

# Manual Corporate Connect

Rabo Trade Access

User Manual Import Collections  
February 2019



**Rabobank**



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# 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 fill in and authorise your decision on payment and decision on acceptance (if applicable).

The step-by-step procedures described in this Rabo Trade Access User Manual are designed to support the process of Import 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.

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 Import collections in RTA

After an Import collection has been received and processed by Rabobank, the details of the collection will be available for viewing in RTA. What you will see in RTA depends on the type of collection.

There are two main types of documentary collection:

- 'Documents against payment collection (D/P)': documents presented under a collection can be delivered after payment by means of a payment order. You are required to process the payment order in RTA.

This is the most widely-used type.

- 'Documents against acceptance collection (D/A)': documents presented under a collection can be delivered after acceptance of a bill of exchange (or issue of a promissory note) for payment on the maturity date. The payment will be made at a later date (the maturity date) by means of a payment order. You are required to process both the decision on acceptance and decision on payment in RTA for this type. The payment order will only be visible in RTA after your signed and authorised decision on acceptance has been processed by Trade Services.

If you have signed the application form for RTA (again) after February 2013 you have authorised Rabobank to sign the draft for each import collection on your behalf in case an import collection had been accepted by you in RTA.

In case you have signed the application form for RTA before February 2013 the processing of the decision on acceptance in RTA does not replace the actual (written) acceptance of the bill of exchange or the issue of a promissory note. The physical signing of the bill of exchange or the issuance and signing of a promissory note is the formal documentation of the demand under an import collection and will have to continue to be performed by you. It is possible to simplify this procedure by signing the new application form for RTA.

See below the clause added on the application form with which you authorise the Rabobank to accept the bill of exchange on your behalf.

\*If you have assigned "Import Collections" authorities to the cardholder, by signing this application form you also instruct and authorize Rabobank to sign on your behalf the bill of exchange presented with each documentary import collection each time such collection is accepted.

Section 3 provides information on filling in the 'Decision on Payment'.

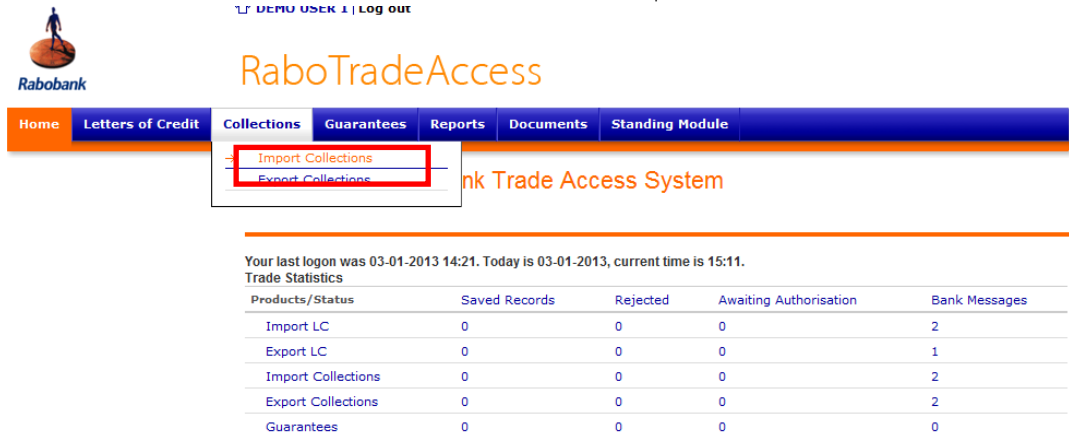
Section 4 provides information on filling in the 'Decision on Acceptance'.

# 3 Decision on Payment

## 3.1 Filling in the 'Decision on Payment'

At some point you will have to fill in the 'Decision on Payment' in RTA for an 'Import D/P collection' and an 'Import D/A collection'. The 'Decision on Payment' for a D/A collection will only be visible after the 'Decision on Acceptance' filled in and signed by you previously has been processed by Trade Services.

