Manual Rabo Corporate Connect

Rabo Trade Access

User Manual Export Collections & Direct Collections
February 2019

Contents

1. Introduction

Rabo Trade Access (RTA) is a user-friendly application with which clients can electronically submit orders for documentary payment products. RTA can be used to conveniently line up, authorise, release and amend Export Collections and Direct Collections.

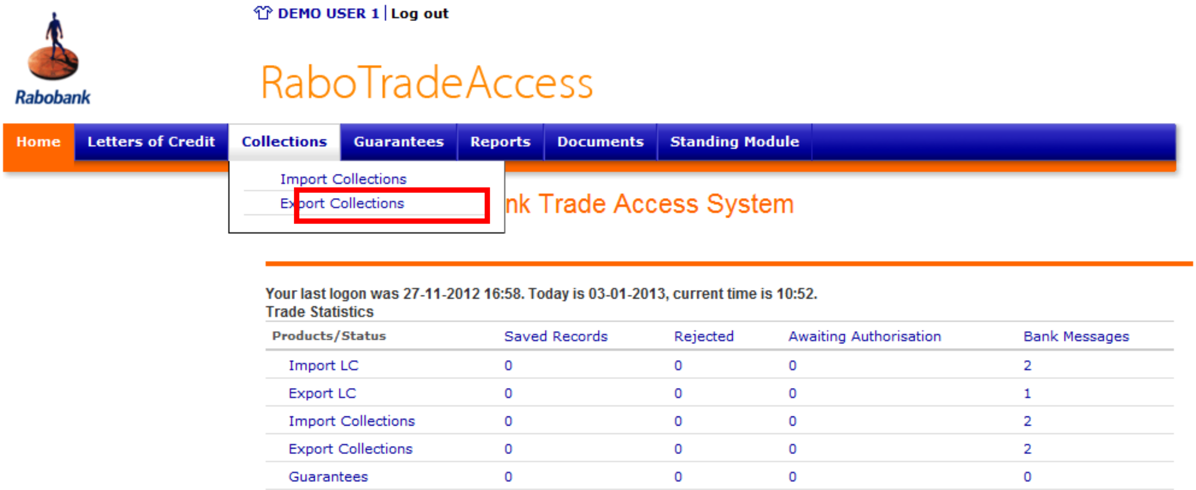
The step-by-step procedures described in this Rabo Trade Access User Manual are designed to support the process of Export Collections and Direct Collections. This manual is intended to show new users the full range of functions offered by RTA, and to assist experienced users who need to look up something quickly about a specific process. You can use this manual for the product specific information. The general manual can be used for other information about RTA.

Both Export Collections and Direct Collections can be created using RTA. In fact, the latter can only be created via RTA.

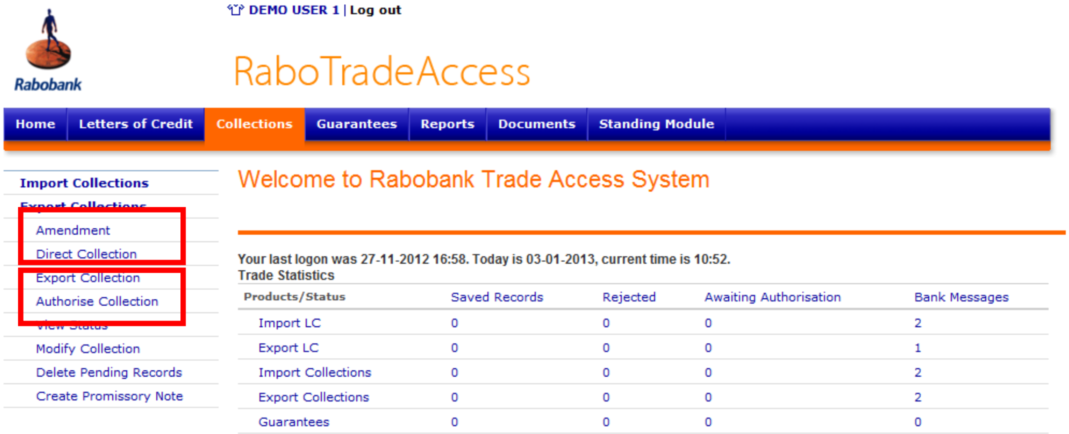
As always, please contact your account manager with any additional questions that are not addressed in this manual or if you want to know how Rabobank can assist you with your business requirements.

