



Corporate Clients

Web Trade Services

Quick Guide: Guarantees



Quick Guide

Guarantees

Overview

The main steps required to successfully process a guarantee are explained in this document, along with some helpful tips.

The Guarantees module enables the efficient processing of transactions and ensures the quality of the entered data using comprehensive plausibility checks. The module will also provide you with a detailed and up-to-date overview of all transactions in this business division at any time.

The following functions are available:


- Applications for guarantees and guarantee amendments
- Reply to extend-or-pay queries
- Entry of reduction requests
- Access to all transactions using the menu item “Transaction History”
- Production of reports
- Creation of free text messages relating to processes
- Overview of the guarantee portfolio at the bank

For the individual actions, the application interactively communicates with the processing system at your Commerzbank branch through various electronic messages. A detailed description is available in “Annex I - Schedule of electronic messages”.

Entry for the guarantee and guarantee amendment instruction

A guarantee request requires the entry of complex data volumes. **Web Trade Services** provides a range of helpful tools for this purpose, such as template and copy functions, text components and comprehensive plausibility checks. Once the data has been entered, highly structured electronic messages (see separate electronic message setup) are transferred to the conducting branch of Commerzbank.

Fig. 01, Entry of guarantee

Numerous fields can only be completed using pre-defined selection values. To do this, simply open the drop-down menu () for the respective field and select one of the values. The calendar is used in a similar way: Click on the arrow button next to the date field and select the required date. Alternatively, you can also simply enter “+540”, for example, in a data field. **Web Trade Services** will then automatically calculate the date 540 days from today.

Tip:

Use the “Internal remarks” field to enter information about the current transaction. This will then be displayed each time the transaction is viewed and can be used, for instance, to give colleagues helpful information about how to proceed.


The button “  ” symbolise access to the database. Clicking on this button will open an address database for each field or pre-entered text components.

Fig. 02, Text components

Use the function “Administration” to enter databases for various fields. If you choose a standard Commerzbank text, you will not need to create your own guarantee text. The various standard texts can be downloaded from the Commerzbank Corporate Banking Portal.

Tip:

If required, you can save your text component in different languages. Activate one or more text components as shown above and click on “language” to switch between the pre-set languages. “Insert” then adds only the content in the required language.


The most efficient way to enter the data is to use a template or a transaction which is already saved in the portfolio. Access the portfolio of historical data by clicking on “” next to the “Customer Reference” field. Selection criteria can now be entered which will help you search for a particular transaction.

Fig. 03, Selection criteria

A list of matching transactions will then be displayed. When you select a transaction, the application will copy all of the fields of the old transaction into the entry mask (excluding reference, date and amount fields).


The same applies to the use of templates. Click on the “Template” button to load a list of all saved template transactions for the business division.

Tip:


Templates are created manually either with the menu item “Templates” or using an existing transaction. To do this, select a transaction from the history and click on the “Template” button on the right lower border of the screen. The application will now change to the “Template” function, where information can be supplemented or amended. Click on “Save” to complete the entry of the template. The application will then shift back to the history of the previously accessed transaction.

Confirm your entry by clicking on the “Save” button. The application will now carry out a plausibility check and will report possible errors in the entry:

Fig. 04, Error notification

The field which needs to be corrected will be highlighted in colour and an error message will be added. This can be closed by clicking on the red cross (). As soon as the error has been corrected, the transaction can be saved again. After successfully saving the transaction, it can finally be released and sent to the bank using “Overview/Release”.

Tip:

Do you need to complete your entry but have to leave your desk urgently? No problem! Click on the “Pause” symbol in the application header (“  ”). The entry will be interrupted and saved without carrying out the plausibility check. The transaction can be accessed at any time for further processing via the menu item “Overview/Pending transactions”.

Receiving and accepting messages

The conducting branch of Commerzbank will then receive the guarantee application and will issue the guarantee. You will receive an electronic notification for this step and all further steps taken by your Commerzbank branch (also see “Annex I - Schedule of electronic messages”).

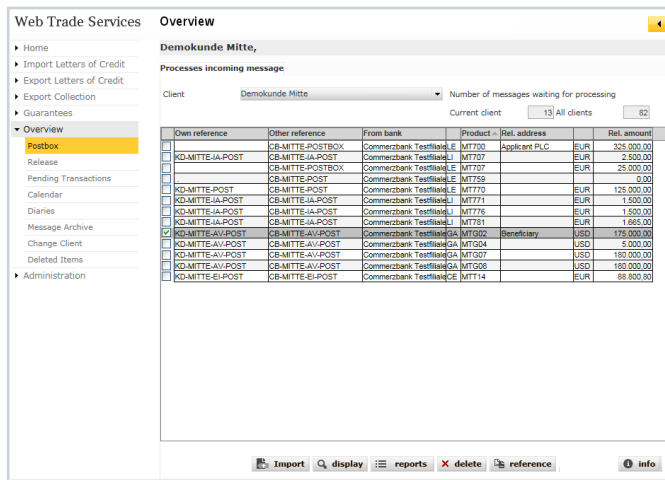


Fig. 05, Postbox

If required, add your own reference using the “Reference” button first, or supplement the reference if it was not possible to allocate it to follow-up messages.

The message will then be added to the relevant transaction in your portfolio, when you click on the “Import” button.