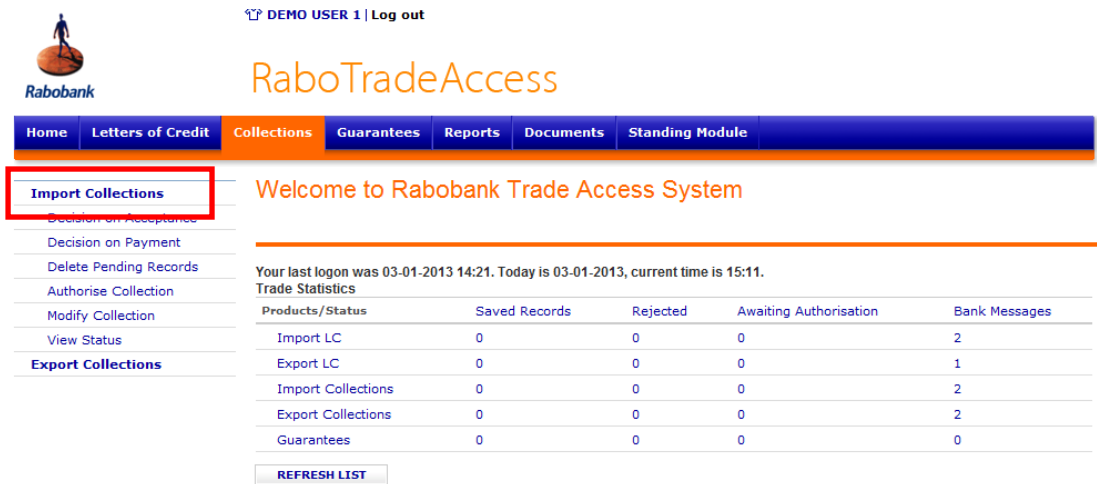
In the main menu (blue bar) click on Collections and choose Import collection.



The screenshot shows the RaboTradeAccess interface. At the top, there is a navigation bar with the following items: Home, Letters of Credit, Collections, Guarantees, Reports, Documents, and Standing Module. The 'Collections' menu is open, showing 'Import Collections' and 'Export Collections', with 'Import Collections' highlighted by a red box. Below the navigation bar, the page title is 'RaboTradeAccess' and 'Bank Trade Access System'. A status bar indicates 'Your last logon was 03-01-2013 14:21. Today is 03-01-2013, current time is 15:11.' Below this is a 'Trade Statistics' table:

Products/Status	Saved Records	Rejected	Awaiting Authorisation	Bank Messages
Import LC	0	0	0	2
Export LC	0	0	0	1
Import Collections	0	0	0	2
Export Collections	0	0	0	2
Guarantees	0	0	0	0

Then click on Import collection again in the column on the left to display all functions for which you are authorised.



The screenshot shows the RaboTradeAccess interface with the 'Import Collections' menu expanded. The menu items are: Import Collections, Decision on Acceptance, Decision on Payment, Delete Pending Records, Authorise Collection, Modify Collection, View Status, and Export Collections. The 'Decision on Payment' item is highlighted with a red box. The rest of the interface is the same as in the previous screenshot, including the navigation bar, page title, status bar, and 'Trade Statistics' table.

Then click on 'Decision on payment' in the column on the left. All import collections remaining to be paid will be displayed. You can tick the collection for which you want to fill in and submit a payment order or search for it in the list by (partially) filling in one or more selection criteria such as Rabobank reference, Collection reference and Drawer name. Click on 'Filter' to see a list of all transactions that meet the criteria.

Note! The text entered in the search fields is case sensitive.



# RaboTradeAccess

- Import Collections
- Decision on Acceptance
- Decision on Payment
- Delete Pending Records
- Authorise Collection
- Modify Collection
- View Status

## Decision on Payment

Rabobank's Reference: Contains  AND

Collection Reference: Contains  AND

Drawer Name: Contains

Filter Reset

SELECT	Rabobank's Reference	Collection Reference	Drawer Name	Maturity Date	Tenor	Currency	Amount
<input checked="" type="checkbox"/>	CM256081RNG	12345	DRAWER NAME	01-01-2014		USD	12.500,00

CANCEL SELECT

Choose the relevant transaction from the list and click on 'Select' to continue.

- Import Collections
- Decision on Acceptance
- Decision on Payment
- Delete Pending Records
- Authorise Collection
- Modify Collection
- View Status

## Decision on Payment

Application Date:2012-11-21 Company Name:RTA DEMO KLANT

**General Information**

Transaction Reference No.

Collection Reference No.