2. Creating a collection in RTA

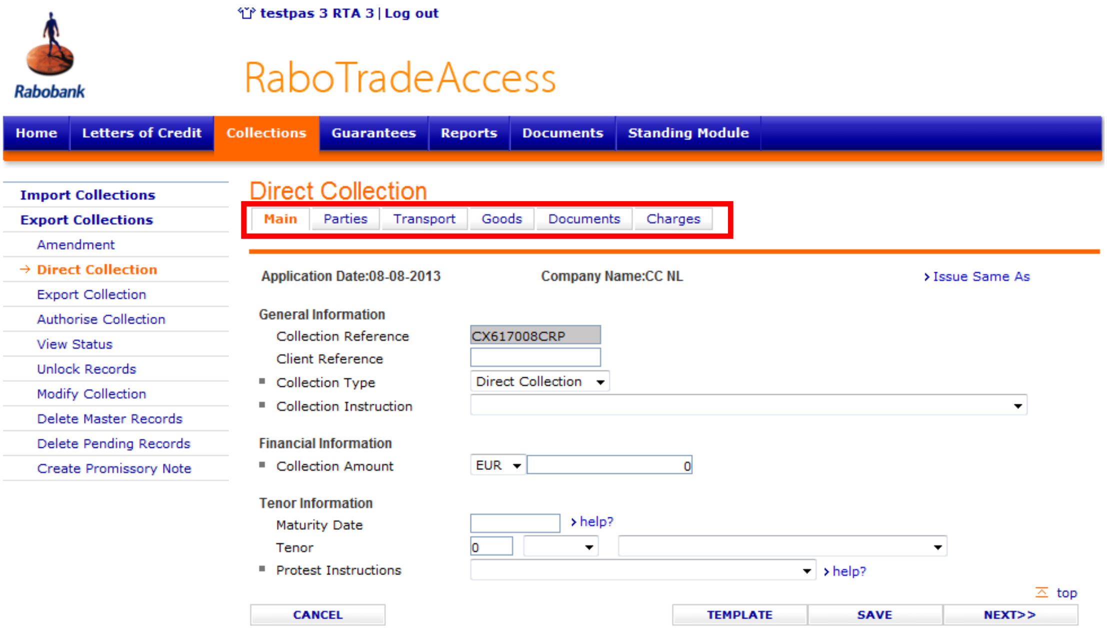
Click on ‘Collections’ in the main menu (blue bar) and select ‘Export Collection’ to access the ‘Export Collection’ functionality.



Then click on ‘Export Collection’ for a drop-down list of functions for which you have been assigned user rights.



You can choose from two different types of export collection you can create: a direct collection and a ‘regular’ export collection.
A direct collection requires you to provide instructions yourself and ensure that the documents are sent to the drawee’s bank. A ‘regular’ export collection requires you to create an order to send the documents to Trade Services for further processing and forwarding.
To create a collection, click on ‘Direct Collection’ or ‘Export Collection’ on the left side of the screen. The next screen for creating the collection order consists of four tabs. Click on the required tab or use the ‘next’ or ‘previous’ buttons at bottom right to navigate between tabs. The instructions set out here show you how to create a direct collection because that is the most widely used type. The fields and tabs to be filled in for a ‘regular’ export collection are virtually identical.



The individual tabs are described below.

Tab Main

You can fill in the following fields in this tab.

Collection Reference – This a unique reference number for the transaction that is generated by the system.

Client Reference – You can include a reference number here that is identifiable for you (this will not be included in the remittance letter).

Collection Type - The default setting for this field is Direct Collection. You can change this to Export Collection if required.

Collection instruction – you can choose from the following options:

- Deliver documents against payment
- Deliver documents against acceptance of the draft and payment
- Deliver documents against acceptance and aval of the draft and payment
- Deliver documents against issuance of promissory note/letter of payment
- Deliver documents against acceptance/aval of promissory note/letter and payment
- Deliver draft/promissory letter for acceptance and payment
- Deliver draft/promissory letter for acceptance, aval and payment
- Deliver draft/promissory letter for payment

Collection Amount – Select the currency from the drop-down list and enter the amount of the collection.

Maturity date – If deferred payment has been opted for with a fixed maturity date you can click on this field to select a date from the calendar displayed.

Tenor – You will need to fill in these three fields if a deferred payment term has been agreed that is linked to another date.
First field: Enter a number
Second field : Then select Days or Months from the drop-down list
Third field : Select one of the following options:

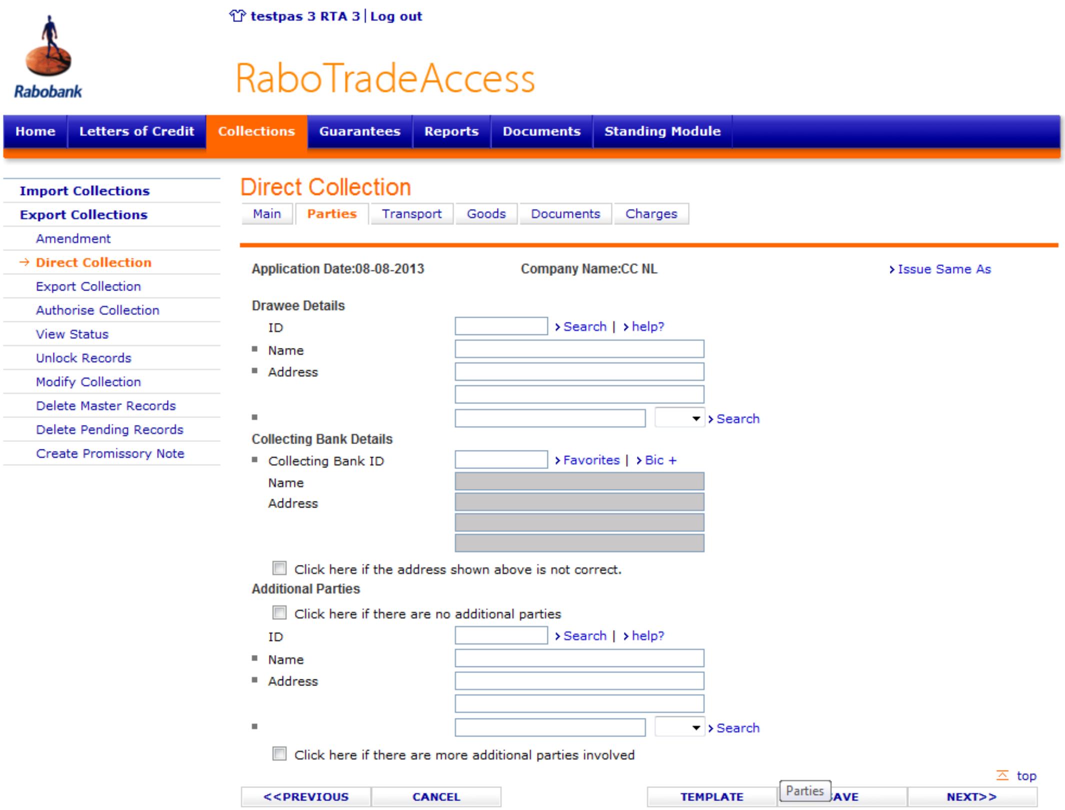
- After date of bill of exchange
- After customs clearance of goods
- After goods pass food and drug administration
- After first presentation
- After arrival of goods
- After invoice date
- After sight
- After date of transport documents

