

A black and white photograph of two women sitting at a table in what appears to be a meeting or office setting. The woman on the left has curly hair and is laughing heartily, looking towards the right. The woman on the right has blonde hair and glasses, and is smiling. They are both wearing blouses. The image is overlaid with a dark blue gradient.

Customer - User manual

we.trade application guide

Table of Contents

Disclaimer and Version.....	8
1. General Information	9
1.1. Context.....	9
1.2. Objectives.....	9
1.3. Glossary	10
1.4. Structure of the Manual	14
1.5. Requesting Support.....	14
2. Getting Started.....	15
2.1. Bank Onboarding and Configuration.....	15
2.2. User Applications – Activation, Access, and Authentication.....	15
2.3. Customer Registration.....	15
2.4. Strong Authentication and Identity Providers	15
3. Customer Management.....	17
3.1. Roles	17
3.2. Company Details Management.....	17
3.3. User Management (if Self-service is available)	19
3.3.1 Add User.....	19
3.3.2 Edit User.....	22
3.4. Bank Account Management.....	24
3.4.1 Add Bank Account	24
3.5. Address Management.....	26
3.5.1 Add an Address Book Entry.....	26
3.5.2 Edit or Delete an Address Book Entry.....	27
3.6. Preferences Management	29
4. Trader Portal Home Page	31
4.1. Home Page Banner	31
4.2. Dashboard.....	32
4.3. Trade Transactions.....	32
4.4. Create Trade	32
4.5. Language Selector	33
4.6. Company Profile Menu	33
4.7. Notifications Panel.....	33
5. Trade Transaction Lifecycle	34
5.1. Create a New Trade Manually (including resumption of a Draft).....	34
5.2. Create a New Trade as a Buyer, from an Uploaded Purchase Order.....	35

5.3. Reuse a Trade.....	36
5.4. Search for or Refer a Counterparty.....	38
5.4.1 Search for Counterparty.....	38
5.4.2 Refer a Counterparty.....	39
5.5. Payment and Bank Services.....	41
5.5.1 Payment.....	41
5.5.2 Bank services.....	42
5.6. Transport Details - Optional.....	45
5.7. Goods Details.....	46
5.8. Trade Details.....	49
5.9. Confirm Trade Details.....	50
5.10. Strong Customer Authentication to Approve a Trade as a Buyer.....	51
6. Trade Details Page.....	52
7. Trade Statuses.....	54
7.1. Create.....	54
7.2. Open.....	54
7.2.1 Approve a Trade.....	54
7.3. In Progress.....	56
7.3.1 Take actions on in progress trades.....	56
7.3.2 Edit the expiry date.....	56
7.3.3 Request Invoice financing (by Seller on the trade).....	58
7.3.4 Confirm “Goods ready for collection”.....	58
7.3.5 Confirm “Goods shipped”.....	59
7.4. Invoice.....	60
7.4.1 Input invoice.....	60
7.4.2 Approve invoice.....	61
7.5. Delivery.....	62
7.5.1 Incoterm and we.trade Settlement Condition mapping.....	63
7.6. Awaiting Payment.....	64
7.6.1 View trades awaiting payment.....	64
7.7. Paid.....	64
7.7.1 View paid trades.....	64
7.8. Overdue.....	64
7.8.1 View overdue trades.....	65
7.9. Closed.....	65
7.9.1 View closed trades.....	65
8. Trade Amendment.....	65

8.1. Amend a trade	66
9. Trade Decline or Cancellation	69
9.1. Decline a Trade Proposal	69
9.2. Trade Cancellation Rules	69
9.3. Cancel a trade	70
10. History Log.....	72
11. Notifications	73
11.1. Notifications.....	73
11.2. Notification Preferences.....	73
12. Integrations	75
12.1 SkyMinder	75
12.1.1 Company Administrator – SkyMinder Registration	75
12.1.2 Company Trader – Requesting Business Information Reports on Counterparties	76
Appendices	77
Appendix 1 – Notification Inventory	78
Notifications when there are no banking services (Payment Only).....	78
Notifications when BPU is used	79
Notifications when Invoice Financing is used.....	80
Notifications when Invoice Financing under BPU is used	81
Notifications related to User Management	82
Appendix 2 – Customer Self Registration.....	83
Appendix 3 – Default Identity Provider (inWebo)	87
The inWebo Technology.....	87
Company User Activation (Initial).....	87
Company Administrator User Management	88
Browser and Mobile Application Enrolments.....	89
Logging in to we.trade	89
Forgot/Reset User PIN	90
Transaction Sealing.....	94
Unblock Blocked User	95

Table of Figures

Figure 1: Original Consortium banks	9
Figure 2: SIBOS (Swift International Banking Operations Seminar)	9
Figure 3. Edit company details – steps A and B.	18
Figure 4. Edit company details - steps C and D.....	18
Figure 5. Edit company details - step E.....	19
Figure 6. Add user – steps A and B.....	20
Figure 7. Add user - steps C and D.....	20
Figure 8. Add user - step E.	21
Figure 9. Edit user – steps A and B.....	22
Figure 10. Edit user - steps C and D.	22
Figure 11. Edit user - step E.....	23
Figure 12. Edit user - step F.....	23
Figure 13. Add Bank Account – steps A and B.....	24
Figure 14. Add Bank Account - steps C and D.	24
Figure 15. Add new account - steps E and F.....	25
Figure 16: IBAN in review	25
Figure 17: IBAN validated.	26
Figure 18. . Address management – steps A and B	26
Figure 19. Add address - steps C and D.	26
Figure 20. Add address - step E.....	27
Figure 21. Edit address – steps A and B.	27
Figure 22. Edit address - steps C and D.....	28
Figure 23. Edit address - step E.....	28
Figure 24. Remove address - step F.....	29
Figure 25. Company preferences – step A.....	29
Figure 26. Company preferences – step B and C.....	30
Figure 27. Home page banner (full size screen).....	31
Figure 28. Home page banner (smaller screen)	31
Figure 29. Dashboard	32
Figure 30. Notification panel.....	33
Figure 31. Create trade manually – steps A and B.	34
Figure 32. Resuming trade from Draft - step C.....	34
Figure 33. Purchase Orders list.....	35
Figure 34. PO File Validation Error.....	36
Figure 35. Reusing a trade from the trade transactions list.....	37
Figure 36. Reusing a Paid trade from the trade details.....	37

Figure 37. Reuse trade warning message.....	38
Figure 38. Search for counterparty - steps A and B.....	38
Figure 39. Search counterparty options - Step C.....	39
Figure 40. Refer from the Counterparty Search.....	39
Figure 41. Refer from the Actions menu.....	40
Figure 42. Referral form.....	40
Figure 43. Referral sent dialog.....	40
Figure 44. Payment section.....	41
Figure 45. Settlement condition 1 (mandatory).....	41
Figure 46. Settlement conditions 2 (optional), and payment options selection.....	42
Figure 47. Bank services.....	44
Figure 48. Bank Service selection help questions.....	44
Figure 49. Transport details entry.....	46
Figure 50. Other costs.....	46
Figure 51. Goods details entry.....	47
Figure 52. Good details - HS code auto-population.....	48
Figure 53. Unit of Measure autofill.....	48
Figure 54. Unit of measure help.....	49
Figure 55. Trade details (with BPU Price Tolerance).....	50
Figure 56. Trade confirmation with errors.....	50
Figure 57. Trade details confirmation.....	51
Figure 58. Trade details.....	52
Figure 59. Approve a transaction - steps A, B, and C.....	54
Figure 60. Trade approval - steps D, F, and G.....	55
Figure 61. Optional - Seller requests financing before trade approval – step E.....	56
Figure 62. Edit the expiry date - steps A and B.....	57
Figure 63: Edit the expiry date - steps C and D.....	57
Figure 64. Request invoice financing – steps A and B.....	58
Figure 65. Request invoice financing - step C.....	58
Figure 66. Goods ready for collection.....	59
Figure 67. Confirm goods shipped.....	60
Figure 68. Input invoice.....	61
Figure 69. Approve invoice.....	62
Figure 70. Confirm delivery.....	63
Figure 71. Incoterm expansion from 4 to 11.....	63
Figure 72. Paid trades view.....	64
Figure 73. Overdue trades view.....	65

Figure 74. Amend a trade - steps A to D.....	66
Figure 75. Amend a trade - steps E and F.....	67
Figure 76. Amend a trade - step G.....	68
Figure 77. Declining a trade.....	69
Figure 78. Request cancellation - step D.....	70
Figure 79. Request cancellation - step E.....	71
Figure 80. Accessing the history log.....	72
Figure 81: History log.....	72
Figure 82: Dashboard with Notification panel open.....	73
Figure 83: Notification preference for Informational alerts.....	74
Figure 84. SkyMinder Info and Registration for Admins.....	75
Figure 85. Requesting SkyMinder reports as a Trader.....	76
Figure 86. SkyMinder What's This for Traders.....	76
Figure 87. Customer Business registration link.....	83
Figure 88. Self-registration form.....	85
Figure 89. Self-registration form continued.....	86
Figure 90. Request a new activation link.....	88
Figure 91. Pending Company User Message.....	88
Figure 92. Enrol new device link.....	89
Figure 93. Login screen using enrolled Browser.....	90
Figure 94. Login screen using enrolled Mobile.....	90
Figure 95. Forgot/Reset PIN - step 1 from Browser login screen.....	91
Figure 96. Forgot/Reset PIN - step 1 from Browser login screen.....	91
Figure 97. Forgot/Reset PIN - Step 2.....	92
Figure 98. Forgot/Reset PIN - Step 3.....	92
Figure 99. Forgot/Reset PIN using mobile - Step 4.....	93
Figure 100. Forgot/Reset PIN using browser - Step 4.....	93
Figure 101. Forgot/Reset PIN - link already used or invalid.....	94
Figure 102. Transaction Sealing by Buyer.....	94
Figure 103. Trade submission successful confirmation.....	95

Disclaimer and Version

The contents of this document are intended to guide the users with navigating through the we.trade Platform only and no part of the contents may be relied upon as a representation of the features and (or) functionality of the platform which is liable to change and (or) be unavailable from time to time. Legally binding obligations relevant to users may be found in documentation and agreements, such as the Rulebook, Customer agreement, trade terms and conditions, etc., and are separately communicated to the users by their Banks. Banks hereby exclude any liability for the accuracy or suitability of the contents of this manual. The we.trade Platform services and user manual can be changed or updated without prior notice to the users so please ensure the latest version is being used.

we.trade Application Guide Company User Manual version 3.5 (22 May 2021)

1. General Information

Please read this manual before using the we.trade Platform to ensure safe and proper use.

Please note that a bilateral agreement between a Bank and his Customer is a prerequisite to be granted access to the platform.

1.1. Context

A consortium of the following nine Banks started the we.trade project: Deutsche Bank AG, HSBC Bank PLC, KBC Bank NV, Natixis S.A., Cooperative RaboBank U.A, Société Générale S.A. UniCredit S.p.A., Santander and Nordea.



Figure 1: Original Consortium banks

Since the origination, additional Banks have joined we.trade. See the current list of [we.trade Participating Banks](#).

1.2. Objectives

we.trade is a self-service platform where Sellers and Buyers (hereinafter referred to as Companies or Customers) can meet and trade in a paperless and transparent way.

we.trade will simplify trade processes for Trading Companies s by addressing the challenge of managing, tracking and securing domestic and international trade transactions.

Key Benefits for Customers

A digital one stop shop accessible by all parties

 Identification of unknown counterparts (all clients on we.trade are KYC'd)	Invoice Financing: Additional working capital without leveraging credit lines 
 Bank Payment Undertaking (BPU): Counterparty risk transferred to bank	Track and trace for over 426 couriers 
 Event based automatic payment triggers through smart contracts	Real time settlement enabled by one platform for all parties 



Figure 2: SIBOS (Swift International Banking Operations Seminar)

1.3. Glossary

Administrator

This role gives access to all features regarding User Management if self-service features are available. These include creating users, adding accounts, and setting preferences. If self-service features are not provided by the User's Bank, the Bank will communicate specific procedures.

Automated Payment

Means the ability for a Bank to automatically make a payment when the Settlement Conditions are met for a Trade, without manual intervention from a Bank employee. Not all Banks support automated payments on the we.trade Platform.

Bank Products

Means the products and services, such as Payment only, BPU, BPU Financing, Invoice Financing or any other service or product that may be provided by Banks in connection with the we.trade Platform from time to time.

BPU: Bank Payment Undertaking

Means an irrevocable undertaking given by a Buyer's Bank, at the request of a Buyer, to make a payment to, or at the direction of, a Seller in relation to a Transaction if all Settlement Conditions are satisfied on or before the Expiry Date.

BPU Financing

Means a financing arrangement between a Trader and its financing Bank in connection with a BPU issued for the benefit of that Trader. BPU Financing is a product that may be offered by a Bank to Traders that are that Bank's Customers in its sole discretion and therefore may not be offered by all Banks. A Bank may choose to offer BPU Financing on any such terms that it may agree with any Traders pursuant to the relevant Customer agreement (including the fees that a Bank may charge for the BPU Financing).

Client Directory

Means the directory contained within the we.trade Platform that sets out the publicly available Trader information in respect of each Trader.

Delivery Term

Means the relevant Incoterm (as defined in the [International Chamber of Commerce 2010 rules](#)) that applies to the Transaction, and helps to determine the Settlement Conditions for a Transaction. The incoterm is used to specify when the risk transfers from the Seller to the Buyer; the mode of transportation (ground, air, or water); whether the Seller or the Buyer bears the cost of the transport; and which party is responsible for loading or unloading. It shall be one of the following:

EXW + named place – Ex Works

FCA + named place – Free Carrier At

CPT + named place – Carriage Paid To

CIP + named place – Carriage & Insurance Paid To

DAT + named place – Delivered At Terminal

DAP + named place – Delivery At Place

DDP + named place – Delivery Duty Paid

FAS + named place - Free Alongside Ship

FOB + named place – Free On Board

CFR + named place – Cost & Freight

CIF + named place – Cost Insurance & Freight

Expiry Date

Means the date, on which a Transaction will be determined to be incomplete and will automatically expire if all of the Settlement Conditions are not satisfied in full at 23:59 (by reference to the specified time zone for the Smart Contract) and following such date, no party will have any further liability in respect of the Transaction submitted to the we.trade Platform.

Financing (“Accepted Invoice Discounting” in the Rulebook)

Means the purchase, or the commitment to purchase, by a Seller’s Bank of an invoice that has been accepted by the Buyer in respect of a Transaction. Invoice Financing is a product that may be offered by a Bank to Traders that are that Bank’s Customers in its sole discretion and therefore may not be offered by all Banks. A Bank may choose to offer invoice Financing on any such terms that it may agree with any Trader pursuant to the relevant Customer agreement (including the fees that a Bank may charge for the Financing).

A Seller has the option of disclosing its submitted Financing request to the Buyer.

Harmonized System (HS) Codes

The Harmonized Commodity Description and Coding System is an internationally standardized system of names and numbers to classify traded products. It came into effect in 1988 and has since been developed and maintained by the [World Customs Organization](#), an independent intergovernmental organization with over 200-member countries. [HS Nomenclature 2017](#) is the current edition.

Identity Provider (IdP)

A system component that creates, maintains, and manages identity information (such as user names and passwords) for online system users while providing authentication services within a federated or distributed network.

