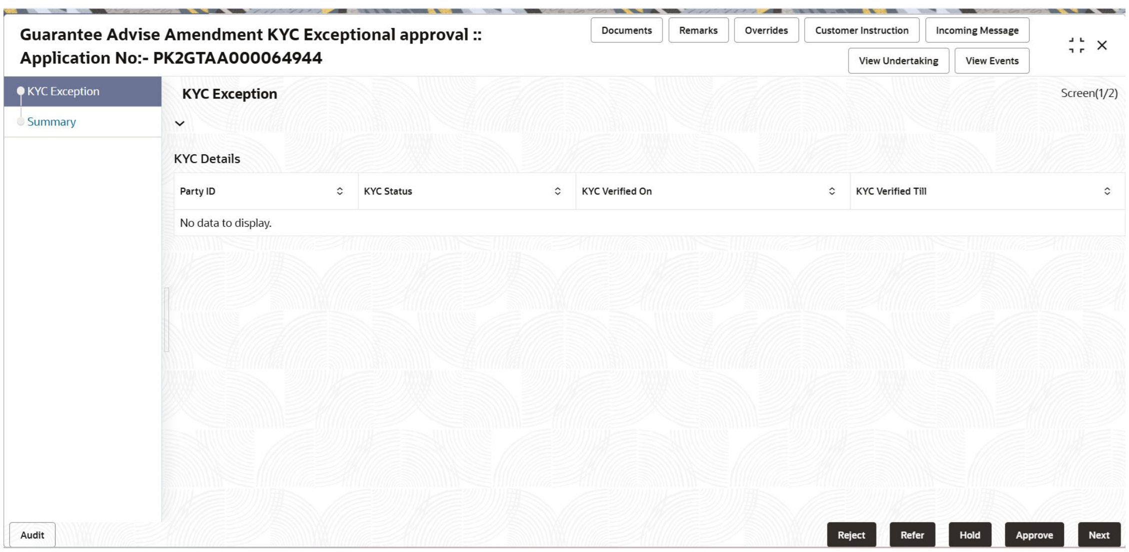
Reference for all accounts to be passed to the back office.

Exception is created when sufficient balance is not available for blocking the settlement account and the same can be addressed by the approver in the following ways:

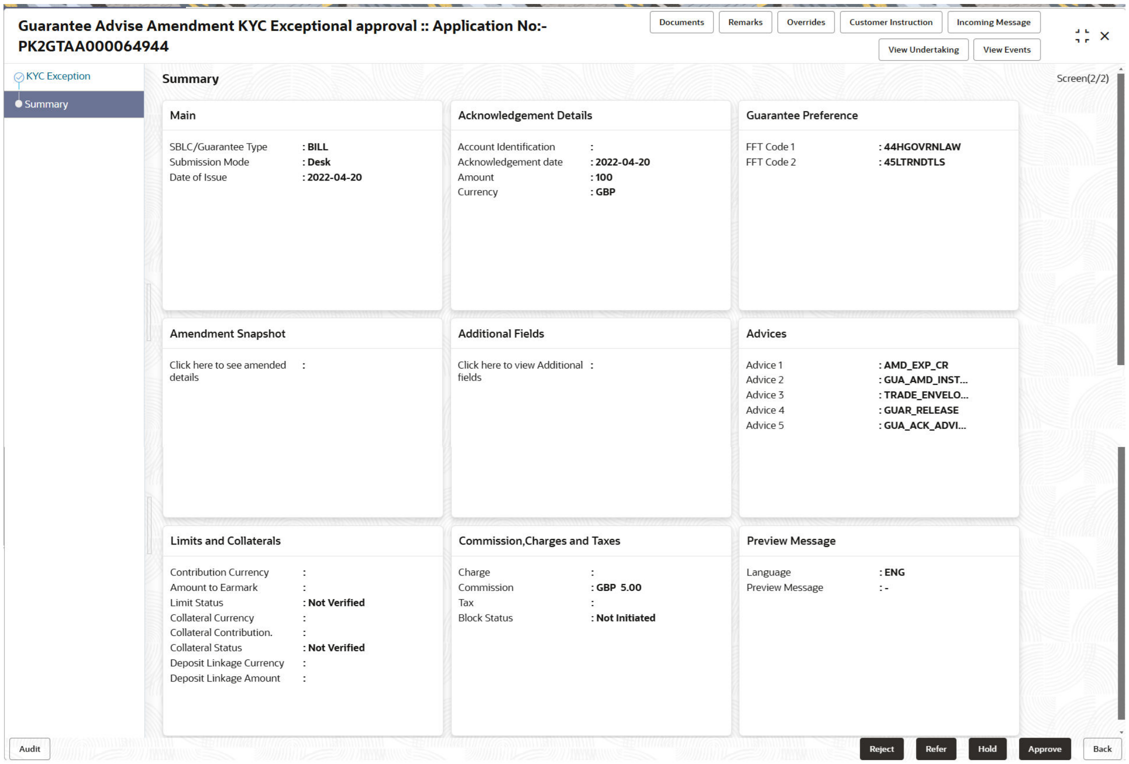
- Approve:
  - Settlement amount will be funded (outside of this process)
  - Allow account to be overdrawn during hand-off
- Refer:
  - Refer Refer back to DE providing alternate settlement account to be used for block.
  - Different collateral to be mapped or utilize lines in place of collateral.
- Reject: Reject the transaction due to non-availability of sufficient balance in settlement account Amount Bock Exception This section will display the amount block exception details.