Protest instructions – You can state here whether the drawee's bank should protest in the case of non-payment and/or non-acceptance of the bill of exchange or promissory note. Choose from the drop-down list whether and when the bank should protest:

- Protest in case of non-payment
- Protest in case of non-payment / Non-Acceptance
- Protest in case of Non-Acceptance
- Do not protest

If you choose one of the first three options the direct collection must contain a bill of exchange/promissory note.

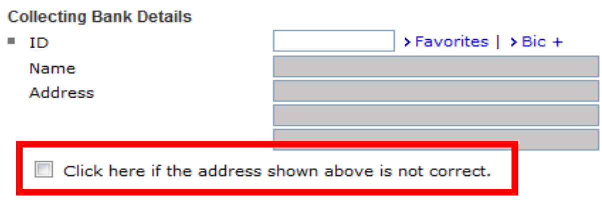
Tab Parties



In this tab, state the parties involved in the collection. It contains the following fields:

Drawee Details
ID – If you have saved the name and address details of the drawee as a counterparty (under 'Basic data' in RTA), you can enter the ID (the name) here under which the drawee is listed and saved in the database. The name and address of the drawee will then be retrieved automatically from the database. Clicking on the link 'Search' will open a separate screen in which you can select the ID of the buyer. Next, click on the ID to display the name and the address. If the ID is not included in the database, skip this field and key in the name and address of the drawee in the next four fields.

Collecting Bank Details
ID – The drawee (buyer) or an order confirmation will inform you of the bank details of the drawee. If you do not have the SWIFT code you can find it via BIC+. If you cannot find this bank in the BIC+, you can select the head office of that bank that is located in the same country and copy the address details of that bank. Sometimes the address details of a bank will be incorrect. Ticking the box 'Click here if the address stated above is not correct' will allow you to edit the address details.
Note: This option is not available when you create a regular collection, in which case you can include the correct bank address in the special instructions (last tab).



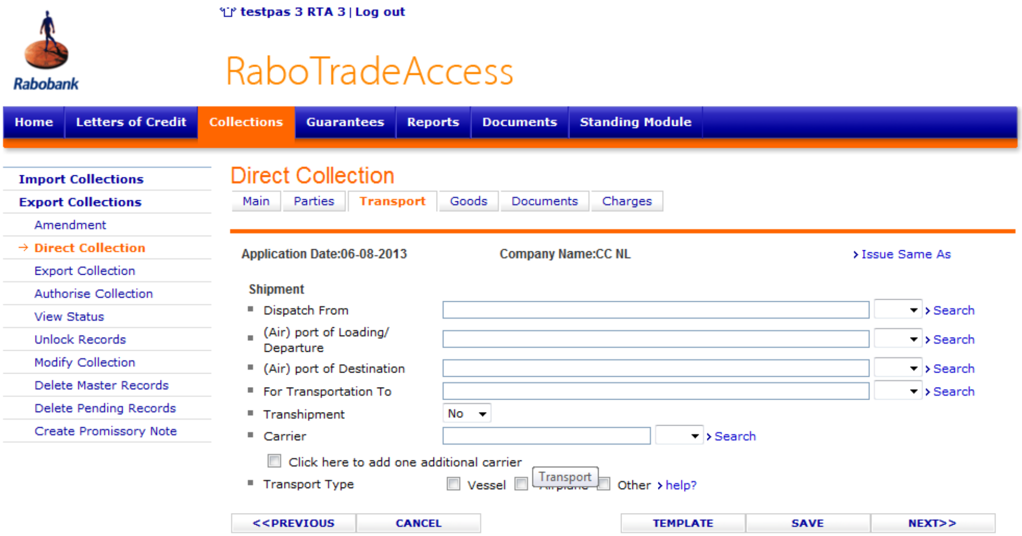
You can also retrieve the bank details from the favourites list if you have saved them there previously. The functions 'Standing Module' and 'Bank Maintenance' allow you to create and manage bank details in an address book.

Additional Parties
In the field for Additional Parties you fill in the details of all Additional Parties involved in the transaction.
ID – If you have saved the name and address details of the party in the Standing Module you can select the ID by clicking on the 'Search button'. If the ID is not included in the database, skip this field and key in the name and address of the party in the next four fields.
Name – Name of the additional party
Address – Here you fill in the address of the additional party and at the end of the third address line you select the ISO country code of the concerned address. In case the countrycode is not known by you, then you can search and select the concerned country and the ISO country code is automatically filled in for you.