Collection Amount

Collection Date

Deliver

Against

Maturity Date

Tenor

Drawer Name

City

Decision

CANCEL

SAVE CONFIRM top

### General details

(details are already entered and cannot be changed).

- Order reference number – this reference number has been assigned to the collection by Rabobank.
  - Collection reference number – the collection reference number of the remitting bank.
  - Collection amount – currency and amount of the collection.
  - Date of collection – the date of the collection remittance letter from the remitting bank.
  - Deliver + Against – these two fields contain the terms of the collection.
  - Maturity date – only if stated
  - Deferred payment term – only if stated
- Both the maturity date and the deferred payment term state the future date by or term within which the collection should be paid. A complete list of codes is provided at the end of this User Manual.

- Drawer** – the name and address details of the drawer of the collection.
- Details** – you can include extra information for Rabobank in this field. This field will only be visible after the decision has been taken.
- Decision** – you can state here whether you want to pay the collection on the basis of the information above. The options are: 'Pay' and 'Non Payment'.

- Pay

If you opt for 'Pay', two more tabs will be displayed to be filled in ('Charges' and 'Settlement').

### Tab Charges

In this tab you can state the cost allocation for performing the payment.

## Decision on Payment

Main
Charges
Settlement

Application Date: 2012-07-20
Company Name: CC NL

**Charges**

Rabobank Charges	EUR	100,00
Refuse Rabobank's Charges?	No	
Corresp. Bank Charges	EUR	0
Refuse Bank Charges	Not Applicable	

**Interest**

Details

Refuse Interest: Not Applicable

Euro Account   
  Collection CCY Account

▪ Pay Charges from Account: EUR  [> Search](#)

<<PREVIOUS
CANCEL

SAVE
NEXT>>

[top](#)

Whether you need to fill in anything in this tab depends on the charges allocation for the collection.

Rabobank charges – the charges of Rabobank (if applicable).

Refuse Rabobank's charges – you can refuse Rabobank's charges here (if permitted).

Correspondent Bank Charges – the charges of the correspondent bank (if applicable).

Refuse Bank Charges – here you can refuse the charges of the correspondent bank here (if permitted).

Both 'Refuse charges' fields present three options: 'No', 'Yes' and 'Not Applicable'. If refusing costs is not an option, this field will be protected and default to 'No'. If it is not applicable, it will default to 'Not applicable'.

Interest – only applicable if specified by the remitting bank (does not occur often).

Refuse interest – only applicable if the remitting bank has specified (penalty) interest.

Pay charges from account – State here to which account number and in which currency (euros or foreign currency) the collection charges should be debited. You can use ‘search’ to select the correct IBAN account number if you entered it previously under basic data.

Note! If you do not state an account number here your euro IBAN account will be debited.

## Tab Settlement

In this tab you can state how and when the settlement of the collection should be performed.

### Decision on Payment

Main Charges **Settlement**

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Application Date:2012-07-20      Company Name:CC NL

**Settlement Details**


Settlement Amount      EUR      1.250,00

▪ Settlement Date     

**Accounts**

▪ Pay Collection from Account       Euro Account     Collection CCY Account

EUR            > Search

 top

<<PREVIOUS      CANCEL      SAVE      CONFIRM

Settlement amount – is fixed.

Settlement date – you can state when which payment should be made.

Pay Collection from Account – State here to which account number and in which currency (euros or foreign currency) the collection should be paid. You can use ‘search’ to select the correct IBAN account number if you entered it previously under basic data.

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

Confirm – If you want to fully complete the transaction. 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’.

Cancel – Abort the transaction.

Payment decisions that have not been signed or that have been saved can subsequently be changed using the function ‘Modify Collection’.

Authorising a collection is discussed in more detail in section 5.



- Non Payment

If you opt for 'Non Payment' another tab to be filled in will appear ('Charges').

## Decision on Payment

[Main](#) [Charges](#)

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Application Date:2012-07-20      Company Name:CC NL

**Charges**

Rabobank Charges	EUR	100,00
Refuse Rabobank's Charges?	No	
Corresp. Bank Charges	EUR	0
Refuse Bank Charges	Not Applicable	

**Interest**

Details

Refuse Interest      Not Applicable

Euro Account     Collection CCY Account

▪ Pay Charges from Account    EUR      > Search

[top](#)

[<<PREVIOUS](#)    [CANCEL](#)    [SAVE](#)    [CONFIRM](#)

Whether you need to fill in anything in this tab depends on the charges allocation for the collection.