Amount Bock Exception

This section will display the amount block exception details.



Summary



Tiles Displayed in Summary:

- Main - User can view the application details and Guarantee/Standby details.
- Acknowledgement Details - User can view the acknowledgement details.
- Guarantee Preference - User can view the guarantee preference details.
- Amendment Snapshot - User can view the comprehensive fields amended with the previous value and new amended value.
- Additional Fields - User can view the details of additional fields, if any.
- Advices - User can view the advices details.
- Limits and Collaterals - User can view and modify limits and collateral details, if required.
- Commission, Charges and Taxes - User can view the commission, charges and taxes details. User can modify the details if required.
- Preview Messages - User can drill down to view the message preview, legal verification and customer draft confirmation details. The message preview screen has the Legal Verification details. User can drill down to view the legal verification response and confirmation details.

Amount Block Details

All the data elements shown in the tables below will go in as read-only information to the Amount Block exception System.

Provide the Amount Block Details based on the description in the following table:

1. Click **Approve**. to approve thw export booking amount bolck exception check.

For more information on Action Buttons, refer to the field description table below.

Table 2-26 Amount Bock Exception - Action Buttons - Field Description

Field	Description
Documents	View/Upload the required document. User can view the document details.
Remarks	Specify any additional information regarding the Guarantee. 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 the overrides accepted by the user.
Customer Instruction	Click to view/ input the following • Standard Instructions – In this section, the system will populate the details of Standard Instructions maintained for the customer. User will not be able to edit this. • Transaction Level Instructions – In this section, OBTFPM user can input any Customer Instructions received as part of transaction processing. This section will be enabled only for customer initiated transactions.
Incoming Message	This button displays the multiple messages (MT760 + up to 7 MT761. In case of MT798, the User can click and view the MT798 message(770,700/701).
View Undertaking	Clicking this button allows the user to view the undertaking details.
View Events	Click View Events button to view the snapshot of various events under the Guarantee Advised Amendment.
Hold	The details provided will be saved and status will be on hold.User must update the remarks on the reason for holding the task. 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 are: • 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.