If no Additional Parties are involved in the transaction you can confirm this by ticking the box 'Click here if there are no additional parties'.
In case more than 1 additional party is involved in the transaction you can tick the box 'Click here if there are more additional parties involved'. Then extra fields for another additional party are show on the screen. You can repeat this action twice.

Transport Tab

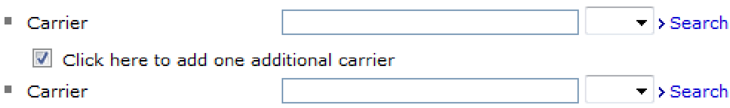
On the Transport you fill in the details concerning the transport of the goods.
The fields to be filled in are described below.



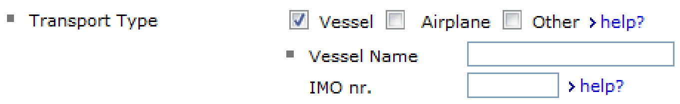
Dispatch from – In this field you enter the original place of shipment of the goods, accompanied by the concerned ISO country code. In case the ISO country code is not known by you, you can search for the correct ISO country code by clicking on 'Search'. After selecting the concerned country the country code will be automatically filled in for you.
(Air) port of Loading/Departure – In this field you enter the (air)port of loading/departure, accompanied by the concerned ISO country code.
(Air) port of Destination – In this field you enter the (air)port of destination, accompanied by the concerned ISO country code.
For transportation to – In the field you enter the final destination of the goods, accompanied by the concerned ISO country code.
Transhipment - Here you select 'Yes' or 'No' to the question if transhipment is taking place. In case transhipment is taking place an extra field is shown.

Port of transhipment – In this field you enter the (air)port of transhipment, accompanied by the concerned ISO country code.

Carrier – In this field you enter the name of the carrier, accompanied by the concerned ISO country code. In case more carriers are involved in shipment of the goods you can tick the box 'Click here to add one additional carrier' after which extra fields for an additional carrier are shown.



Transport Type – Choose for the concerned transport type by ticking the concerned box(es). In case of combined transportation you can tick multiple boxes.
In case of shipment by vessel two extra fields are shown on the screen:



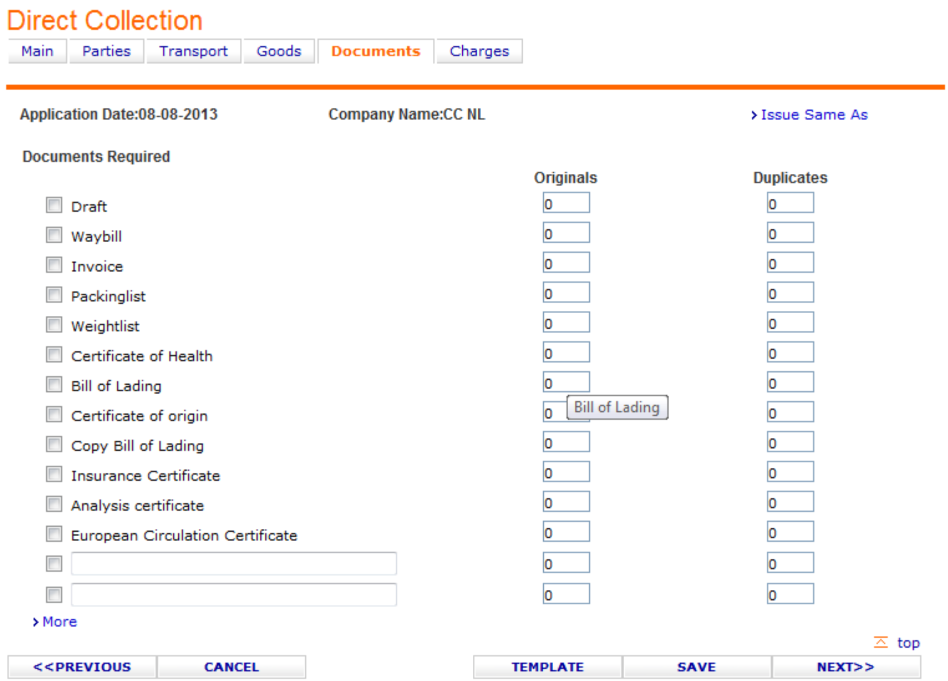
Vessel name – In this field you enter the name of the vessel
IMO nr. – The IMO-number is a ship identification number consisting of three letters 'IMO' followed by a number of 7 digits. This number can be filled in in this field. This field is not a mandatory field but adding the IMO number improves the time needed for verification of the transaction.

Goods Tab

On the 'Goods' tab in the field 'Description of Goods' you fill in the description of the goods of the underlying transaction.