Rabobank' Charges – the charges of Rabobank (if applicable).

Refuse Rabobank's charges – you can refuse Rabobank's charges here (if permitted).

Correspondent Bank Charges – the charges of the correspondent bank (if applicable).

Refuse Bank Charges – you can refuse the charges of the correspondent bank here (if permitted).

Both 'Refuse charges' fields present three options: 'No', 'Yes' and 'Not Applicable'. If refusing charges is not an option, this field will be protected and default to 'No'. If it is not applicable, it will default to 'Not applicable'.

Interest – only applicable if specified by the remitting bank (does not occur often).

Refuse interest – only applicable if the remitting bank has specified (penalty) interest.

Pay Charges from Account – State here to which account number and in which currency (euros or foreign currency) the collection costs should be debited. You can use 'search' to select the correct IBAN account number if you entered it previously under basic data.

Note! If you do not state an account number here your euro IBAN account will be debited.

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

Confirm – If you want to fully complete the transaction. 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'.

Cancel – Abort the transaction.

Payment decisions that have not been signed or that have been saved can subsequently be changed using the function 'Modify Collection'. Authorising a collection is discussed in more detail in section 5.

## 3.2 Amendment of an import collection

Both for an 'Import D/P collection' and an 'Import D/A collection', the remitting bank can sometimes amend the import collection, for instance the amount, payment term etc. The details that are changed will only appear in RTA if you have not yet processed decision on payment and/or decision on acceptance in RTA (i.e. not completed or saved it). If you have already processed the decision on payment and/or decision on acceptance, the changed details will no longer be updated in the payment order (and/or order for of acceptance) in RTA.

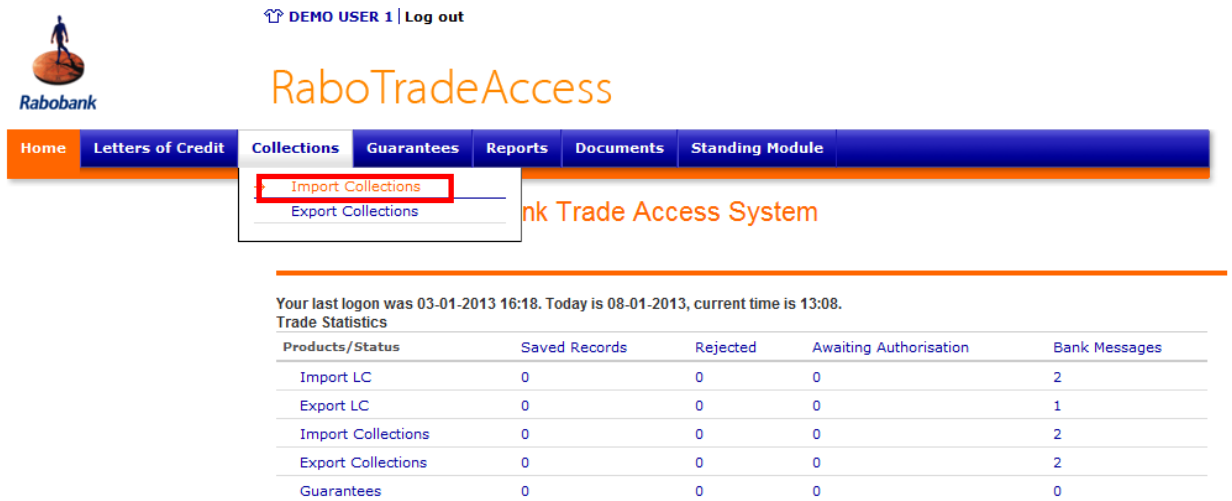
In the event of an amendment (particularly of the collection amount and payment term) you will receive a new written payment order and/or order for acceptance (if applicable). If you bank with a local member Rabobank the written orders will first have to be submitted to your bank for signing. If you are a client of Rabobank Nederland you can submit orders directly to Trade Services of Rabobank Nederland for further processing after signing.

## 4 Decision on Acceptance

An 'Import D/A collection' requires you to first process the acceptance in RTA. The decision on payment will only be visible in RTA after the acceptance filled in and signed by you previously has been processed by Trade Services.