Notifications

Means a Message that is automatically displayed in the we.trade Platform to a User on the occurrence of a Triggering Event. It may also be sent to the User via Email depending on Notifications preferences and Platform business rules in effect.

Payment Date

The date, on which the amount indicated in the invoice must be received by the Seller or the Seller’s Bank.

The Buyer’s Bank will execute the payment one business day before the Payment date.

Buyer and Seller agree when creating a new transaction on the way to calculate the Payment date:

- As soon as possible (business days) = “2 days after settlement conditions have been met”
- Deferred (calendar days)
 - X days after settlement conditions have been met
 - X days after invoice date
- Deferred (to end of month)
 - After settlement conditions have been met
 - After invoice date
- XX/XX/XXXX (fixed date)

If the settlement conditions are not met when reaching the Expected Payment date, the payment will occur 2 business days after the settlement conditions have been met (if the transaction did not expire).

If the Seller wishes to request Financing (during the trade creation or later during the trade lifecycle), the payment terms must be greater than 2 days.

Calendar days means that weekends and holidays are included.

The days that are not considered business days for purposes of calculating payment dates are the following:

- Saturdays, Sundays
- New Year’s Day
- Good Friday
- Easter Monday
- Labour Day
- Christmas Day
- St. Stephen’s Day

Payment only (named “Auto-settlement” in the rulebook)

Means an arrangement pursuant to which the Buyer’s Bank, at the request of a Buyer, agrees to make payment to a Seller in relation to a Transaction on receipt of a notification, which is generated automatically on satisfaction of all Settlement Conditions on or before the Expiry Date.

The Settlement Conditions selected by the Traders may be any one of the following three options:

(a) Trade Terms only: Settlement Conditions will be met once the terms of the Transaction have been agreed. No additional conditions relating to issuance of the relevant invoice or delivery of the relevant goods or services will apply.

(b) Invoice only: “Invoice Data Confirmed by Seller” or “Invoice Accepted by Buyer” means that the Settlement Condition will be met once the invoice data has been confirmed by the Seller or the invoice itself has been accepted by the Buyer. No additional conditions relating to delivery of the relevant goods will apply.

“Invoice Accepted by Buyer” is a mandatory settlement condition if the Seller wishes to request Invoice Financing in the trade.

(c) Invoice and Delivery:

(i) “Invoice Data Confirmed by Seller” and/or “Invoice Accepted by Buyer”; and

(ii) “Delivery Confirmed by Buyer”, “Delivery Confirmed by Seller” or “Delivery Confirmed by API”,

i.e., the Settlement Conditions will be met once the invoice data has been confirmed by the Seller or the invoice itself has been accepted by the Buyer and the relevant specified delivery condition has been met.

Purchase Order

An Order in the Universal Business Language (UBL) XML 2.0, 2.1, or 2.2 standard format can be uploaded to the Platform and used to create a trade. UBL is an open library of standard business documents for procurement and

transportation created by Oasis Open. Many ERP systems can export Purchase Orders in the UBL XML Format. The [UBL Official Home Page](#) has examples and specifications for [Order 2.0](#), [Order 2.0 International](#), and [Order 2.1](#). An Order 2.2 example is not available from the Oasis website but can be found through internet searches.

Settlement Conditions

Means, in respect of a Transaction, the triggering events that need to have occurred for the Seller and the Buyer to fulfil their respective obligations under that Transaction, which shall be determined by reference to the criteria set out in the template for the Smart Contract on the we.trade Platform.

SkyMinder

SkyMinder is a Business Information platform powered by CRIF, giving access to in-depth credit and financial data on companies all over the world. SkyMinder is an optional service that we.trade Customers may derive value from. It is a paid service that a Customer with the Admin role can request for his Company Users. Additional information about the we.trade and SkyMinder partnership can be found at:

<https://www.SkyMinder.com/SkyMinder-api-partnerships/SkyMinder-for-wetrade/>

Smart Contract

Means a set of validation rules embedded within and performed on the we.trade Platform, that is submitted by Traders, through their Banks, to the we.trade Platform, using the template authored by we.trade, and which reflects the Smart Contract Data Set.

Smart Contract Data Set

Means, in relation to a Transaction, the following mandatory information in paragraph (a) to (l) and optional information in paragraph (m) submitted by a Trader to the we.trade Platform:

- (a) Counterparty details, including the name, address and company number of the Buyer and the Seller.
- (b) Purchase order reference.
- (c) Currency.
- (d) Indicated Amount.
- (e) Total Price Tolerance (if a Buyer requests the issuance of a BPU).
- (f) Details of the Buyer's Bank and the Buyer's Bank Account.
- (g) Details of the Seller's Bank and the Seller's Bank Account.
- (i) Delivery Terms.
- (j) Payment Terms.
- (k) Settlement Condition(s).
- (l) Expiry Date.
- (m) The required Bank Product and, where a Bank Product (excluding Payment only) is selected:
 - (i) the goods or description of the services that are the subject of the Underlying Agreement.
 - (ii) the country of origin of the goods that are the subject of the Underlying Agreement; and
 - (iii) price information (unit price, tax rate and quantity) in respect of the goods or services.

together with any additional information that is required in respect of the use of any particular Bank Products.

Strong Authentication

Almost all online systems implement security measures to ensure that those accessing the systems are authorised to do so. Most financial and some other systems employ strong authentication which takes additional steps to combat transaction fraud and improper access, by

using multifactor authentication using mobile device validation, one-time passcode (OTP) generators, biometrics, or other physical devices and scanners or card readers.

The terms multi-factor authentication, strong authentication, strong customer authentication (SCA), and OTP are similar concepts used to provide access and transaction security for online platforms including we.trade. The specific implementations and capabilities may vary.

The updated EU Payment Services Directive (PSD2) requires the implementation of SCA by Payment Service Providers by September 2019. This applies to Banks participating on the we.trade Platform.

SCA is defined in the Directive as an "authentication based on the use of two or more elements categorised as knowledge (something only the user knows), possession (something only the user possesses) and inherence (something the user is) that are independent, in that the breach of one does not compromise the reliability of the others and is designed in such a way as to protect the confidentiality of the authentication data."

Additional information on PSD2 can be found on the [European Banking Authority website in the section related to Payment Services and Electronic Money](#).

Total Price Tolerance

Means, in the event that the Buyer has requested the issuance of a BPU, the range agreed by Traders above and below the total price agreed for the goods or services, such that, if the final aggregate price to be paid for the goods or services falls within that range, the Traders will be permitted to agree a change to the total price for the goods and services and the BPU will remain valid and need not be amended or reissued.

Trader

Means a Buyer or a Seller, as the context requires. This user role gives access to all trade management functions on the platform.

Transaction Lifecycle

The Transaction Lifecycle is composed of 8 phases: Creation, Open, In progress, Delivery, Awaiting Payment, Paid, Overdue, Closed. Except for Creation, all the phases are displayed in the Trade transactions section.

The phases are not always mandatory depending on which Settlement Conditions are selected.

Creation: A new Transaction is being created, by a Seller or a Buyer.

Open: A new Transaction proposal has been created and sent to the counterparty and Banks (if the proposal includes Bank products), which the parties can accept or decline.

In Progress: The Transaction has been approved by all involved parties. The Seller can confirm on the we.trade Platform when the goods are ready for collection or ready to be shipped.

Delivery: The Seller has confirmed that goods have been shipped or collected depending on the Incoterm used. The Settlement Conditions have not been met yet.

Awaiting Payment: The Settlement Conditions have been met and the Buyer is committed to pay. The Payment date is known, but not yet reached.

Paid: As soon as the BPU or invoice payment has been processed the trade goes into the "Paid" phase.

Overdue: If a payment is marked as failed or is not executed in time on the we.trade Platform. At the end of the payment date, the trade will go to Overdue. The payment must be processed outside the we.trade Platform.

Closed: If the payment is executed successfully, the Transaction will go to Closed 30 days after the payment

execution. Transactions that are declined by a counterparty go directly to Closed.

Tracking goods – Track & Trace

When a Customer enters the Tracking ID of their goods, and their transporter is supported by the we.trade tracking system (Aftership API or others), then certain tracking information will be directly provided on the we.trade Platform.

Trade or Transaction

Means a sale and purchase of goods or services between a Buyer and a Seller, which shall be the subject of a Smart Contract on the we.trade Platform.

1.4. Structure of the Manual

This manual is divided into the major sections listed and defined below:

- [Getting Started](#): Basic information about registration and authentication on we.trade – Section 2.
- [Customer Management](#): Description of the user roles and their actions – Section 3
- [Home Page](#): General overview of the platform – Section 4
- Trade Transactions: [Lifecycle](#), [Details](#), [Statuses](#), and Actions ([Amend](#) and [Decline or Cancel](#)) - Sections 5 to 9
- [History Log](#) – Section 10
- [Notifications](#) – Section 11
- [Disclaimer and Version](#) – Section 12
- [Appendices](#)

1.5. Requesting Support

Customer users should engage directly with the Bank who provisioned them on we.trade for any questions, concerns, or problems with the we.trade Platform.

2. Getting Started

2.1. Bank Onboarding and Configuration

When a Bank decides to join we.trade, they will individually or jointly, with we.trade staff, undertake onboarding activities in several areas. Many of these will not influence the experience that a Customer and its Users have interacting with and utilising the we.trade Platform, but some will. Items that will impact the Customer interaction experience are:

1. The Identity Provider (IdP) and Access Management system, and integration provided with existing Bank systems.
2. The strong customer authentication being used for login and for transaction signing/sealing.
3. The specific Banking Products that the Bank will offer its customers.
4. The user interface languages that the Bank will make available.

2.2. User Applications – Activation, Access, and Authentication

The we.trade Platform provides a web user interface that is used by Company Users. That is the primary topic of this Customer User Manual.

The we.trade Platform also provides a separate web user interface that is used by Bank Employee Users. There is a separate user manual for Bank Employee Users.

The onboarding decisions made determine if Company Users access the we.trade Customer web application directly, or through an Online Banking or other system.

The onboarding decisions determine the authentication methods, and requirements for Bank Employees and for Company Users – for access, login and transaction signing/sealing on the we.trade Platform applications.

Bank staff are responsible for provisioning and administering their Customers' Companies and the Customer's users on the we.trade Platform.

2.3. Customer Registration

There are two ways for Customers to register on the we.trade Platform:

1. The Customer's Bank will register them. This is the primary method in use.
2. Self-Registration, if the Customer's Bank supports this. See [Appendix 2](#) for further details.

Once a Customer and users are registered, they will receive further instructions on how to activate their accounts and access the we.trade Platform.

These will come via email or other means. The notification source depends on the methods and systems configured for the Bank's Customer access - for identity and access management; and for authentication of login and transaction signing/sealing.

2.4. Strong Authentication and Identity Providers

Strong Authentication is required for Company Users – for identity and access management, and for transaction signing/sealing. The specific implementation details for strong authentication will vary from one Bank to another. See [Strong Authentication](#) in the Glossary.

Identity access (typically user names and passwords) are managed through a Bank's chosen [identity provider](#). This could be a local IdP used for multiple bank online systems (with or without single sign on), or it could be an external identity provider service (often

cloud based). The identity access provider used and how it is configured determines how users access and interact with the we.trade Platform.

For Banks that do not have a local IDP, a default Identity Provider is used. Information about the default identity providers can be found in [Appendix 3 \(inWebo\)](#).

3. Customer Management

3.1. Roles

A we.trade Customer User will be assigned a role or roles, that define the actions he or she can perform on the platform.

A user can have one or multiple roles, from:

Trader

This role gives access to all Trade Management functions on the platform.

Administrator

This role gives access to all features related to User Management (if self-service features are available), including the creation of users, adding bank accounts, and preferences.

If self-service features are not provided by your Bank, Customers with the Admin role will need to refer to the specific procedures that have been communicated by the Bank.

A user with only the Administrator role has no access to Trade Management functions.

While not a technical requirement on the Platform, it is highly recommended that each Company have more than one user with the Administrator role to ensure business continuity and ongoing access to the we.trade Platform if one Administrator is not available.

3.2. Company Details Management

The Company user with Administrator role can edit the following company details:

- Company Name
- Website URL
- Tax number
- Address (street, postcode, city, country, district)
- Phone number
- Fax number
- Company email

The company data above, as well as the Company Registration Number, Bank Name, and BIC will be available in the client directory of we.trade and will be visible to all Traders using we.trade when viewing the details of another Trader.

Note that a Banker will need to review and approve most Company Detail edits before they are visible.

To edit Company details:

- A. Click on the Company name/Profile account in the upper right.
- B. Select **Settings** from the menu.



Figure 3. Edit company details – steps A and B.

- C. Select **General**.
- D. Click the **Edit information** button.

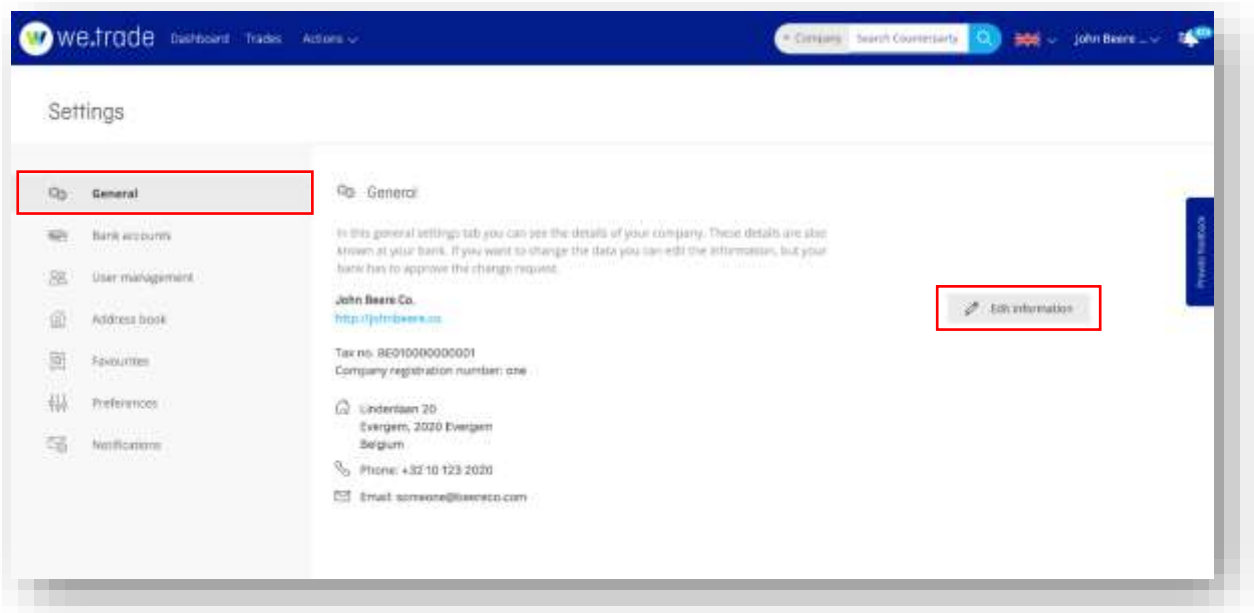


Figure 4. Edit company details - steps C and D.

- E. Edit the required fields and click the **Submit changes** button.

