

TRADE & WORKING CAPITAL

Frequently Asked Questions (FAQ)

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TRADE FINANCE ONLINE

Q: What services are available through NAB Trade Finance Online?

A: NAB Trade Finance Online offers a range of services suitable for clients engaged in International Trade. It is important to seek the guidance of a Supply Chain Finance Specialist who can recommend services suitable for a customer's circumstances. All services are available by application only and are subject to NAB's Terms and Conditions. The services available through NAB Trade Finance Online are detailed as follows:

- Import Letter of Credit – Commercial Letter of Credit issued by NAB upon request by the customer (Importer), established in favour of the Exporter. It is a written commitment to pay provided certain terms are met.
- Issued Standby Letter of Credit – Letter of credit used to serve as a parallel payment guarantee in case the applicant fails to meet its payment obligations.
- Export Letter of Credit - Commercial Letter of Credit issued by a bank upon request by their customer (Importer), established in favour of the Exporter, NAB's client. It is a written commitment to pay provided certain terms are met.
- Financing Request – Use this capability to request draw downs under your trade finance facility – which allows short term loans to pre-approved customers, in order to make payments pending cash collection.
- Export Collection – Trade service that involves banks controlling the shipping documents on behalf of the Exporter until the Importer pays or agrees to pay at a future date. (Note that the NAB does not guarantee the payment.) Importers do not need to make advance payments prior to shipment of goods.
- Import Collection – Trade service that involves NAB handling import documentation on behalf of the Exporter's bank and collecting payment or acceptance before releasing the documentation to the customer (Importer).
- Shipping Guarantee – For sea freight – allows the client to request a guarantee in favour of a shipping line, which indemnifies them against claim should they release the goods to a party other than the true title holder. For air freight – where shipment has been consigned to NAB, allows the airline to release goods to the Importer on payment of any charges.

Please talk to your Trade Finance Specialist about trade services and products suitable for your business.

Q: Can I finance an international payment (TT) using my Trade Finance Facility?

A: Yes. When creating your international payment within NAB Connect, you can now elect to finance that payment using a range of settlement tools including a trade finance loan in either the currency of the payment or AUD. You simply nominate the term and currency of the required finance and your finance request will be processed with the payment request when you submit the transaction to the Bank.

Q: How do I access NAB Trade Finance Online?

A: NAB Trade Finance Online is accessible via NAB Connect. Sign into NAB Connect and from the home screen select 'Products' – there you will locate Trade Finance Online

Q: What currencies can customers transact in using NAB Trade Finance Online?

A: NAB Trade Finance Online will offer transactions in most marketable currencies. A full list of currencies available is included in the application.

Q: Do I require NAB Connect to access NAB Trade Finance Online?

A: Yes, NAB Connect is the online channel through which you access NAB Trade Finance Online.

Q: What are the minimum system requirements for NAB Connect?

A: The minimum system requirements for NAB Connect is located on the NAB Connect Help page on www.nab.com.au. Select the Getting started tab then System Requirements link

Q: I am a new NAB Connect Customer – how do I order NAB Trade Finance Online?

A: You can apply for NAB Trade Finance Online when you apply for NAB Connect. Further information on NAB Connect as well as the NAB Connect Application forms can be accessed from the NAB Connect page on nab.com.au under the section "Get Started"

Q: How do I add NAB Trade Finance Online to an existing NAB Connect Customer?

NAB Trade Finance Online can be ordered by existing NAB Connect customers by completing and submitting the NAB Connect Amendment Form.

Amendment Process – Products, Divisions, Users

Q: What is a division/entity?

A: Divisions/Entities are related companies or subsidiaries with a legal relationship to the Parent Company. The Parent Company is the company organisation with the NAB Connect and NAB Trade Finance Online service. Divisions/Entities are set up under the Parent Company which allows for trade transactions to be raised under that company name.

Q: What is the benefit of setting up a subsidiary or related company as a division/entity under a Parent Company in NAB Trade Finance Online?

A: Setting up a Division/Entity under a Parent Company allows the flexibility to raise trade transactions either under the Parent Company name or that of the Division/Entity. It also allows for a Group wide view across the Parent Company and its member entities to support administrative functions or group wide functions such as transaction reporting.

Q: How do I add new Trade Users?

A: All Trade users must gain access to NAB Trade Finance Online via NAB Connect and therefore must be on boarded via NAB Connect. This can be done by completing the NAB Connect Amendment form.

Granting/Restricting Product Access to Trade Users

Q: How do I grant a User access or restrict access to a particular Trade product?

A: Access to products can be granted and restricted through the adjustment of roles assigned to a user. Changes to NAB Trade Finance Online permissions must be requested through the NAB Connect onboarding process.

Granting/Restricting Division Access to Trade Users

Q: How do I grant or restrict division access for a user?

Granting or restricting access to a division for a user can be done by submitting a NAB Connect Amendment form.

Adding/Modifying NAB Trade Finance Online service

Q: What forms should I use to add/modify a NAB Trade Finance Online service?

Use the NAB Connect Customer Application form.

Creating Trade Transactions

Q: How do I create a trade transaction?