### 4.1 Filling in the 'Decision on Acceptance'

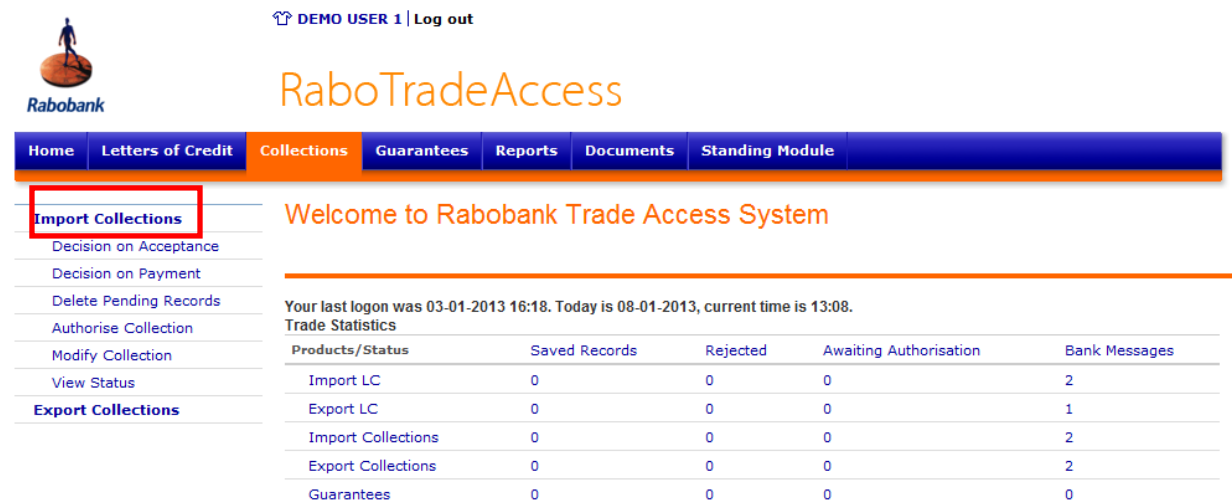
In the main menu (blue bar) click on Collections and choose Import collection.



The screenshot shows the RaboTradeAccess interface. At the top left is the Rabobank logo. To its right is the user information: DEMO USER 1 | Log out. The main navigation bar is blue and contains: Home, Letters of Credit, Collections, Guarantees, Reports, Documents, and Standing Module. The 'Collections' menu is open, showing 'Import Collections' (highlighted with a red box) and 'Export Collections'. Below the navigation bar, the page title is 'RaboTradeAccess' and 'Rabobank Trade Access System'. A status message reads: 'Your last logon was 03-01-2013 16:18. Today is 08-01-2013, current time is 13:08.' Below this is a 'Trade Statistics' table.

Products/Status	Saved Records	Rejected	Awaiting Authorisation	Bank Messages
Import LC	0	0	0	2
Export LC	0	0	0	1
Import Collections	0	0	0	2
Export Collections	0	0	0	2
Guarantees	0	0	0	0

Then click on 'Import collection' again in the column on the left to display all functions for which you are authorised.



The screenshot shows the RaboTradeAccess interface with the 'Import Collections' sub-menu open. The sub-menu items are: Decision on Acceptance, Decision on Payment, Delete Pending Records, Authorise Collection, Modify Collection, View Status, and Export Collections. The 'Import Collections' item is highlighted with a red box. The rest of the interface is identical to the previous screenshot, including the navigation bar, user information, and Trade Statistics table.

Next, click on 'Decision on acceptance' in the column on the left. All import D/A collections processed recently by Trade Services will be displayed (with a collection instruction that a bill of exchange must be accepted to receive the documents). You can electronically fill in and forward this acceptance in RTA. You can tick the collection for which you want to fill in and submit the acceptance or search for it in the list by (partially) filling in one or more selection criteria such as Rabobank's reference, Collection reference and Drawer name. Click on 'Filter' to see a list of all transactions that meet the criteria. Note! The text entered in the search fields is case-sensitive.