The screenshot shows the 'General' settings page in the we.trade interface. The page title is 'General' and it includes a navigation menu on the left with options like 'Bank accounts', 'User management', 'Address book', 'Favorites', 'Preferences', and 'Notifications'. The main content area contains a form with the following fields:

- Company name * (John Beere Co.)
- Company website URL (http://johnbeere.co)
- Company registration number (1916)
- Tax no (881033300001)
- Address * (Lindenlaan 20)
- Post code * (3020)
- City * (Evergem)
- Country * (Belgium)
- City (Evergem)
- Phone number * (+32 30 120 2020)
- Fax number (empty)
- Company email * (someone@beereco.com)

At the bottom right of the form, there are two buttons: 'Cancel' and 'Submit changes'. The 'Submit changes' button is highlighted with a red box.

Figure 5. Edit company details - step E.

3.3. User Management (if Self-service is available)

If there is no **Add User** button under **Settings > User Management** for a Customer with the **Administrator** role, then self-service user management is not supported by your Bank. Skip to section 3.4. A Banker will need to manage the Company Users (Add, Edit, Deactivate, Activate). Customers with the Admin role will be able to view users and their details but will not be able to edit them in the we.trade Platform.

3.3.1 Add User

Follow the steps below:

- Click on the Company name/Profile account in the upper right.
- Select **Settings** from the menu.



Figure 6. Add user – steps A and B.

- C. Select **User management**.
- D. Click the **Add user** button.

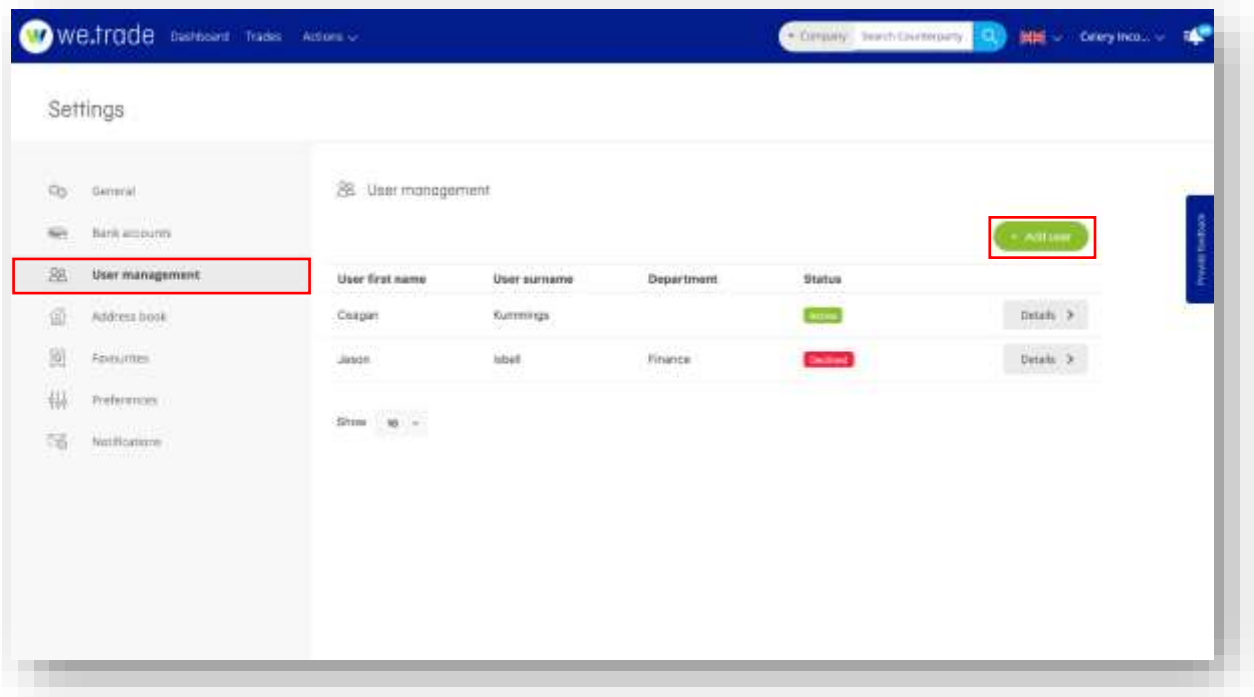


Figure 7. Add user - steps C and D.

E. Enter the User information, select the user role(s), and click the **Add user** button.

The screenshot shows the 'we.trade' interface. The top navigation bar includes 'we.trade', 'Dashboard', 'Trades', and 'Actions'. A search bar and 'Company' dropdown are also visible. The main content area is titled 'Settings' and 'User management'. A sidebar on the left lists 'General', 'Bank accounts', 'User management', 'Address book', 'Favorites', 'Preferences', and 'Notifications'. The 'User management' section contains a 'New user details' form with the following fields: 'User first name *', 'User surname *', 'Department', 'Username', 'Phone', and 'Email *'. Below these are checkboxes for 'User role *' with options 'Administrator' and 'Trader'. At the bottom right, there are 'Cancel' and 'Add user' buttons, with the 'Add user' button highlighted by a red box.

Figure 8. Add user - step E.

The following fields are mandatory:

- User first name
- User surname
- Email
- User role(s)

The new Company user will receive instructions to create their profile and access the we.trade Platform. The instruction source and details may vary based on the Bank's configuration.

The company's Banker with the Customer Manager role must approve the user before the user will be active.

For most Company users, the Username is by default the Email address that was entered when the user was added. This is based on the Bank configuration, so may vary.

3.3.2 Edit User

Follow the steps below:

- A. Click on the Company name/Profile account in the upper right.
- B. Select **Settings**.



Figure 9. Edit user – steps A and B.

- C. Select **User management**.
- D. Click the **Details** button next to the user to be edited.

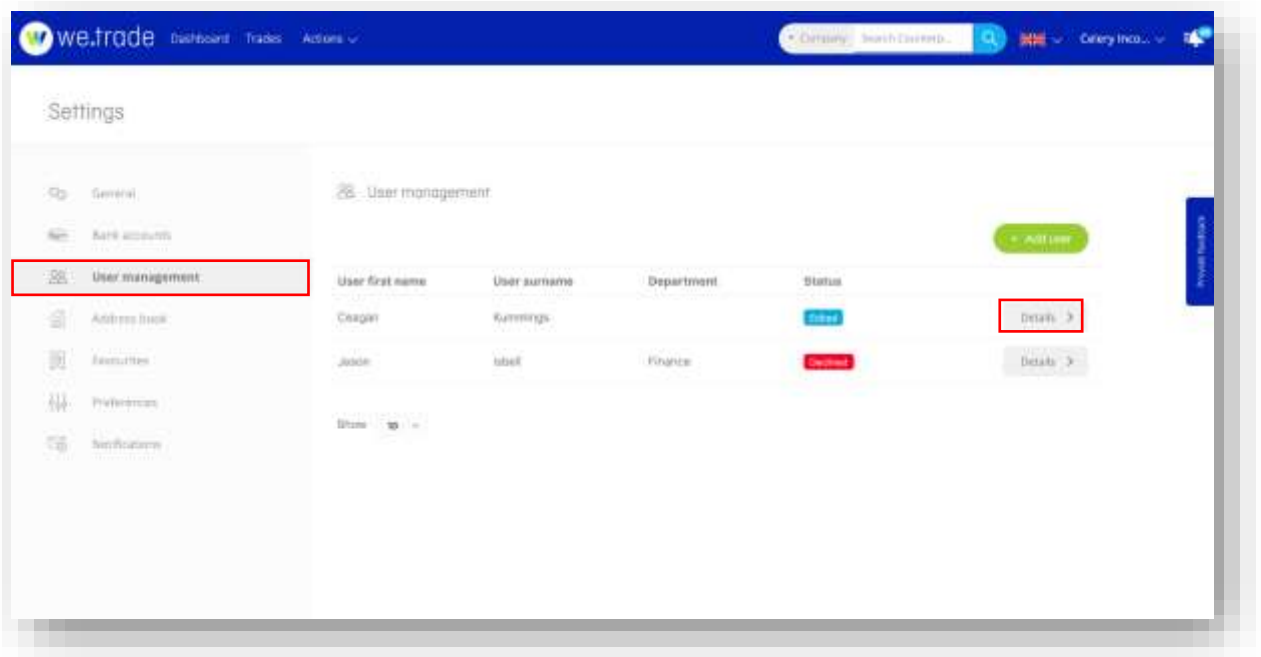


Figure 10. Edit user - steps C and D.

E. Select **Edit information**.

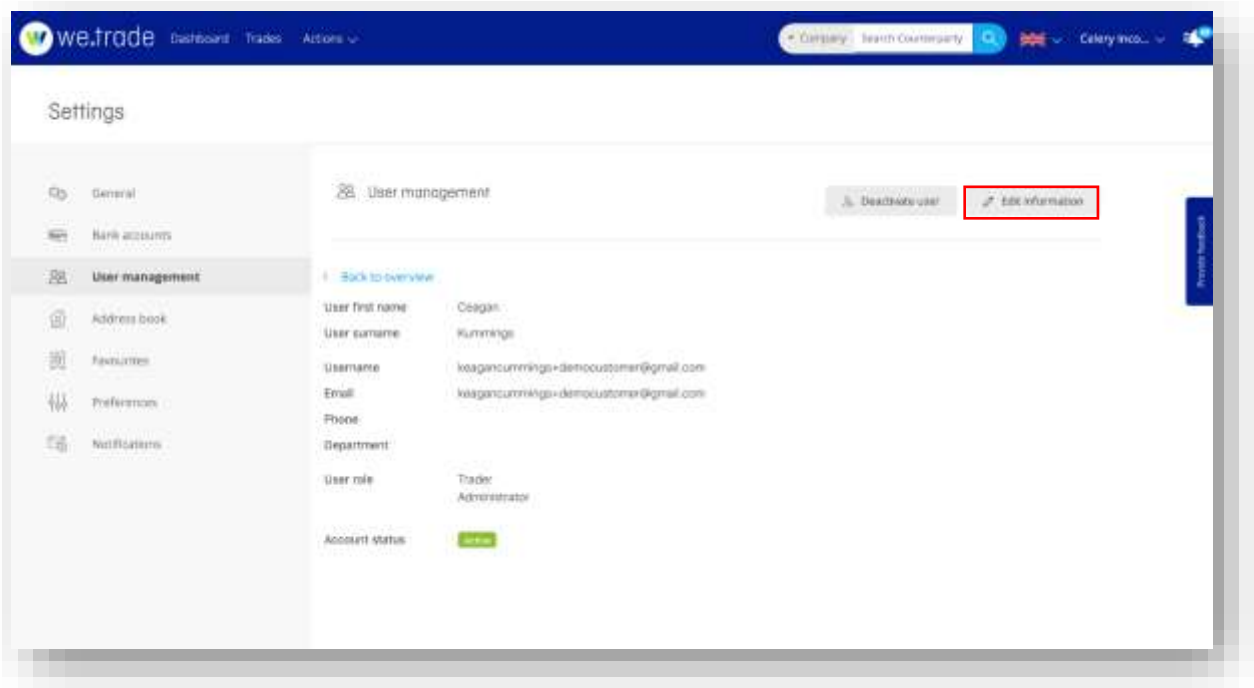


Figure 11. Edit user - step E.

F. After making modifications, click the **Submit changes** button.

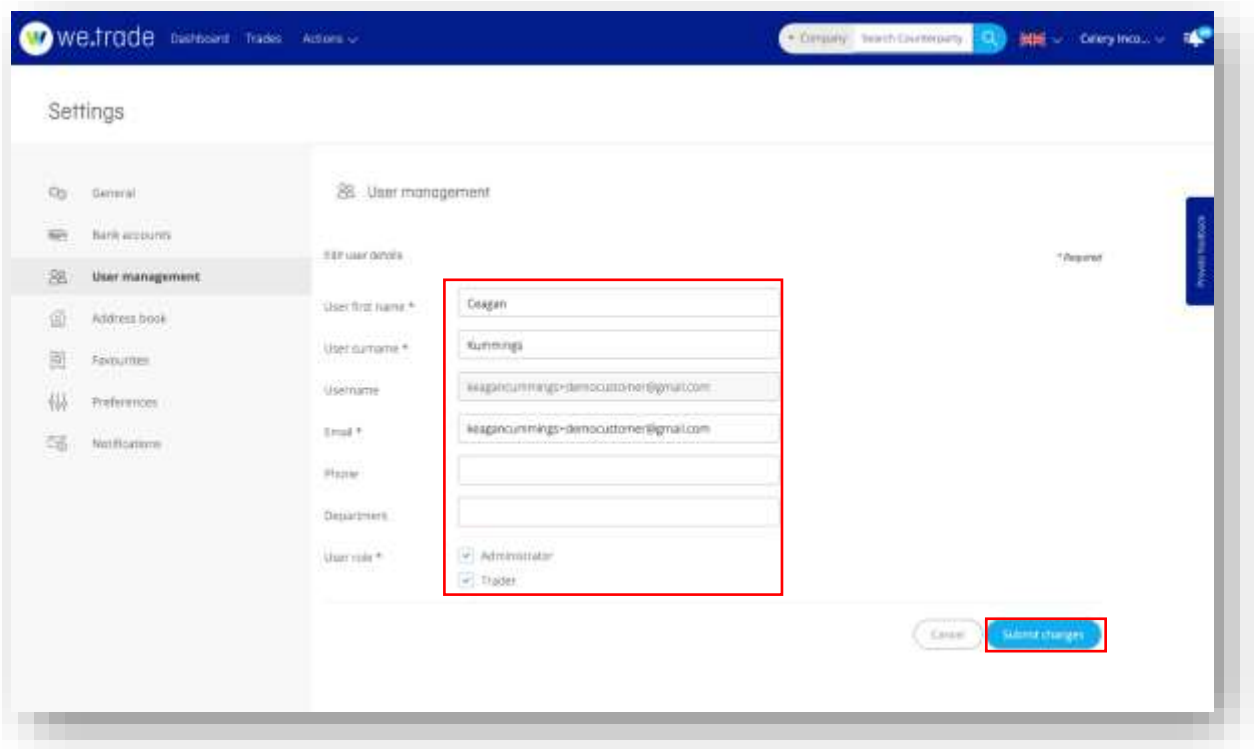


Figure 12. Edit user - step F.

The user's status will stay as **Edited3** until the Company's Bank approves or declines the user's information changes. No additional changes will be possible on this user, and no **Edit information** button will be visible.

3.4. Bank Account Management

Customer users with the Administrator role have access to add or edit Bank Accounts. Additions and most edits to Bank Accounts require review and approval by Banker users before they can be used. This section covers the steps for adding and editing Bank Accounts.

3.4.1 Add Bank Account

Follow the steps below:

- A. Click on Company name/Profile account button in the upper right.
- B. Select **Settings**.



Figure 13. Add Bank Account – steps A and B.

- C. Select **Bank accounts**.
- D. Click **Add account** button.