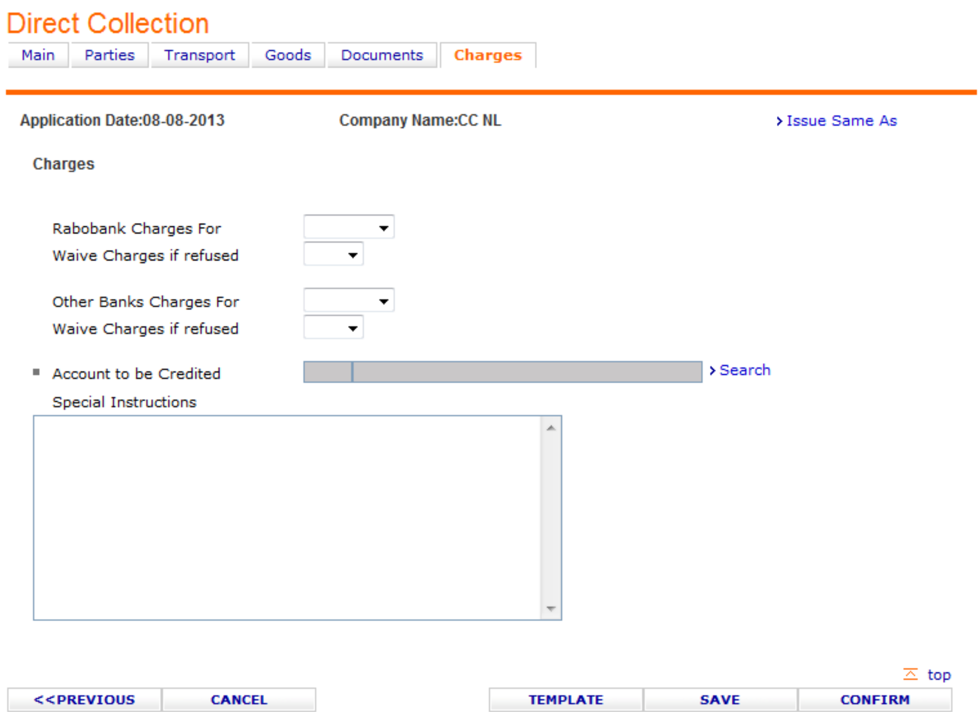
Tab Documents

You can specify the documents you will be forwarding in this tab. The most widely used document types are listed on the left. Select the relevant documents by ticking them and then state the number of originals and copies. If the documents you require are not shown in the standard list you can add them yourself at the bottom (click on 'more' to display more empty fields, up to a maximum of 10).



Tab Charges

You can enter the allocation of charges and settlement details in this tab. It comprises the following fields:



Rabobank Charges For – Use the drop-down list in this field to state whether the drawer or the drawee should pay Rabobank's charges. These charges are usually payable by the drawer.

Waive Charges if refused – If you selected 'Drawer' in the preceding field, this field defaults to 'No'. If you entered 'Drawee', you can state here whether or not the drawee can refuse the charges.

Other Bank Charges For – Use the drop-down list in this field to state whether the drawer or the drawee should pay the charges of collecting and/or other banks. These charges are usually payable by the drawee.

Waive Charges if refused – If you selected 'Drawer' in the preceding field, this field defaults to 'No'. If you entered 'Drawee', you can state here whether or not the drawee can refuse the charges.

Account to be Credited – Use this field to state to which account number and in which currency (euro or foreign currency) the collection amount should be credited.

Special instructions – You can use this field to state extra details for the transaction that you want to include with the remittance letter.

After all required details for the collection have been entered, there are various completion options at the bottom of the screen:

Confirm – If you want to fully complete the transaction. If this is successful, the message 'Transaction completed successfully' will be displayed (if not, the system will automatically remind you that you have forgotten to fill in a field). After completion the transaction will be given the status 'Pending' and will need to be approved and signed by the authorised supervisor accordingly in the function 'Authorise Collection'.

Save – You can temporarily save a transaction that you are unable to fully complete yet. The transaction will be given the status 'Saved'. You can then resume the transaction later and complete it by clicking on 'Modify Collection'.

Transactions that have not yet been signed and transactions that have been saved can subsequently be changed using the function 'Modify Collection'.

Template – Before you confirm or save a transaction, you can also save the transaction as a template by clicking on 'Template'. You can call up this template for subsequent collection orders to save you from re-entering the fixed details every time.

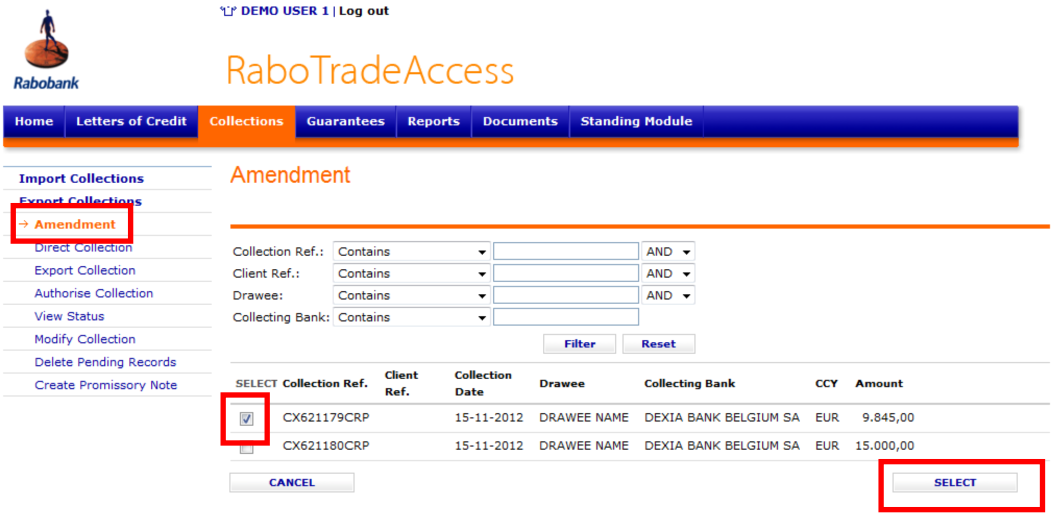
Cancel – Abort the transaction.

