

## Short Guide

# Trade Services

April 2017

# 1 Trade Services – Introduction

‘Trade Services’ is an Internet-based Trade Finance Banking system which provides corporate and commercial import and export customers an easy-to-use tool to manage all aspects of trade finance transactions.

‘Trade Services’ provides the trade customers of the Bank the following basic features:

**Transaction initialization** – Creation of various steps within a Trade Finance deal life cycle. Examples are the application for a new Guarantee or Amendment of an existing Guarantee. Applications can be composed using user-customized templates, including the attachment of supporting documents. Completed and authorized transactions are transmitted to the Bank.

**Incoming Correspondence** – As part of the deal processing, the Bank produces various documents which are transmitted to ‘Trade Services’. The user can view and/or print all incoming correspondence.

**Workflow control** – New Transactions waiting for authorization before the transmission to the Bank as well as transactions waiting for the customer’s approval or rejection e.g. Import L/C discrepant documents and Import Collections, are stored in a pending work queue.

**Online inquiries** – Enables a wide range of online inquiries to help customer users manage trade finance portfolios.

**User notification** – Upon receipt of incoming correspondence, ‘Trade Services’ sends an e-mail to the ‘Trade Services’ user.

**Deal Messages** – Enables free text information transmission regarding a deal to the Bank.

**Authorization Matrix** – The customer can define how many signatures are required from which group of officers for any transaction to release it to the Bank.

**Access to ‘Trade Services’** – the access is via 1bank with the use of the 1bank subscriber no. and password (single sign on).

## 1.1 Interaction between Trade Services and the Bank

A new transaction is initiated from ‘Trade Services’. It is then transmitted to the Bank, where the transaction is processed, for example a new Import Letter of Credit. Upon completion of the transaction, the Bank returns the respective correspondence and deal summary to ‘Trade Services’. The following sections illustrate the basic system workflow for the Trade Finance deal types, such as Letters of Credit, Guarantees and Collections.

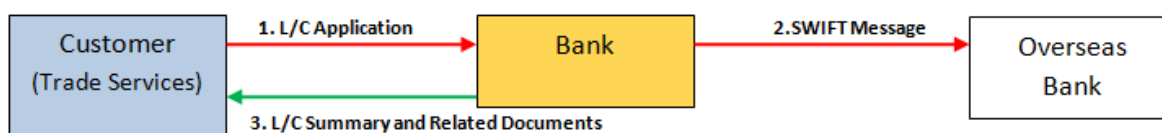
## 1.2 Workflows of Trade Finance Deal Types

For details of workflows of Trade Finance Deal Types, refer to:

- New Import Letter of Credit (L/C)
- Approval/Rejection of L/C Documents
- Import Documentary Collection
- Export Documentary Collection
- New Outgoing Guarantee
- Export Letter of Credit / Incoming Guarantee

### 1.2.1 New Import Letter of Credit

The diagram below describes the process of establishing a new Import Letter of Credit.



1. The customer creates in 'Trade Services' a request for a new Letter of Credit.

Once the L/C transaction is approved by the customer via the release list, it is transmitted to the Bank.

2. Upon arrival at the Bank, the transaction is processed and released.

3. The customer receives a summary of the L/C deal and the related correspondence, for example a copy of the MT700 as sent to the Overseas Bank.

### 1.2.2 Approval/Rejection of L/C Documents

The diagram below describes the workflow for the approval or rejection of presented documents under an Import L/C.



1. Once the Bank receives documents from the negotiating Bank, the customer must meet the settlement terms laid down in the L/C.

## Trade Services

The settlement terms are either by at Sight or by Acceptance (Tenor). Payment refers to the pre-paid settlement transactions by the customer, referred to as at Sight. Acceptance (Tenor) refers to settlement transactions by the customer at a future date.

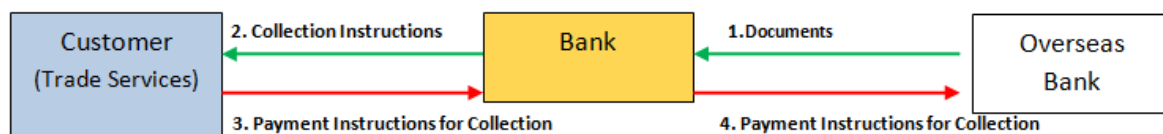
2. When the Bank requires the customer's approval, the Bank transmits the transaction summary and settlement terms to the customer.