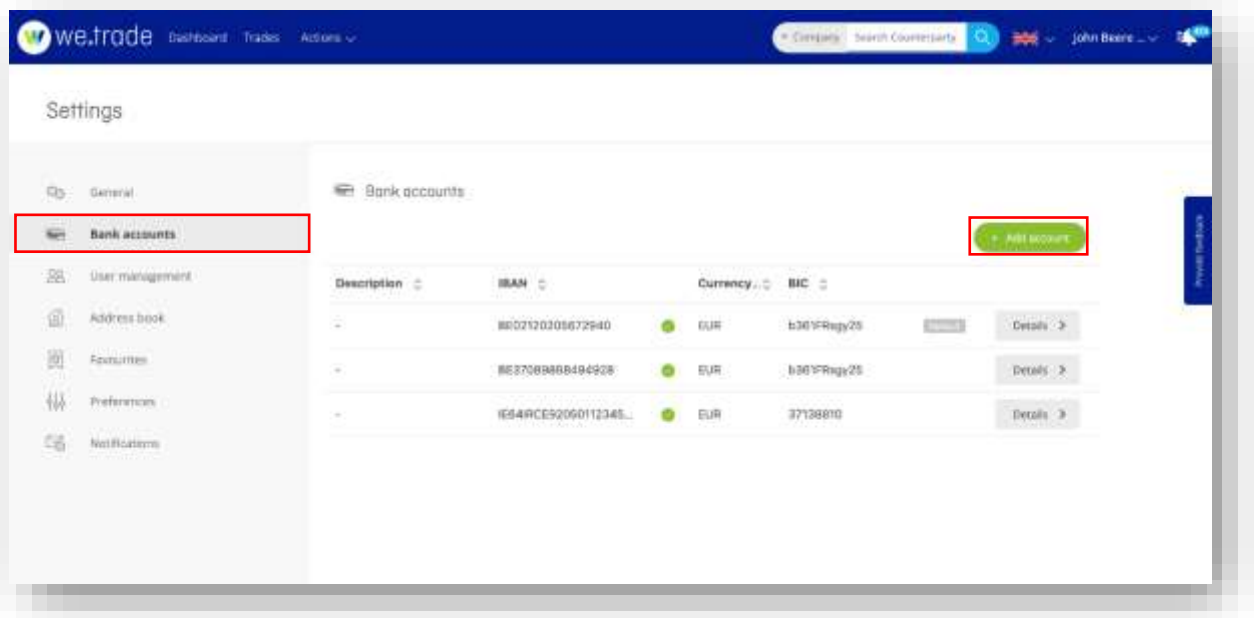


Figure 14. Add Bank Account - steps C and D.

- E. Enter the account details.
- F. Click the **Add account** button.

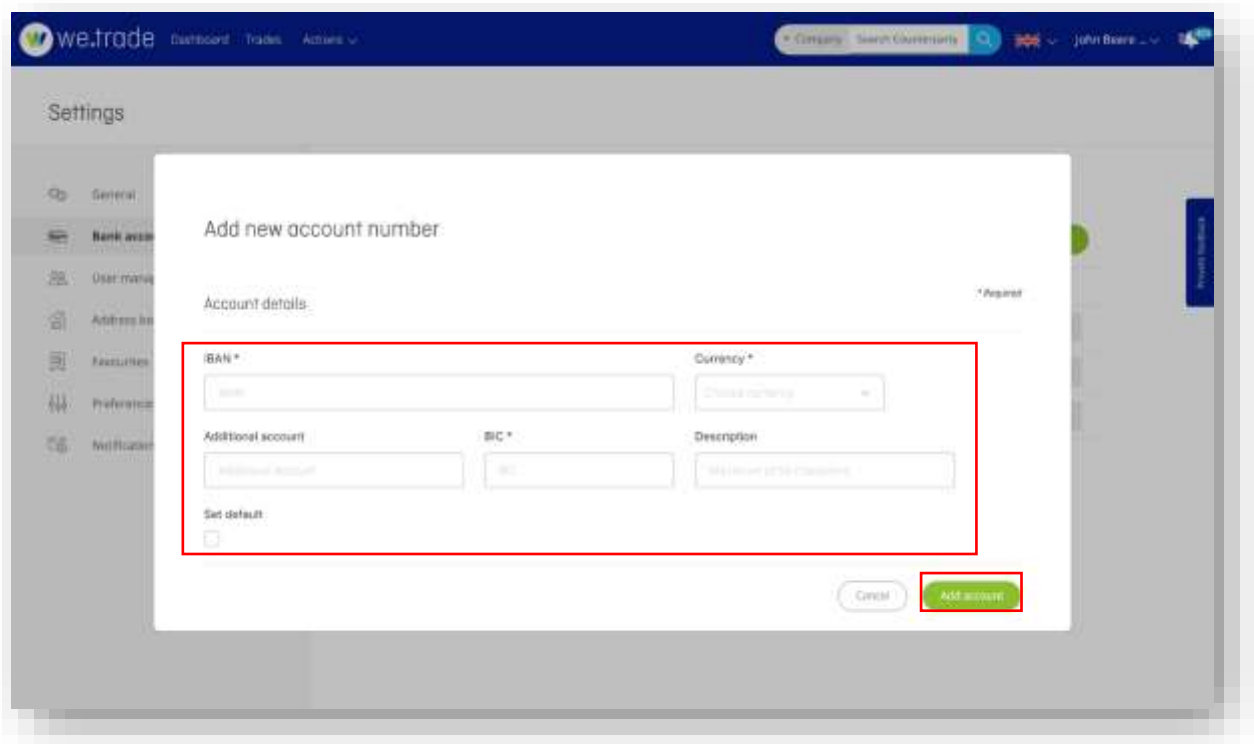


Figure 15. Add new account - steps E and F.

The following fields are mandatory:

- IBAN
- BIC
- Currency

IBAN validation will check that the value entered matches the expected format for an IBAN. An IBAN must be at least 15 characters in length.

The IBAN status stays **in review** until the Bank approves or declines the new IBAN.

If the IBAN is **in review**, the following icon will appear:

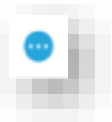


Figure 16: IBAN in review

If the IBAN is **validated**, the following icon will appear:



Figure 17: IBAN validated.

3.5. Address Management

3.5.1 Add an Address Book Entry

Addresses from the Address Book can be used when creating a trade, or to describe the pick-up or drop-off location. Add frequently used addresses to save time in the trade creation process.

Follow the steps below to add, edit, or remove an Address Book entry:

- A. Click on Company name/Profile account in the upper right.
- B. Select **Settings**.



Figure 18. . Address management – steps A and B

- C. Select **Address book**.
- D. Click the **Add address** button.

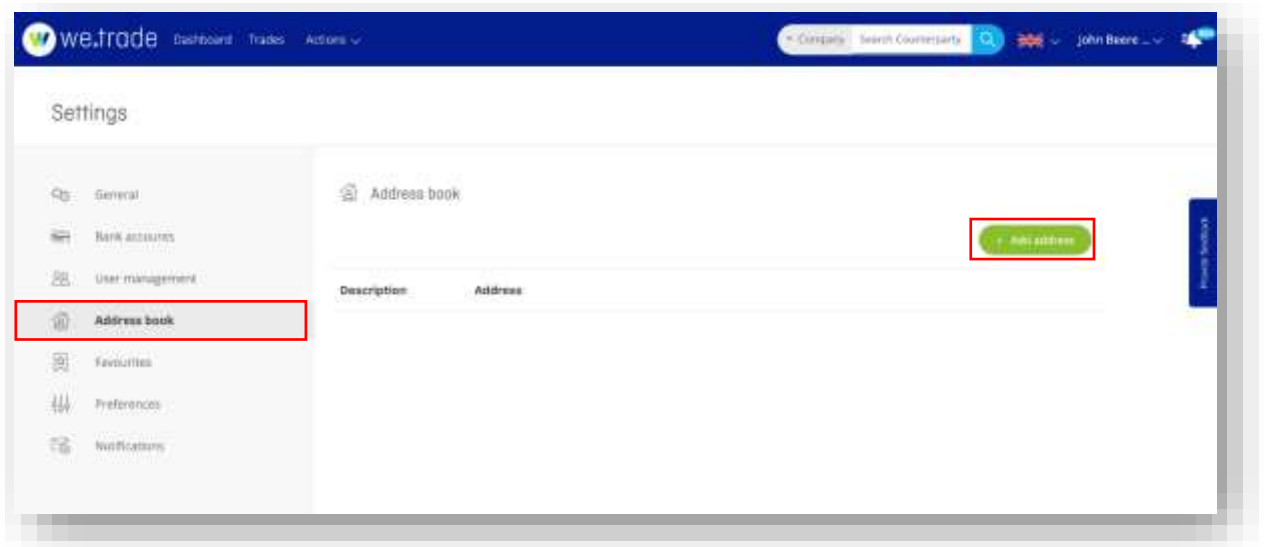


Figure 19. Add address - steps C and D.

- E. Enter the address information and click the **Add address** button. Fields with asterisks (*) are mandatory.

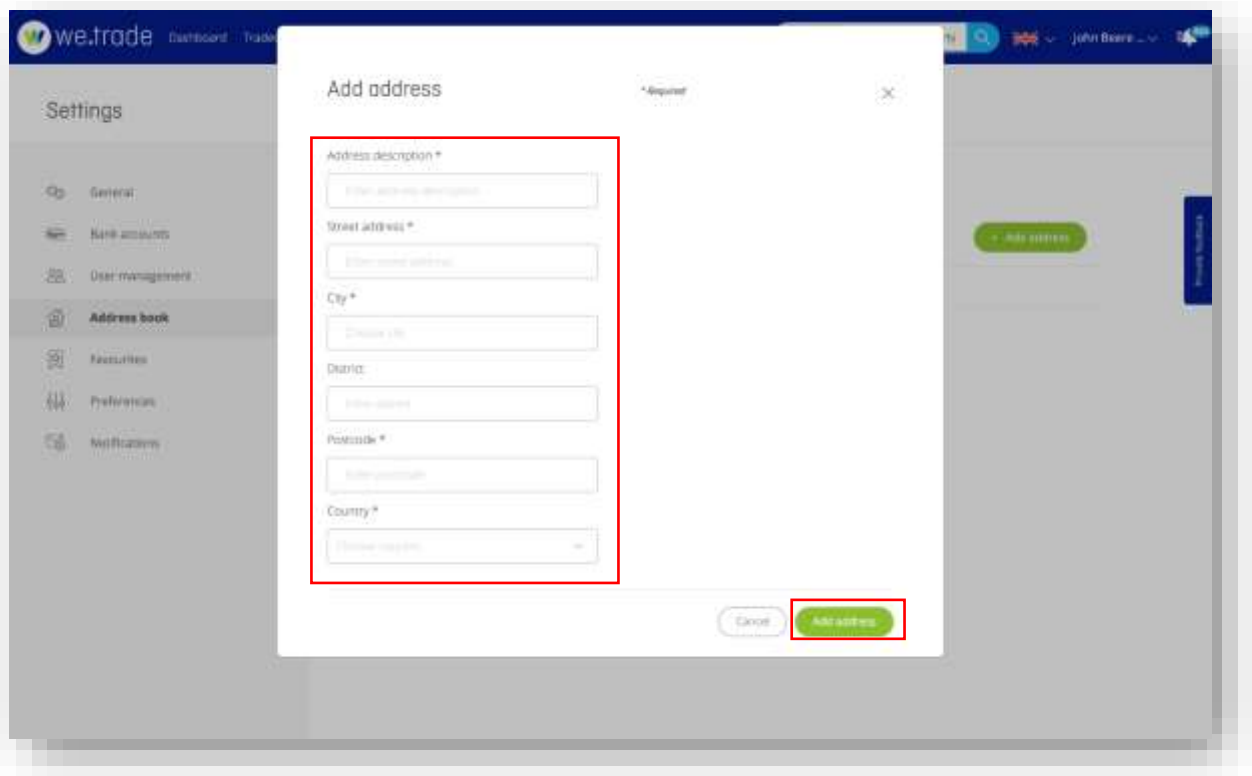


Figure 20. Add address - step E.

3.5.2 Edit or Delete an Address Book Entry

Follow the steps below:

- A. Click on Company name/Profile account in the upper right.
B. Select **Settings**.



Figure 21. Edit address – steps A and B.

- C. Select **Address book**.
D. Click the **Edit** button.

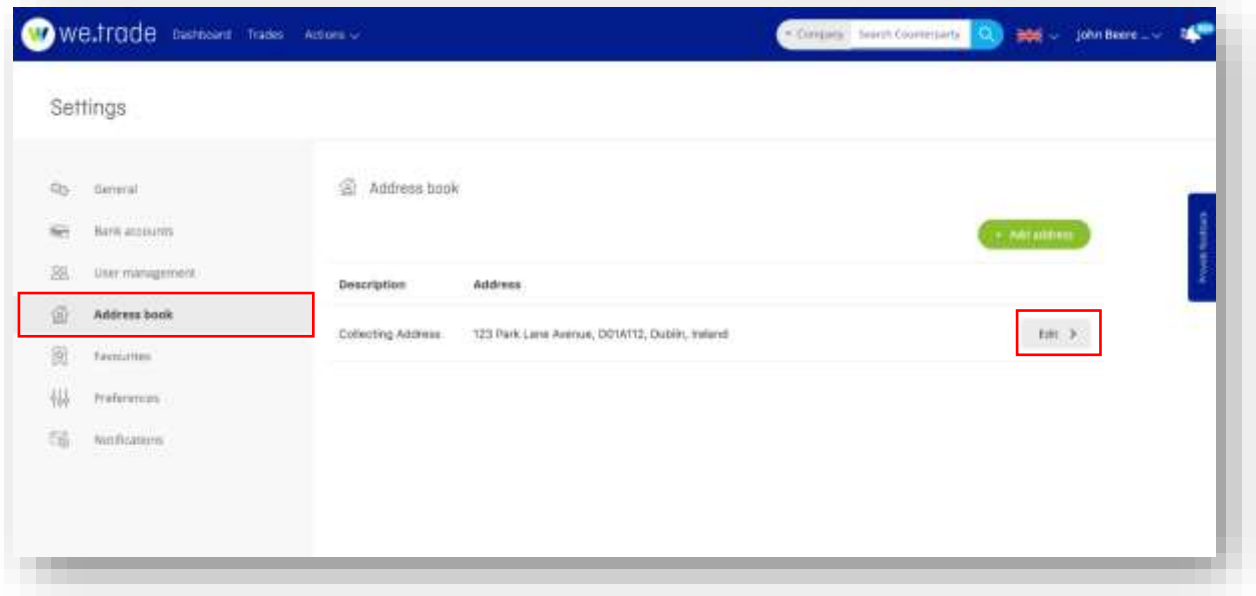


Figure 22. Edit address - steps C and D.