Transaction history

The history provides a current and comprehensive overview of existing transactions. In the guarantee area, the following actions can be carried out:

- Display a contract page
- Close or delete a transaction (see also “Annex III - Explanation of status features”)
- Display sent and received messages by pressing “History” button
- Display historical versions of the transaction
- Add templates

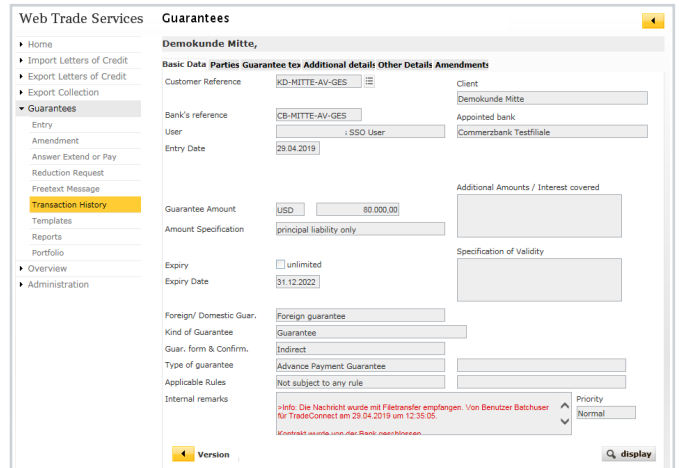


Fig. 06, History with transaction versions

Access the application’s version tracking using the “changes” button. The yellow arrow buttons can be used to page through the historical versions of the guarantees. Fields which have been changed at the respective time in comparison to the previous version will be marked in red.

Tip:

Do you want to check in the history which employees created and released the transactions and what time this occurred? To do this, load an overview of all messages under one transaction using the “History” button. Select the message by clicking on it and then click on “Information”. The next field will show the relevant log information:

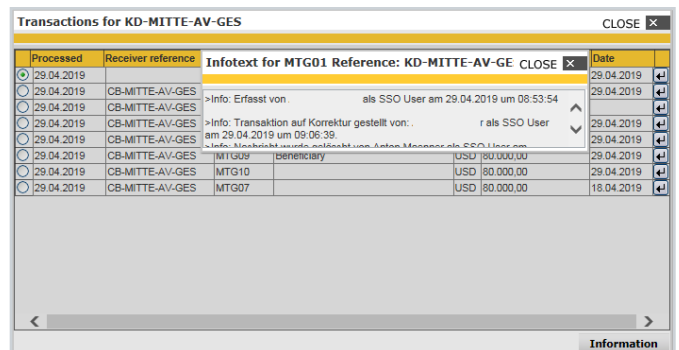


Fig. 07, Guarantee history, log information

Response extend or pay

You will also be informed of any “extend or pay” queries submitted to your Commerzbank branch relating to guarantees in your portfolio in an online message. After import of the message “Request for extend or pay” (MTG08) from the postbox you can access and reply with just a few clicks. To do this, first load the relevant transaction using the “Reference” field. The key data for the guarantee will then be loaded. All received queries will be displayed in the “Extend or pay query” field. Select the required query to add the data for the received message into the current template:

The screenshot shows the 'Guarantees' section of the Web Trade Services interface. The 'Extend or pay' tab is active. The form contains the following fields and values:

- Customer Ref.: KD-MITTE-AV-EXT
- Client: Demokunde Mitte
- User: [Dropdown]
- Beneficiary: Beneficiary
- Act. Guarantee Amt.: USD 35.000,00
- Appointed bank: Commerzbank Testfiliale
- Contact person at bank: Sachbearbeiter Cobe
- Guarantee No.: CB-MITTE-AV-EXT
- Query for Extend or Pay: [G08] 17.04.2019 USD 35.000,00
- Request Date: 17.04.2019
- Amount Claimed: USD 35.000,00
- New Expiry Date: 31.12.2022
- Instructions: [Dropdown]
- Settlement Account: Extend EUR, Commerzbank Testfiliale DE47500400000804099500 Commerz
- Alt. Charges Account: Pay EUR
- Oth. Cust. to Bank Info: [Text Area]

Buttons at the bottom include 'history', 'display', and 'save'.

Fig. 08, Extend or pay query

Use the selection list “Instructions” to enter the action to be taken and then click on “Save”. The transaction can now be transferred to the bank by clicking “Overview / Release”.

Monitoring of transactions using the calendar

A comprehensive calendar function is available in the “overview” category.

New dates can be saved here directly from a transaction. Simply use the calendar symbol in the **Web Trade Services** header:



Fig. 09, Calendar symbol

The application loads the screen for entering dates. After this has been done and saved, you can continue working on the same transaction without losing any entered data.

The screenshot shows the 'Overview' screen for a guarantee transaction. The 'Diaries' menu item is highlighted in the left sidebar. The main content area shows the following details:

- Date: 31.08.2020
- Business sector: Guarantee
- Own reference: KD-MITTE-AV-GES
- Postbox: [Dropdown]
- Reminder: BAA Response received? / Normal
- Operation: Response received? / Normal
- Pending Transactions: [Dropdown]
- Currency: EUR Euro
- Calendar: [Dropdown]
- Amount: 0,00
- Information: [Text Area]
- Completion date: [Dropdown]
- Responsible: [Dropdown]
- Completed by: [Dropdown]

Buttons at the bottom right include 'display' and 'save'.

Fig. 10, Enter dates

Alternatively, you can also use the menu item “Diaries” and click on “creation” to add new events to the calendar.

Tip:

Monitor recently received messages by registering for the **Web Trade Services** email notifications. If requested, you will be sent an email as soon as new messages are received!

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