Table 2-26 (Cont.) Amount Bock Exception - Action Buttons - Field Description

Field	Description
Refer	Select a Refer Reason from the values displayed by the system. User can refer the task back to the Data Enrichment user. User must select a Refer Reason from the values displayed by the system. Refer Codes Refer Codes are: • R1- Documents missing • R2- Signature Missing • R3- Input Error • R4- Insufficient Balance/Limits • R5 - Others
Approve	On approve, application must validate for all mandatory field values, and task must move to the next logical stage.
Back	Task moves to previous logical step.

Exception - Know Your Customer (KYC)

As part of KYC validation, application will check if necessary KYC documents are available and valid for the applicant. The transactions that have failed KYC due to non-availability / expired KYC verification will reach KYC exception stage.

1. Log in into OBTFPM application, KYC exception queue. KYC exception failed tasks for Trade Finance transactions will be listed in your queue.
2. Open the task, to see summary tiles that display a summary of available updated fields with values.
   User can pick up a transaction and do the following actions:

   Approve

   - After changing the KYC status in the back end application (outside this process).
   - Without changing the KYC status in the back end application.
   - Reject (with appropriate reject reason).

Summary

Figure 2-24 Know Your Customer (KYC) Exception

Tiles Displayed in Summary:

- Main - User can view the application details and Guarantee/Standby details.
- Acknowledgement Details - User can view the acknowledgement details.
- Guarantee Preference - User can view the guarantee preference details.
- Amendment Snapshot - User can view the comprehensive fields amended with the previous value and new amended value.
- Additional Fields - User can view the details of additional fields, if any.
- Advices - User can view the advices details.
- Limits and Collaterals - User can view and modify limits and collateral details, if required.

- Commission, Charges and Taxes - User can view the commission, charges and taxes details. User can modify the details if required.
- Preview Messages - User can drill down to view the message preview, legal verification and customer draft confirmation details. The message preview screen has the Legal Verification details. User can drill down to view the legal verification response and confirmation details.

For more information on Action Buttons, refer to the field description table below.

Table 2-27 Exception - Know Your Customer (KYC) Summary - Action Buttons - Field Description

Field	Description
Documents	View/Upload the required document. User can view the document details.
Remarks	Specify any additional information regarding the guarantee. 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 the overrides accepted by the user.
Customer Instruction	Click to view/ input the following • Standard Instructions – In this section, the system will populate the details of Standard Instructions maintained for the customer. User will not be able to edit this. • Transaction Level Instructions – In this section, OBTFPM user can input any Customer Instructions received as part of transaction processing. This section will be enabled only for customer initiated transactions.
Incoming Message	This button displays the multiple messages (MT760 + up to 7 MT761. In case of MT798, the User can click and view the MT798 message(770,700/701).
View Undertaking	Clicking this button allows the user to view the undertaking details.
View Events	Click View Events button to view the snapshot of various events under the Guarantee Advised Amendment.
Reject	On click of Reject, user must select a Reject Reason from a list displayed by the system. Reject Codes are: • 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.

Table 2-27 (Cont.) Exception - Know Your Customer (KYC) Summary - Action Buttons - Field Description

Field	Description
Refer	Select a Refer Reason from the values displayed by the system. Refer Codes are: • R1- Documents missing • R2- Signature Missing • R3- Input Error • R4- Insufficient Balance/Limits • R5 - Others
Hold	The details provided will be saved and status will be on hold. User must update the remarks on the reason for holding the task. This option is used, if there are any pending information yet to be received from applicant.
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.
Back	Task moves to previous logical step.

Exception - Limit Check/Credit

The transactions that have failed limit check due to non-availability of limits will be available in limit check exception queue for further handling.

1. Log in into OBTFPM application, limit check exception queue. Limit check exception failed tasks for Trade Finance transactions must be listed in your queue.
2. Click **My Task**. The summary tiles displays summary of important fields with values.

> **Note:**
>
> On Approval of the exception task, system should validate the Limit Availability, Limit Expiry Date in the Limit System and create Earmark in the ELCM system. In case if the Limit is not available or the Limit is expired, then system should display an error message and should not allow the user to approve and proceed.