# RaboTradeAccess

- Import Collections
- Decision on Acceptance
- Decision on Payment
- Delete Pending Records
- Authorise Collection
- Modify Collection
- View Status
- Export Collections

## Decision on Acceptance

Rabobank's Reference:  AND

Collection Reference:  AND

Drawer Name:

SELECT	Rabobank's Reference	Collection Reference	Drawer Name	Maturity Date	Tenor	Currency	Amount
<input checked="" type="checkbox"/>	CM256079RNG	12345	DRAWER NAME	01-01-2014		USD	7,500,00

Choose the required transaction from the list and click 'Select' to continue. You will see the following fields.

- Import Collections
- Decision on Acceptance
- Decision on Payment
- Delete Pending Records
- Authorise Collection
- Modify Collection
- View Status
- Export Collections

## Decision on Acceptance

Application Date: 08-01-2013 Company Name: RTA DEMO KLANT

### General Information

Transaction Reference No.

Collection Reference No.

Collection Amount

Collection Date

Deliver

Against

Maturity Date

Tenor

Drawee

Name

Address

Drawer

Name

City

Decision

Details

[top](#)

### General Information

(details are already entered and cannot be changed).

- Transaction Reference No – this reference number has been assigned to the collection by Rabobank.
- Collection Reference No. – the collection reference number of the remitting bank.
- Collection Amount – currency and amount of the collection.
- Collection Date – the date of the collection remittance letter from the remitting bank.
- Deliver + Against – these two fields contain the terms of the collection.
- Maturity date – only if stated
- Deferred payment term – only if stated

Both the maturity date and the deferred payment term state the future date by or term within which the collection should be paid. A complete list of codes is provided at the end of this User Manual.

- Drawee** – the name and address details of your company.
- Drawer** – the name and address details of the drawer of the collection.
- Details** – you can include extra information for Rabobank in this field.  
This field will only be visible after the decision has been taken.
- Decision** – you can state here whether you want to accept the bill of exchange and the collection for payment on the maturity date on the basis of the information above. The options are: 'Acceptance' and 'Non-Acceptance'.

#### ▪ Acceptance

If you opt for 'Acceptance' you must also fill in a maturity date (if not filled in yet).

Deliver	Documents
Against	Acceptance and Collection
Maturity Date	01-01-2014
Tenor	

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

Confirm – If you want to fully complete the transaction. After completion the transaction will be given the status 'Pending' and will need to be approved and authorised by the supervisor authorised 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'.

Cancel – Abort the transaction.

Decision on acceptances that have not been signed or that have been saved can subsequently be changed using the function 'Modify Collection'.

Authorising a collection is discussed in more detail in section 5.

#### ▪ Non-Acceptance

Extra information will be required if you opt for 'Non-Acceptance'. You can provide a brief explanation in the Details field of why the collection cannot be accepted, and a tab 'Charges' will appear at the top of the page.

## Decision on Acceptance

[Main](#) [Charges](#)

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Application Date: 25-02-2013      Company Name: CC NL

**Charges**

Rabobank Charges	EUR	100,00
Refuse Rabobank's Charges?	Yes	▼
Corresp. Bank Charges		0
Refuse Bank Charges	Not Applicable	▼

Pay Charges from Account

[Charges](#) [top](#)

[<<PREVIOUS](#)   [CANCEL](#)   [SAVE](#)   [CONFIRM](#)

### Tab Charges

Whether you need to fill in anything in this tab depends on the charges allocation for the collection. The tab contains the following fields:

Rabobank Charges – the charges of Rabobank (if applicable).

Refuse Rabobank's charges – you can refuse Rabobank's costs here (if permitted).

Corresp. Bank Charges – the charges of the correspondent bank (if applicable).

Refuse Bank Charges – you can refuse the charges of the correspondent bank here (if permitted).

Both 'Refuse charges' fields present three options: 'No', 'Yes' and 'Not Applicable'. If refusing charges is not an option, this field will be protected and default to 'No'. If it is not applicable, it will default to 'Not applicable'.

Pay Charges from Account – State here to which IBAN account number and in which currency (euros or foreign currency) the collection charges should be debited.

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

Confirm – If you want to fully complete the transaction. After completion the transaction will be given the status 'Pending' and will need to be approved and authorised by the supervisor authorised accordingly in the function 'Authorise Collection'.

See also section 5.2.

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

Cancel – Abort the transaction.

Decisions on acceptance that have not been authorised signed yet or that have been saved can subsequently be changed using the function 'Modify Collection'.