3. When the settlement is at Sight, the customer confirms the L/C payment instructions with the Bank. In the case the settlement is by Acceptance (Tenor), the customer confirms the L/C acceptance advice with the Bank. In addition, the customer is able to reject discrepant documents.

4. The Bank sends the customer's confirmed or rejected settlement instructions back to the negotiating Bank.

### 1.2.3 Import Documentary Collection

Import Documentary Collection is the handling by the Importer's Bank of incoming Documentary Collection.



1. On receipt of Documentary Collection documents, together with the Collection instructions, the Bank creates an Import Collection in the Bank's Back Office system. The data/output text is downloaded to 'Trade Services'.

2. The customer is able to accept or refuse the documents:

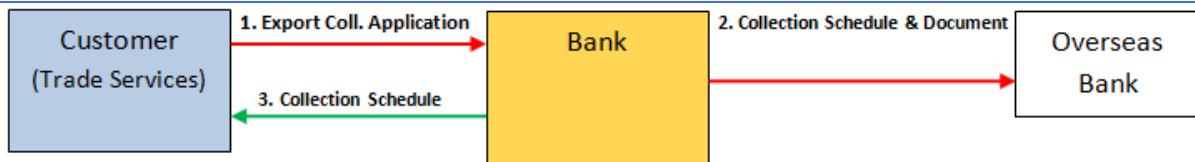
- When the documents are accepted and the collection terms are Documents against Payment (D/P), Payment instructions are transmitted to the Bank.
- In the case of Documents against Acceptance (D/A), the Acceptance instructions are transmitted to the Bank.

3. The Bank sends the customer's confirmed or rejected settlement instructions back to the overseas Bank.

### 1.2.4 Export Documentary Collection

Export Documentary collection is the processing of documents by the Exporter and the dispatch of documents to the Remitting Bank. The Remitting (or Exporter's) Bank then sends the documents to the Importer's Bank (Collecting Bank) for collection..

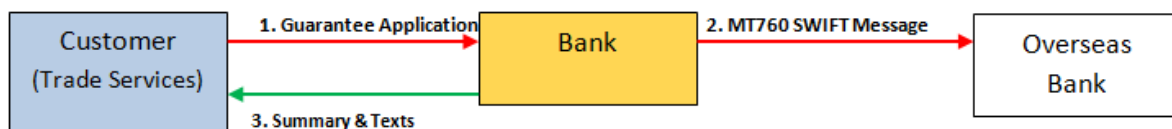
## Trade Services



1. The customer creates a collection application (Cover Letter) and dispatches it to the Bank along with the documents.
2. The Bank completes the transaction, generating the collection schedule.
3. The Bank sends the Collection schedule and documents to the overseas Bank.
4. A summary of the Collection Deal is sent to the customer, along with any other relevant texts.

### 1.2.5 Guarantee

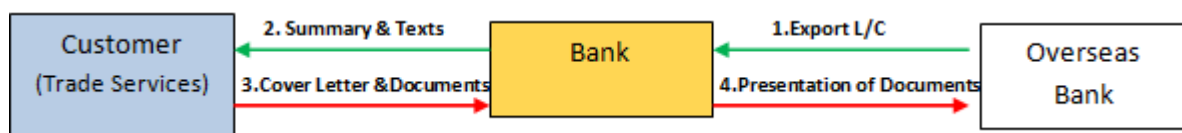
A Guarantee comprises all outgoing guarantees issued by the Customer (importer).



1. The customer establishes a Guarantee and sends the Guarantee application to the Bank.
2. The Bank generates the Guarantee text and sends the guarantee in accordance with the instructions in the application.
3. The Bank sends a summary of the Guarantee to the customer.

### 1.2.6 Export Letter of Credit

In the case of Export Letter of Credit, the transaction is processed by the Bank (not handled directly in 'Trade Services'), 'Trade Services' supplies the customer with Deal Summaries and Incoming Texts from the Bank's Back Office system.