Limit check Exception approver can do the following actions:

Approve

- Limit enhanced in the back end (outside this process).
- Without enhancing limit in the back end.

Refer

- Refer back to DE providing alternate limit id to map
- Refer additional collateral to be mapped

Reject

The transaction due to non-availability of limits capturing reject reason.

Limit/Credit Check

This section will display the amount block exception details.

1. Click **Approve**. to approve thw export booking amount bolck exception check.

For more information on Action Buttons, refer to the field description table below.

Summary

Tiles Displayed in Summary:

- Main - User can view the application details and Guarantee/Standby details.
- Acknowledgement Details - User can view the acknowledgement details.
- Guarantee Preference - User can view the guarantee preference details.
- Amendment Snapshot - User can view the comprehensive fields amended with the previous value and new amended value.
- Additional Fields - User can view the details of additional fields, if any.
- Advices - User can view the advices details.
- Limits and Collaterals - User can view and modify limits and collateral details, if required.
- Commission, Charges and Taxes - User can view the commission, charges and taxes details. User can modify the details if required.
- Preview Messages - User can drill down to view the message preview, legal verification and customer draft confirmation details. The message preview screen has the Legal Verification details. User can drill down to view the legal verification response and confirmation details.

For more information on action butons, refer to the field description table below.

Table 2-28 Exception - Limit Check/Credit - Action Buttons – Field Description

Field	Description
Documents	View/Upload the required document. User can view the document details.
Remarks	Specify any additional information regarding the collection. 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 the overrides accepted by the user.
Customer Instruction	Click to view/ input the following • Standard Instructions – In this section, the system will populate the details of Standard Instructions maintained for the customer. User will not be able to edit this. • Transaction Level Instructions – In this section, OBTFPM user can input any Customer Instructions received as part of transaction processing. This section will be enabled only for customer initiated transactions.
Incoming Message	This button displays the multiple messages (MT760 + up to 7 MT761. In case of MT798, the User can click and view the MT798 message(770,700/701).

Table 2-28 (Cont.) Exception - Limit Check/Credit - Action Buttons – Field Description

Field	Description
View Undertaking	Clicking this button allows the user to view the undertaking details.
View Events	Click View Events button to view the snapshot of various events under the Guarantee Advised Amendment.
Reject	On click of Reject, user must select a Reject Reason from a list displayed by the system. Reject Codes are: • 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	Select a Refer Reason from the values displayed by the system. Refer Codes are: • R1- Documents missing • R2- Signature Missing • R3- Input Error • R4- Insufficient Balance/Limits • R5 - Others
Hold	The details provided will be saved and status will be on hold.User must update the remarks on the reason for holding the task. This option is used, if there are any pending information yet to be received from applicant.
Approve	On approve, application must validate for all mandatory field values, and task must move to the next logical stage.
Back	Task moves to previous logical step.

2.5 Multi Level Approval

This topic helps you quickly get acquainted with the Multi Level Approval process of Guarantee Advise Amendment.