Authorising a collection is discussed in more detail in section 5.

## 4.2 Viewing related documents

After the decision on acceptance has been confirmed, the link 'View document' will be displayed.

### Transaction Completed Successfully


To repeat the last action, please click [>here](#)

To return to the main page, please click [>here](#)




Associated Document  
Export Direct Collection

[View Document](#)

Click on it to display the following document, which you can print and use to send documents (bill of exchange(s) or promissory note) to Rabobank by post, if required.

  
CC NL  
004222

Rabobank Netherlands  
Afdeling Trade Services, UH-P3002  
Gildenkwartier 199  
3511 DH Utrecht, the Netherlands

Your Reference: CM256064RNG  
Our Reference: DEMO  
Date: 26-07-2012

Re: Accept confirmation EUR 900,00  
collection for:  
Drawer: DEMO GMBH  
Maturity Date:  
Tenor: D0305T

Dear Sir/Madam,

We herewith inform you that the draft/promissory-note belonging to collection with reference CM256064RNG has been accepted in Rabobank Trade Access (RTA).

Enclosed we send you the accepted draft/promissory-note for your file as instructed.

## 5 Modifying or deleting 'Decision on Payment' and 'Decision on Acceptance' in RTA

### 5.1 6.1 Modifying 'Decision on Payment' and 'Decision on Acceptance'

Decisions on Payment and Decisions on Acceptance that have not yet been authorised, have been rejected or have been temporarily saved can still be modified via the function 'Modify Collection'. The status of these orders is 'pending' or 'saved'. Only the details you filled in yourself can still be modified, the fixed details cannot be modified.

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 Rabobank's Reference, Collection Reference and Drawer 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 modify and click on 'select'.

**Import Collections**

- Decision on Acceptance
- Decision on Payment
- Delete Pending Records
- Authorise Collection
- Modify Collection**
- Unlock Records
- View Status

**Export Collections**

### Modify Collection

Rabobank's Reference:  Contains  AND

Collection Reference:  Contains  AND

Drawer:  Contains

SELECT	Rabobank's Reference	Collection Reference	Drawer	CCY	Amount	Company	Status
<input checked="" type="checkbox"/>	CM206762RNG	TEST	JUDITH V ZOELLEN	EUR	750,00	RFLP Management	Pending
<input type="checkbox"/>	CM290381RNG	X	XX	EUR	1,00	RFLP support	Pending
<input type="checkbox"/>	CM246193RNG	TEST	PIET VAN BEEST	EUR	1.000,00	RFLP support	Pending
<input type="checkbox"/>	CM246601RNG	TEST	PIET VAN BEEST	EUR	50,00	RFLP support	Saved

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

### 5.2 Deleting 'Decision on Payment' and 'Decision on Acceptance'

Sometimes a payment or acceptance will have been executed on paper (without using RTA). Only in that case can it be necessary to delete the decision on payment or decision on acceptance that have not yet been signed, have been rejected or have temporarily been saved, by means of the function 'Delete Pending records'. Their status is 'pending' or 'saved'. The rights to delete pending records will usually have been assigned to a user with authorising authority in RTA.

Click on 'Delete Pending Records' 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 Rabobank's Reference, Collection Reference and Drawer 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 'Select'.



- Import Collections
- Decision on Acceptance
- Decision on Payment
- Delete Pending Records**
- Authorise Collection
- Modify Collection
- Unlock Records
- View Status
- Export Collections

## Delete Pending Records

Rabobank's Reference: Contains  AND

Collection Reference: Contains  AND

Drawer Name: Contains

SELECT	Rabobank's Reference	Collection Reference	Drawer Name	Currency	Amount	Company
<input type="checkbox"/>	CM206762RNG	TEST	JUDITH V ZOELEN	EUR	750,00	RFLP Management
<input type="checkbox"/>	CM290381RNG	X	XX	EUR	1,00	RFLP support
<input type="checkbox"/>	CM246193RNG	TEST	PIET VAN BEEST	EUR	1.000,00	RFLP support
<input type="checkbox"/>	CM246601RNG	TEST	PIET VAN BEEST	EUR	50,00	RFLP support

The order will be displayed. Click on 'Delete' at the bottom. The next screen will ask you to confirm this. Click on OK to delete the order.