Authorise Collection (section 6), Amending a collection (section 3) and Creating a template (section 4) are discussed in more detail below in this User manual.

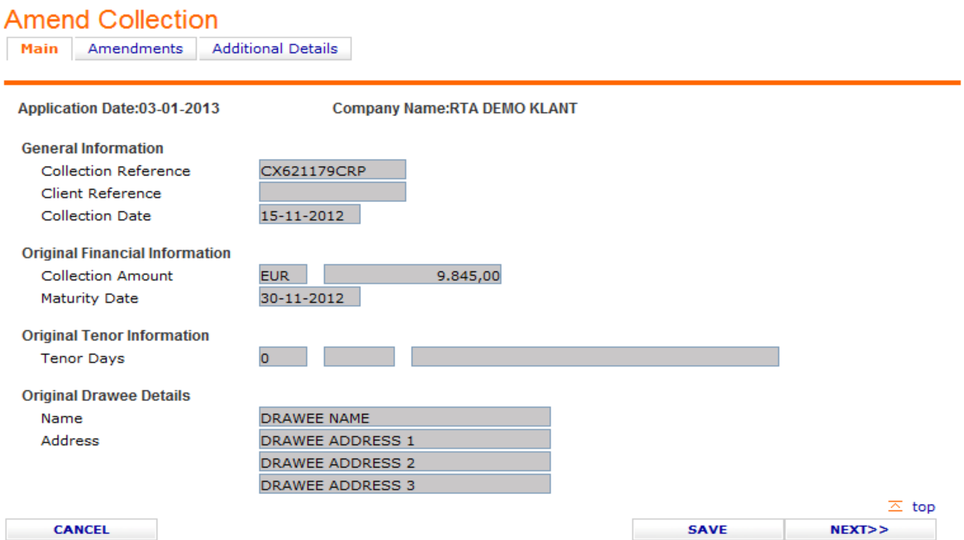
3. Amending a collection

To create an amendment for a (direct) collection that has already been forwarded and processed, go to 'Amendment' within the Export Collection functions. This will open a screen showing all collections already processed by Trade Services. You can find the collection to be amended in the list by (partially) entering one or more selection criteria such as the Collection reference, your reference number, Drawee and Collecting Bank details. Click on 'Filter' to display a list of all collections already processed by Trade Services that meet the criteria.
Note: Text entered in the search fields is case-sensitive.

Tick the collection you want to amend and click on 'Select'.



The amendment order comprises three tabs: Main, Amendments and Additional Details. Clicking on one of the three tabs will take you directly to that area.



Tab Main

This tab shows general collection information such as the Collection Reference, Your reference, Collection Date and Amount, Maturity Date or Tenor Days (if applicable) and details of the drawee. No changes can be made in this tab.

Tab Amendments

In this tab, fill in only the fields to be modified.
This tab comprises the following fields:

Collection Amount – Select the new currency from the drop-down list and enter the new collection amount.

Maturity Date – If a deferred payment has now been agreed with a fixed maturity date, you can click on this field and select a date in the calendar displayed.

Tenor Days – If a new tenor has already been agreed that is linked to another date you should fill in all three fields.
First field: enter a number
Second field : then select Days or Months from the drop-down list
Third field : select one of the following options:

- After date of bill of exchange
- After customs clearance of goods
- After goods pass food and drug administration
- After first presentation
- After arrival of goods
- After invoice date
- After sight
- After date of transport documents

Drawee Details – If you have saved the name and address details of the new drawee as a counterparty (under Basic data in RTA) you can enter the ID (the name) here under which the drawee is listed and saved in the database. The name and address of the drawee will then be retrieved automatically from the database and the details of the original drawee will be overwritten. Clicking on the link 'Search' will open a separate screen in which you can select the ID of the drawee. Then click on the ID to display the name and address. If the ID is not in the database, skip this field and manually delete the contents of the next four fields and key in the name and address of the new drawee.

Additional Parties
In the field for Additional Parties you fill in the details of all Additional Parties involved in the transaction.
ID – If you have saved the name and address details of the party in the Standing Module you can select the ID by clicking on the 'Search button'. If the ID is not included in the database, skip this field and key in the name and address of the party in the next four fields.
Name – Name of the additional party
Address – Here you fill in the address of the additional party and at the end of the third address line you select the ISO country code of the concerned address. In case the countrycode is not known by you, then you can search and select the concerned country and the ISO country code is automatically filled in for you.

If no Additional Parties are involved in the transaction you can confirm this by ticking the box 'Click here if there are no additional parties'.
In case more than 1 additional party is involved in the transaction you can tick the box 'Click here if there are more additional parties involved'. Then extra fields for another additional party are show on the screen. You can repeat this action twice.

Tab Additional Details

If required you can enter the following extra details in this tab:

- Return the documents and close your file.
- After acceptance, please retain the draft(s), and collect proceeds at maturity.
- After acceptance, please airmail the draft(s) to us.

You can use the field 'Remark' to add (extra) instructions that you have not been able to enter previously in another field.