E. Enter the new address information and click the **Submit** button.

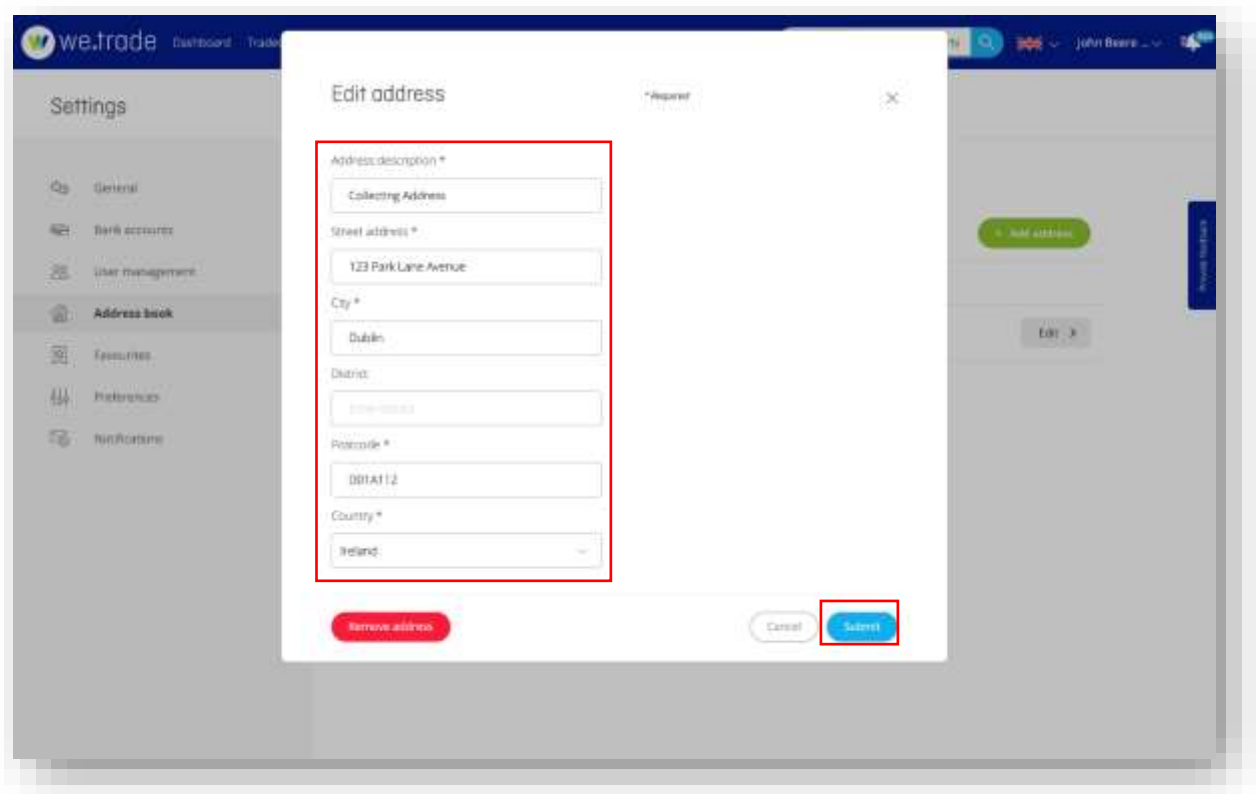


Figure 23. Edit address - step E.

- F. To remove the address, click the **Remove address** button instead.

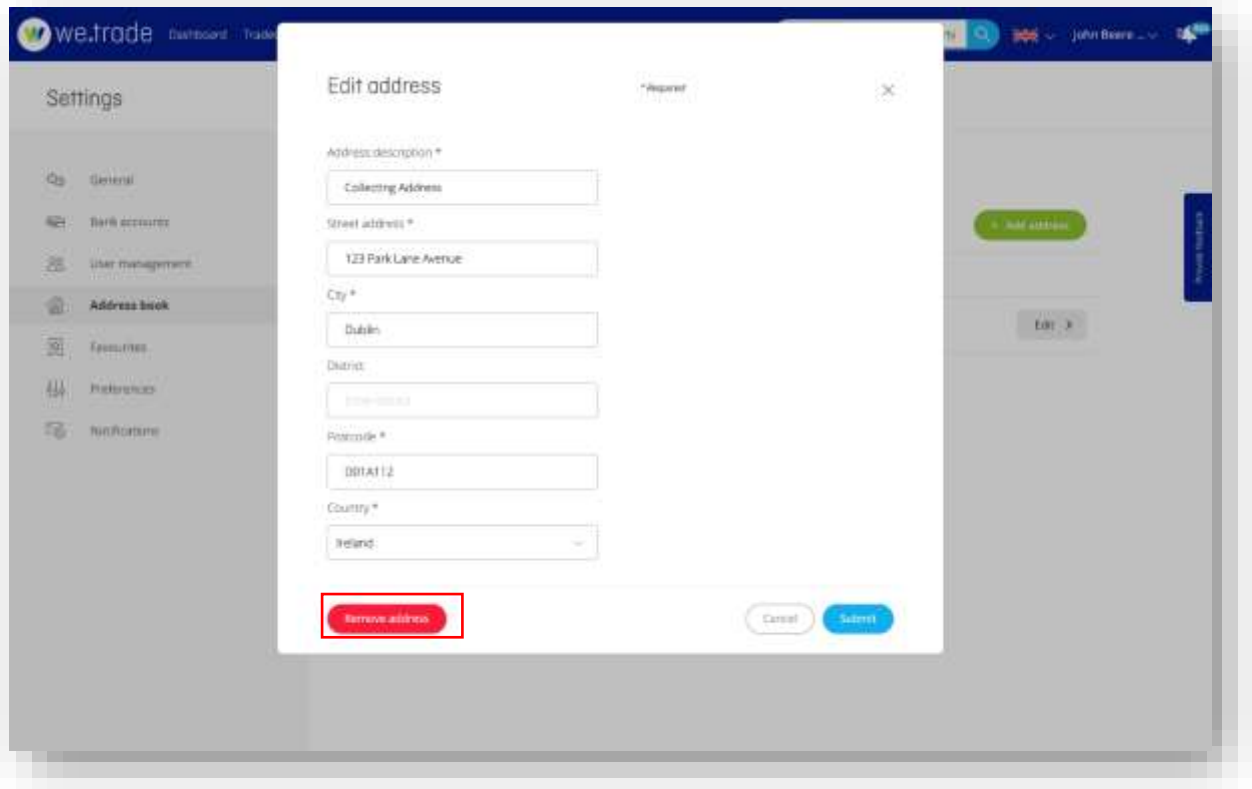


Figure 24. Remove address - step F.

3.6. Preferences Management

The Company Administrator can edit the company's preferences, regarding decimal separators, default language, and date and time format for the Company Users. All changes are saved automatically.

- A. Click on the Company name/Profile account in the upper right, then **Settings**.



Figure 25. Company preferences – step A

- B. Select **Preferences**.
- C. Edit the required fields. All changes are saved automatically.

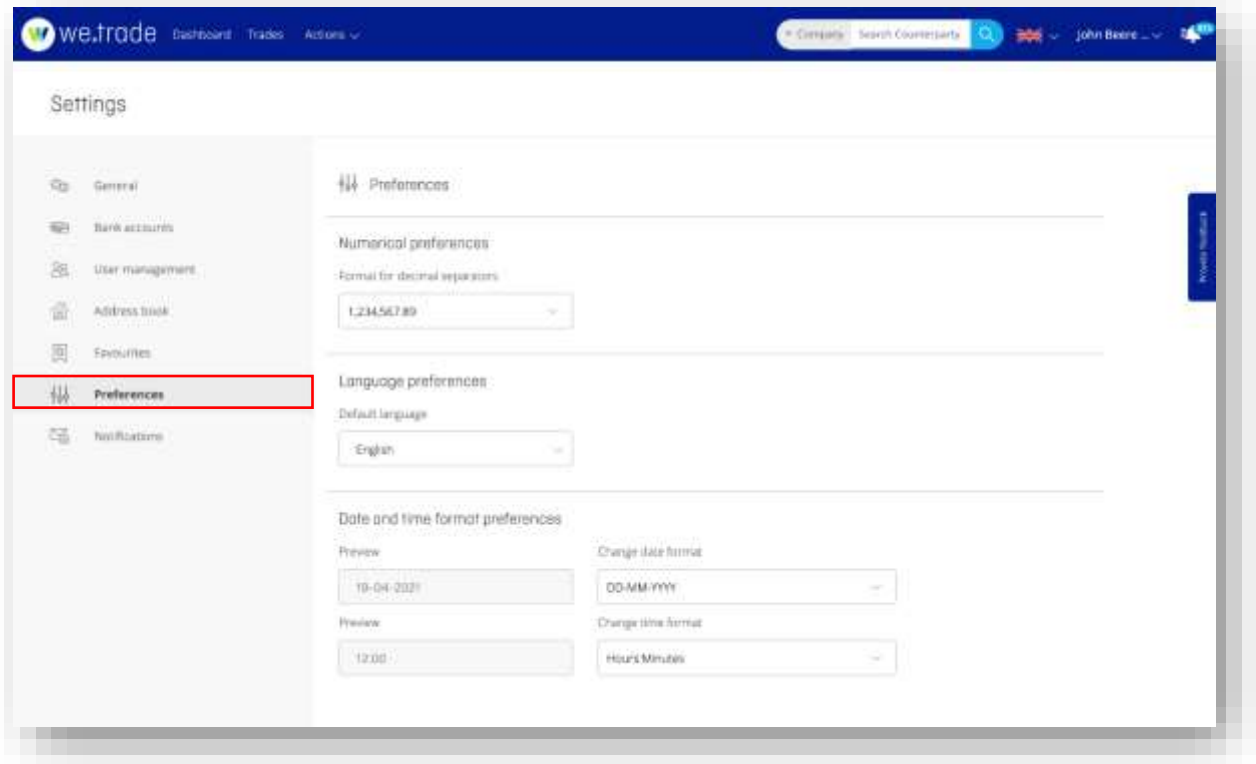


Figure 26. Company preferences – step B and C

4. Trader Portal Home Page

4.1. Home Page Banner

The Home page banner contains the following entries:

Dashboard, Trades, Actions menu, Search box with criteria selector, Language selector, Company Profile menu, and Notifications bell.



Figure 27. Home page banner (full size screen)

On a smaller screen device, the Search box with selector is replaced with the word **Search**, which when clicked opens a new page on which to enter the Search term and criteria.

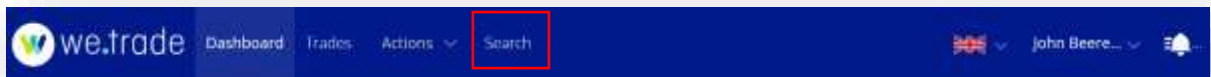
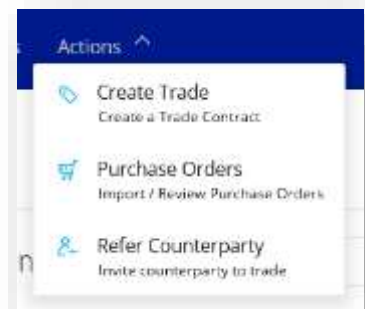


Figure 28. Home page banner (smaller screen)

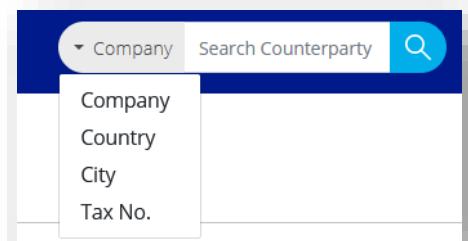
Under the Actions menu, there are entries for:

- Create Trade
- Purchase Orders
- Refer Counterparty



In the Search box, there are criteria selectors to identify which field to search on:

- Company
- Country
- City
- Tax No.



4.2. Dashboard

The dashboard provides a general overview of the Company's Trades, organized by their trade status. This dashboard differentiates the Trade based on the Company's role: Buyer or Seller. The Dashboard also displays the most recent Alerts and Notifications that have been received.

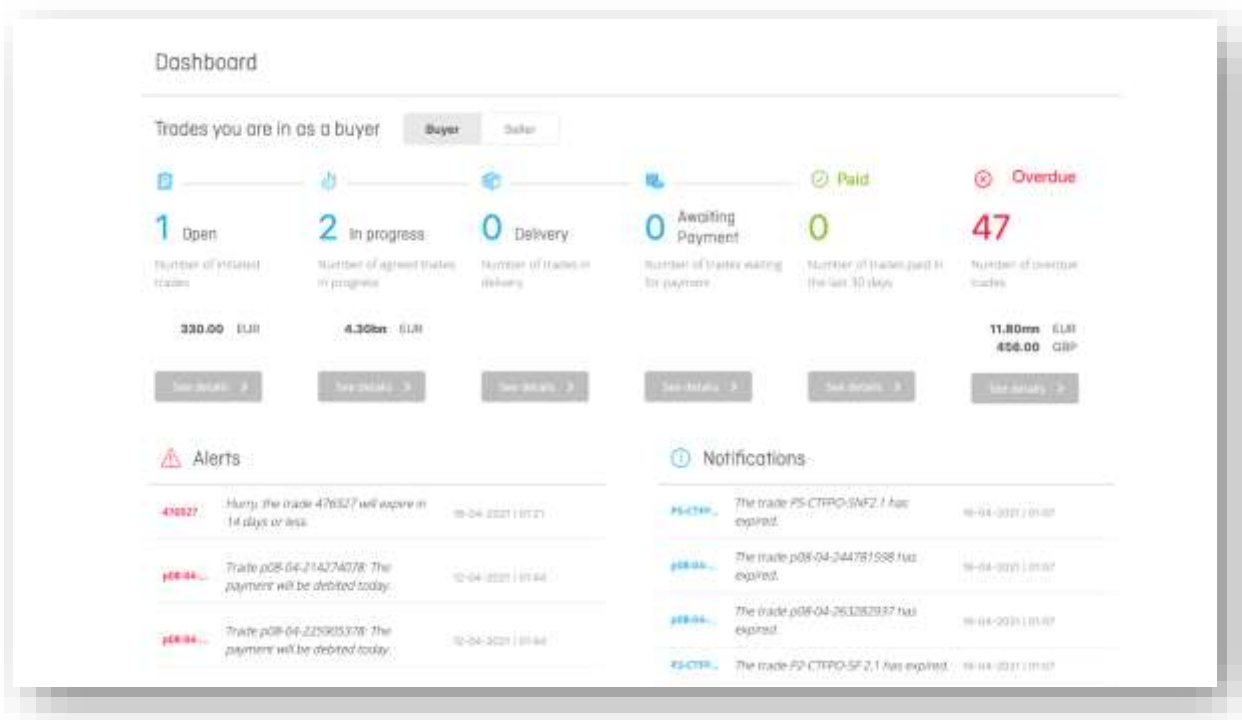


Figure 29. Dashboard

4.3. Trade Transactions

The Trade transactions section contains all transactions split by role (Buyer versus Seller) and according to their status (Open, In Progress, Delivery, Awaiting Payment, Paid and Overdue). Closed transactions are not displayed in this view.

Based on these statuses, the user will be able to follow the progress of ongoing transactions.

A detailed description of each status can be found in the [Glossary-Transaction lifecycle](#).

4.4. Create Trade

A Trade can be Created using two methods – both of which are accessible via the **Actions menu**.

By clicking **Actions > Create Trade**, the user can create a new trade and enter the data manually.

By clicking **Actions > Purchase Orders**, a trader in the Buyer role can upload a Purchase Order in UBL XML format and Create a Trade based on that uploaded file, or they can review Purchase Orders uploaded previously by themselves or a colleague and Create a Trade from one of those.

See additional details in sections [5.1 Create a New Trade Manually](#) and [5.2 Create a New Trade as a Buyer, from an Uploaded Purchase Order](#).

4.5. Language Selector

The user can change the language displayed in the platform, from the language options supported by his or her Bank.

4.6. Company Profile Menu

The Company Profile menu is used to access the Settings menu and the Log out. The Settings menu contains different options for Users with the Trader role compared to Users with the Administrator role, as detailed in the [Customer Management](#) section.