- Import Collections
- Decision on Acceptance
- Decision on Payment
- Delete Pending Records
- Authorise Collection
- Modify Collection
- Unlock Records
- View Status
- Export Collections

## Delete Transactions

Application Date: 2011-08-22      Company Name: RFLP support

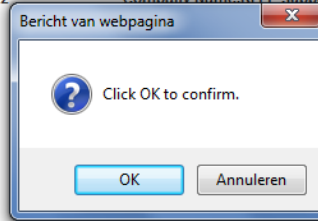
Settlement Details

- Settlement Amount
- Settlement Date

Accounts

Pay Collection from Account

CY Account  
search



## 6 Annexe

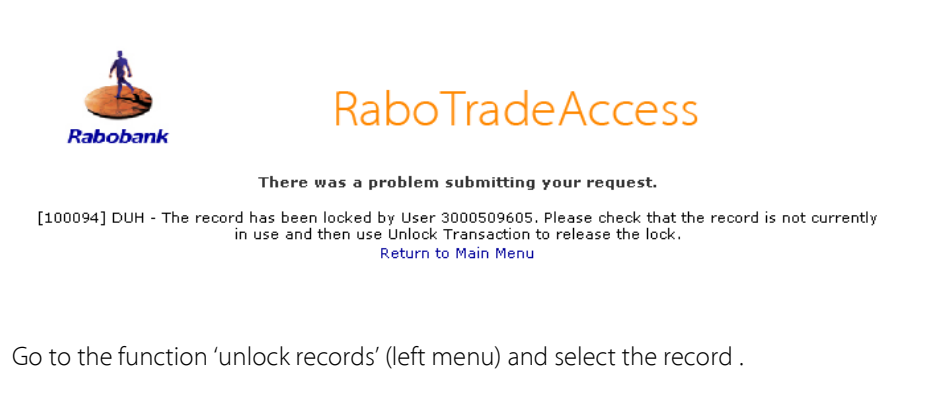
### Examples of deferred payment terms

<p>Meaning of various deferred payment terms</p>	<p>D000ST = payment at sight  D030ST = payment 30 days after sight (ST = sight)  D060TD = payment 60 days after date of transport document  D090BE = payment 90 days after date of bill of exchange (BE = bill of exchange)  D045ID = payment 45 days after invoice date (ID = invoice date)  D060GA = payment 60 days after arrival of goods (GA = goods arrival)  D090FP = payment 90 days after first presentation (FP = first presentation)  D030CC = payment 30 days after customs clearance of goods (CC = customs clearance)  Note: The letter D represents 'days'. Payment terms starting with M represent 'months'; M003ST = payment 3 months after sight.</p>
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### Characters that are permitted in SWIFT

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

<p>Error message: record has been locked</p> <p>If you want to continue with the record</p>	 <p>The screenshot shows the Rabobank logo and the text: "RaboTradeAccess", "There was a problem submitting your request.", "[100094] DUH - The record has been locked by User 3000509605. Please check that the record is not currently in use and then use Unlock Transaction to release the lock.", and a link "Return to Main Menu".</p> <p>Go to the function 'unlock records' (left menu) and select the record .</p>
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<p>Error message: <b>Duplicate session</b></p> <p>If you want to log in again</p>	<p>Reason: another RTA session is active in the background.</p> <p>Solution:</p> <ol style="list-style-type: none"> <li>1. close RTA</li> <li>2. close all internet browsers or if this is not enough go to internet. At the top of the menu bar, select Extra &gt; Internet options &gt; click on Delete cookies and click on Delete files.</li> <li>3. open RTA again.</li> </ol> <p>You can now log in again through Rabo Corporate Connect in RTA. If this does not work, you can contact Rabo Corporate Support.</p>
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	<p>Contact information Rabo Corporate Support</p> <p>Service hours: Working days from 8.00 a.m. to 5.30 p.m.</p> <p>Email: <a href="mailto:corporatesupport@rabobank.com">corporatesupport@rabobank.com</a></p> <p>Telephone: +31 (0) 30 71 21 777</p> <p>Detailed information about logging into Rabo Corporate Connect can be found on <a href="http://www.rabobank.com/supportcorporateconnect">www.rabobank.com/supportcorporateconnect</a>. On Rabo Corporate Connect portal your requested user rights determine if you are able to use the described functionalities.</p>
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