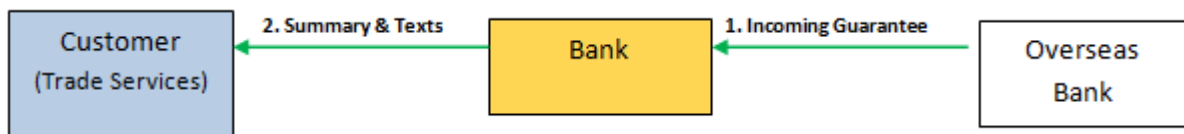
1. The Bank receives an Export Letter of Credit in favour of the customer and advises it to the customer.

## Trade Services

2. Upon shipment of the goods, the customer prepares the L/C Cover Letter and dispatches it to the Bank along with the shipping documents.
  
3. The Bank checks the documents and informs the customer of any discrepancies in which case the customer either corrects the documents or gives instructions to the Bank to dispatch the documents to the overseas bank as presented.
  
4. The Bank presents the documents to the overseas bank.
  
5. The overseas bank checks the documents and sends the importer's confirmed or rejected settlement instructions back to the Bank.
  
6. The Bank informs the customer accordingly.

### 1.2.7 Incoming Guarantee

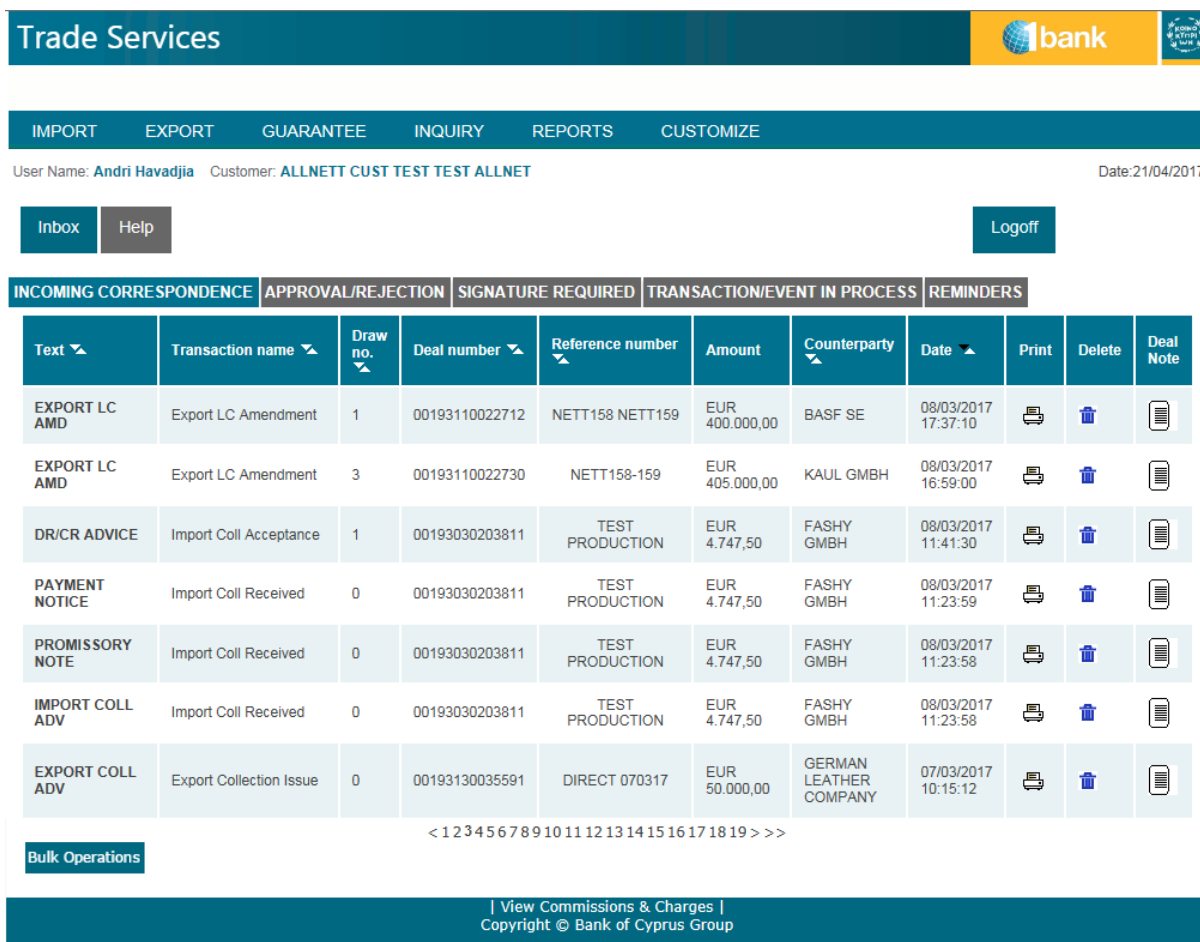
In the case of Incoming Guarantee, the transaction is processed by the Bank (not handled directly in 'Trade Services'), 'Trade Services' supplies the customer with Deal Summaries and Incoming Texts from the Bank's Back Office system.