4.7. Notifications Panel

Clicking the Notification bell icon causes the notification panel to slide out from the right side. Clicking the icon again causes it to slide back in. The most recent notifications appear at the top of the list. The notifications presented are specific to the role(s) of the logged in user.

Clicking a specific notification in the panel will take the user to the relevant trade, or other screen.

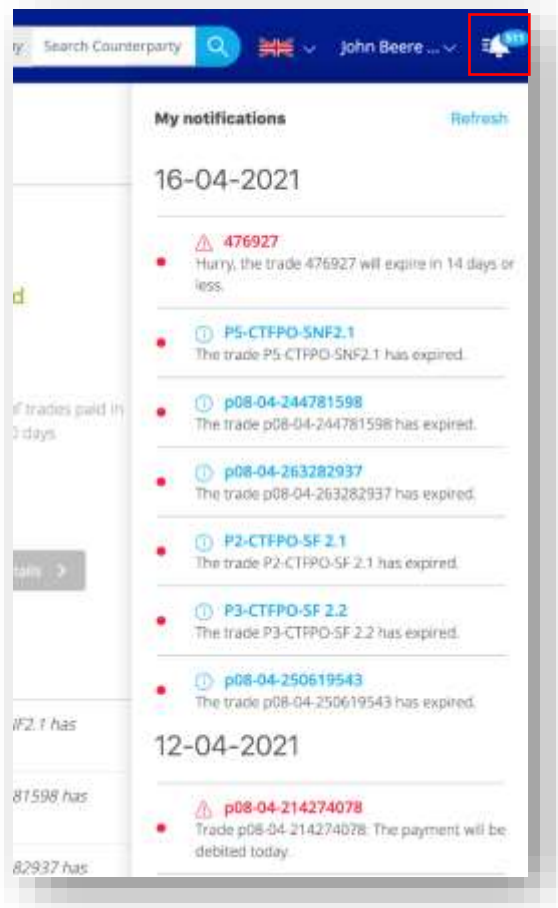


Figure 30. Notification panel

5. Trade Transaction Lifecycle

5.1. Create a New Trade Manually (including resumption of a Draft)

- A. Click **Actions > Create Trade** for manual trade creation.
- B. Click the role your Company is playing in the trade – either **Seller** or **Buyer**.

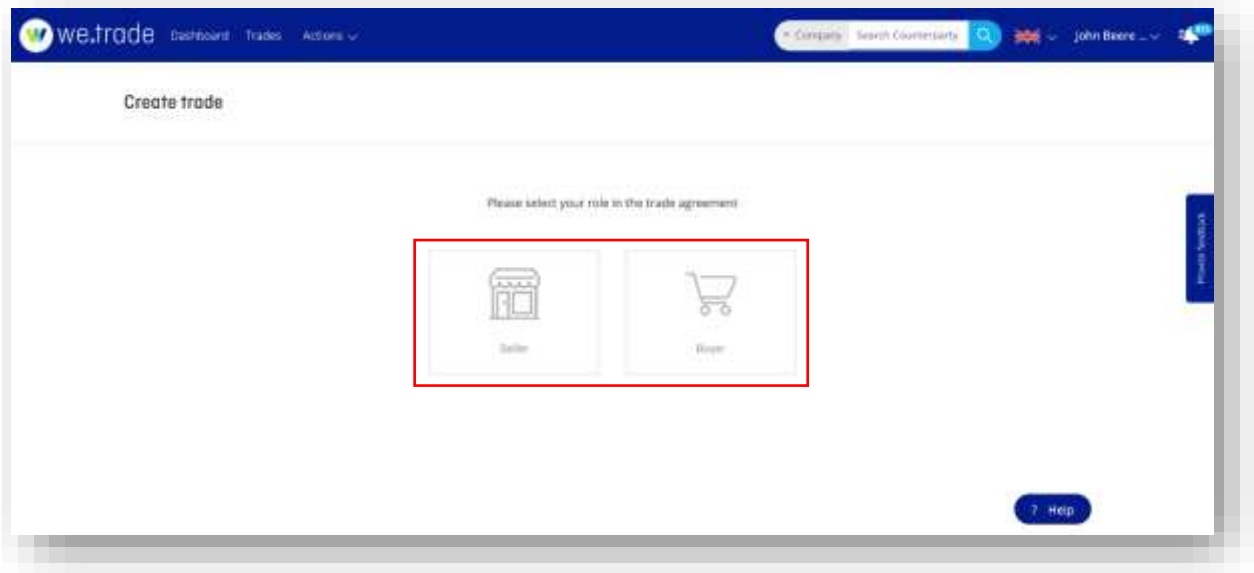


Figure 31. Create trade manually – steps A and B.

- C. A previously started trade will be visible as **Draft trade**, and available for resumption. A user can only have one Draft trade at a time, and a new trade created will overwrite a Draft trade.
- D. Once Seller or Buyer is selected, the Search for counterparty screen will appear.

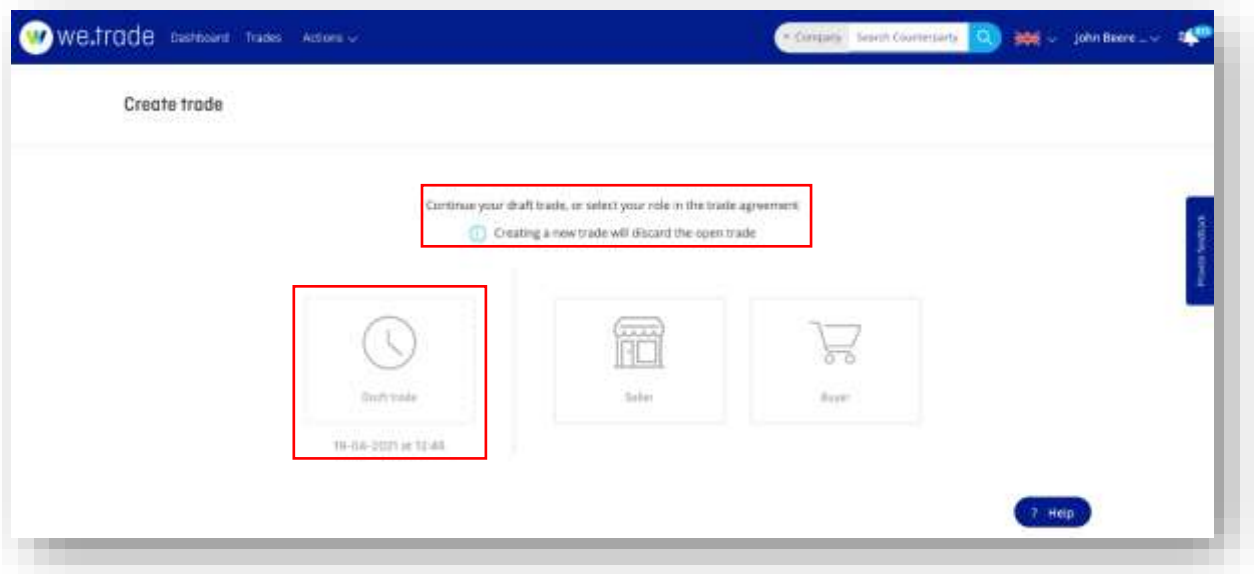
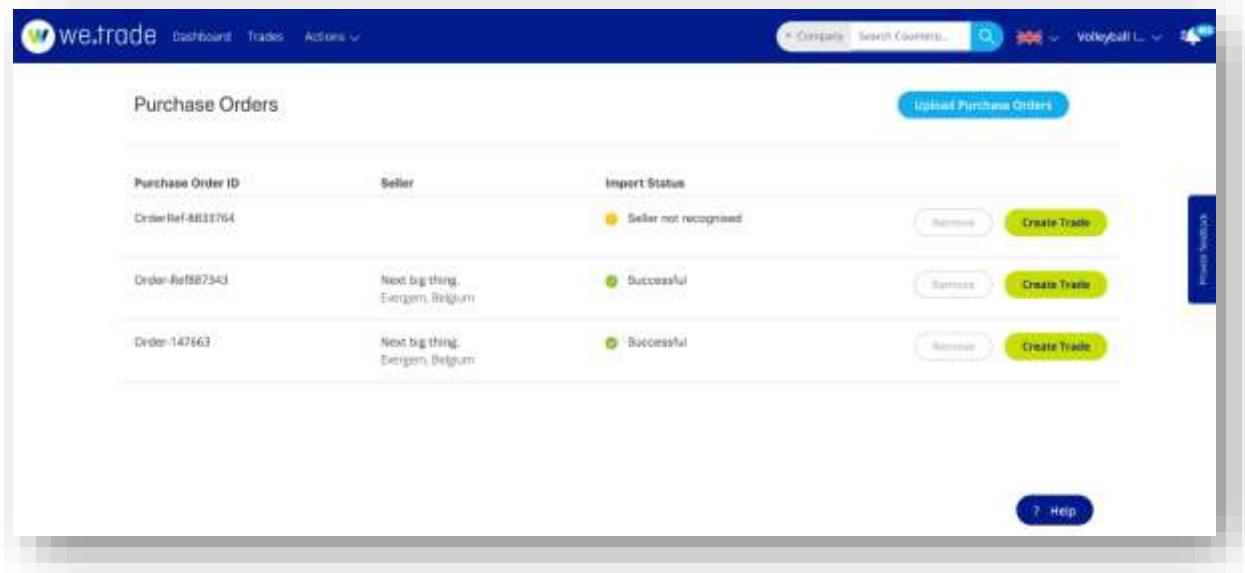


Figure 32. Resuming trade from Draft - step C

5.2. Create a New Trade as a Buyer, from an Uploaded Purchase Order

Purchase Orders in the UBL XML Order 2.0, 2.1 or 2.2 can be uploaded and used for the creation of a trade. More information about the UBL Order standard and versions can be found in the [Glossary entry for Purchase Orders](#). Many ERP systems can export a Purchase Order in the UBL Order format.

- A. Click **Actions > Purchase Orders** to view the list of Purchase Orders in UBL XML format uploaded by users in your Company. The uploading user is assumed to be the Buyer in the trade creation process.



Purchase Order ID	Seller	Import Status		
OrderRef-8833764		● Seller not recognised	Remove	Create Trade
OrderRef887343	Next big thing, Eozgen, Belgium	● Successful	Remove	Create Trade
Order-147563	Next big thing, Eozgen, Belgium	● Successful	Remove	Create Trade

Figure 33. Purchase Orders list

- B. Click the **Upload Purchase Orders** button to upload an additional Purchase Order as the Buyer, in UBL XML format. It will be added to the list. A new Purchase Order record is added with each individual file upload.
- C. If the Seller in the file is not matched within the we.trade Platform, the import status will display **Seller not recognised**. The trader will be able to search for and select the desired Seller as part of the Create Trade process.
- D. Rows in the list can be removed by clicking the **Remove** button if no longer needed or in the case of duplicate or incorrect uploads.
- E. Several data validation checks will be executed during the file upload process. Errors identified will need to be fixed and the file upload attempted again. These checks include:
- Anticipated Monetary Payable Amount Currency Mismatch
 - Currency Not Supported
 - Freight Allowance Charge Amount Currency Mismatch
 - Invalid Payment Due Date
 - Invalid Payment Terms End Date
 - Invalid Requested Delivery Period End Date
 - Invalid Requested Delivery Period Start Date
 - Invalid XML file
 - Line-Item Price Amount Currency Mismatch

- Line-Item Total Tax Amount Currency Mismatch
- Unknown Buyer Financial Account ID
- Unknown Seller Financial Account ID
- File Size Exceeds 5MB
- Seller Company and Buyer Company are the Same

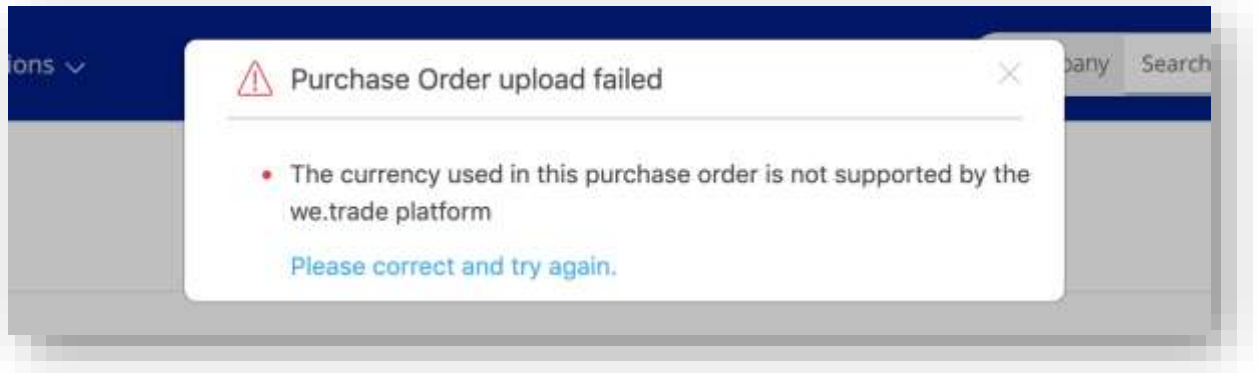


Figure 34. PO File Validation Error

- F. From the list of Purchase Orders, the user clicks the **Create Trade** button in the row they want to use to create the trade. One Purchase Order can be used to create one trade.
- G. The data from the Purchase Order will be used to populate as many of the trade details as possible, making the trade creation process more streamlined. Some fields will not exist in an ERP system and they will have to be entered manually (Settlement Conditions, Payment Terms, Bank Services).

5.3. Reuse a Trade

- A. The User can navigate to an existing Trade and reuse it to create a new trade, rather than starting from a blank trade.
- B. The **Reuse trade** button is available from the Trade transaction list and from the Trade details, for trades that are eligible to be reused.
- C. When a trade is reused, specific dates and identifiers will need to be re-entered. Documents are also removed and would need to be uploaded again.