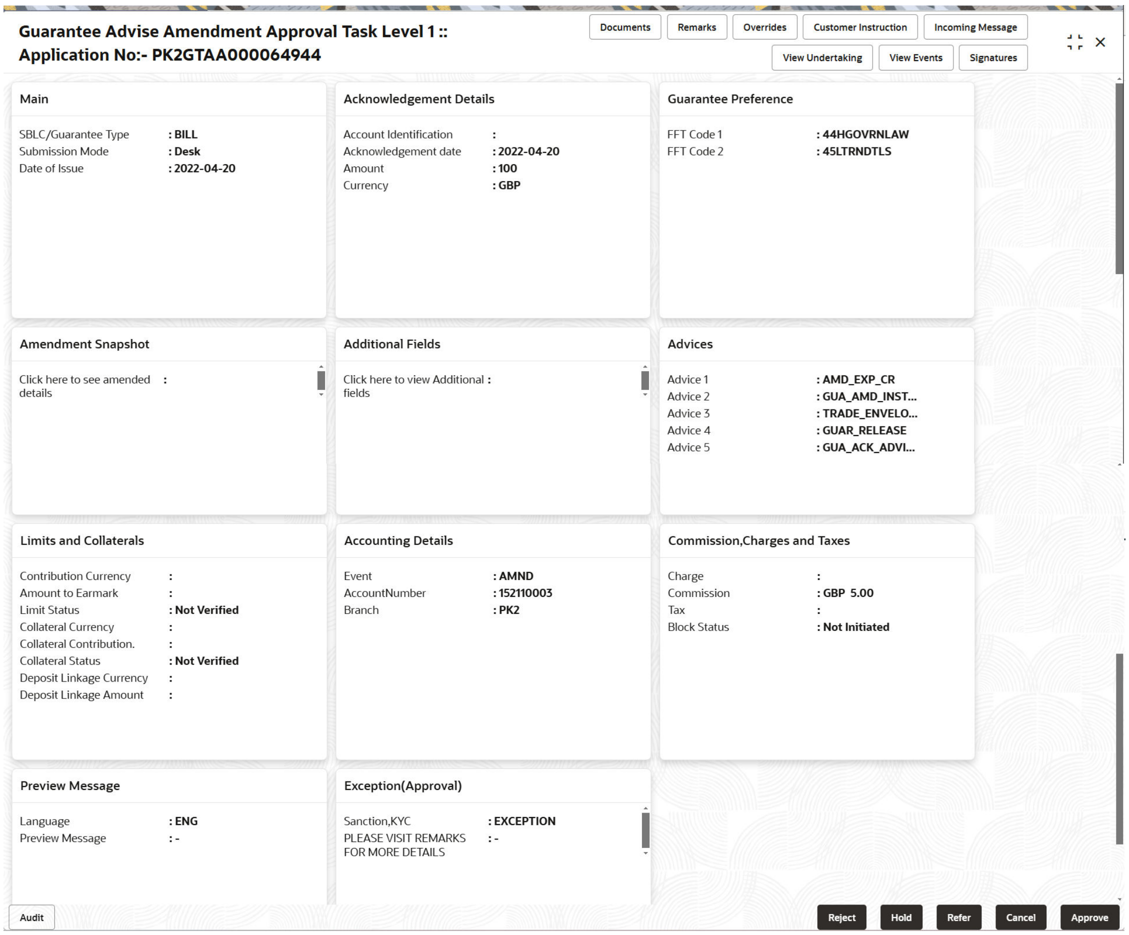
The Approval user can approve a Guarantee Advise Amendment transaction.

In Approval the user can view a snapshot of the amendment made to this transaction. Corresponding to the field the current latest Guarantee value and the new amended value is displayed.

1. Log in into OBTFPM application and acquire the task available in the approval stage in free task queue. The user can view the Summary tiles which displays list of important fields with values.
2. Click each tile to drill down from summary Tiles into respective data segments to verify the details of all fields under the data segment.

> **Note:**
>
> The user can simulate/recalculate charge details and during calling the handoff, if handoff is failed with error the OBTFM displays the Handoff failure error during the Approval of the task.

Approval Summary



Tiles Displayed in Summary:

- Main Details - User can view the application details and guarantee details.
- Guarantee Preferences - User can view the guarantee preference details.
- Amendment Snapshot - User can view the comprehensive fields amended with the previous value and new amended value.
- Additional Fields - User can view the details of additional fields.
- Advices - User can view advices.
- Limits and Collaterals - User can view the limits and collateral details. User can modify the details if required.
- Commission, Charges and taxes - User can view commission, charges and taxes details.

- Settlement Details - User can view the settlement fields.
- Preview Messages - User can drill down to view the message preview, legal verification and customer draft confirmation details. The message preview screen has the Legal Verification details.
- Exception(Approval) Details - User can view the exception (Approval) details.

1. Click **Approve**.

For more information on Action Buttons, refer to the field description table below.