## 2 Trade Services Page Structure

The 'Trade Services' page has the following main components:

- Header
- Navigation Menu
- Inbox
- Footer



The screenshot shows the Trade Services page layout. At the top, there is a header bar with the 'Trade Services' title and the '1bank' logo. Below this is a navigation menu with options: IMPORT, EXPORT, GUARANTEE, INQUIRY, REPORTS, and CUSTOMIZE. The user information is displayed as 'User Name: Andri Havadjia' and 'Customer: ALLNETT CUST TEST TEST ALLNET', with a date of 'Date:21/04/2017'. There are buttons for 'Inbox', 'Help', and 'Logoff'. The main content area is titled 'INCOMING CORRESPONDENCE' and contains a table of transactions. Below the table is a 'Bulk Operations' button and a footer with 'View Commissions & Charges' and 'Copyright © Bank of Cyprus Group'.

Text	Transaction name	Draw no.	Deal number	Reference number	Amount	Counterparty	Date	Print	Delete	Deal Note
EXPORT LC AMD	Export LC Amendment	1	00193110022712	NETT158 NETT159	EUR 400.000,00	BASF SE	08/03/2017 17:37:10			
EXPORT LC AMD	Export LC Amendment	3	00193110022730	NETT158-159	EUR 405.000,00	KAUL GMBH	08/03/2017 16:59:00			
DR/CR ADVICE	Import Coll Acceptance	1	00193030203811	TEST PRODUCTION	EUR 4.747,50	FASHY GMBH	08/03/2017 11:41:30			
PAYMENT NOTICE	Import Coll Received	0	00193030203811	TEST PRODUCTION	EUR 4.747,50	FASHY GMBH	08/03/2017 11:23:59			
PROMISSORY NOTE	Import Coll Received	0	00193030203811	TEST PRODUCTION	EUR 4.747,50	FASHY GMBH	08/03/2017 11:23:58			
IMPORT COLL ADV	Import Coll Received	0	00193030203811	TEST PRODUCTION	EUR 4.747,50	FASHY GMBH	08/03/2017 11:23:58			
EXPORT COLL ADV	Export Collection Issue	0	00193130035591	DIRECT 070317	EUR 50.000,00	GERMAN LEATHER COMPANY	07/03/2017 10:15:12			

< 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 >>

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### 2.1 Header

The header displayed under the Bank's logo, includes an upper and lower line.

The upper line contains the following user details:

- **User Name** – ID of the person entering 'Trade Services'
- **Customer** – Name of the Bank customer with whom the user is currently working. The user (**User ID**) handles trade finance transactions for the customers defined in the user's group.

- Change customer by clicking **Customer** in the Header and selecting a different customer from a list of customers for which the current user is authorized.
- When the user has authorization for one customer only, the link is disabled.
- **Date** – The displayed date reflects the current date

User Name: **Andri Havadjia** Customer: **ALLNETT CUST TEST TEST ALLNET**

Date:21/04/2017

The lower line contains the following:

- **Inbox**
- **Help** – Help page related to the current work page on the browser.
- **Logoff**



## 2.2 Navigation Menu

The 'Trade Services' Horizontal Navigation menu displays 'Trade Services' functions across the top of the 'Trade Services' window. Only those functions authorized for the user are displayed.