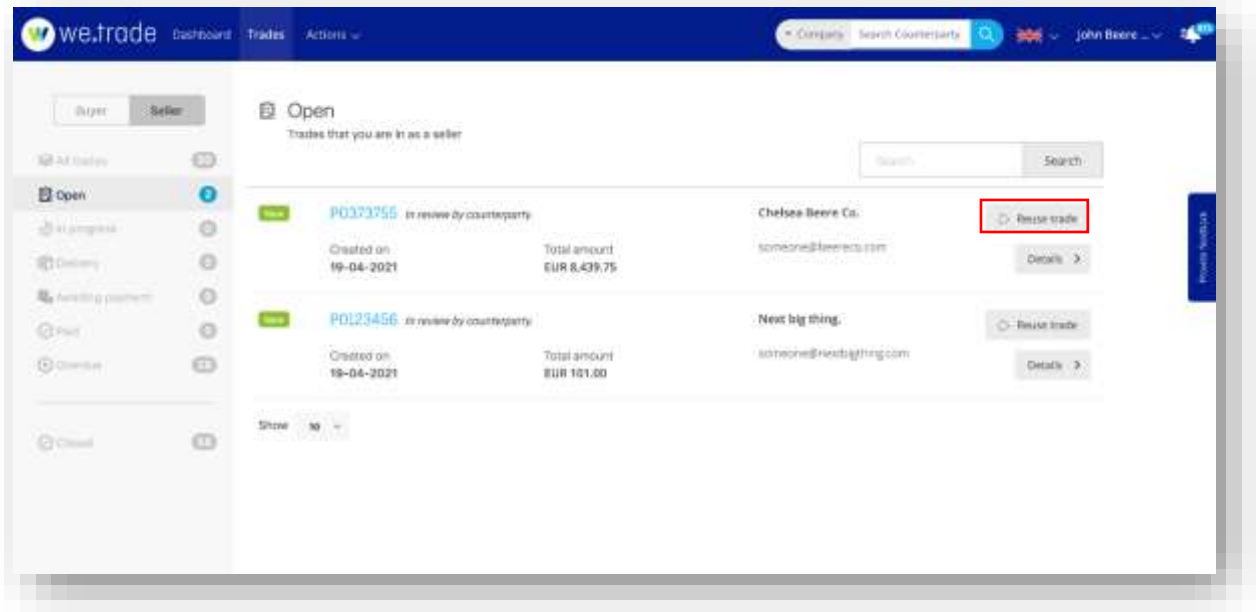


Figure 35. Reusing a trade from the trade transactions list

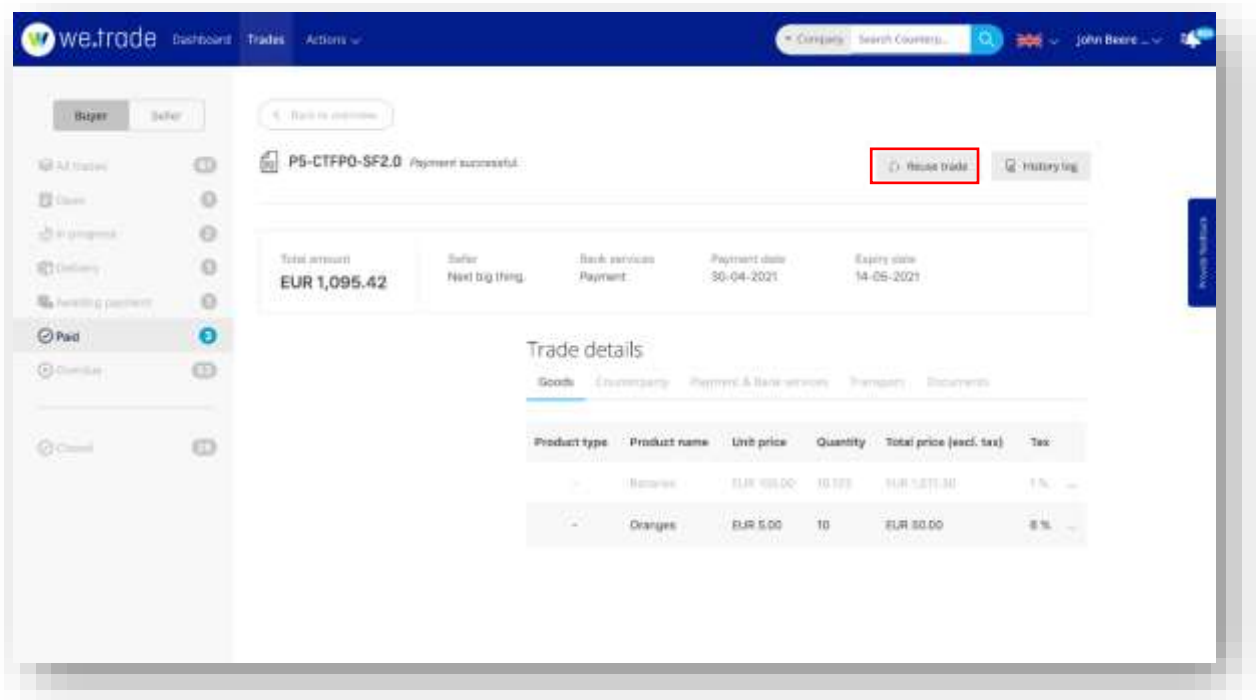


Figure 36. Reusing a Paid trade from the trade details

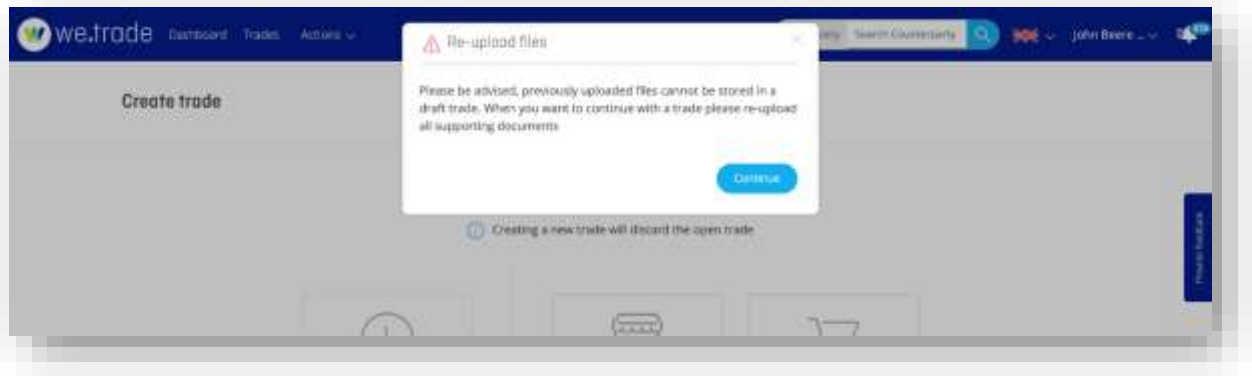


Figure 37. Reuse trade warning message

5.4. Search for or Refer a Counterparty

These steps allow the Company user to search for the counterparty that they want to trade with, or if they don't find their counterparty, they can send a referral to them.

5.4.1 Search for Counterparty

- A. After the Company user has started the create trade process and selected their role as Buyer or Seller, they will be prompted for the counterparty information.
- B. The User starts typing the counterparty's name in the text box and clicks the **Search** button to return results (3 letters minimum).

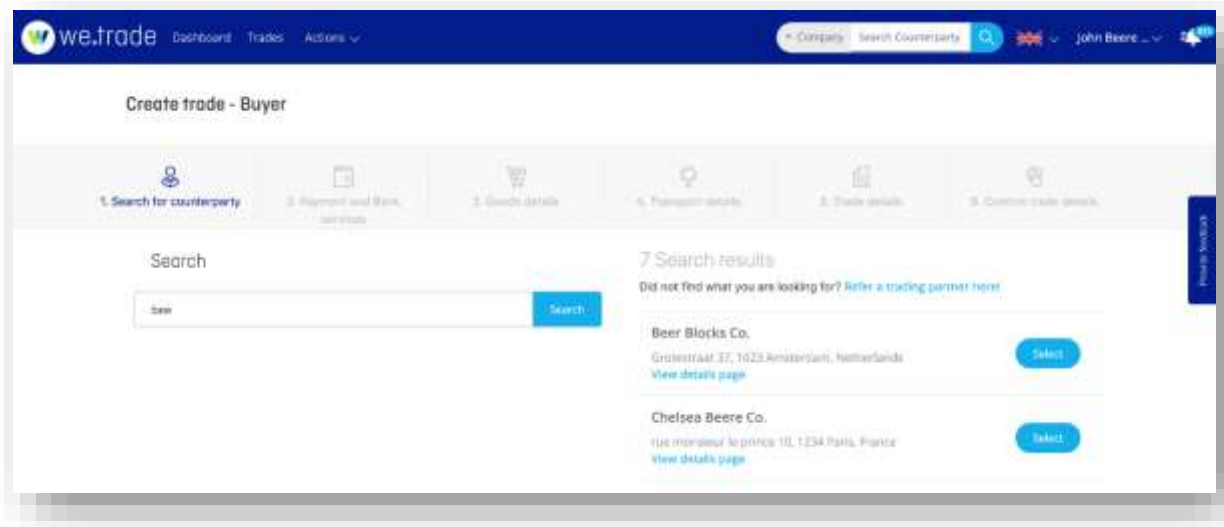


Figure 38. Search for counterparty - steps A and B

- C. The default Search is based on the Company name, but the user can also choose to search on the Country, City, or Tax No. by choosing a different Search filter selector.



Figure 39. Search counterparty options - Step C

- D. The User clicks the **Select** button next to the desired counterparty / trading partner from the Search results returned.

5.4.2 Refer a Counterparty

If a Company user has a specific Counterparty that they want to trade with, but they are not currently on the we.trade Platform (they don't come up in the Counterparty search), the Company user has the ability to Refer them to the Platform.

A Referral can be done from the Counterparty Search screen, or it can be done outside of the Trade creation process, from the main navigation bar using **Actions > Refer Counterparty**. Both are shown below.

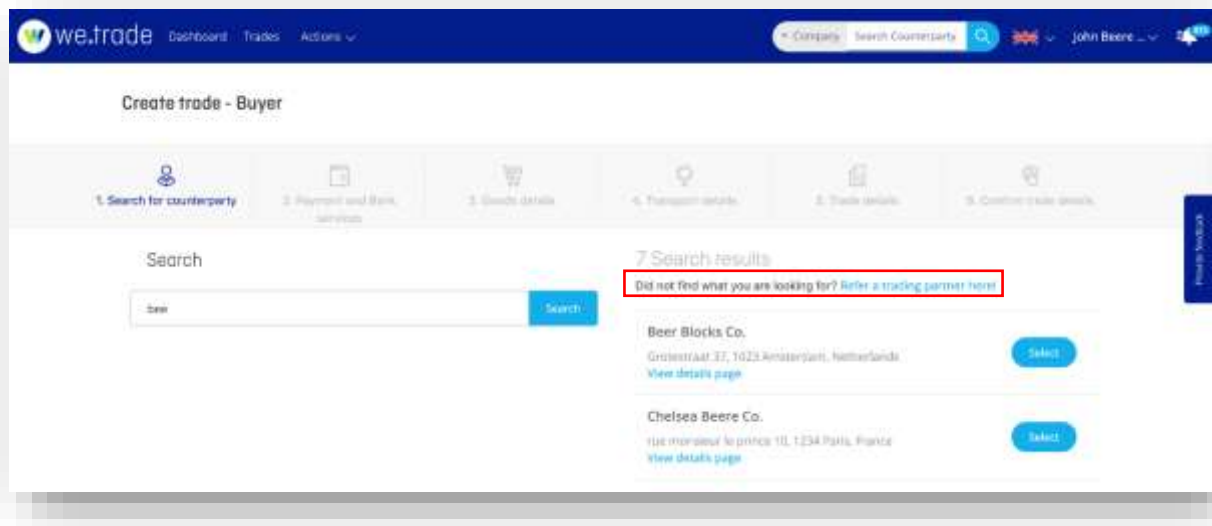


Figure 40. Refer from the Counterparty Search



Figure 41. Refer from the Actions menu

Both links go to a screen where the Customer can enter the email of the party they would like to refer to the platform, as well as a suggested language for the referral to be sent in.

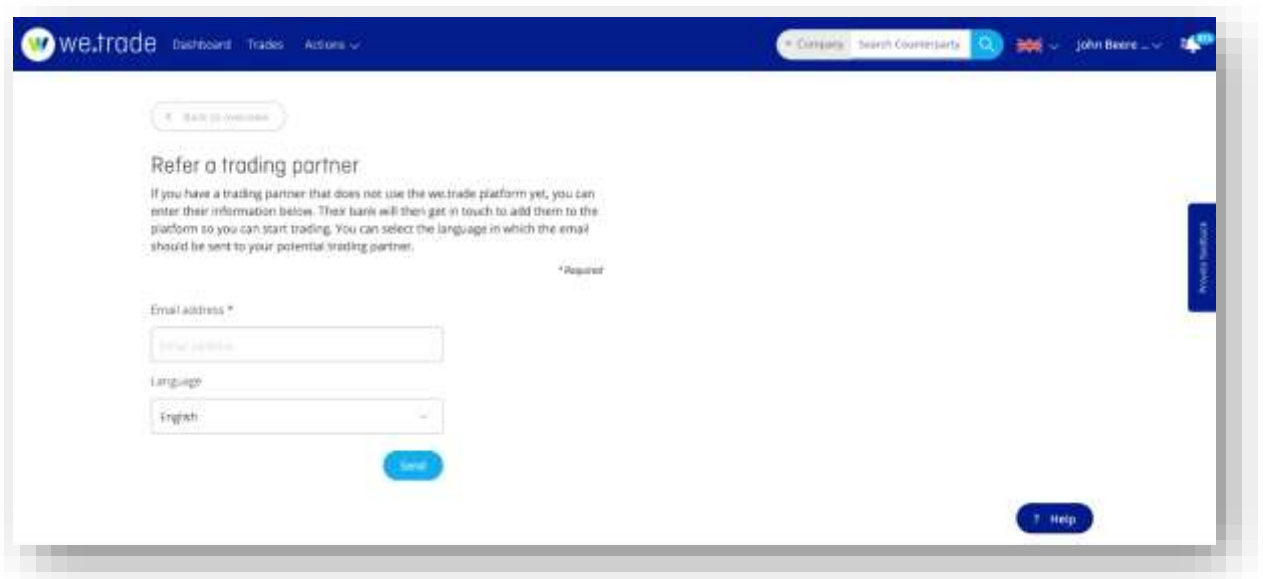


Figure 42. Referral form

Once the form data is filled in and the **Send** button is clicked, a confirmation message will appear.

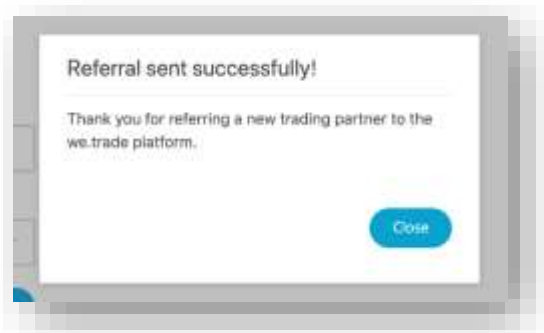


Figure 43. Referral sent dialog.

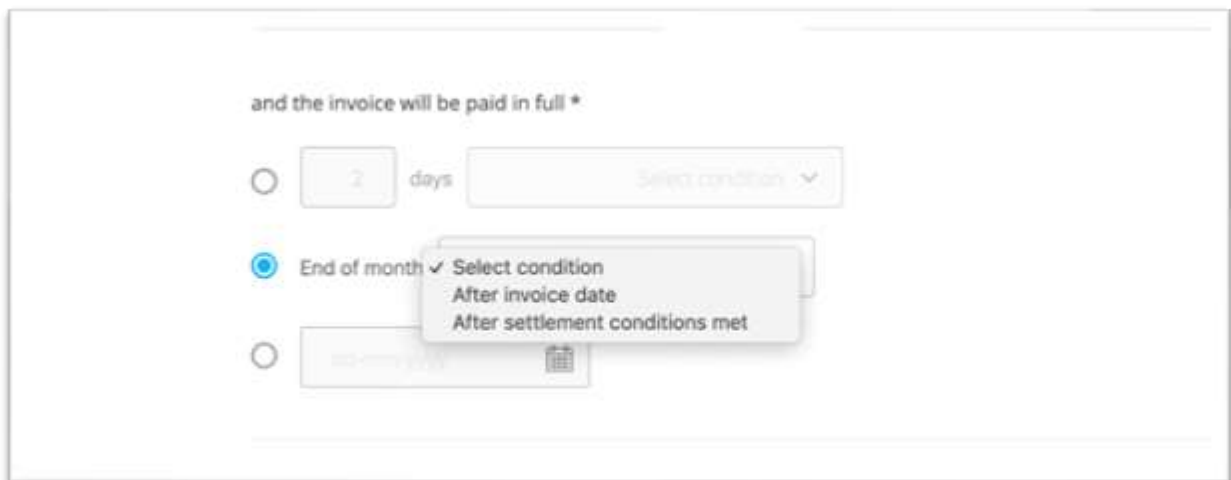
After that, an email will be sent from the Platform - to the provided email address. It will include the name and company of the referring party.