Creating a transaction via NAB Trade Finance Online is easy. You will need your NAB Connect credentials to access your NAB Trade Finance Online service. To assist you further please refer to the Trade Finance Online page on nab.com.au and view the Introduction to NAB Trade Finance Online Video or the Populating a Form Quick Reference Guide. This page can be found at, <https://www.nab.com.au/nabc-content/nab-connect-help/services/trade-finance-online>

Submitting Trade Transactions

Q: How do I submit a trade transaction?

Submitting a transaction via NAB Trade Finance Online is easy. You will need your NAB Connect credentials to access your NAB Trade Finance Online service. To assist you further please refer to the Introduction to NAB Trade Finance Online Video or the guide "Closing a Form" which can be found under the heading Quick Reference Guides. Both these tools can be found at, <https://www.nab.com.au/nabc-content/nab-connect-help/services/trade-finance-online>

Amending a Trade Transaction

Q: How do I make a change to an already submitted trade transaction?

You can submit a message to the bank at any time for an already submitted transaction. The NAB International Trade Operations team will directly advise you what action can be taken dependant on the product. For an Import Letter of Credit or an Issued Standby Letter of Credit you can raise an Amendment request.

Applying for a Trade Loan

Q: How do I apply for a trade loan?

A: To apply for a Trade Finance Loan at any time you can submit a request via the Trade Financing Request link within NAB Trade Finance Online. Alternatively, if you are in the process of creating a transaction (such as applying for an Import Letter of Credit or an export Collection) you can specify your instructions relating to the trade loan in the "Instructions for the Bank Only – Other Instructions" field. Provision of Trade Finance loans is always subject to appropriate credit facilities being in place.

Authorisation Matrix

Q: What is the Authorisation Matrix?

A: The Authorisation Matrix is used to govern the type of transactions and amounts users are able to authorise. For example, for your Organisation you may decide that only users belonging to Authorisation Level A are able to authorise any transaction up to the equivalent of AUD50,000, while Level B users are able to authorise any transaction up to the equivalent of AUD150,000. The flexibility of NAB Trade Finance Online allows you to customise the Authorisation matrix to suit your organisation's needs.

Tasks Tool

Q: What can I use the Collaboration Tool for?

A: The Tasks Tool can be used to communicate about specific transactions between users of the same Organisation.

Trade Calendar

Q: What is the Trade Calendar used for?

A: The Trade Calendar is used to show important transaction events. It can also be used to record important company events. There are two types of events that can be set up – a private event that is only viewable by the creator of the event or a public event which can be seen by everyone within the organisation. It is important to note that the Trade Calendar is separate to the NAB Connect calendar.

For further information refer to the Trade Calendar Quick Reference Guide.

Q: Does the Trade Calendar synch with NAB Connect?

A: No, the Trade Calendar is separate to the calendar in NAB Connect. Information in the NAB Trade Finance Online calendar will not be seen in the NAB Connect calendar and vice versa.

Reporting

Q: What reporting capabilities are in NAB Trade Finance Online?

A: The reporting capabilities within NAB Trade Finance Online are very flexible. Users can configure reports for one or multiple products and arrange the data in numerous ways to suit business requirements. For your convenience standard reports have been configured to assist you in determining which reporting structure best suits your organisation's needs. For a list of standard reports refer to the Report Type appendix item of the NAB Trade Finance Online User Guide. For information on how to generate or schedule a report refer to the Reporting Quick Reference Guide.

NAB TFO delivers a full 'Outstanding Trade Transactions Report'. This report details all transactions – whether created within or outside Trade Finance Online. A quick reference guide on how to request an Outstanding Trade Transaction Report can be found at, <https://www.nab.com.au/nabc-content/nab-connect-help/services1/trade-finance-online>

Email Alerts

Q: What email alerts are configurable through NAB Trade Finance Online?

A: You have the ability to configure email alerts based on Submission and Calendar events. Submission events are product related events such as – New, Amend, Reporting or Message that occur for each product. Submission events can be configured on a product basis and allows users to specify a recipient. Calendar events are transactional lifecycle events that are dependent on the type of product. For example an Import Letter of Credit Calendar events include – Issue, Expiry, Last Shipment Date.

For further information refer to the Alerts Quick Reference Guide.

Cannot view trade products or access product features

Q: I cannot view a trade product when logged on to NAB Trade Finance Online – why is this?

A: If you are unable to view a product or a menu item, please contact the Nab Connect Help Desk or your Trade Account Manager for assistance.

Cannot authorise a trade transaction

Q: I cannot authorise a trade transaction – why is this?

A: In order to authorise a trade transaction within NAB Trade Finance Online you must be an authoriser in NAB Connect. As an authoriser you are assigned to an Authorisation Level. The Authorisation Matrix determines what type of transaction, for what type of product, and to what amount requires what type of user from an Authorisation Level(s) to authorise. NAB Connect User Types and Trade Authorisation levels

Q: Can any NAB Connect user authorise a trade transaction?

A: No, you must be an authoriser within NAB Connect in order to be able to authorise a trade transaction within NAB Trade Finance Online.

Attachments

Q: How do I upload an attachment?

A: Uploading is similar to attaching a file to an email message. Clicking the attach button allows you to select a file within your computer to attach to the trade transaction. Ensure your attachment is not more than 3MB in size and is an allowable file type.

Q: What type of files can be attached to a trade transaction within NAB Trade Finance Online?

A: Acceptable file types include - PDF, JPG, BMP, PNG, TIFF, DOC, DOCX, XLS, XLSX,.