### 2.2.1 Import

The following sections describe all transactions which can be initialized by the user for Import Deals. The user is able to perform the following actions:

- Apply for a new Letter of Credit (L/C).
- Apply for a new Letter of Credit based on an existing Template
- Amend an existing Letter of Credit
- Apply for a new Shipping Guarantee. A Shipping Guarantee can be opened:
  - Under an L/C (using the search function)
  - As a standalone SG not linked to an L/C
- Send a Deal Message to Bank (available for existing deals in 'Trade Services')
- Open a deal using the Copy From functionality.



IMPORT	EXPORT	GUA
L/C ISSUANCE		
L/C TEMPLATE		
L/C AMENDMENT		
SHIPPING GUARANTEE UNDER L/C		
SHIPPING GUARANTEE		
DEAL MESSAGE		
COPY FROM		

## 2.2.2 Export

The **Export** menu enables the Export features for:

- Request for transfer of an existing Export Letter of Credit
- Amend existing Transfer Letter of Credit
- L/C Cover Letter (Presentation of Documents under an Export Letter of Credit)
- Request from the Bank to Add its Confirmation to an existing Export Letter of Credit
- Export Collection
- Export Collection based on an existing Template
- Amend existing Export Collection
- Send a Deal Message to the Bank (available for existing deals in 'Trade Services')
- Open a deal using the Copy From functionality

EXPORT	GUARANTEE
TRANSFER L/C	
AMEND TRANSFER L/C	
L/C COVER LETTER	
ADD CONFIRMATION TO L/C	
EXPORT COLLECTION	
EXPORT COLLECTION TEMPLATE	
AMEND EXPORT COLLECTION	
DEAL MESSAGE	
COPY FROM	

## 2.2.3 Guarantee

The Guarantee menu enables the 'Trade Services' user to:

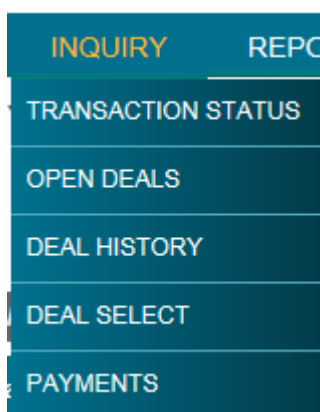
- Apply for new Guarantee
- Apply for a new Guarantee based on an existing Template
- Amend existing Guarantee
- Send Guarantee Claim under an Incoming Guarantee
- Send a Deal Message to the Bank (available for existing deals in 'Trade Services')
- Open a deal using the Copy From functionality

GUARANTEE	INQUIRY
GUARANTEE ISSUANCE	
GUARANTEE TEMPLATE	
GUARANTEE AMENDMENT	
SEND GUARANTEE CLAIM	
DEAL MESSAGE	
COPY FROM	

## 2.2.4 Inquiry

This topic includes details about making Deal inquiries according to user-defined criteria. The following is a list of Inquiry types:

- Transaction Status Inquiry
- Open Deals Inquiry
- Deal History
- Deal Select
- Payments



### 2.2.4.1 Transaction Status Inquiry

The Transaction Status Inquiry enables the user to view a list of customer-initiated transactions, tracking:

- Current status of the transaction
- Signature details required for a transaction
- A list of the signatures signed on a transaction

### 2.2.4.2 Open Deals Inquiry

The Open Deals Inquiry option enables the user to view and edit any Deal containing a balance, such as: deal balance, payment balance or acceptance balance.

### 2.2.4.3 Deal History

The Deal History Inquiry enables the user to view a Deal in detail. Here the user can see all steps of the deal as processed by the Bank and whether the relevant step was initiated in 'Trade Services'.

Transactions can also be launched from the Deal History screen.

### 2.2.4.4 Deal Select

The Deal Selection inquiry allows the user to display all the deals according to selected parameters and combinations of parameters. For instance, if the user wants to display all the Import Collection deals processed by the system, selects "Import Collection" from the deal type dropdown list. If the user needs all deals entered with currency USD, selects currency from the Currency dropdown list and clicks the search button.

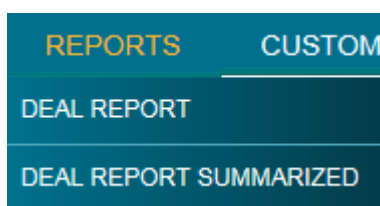
### 2.2.4.5 Payments

The Payments Inquiry feature enables the Bank to supply to their 'Trade Services' customers, information regarding outstanding future or executed payments in Letters of Credit and Collections. This information supports the cash management of the Bank's customers.