After all required data for the amendment have been entered, there are various completion options at the bottom of the screen:

Confirm - If you want to fully complete the amendment of the transaction. If this is successful, the message 'Transaction completed successfully' will be displayed (if not, the system will automatically remind you that you have forgotten to fill in a field). After completion the transaction will be given the status 'Pending' and will need to be approved and signed by the supervisor authorised accordingly in the function 'Authorise Collection'.

Save - You can temporarily save a modified transaction that you are unable to fully complete yet. The transaction will be given the status 'Saved'.

Cancel – Abort the transaction.

Amendments of a transaction that has not yet been signed and amendments of a transaction that has been saved can subsequently be modified via the function 'Modify Transaction'.

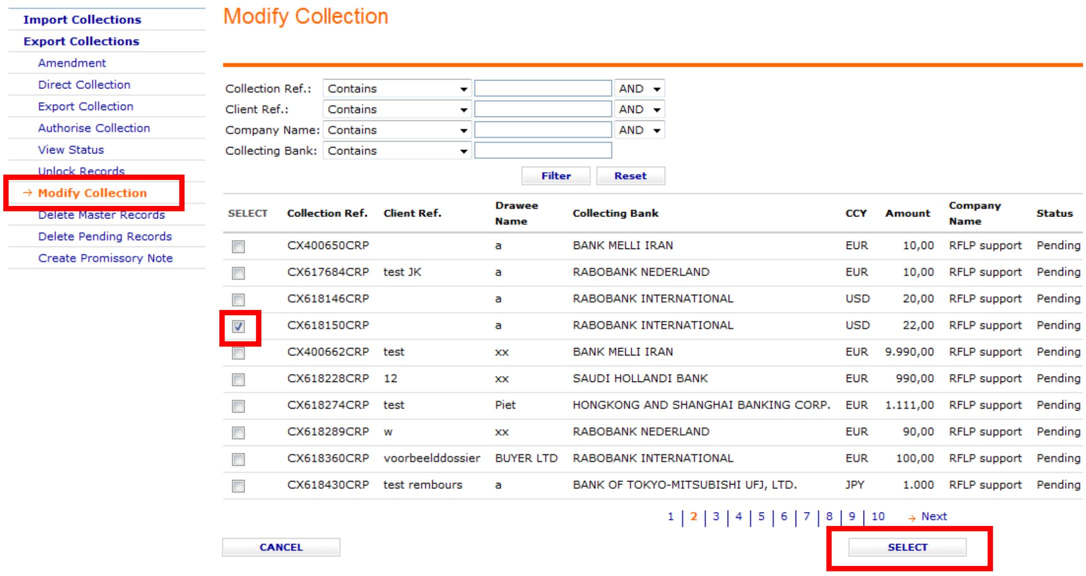
Authorise Collection is discussed in detail later on in this manual.

Note: If you submit the amendment via RTA and new documents must also be sent to the collecting bank, it is best to have these sent to the collecting bank by Trade Services. In our experience, amendments and/or new documents are rarely if ever accepted by the collecting bank if they are sent by clients themselves.

4. Modifying or deleting transactions in RTA

4.1. Modify transactions

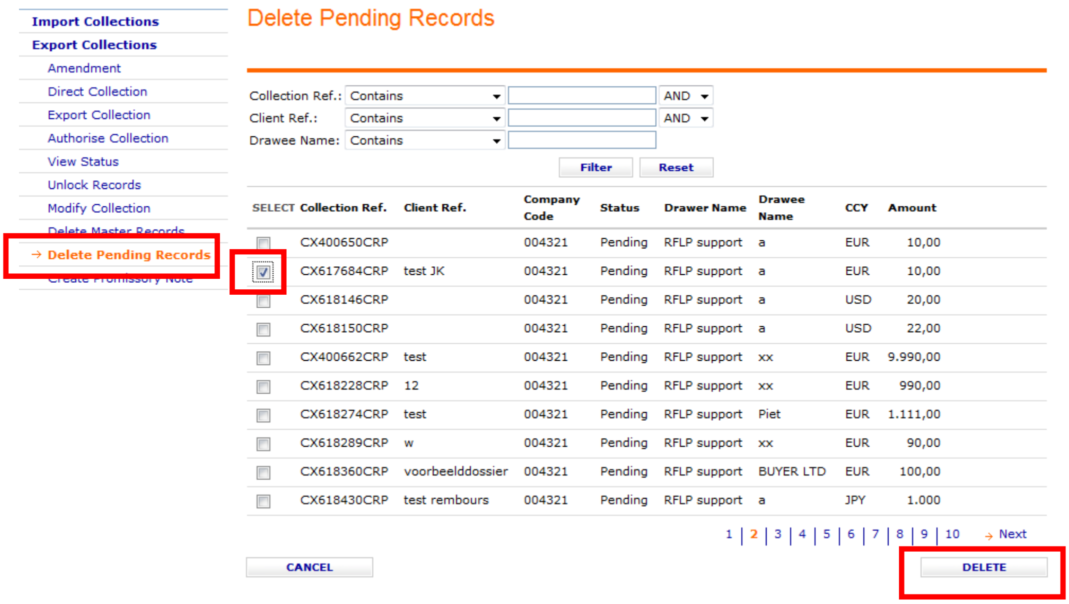
Collection orders or amendments that have not yet been authorised, have been rejected or have been temporarily saved can still be modified via the Export Collection function ‘Modify Collection’. The status of these orders is ‘pending’ or ‘saved’.
Click on ‘Modify Collection’ and if required use the filter function to rapidly find the order to be modified. Enter (partially) one or more selection criteria such as the Collection Ref, your ref, Company Name and Collecting Bank and click on ‘Filter’ to display a list with all transactions that meet the stated criteria (the text entered in the search fields is case-sensitive). Tick the transaction you want to modify and click on ‘select’.