Table 2-29 Approval Summary - Action Buttons - Field Description

Field	Description
Documents	View/Upload the required document. Application displays the mandatory and optional documents. The user can view and input/view application details simultaneously. When a user clicks on the uploaded document, Document window get opened and on clicking the view icon of the uploaded document, Application screen should get split into two. The one side of the document allows to view and on the other side allows to input/view the details in the application
Remarks	Specify any additional information regarding the guarantee. 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 the overrides accepted by the user.
Customer Instruction	Click to view/ input the following • Standard Instructions – In this section, the system will populate the details of Standard Instructions maintained for the customer. User will not be able to edit this. • Transaction Level Instructions – In this section, OBTFPM user can input any Customer Instructions received as part of transaction processing. This section will be enabled only for customer initiated transactions.
Incoming Message	This button displays the multiple messages (MT760 + up to 7 MT761. In case of MT798, the User can click and view the MT798 message(770,700/701).
View Undertaking	Clicking this button allows the user should to view the undertaking details.
View Events	Click View Events button to view the snapshot of various events under the Guarantee Advised Amendment.
Signatures	Click the Signature button to verify the signature of the customer/ bank if required. The user can view the Customer Number and Name of the signatory, Signature image and the applicable operation instructions if any available in the back-office system. If more than one signature is available, system should display all the signatures.

Table 2-29 (Cont.) Approval Summary - Action Buttons - Field Description

Field	Description
Reject	On click of Reject, user must select a Reject Reason from a list displayed by the system. Reject Codes are: • 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.
Hold	The details provided will be saved and status will be on hold.User must update the remarks on the reason for holding the task. This option is used, if there are any pending information yet to be received from applicant.
Refer	Select a Refer Reason from the values displayed by the system. Refer Codes are: • R1- Documents missing • R2- Signature Missing • R3- Input Error • R4- Insufficient Balance/Limits • R5 - Others
Cancel	Cancel the Approval stage inputs. The details updated in this stage are not saved. The task will be available in 'My Task' queue.
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.

2.6 Customer - Acknowledgement

This topic helps you quickly get acquainted with the Customer Acknowledgement process.

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

The Transaction Reference Number is masked before sending the Draft Guarantee Advise Amendment for Customer approval.

To: <CUSTOMER NAME> DATE: DD-MM-YYYY

<CUSTOMER ADDRESS>

Dear Sir,

SUB: Acknowledgement to your Guarantee Advise Amendment Application number <CUSTOMER REFERENCE NUMBER> dated <APPLICATION DATE>

This letter is to inform you that we have received your application for Guarantee Advise Amendment request with the below details:

CUSTOMER NAME: <CUSTOMER NAME>

CURRENCY/AMOUNT: <CCY/AMT>

YOUR REFERENCE NO: <CUSTOMER REFERENCE NUMBER>

OUR REF NUMBER: <PROCESS REFERENCE NUMBER>

We have also received the following Documents from you for processing the request:

Document Name 1

Document Name 2

Document Name n

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

This acknowledgement does not constitute Guarantee Advise Amendment request.

Thank you for banking with us.

Regards,

<DEMO BANK>

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Thank you

- Customer - Reject Advice
  This topic helps you quickly get acquainted with the Customer - Reject Advice.

2.6.1 Customer - Reject Advice

This topic helps you quickly get acquainted with the Customer - Reject Advice.

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: <CUSTOMER NAME> DATE: DD-MM-YYYY

<CUSTOMER ADDRESS>

<CUSTOMER ID>

Dear Sir,

SUB: Your Guarantee Advise Amendment Application <Customer Reference Number> under our Process Ref <Process Ref No> - Rejected

Further to your recent Guarantee 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 issue 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 Advise Amendment due to the below reason.

<Reject Reason >

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 Guarantee Advise Amendment application review, please contact us at our bank customer support ph.no xxxxxxxxxxxx.
Yours Truly

Authorized Signatory

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