## 2.2.5 Reports

'Trade Services' provides the following ranges of reports that can be produced:

- Deal Report – displays the individual amounts and details of transactions according to selected criteria.
- Deal Report Summarized – displays the total amounts per customer according to selected criteria.



The 'Trade Services' user can choose to display reports in the following formats:


- HTML
- Excel
- PDF

## 2.2.6 Customize

This topic covers the way in which to modify or customize 'Trade Services' according to user specific needs according to specified categories, including:

- **Preferences** – The user is able to configure which Inbox section opens by default when entering the Inbox. The Items and Tables radio buttons allow the user to define the layout of the items appearing in any section of the Inbox, either displayed as single items or within a table.

The User also defines the e-mail Notification alert registration options from the Inbox

Settings page by clicking Set-Notification 

- **Languages** – The only Language available to the user is English
- **Banks** – The Banks Profile page lists information pertaining to every Bank that has a dealing relationship with the customer.
- **Parties** – The Parties profile window lists the parties, or Deal participants, that have a dealing relationship with the customer and allow maintenance of customer parties.
- **Clauses** – The user is able to create clauses that can be used to facilitate the data entry in the Text windows on the transaction.

The user creates the text of clauses and defines to which of the text windows and transactions each clause is relevant. The clauses created by the user are added to those defined as standard clauses by the Bank

- **Template** – This topic covers searching, viewing, editing and deleting transaction templates. Templates are predefined transactions which include default values. They can be used to easily create new transactions without having to enter the details multiple times.
- **Audit Trail** – Any authorized user can make inquires of audited information using a flexible search facility. The Audit Trail facility is available on the Deal level for any authorized user.

## 2.3 Inbox

The Trade Finance Inbox is the large central area of the page, and includes the following sections:


- Incoming Correspondence
- Approval/Rejection
- Signature Required
- Transaction/Event in Process
- Reminder

## 2.3.1 Incoming Correspondence

The Incoming Correspondence section contains all the documents and attachments sent from the Bank to the 'Trade Services' user.

Next to each document there are three icons that enable printing, deleting the document from the arrival list and adding/modifying deal note.

**Note:** Even though an incoming document has been removed from the Incoming Correspondence section, it will still be available under the Deal History of the respective Deal.

Trade Services 

[IMPORT](#) [EXPORT](#) [GUARANTEE](#) [INQUIRY](#) [REPORTS](#) [CUSTOMIZE](#)

User Name: **Andri Havadjia** Customer: **ALLNETT CUST TEST TEST ALLNET** Date:20/04/2017

Inbox Help
Logoff

[INCOMING CORRESPONDENCE](#) [APPROVAL/REJECTION](#) [SIGNATURE REQUIRED](#) [TRANSACTION/EVENT IN PROCESS](#) [REMINDERS](#)

Text	Transaction name	Draw no.	Deal number	Reference number	Amount	Counterparty	Date	Print	Delete	Deal Note
DR/CR ADVICE	Outgoing LG Payment	2	00193020396114	00193020396114NA	EUR 400,00	55	20/04/2017 13:46:20			
DR/CR ADVICE	Outgoing LG Payment	1	00193020396114	00193020396114NA	EUR 400,00	55	20/04/2017 13:44:16			
DR/CR ADVICE	Outgoing LG Payment	1	00193020398693	ΓΞΓ	EUR 300,00	SSSSS	20/04/2017 13:36:03			
DR/CR ADVICE	Outgoing LG Payment	2	00193020398700	ΣΚΕΥΗ Χριστοφι	EUR 400,00	ΣΚΕΥΗ ΧΡΙΣΤΟΦΗ	20/04/2017 09:13:32			

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 >>>

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**Note:** Bulk Operations has print and delete operations for a number of selected Incoming Correspondence items at one time.