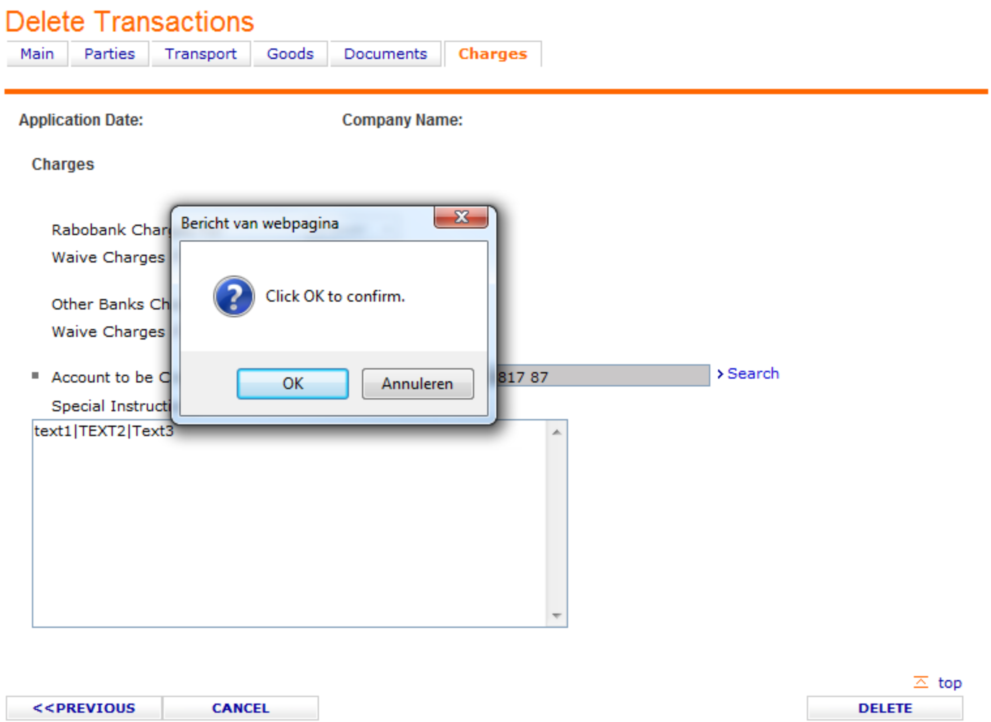
The order will be displayed and you can edit the details as required. Click on ‘confirm’ when you are ready.

4.2. Deleting transactions

Collection orders or amendments that have not yet been signed, have been rejected or have been temporarily saved can be deleted via the Export Collection function ‘Delete Pending Records’. The status of these orders is ‘pending’ or ‘saved’.
Click on ‘Delete Pending Records’ and if required use the filter function to rapidly find the order to be deleted. Enter (partially) one or more selection criteria such as the Collection ref, your ref and Drawee Name and click on ‘Filter’ to display a list with all transactions that meet the stated criteria (the text entered in the search fields is case-sensitive). Tick the order you want to delete and click on ‘Delete’.



The order will be displayed and you can delete the transaction by clicking on 'Delete' in the last tab. The next screen will ask you to confirm this. Click on 'OK' to delete the transaction.

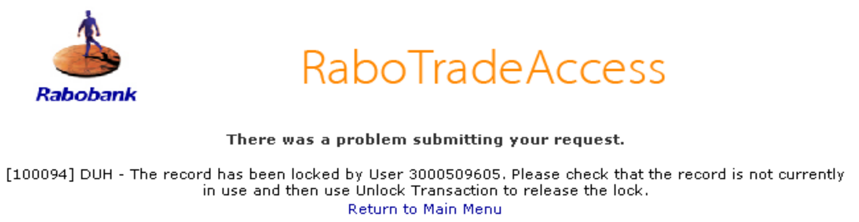


5. Annexe

Characters that are permitted in SWIFT

Characters that are permitted in SWIFT	a to z A to Z 9 to 0 / - ? : ( ) . , ' + The use of other symbols (such as % ' \ # @ & * etc.), vowels with accents and a TAB is not permitted in RTA!

Error messages if session is timed out

Error message: **record has been locked** If you want to continue with the record	 Go to the function 'unlock records' (left menu) and select the record ..

Error message: **Duplicate session** If you want to log in again	Reason: another RTA session is active in the background. Solution: 1. close RTA 2. close all internet browsers or if this is not enough go to internet. At the top of the menu bar, select Extra > Internet options > click on Delete cookies and click on Delete files. 3. open RTA again. You can now log in again through Rabo Corporate Connect in RTA. If this does not work, you can contact Rabo Corporate Support. **Contact information Rabo Corporate Support** Service hours: Working days from 8.00 a.m. to 5.30 p.m. Email: corporatesupport@rabobank.com Telephone: +31 (0) 30 71 21 777 Detailed information about logging into Rabo Corporate Connect can be found on www.rabobank.com/supportcorporateconnect. On Rabo Corporate Connect portal your requested user rights determine if you are able to use the described functionalities.