## 2.3.2 Approval/Rejection

All payment and acceptance related information requiring either authorization or rejection can be displayed. Next to each payment there are four icons used for the following purposes:

- Pay/Accept/Approve: Establishing payment transaction
- Reject: Rejecting payment transaction
- Print: Printing payment transaction.
- Deal Note: Adding/Motifying Deal Note

INCOMING CORRESPONDENCE		APPROVAL/REJECTION		SIGNATURE REQUIRED		TRANSACTION/EVENT IN PROCESS		REMINDERS			
Transaction name	Reference No.	Deal Number	Amount	Principal	Remitting Bank	Draw	Date	Pay/ Accept/ Approve	Reject	Print	Deal Note
Import LC Acceptance	TEST NETT-148	00193010100844	EUR 84,000,00	D		1	21/03/2017				

**Bulk Operations**

## 2.3.3 Signature Required

This section lists all the transactions that require a release signature prior to their transmission back to the Bank. It displays only the transactions for which the user is authorized according to this user's signature level. For different transaction types the relevant icons are displayed.

INCOMING CORRESPONDENCE		APPROVAL/REJECTION		SIGNATURE REQUIRED		TRANSACTION/EVENT IN PROCESS		REMINDERS					
Transaction name	Amount	Counterparty	Deal Number	Reference number	Draw	Date	List	Sign	Reject	Edit	Print	Deal Note	Draft/Export
Import LC Issuance	EUR 202,000,00	NICOLETTA CIRCUS		070417101636ELCM	0	07/04/2017 10:17:13							
Import LC Issuance	EUR 11,000,00	NICOLETTA CIRCUS		070417101537BJCX	0	07/04/2017 10:16:20							
Export LC Amendment	GBP 433,000,00		00193110022678	LC NO. DEUT/1	0	31/03/2017 16:52:13							
Outgoing LG Issuance	EUR 44,00			110117114702MJED	0	11/01/2017 10:48:09							
Outgoing LG Issuance	EUR 4,00	SKEVI CHRISTOFI		110117093151XEWR	0	11/01/2017 08:40:05							

**Bulk Operations**

**Note:** A group of transactions, within the specific authorization level, can all be signed at one time.

## 2.3.4 Transaction/Event in Process

The Transaction/Event in Process Form allows the user to view all the incomplete transactions that are open and require either a signature or the entry of additional data.

INCOMING CORRESPONDENCE		APPROVAL/REJECTION		SIGNATURE REQUIRED		TRANSACTION/EVENT IN PROCESS		REMINDERS			
Transaction name	Amount	Counterparty	Deal Number	Reference number	Draw	Date	Edit	Delete	Print	Deal Note	Draft/Export
Export LC Transfer	GBP 50,000,00	GERMAN IMPORTER	00193110022678	LC NO. DEUT/1	0	23/02/2017 10:10:25					
Import LC Amendment	USD 485,000,00	AMERICAN CO.	00193010100648	080217103536GSJD	0	09/02/2017 17:16:35					
Import LC Issuance				BANK	0	07/02/2017 14:04:29					
Outgoing LG Issuance	EUR 44,00	444		110117094717LTUM	0	11/01/2017 09:48:15					

< 12

## 2.3.5 Reminders

The 'Trade Services' user receives a list of reminders of upcoming events in the Inbox, sorted by date (from closest to farthest).

Reminders can be created about the following events:

- Import/Export L/C Expiry
- Import/Export L/C Acceptance Maturity
- Import/Export L/C documents not accepted
- Import/Export Collection documents not paid/accepted
- Import/Export Collection Acceptance Maturity
- Incoming Guarantee Expiry:

Limited – The 'Before/After' logic refers to the given expiry date

Unlimited – No reminder is generated.

INCOMING CORRESPONDENCE		APPROVAL/REJECTION	SIGNATURE REQUIRED	TRANSACTION/EVENT IN PROCESS	REMINDERS		
Event ▼	Reference Number ▼	Deal Number ▼	Action Date ▼	Print	Dismiss		
Export L/C Expiry	TEST NETT-125	00193110022838	03/04/2017				
Import L/C Documents Not Accepted	TEST NETT-148	00193010100844	21/03/2017				
Export L/C Acceptance Maturity	NEW REF TEST REM	00193110022794	21/03/2017				

## 2.4 Footer

A standard footer at the bottom of every page includes the link for Bank's Commissions and Charges

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