5.5. Payment and Bank Services

5.5.1 Payment

The Payment section defines the settlement conditions and payment terms of the trade.

- A. The User must select Settlement conditions. Settlement condition 1 is mandatory, and Settlement condition 2 is optional.
- B. The User must also define when the invoice is to be paid in full. The choices are:
 - A specified number of days after either the Settlement Conditions have been met or after the Invoice date.
 - At the end of the month after either the Settlement Conditions have been met or after the Invoice date.
 - or a fixed payment date to be selected from the Calendar.



The screenshot shows a form titled "and the invoice will be paid in full *". It contains three radio button options for selecting when the invoice will be paid in full. The first option is "2 days" followed by a dropdown menu labeled "Select condition". The second option is "End of month" which is selected, and it has a dropdown menu with three options: "Select condition", "After invoice date", and "After settlement conditions met". The third option is a date selector icon.

Figure 44. Payment section



The screenshot shows a dropdown menu for "Settlement condition 1 *". The menu is open, showing four options: "Settlement condition 1" (which is selected and highlighted in blue), "Trade terms agreed", "Invoice sent by seller", and "Invoice accepted by buyer". Below the menu, the text "and the invoice will be paid in full" is partially visible.

Figure 45. Settlement condition 1 (mandatory)

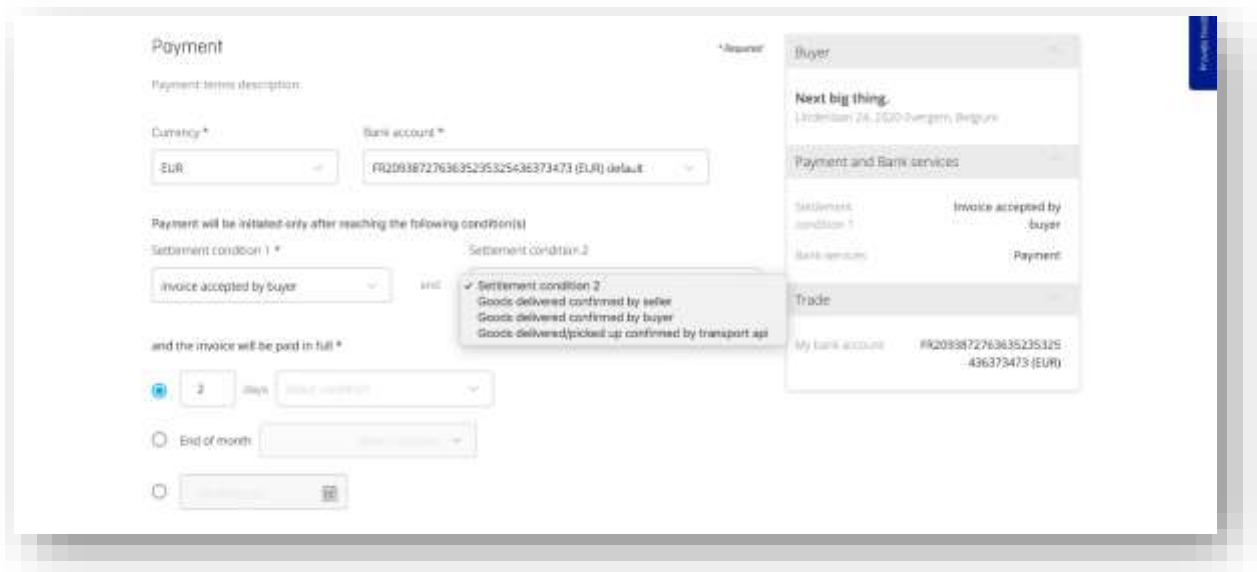


Figure 46. Settlement conditions 2 (optional), and payment options selection

5.5.2 Bank services

Banks can choose to offer bank services within the we.trade Platform for their Traders. These services include auto-settlement, payment guaranties (BPU) and financing (BPU and Invoice). More details about these services and associated rules are included in this section.

Bank Service Options (if offered by the Bank):

Buyer can request:	Seller can request:
<ul style="list-style-type: none"> Bank Payment Undertaking (BPU) 	<ul style="list-style-type: none"> BPU (if selected, this product will be requested by the Buyer to his Bank) BPU Financing (if there is a BPU on the trade) Invoice Financing (if there is not a BPU on the trade)

If BPU, BPU Financing, or Invoice Financing are NOT requested, the trade is a Payment Only (Auto-Settlement) trade.

Bank Service Request Rules:

- The option to request Invoice Financing and BPU Financing is only available to the Seller if this product is offered by the Seller's Bank.
- In case of Invoice Financing (no BPU on the trade), the Settlement Condition "Invoice accepted by Buyer" is mandatory.
- The Seller can request Financing at any stage of the trade as long as the period to finance is greater than 2 days and the goods details are available on the trade.
- Financing (BPU or Invoice) can only be requested up until the time that the goods are marked as ready for shipment or ready for collection.

- When BPU and or Financing have been chosen, the Goods description and Transport details become mandatory.
- A BPU can only be requested during the initial trade creation.
- A BPU can be requested by the Buyer, or it can be requested by the Seller (which is really an indication that the Seller wants the Buyer to request a BPU on the trade).

Financing Disclosure Rules:

- BPU Financing may be disclosed or undisclosed to the Buyer.
- Invoice Financing is always undisclosed to the Buyer.

Bank Service Selection Process:

- First option: if the Buyer/Seller knows the Bank Services they want to use for the trade.

Select the boxes of the requested Bank Services:

- Nothing, payment only service applies if no BPU service is requested.
- BPU, BPU service applies.
- Financing, Financing and Payment only apply if no BPU service is requested.
- Both BPU and Financing, BPU and BPU Financing apply.

Second option: if the Buyer or Seller need help selecting the Bank Services for the trade, the user can click the **Need help choosing a service?** link and answer 3 questions that will allow the user to choose the Bank services most appropriate for their trade.

- A. The User may choose Bank Services if he wants, and if they are offered by his Bank.
- B. Then the User clicks the **Continue** button to move to the next section.

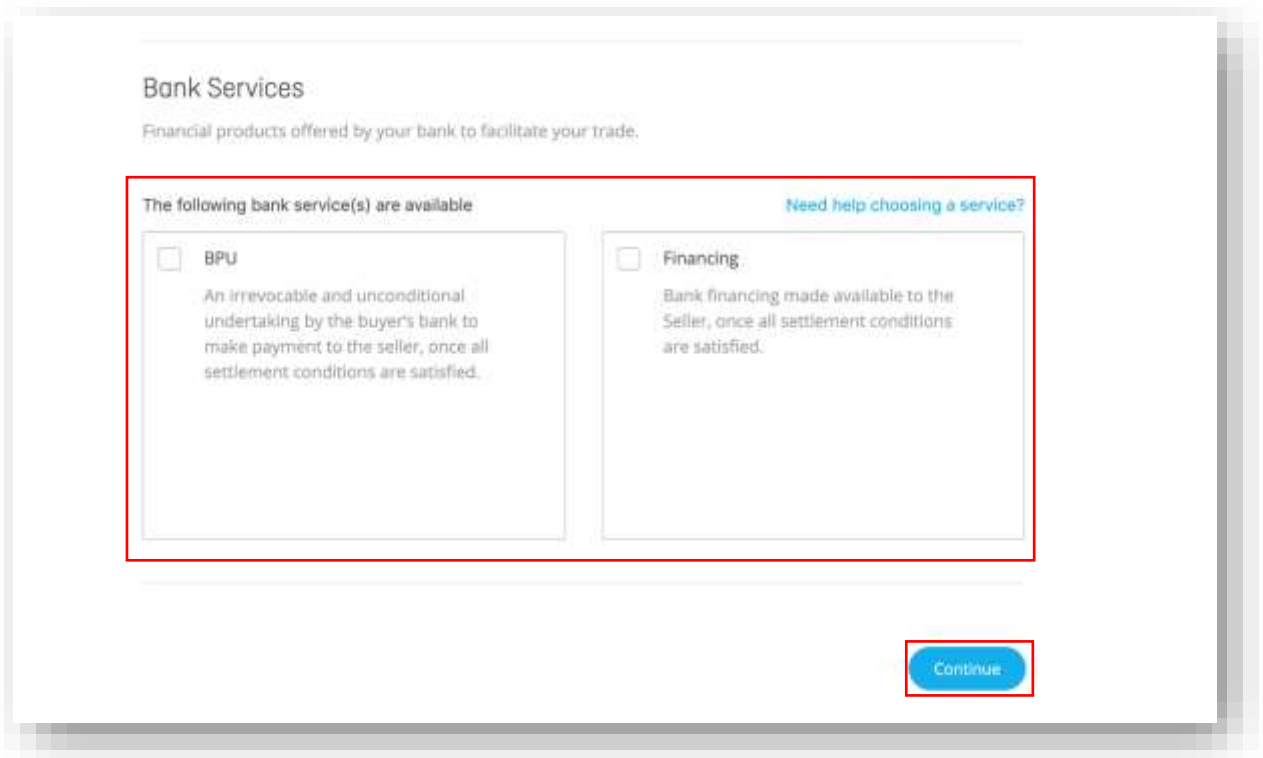


Figure 47. Bank services

- C. If the user needs help selecting the appropriate bank service, they can choose the **Need help choosing a service?** link.

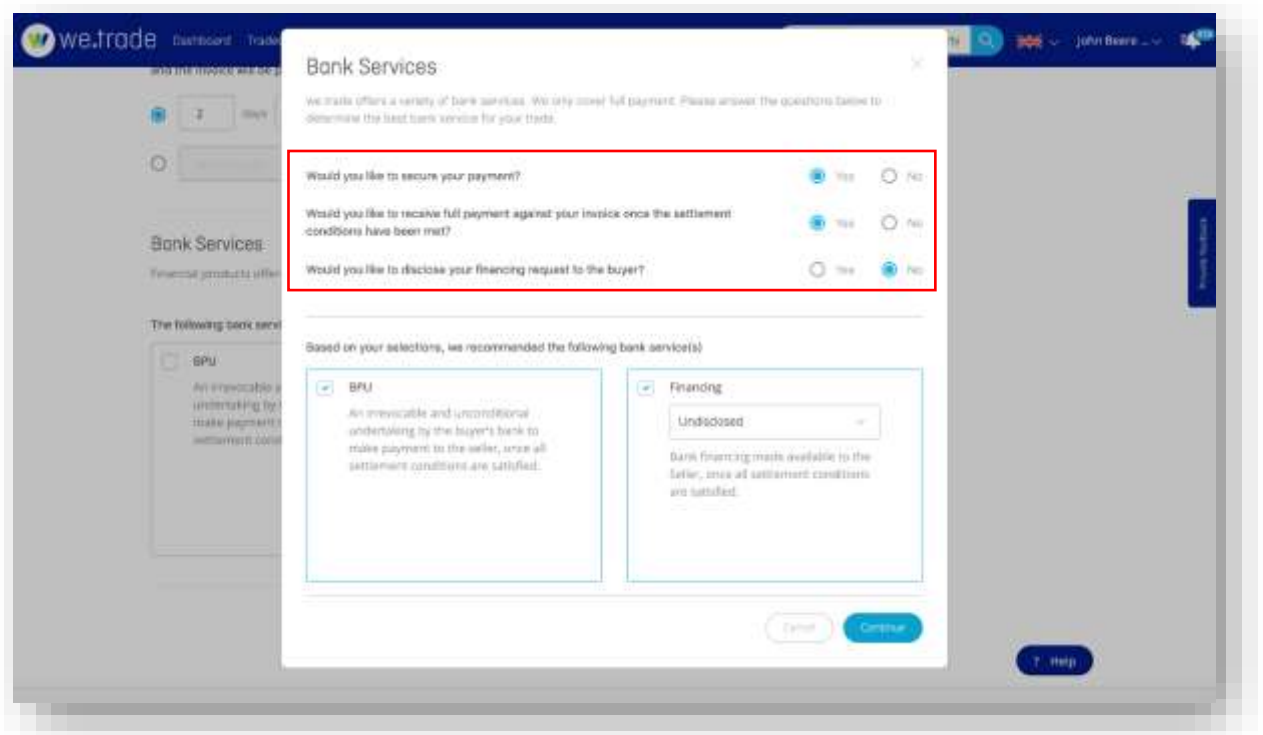


Figure 48. Bank Service selection help questions

5.6. Transport Details - Optional

The transport details section lists the information related to the delivery process.

If a **Goods delivery confirmation** is selected for the trade (Settlement Condition 2), then transporter information and addresses are mandatory.



If there are no transport details for the trade, the User can click the **Skip transport details** button near the top. If the transport details are required or not skipped, the User enters:

- Transport details (transporter, freight charges, and Tracking ID).
- Pick-up address and delivery address. These can be added to the address book for reuse if desired.
- The latest shipment date.

User then clicks the **Continue** button.

Transport details

This step is optional, the transport details can also be filled in during the trade.

Skip transport details

Transporter (Alternative): Or enter transporter:

Tracking ID:

Freight charges:

Pick up address

Search address book:

Street address:

Postcode: City:

District:

Country:

Add to address book

Delivery address

Search address book:

Street address:

Postcode: City:

District:

Country:

Add to address book

Latest shipment date:

Figure 49. Transport details entry

5.7. Goods Details

If BPU or Financing is requested initially or during the trade lifecycle, Product name, Unit price, Quantity, Tax, and Product origin are mandatory Goods details.

If there are no Goods details for the trade, the User can click the **Skip goods details** button near the top. In this case, the User would enter the transaction amount in the **Other costs** field of the transaction details.

Other costs *

Other costs description

* enter total trade amount if no goods or transport costs are entered

Figure 50. Other costs

Trades with Bank Services **require** the inclusion of Goods Details. Goods details can be manually entered, or they can be part of an imported UBL XML Purchase Order, which makes population of this data more streamlined. See [Section 5.2](#) for more details on this functionality.

Whether the goods details are entered manually or via an imported UBL Order, the below details of data required are identical.

For trades with Goods details being entered or confirmed:

- A. Enter Goods Details for Product 1.
- B. If there is more than one Product, click **Add more products** and fill in the required details for each.
- C. Required Goods Details fields are: Product name, Product origin, Unit Price, Quantity, and Tax rate % (although tax rate can be entered as 0).
- D. The Quantity field accepts decimal values (*for example: 0.05 tonnes*).
- E. If using the **Product Type** field, options will appear as text is typed (*for example: Apple*), options will appear with the corresponding [HS Codes](#), that can be selected. The HS code number can also be typed.
- F. If the **Units of measure** field is used, options will appear based on the values typed. There is also a help dialog for the units of measure.
- G. When all products have been entered or confirmed, click the **Continue** button.

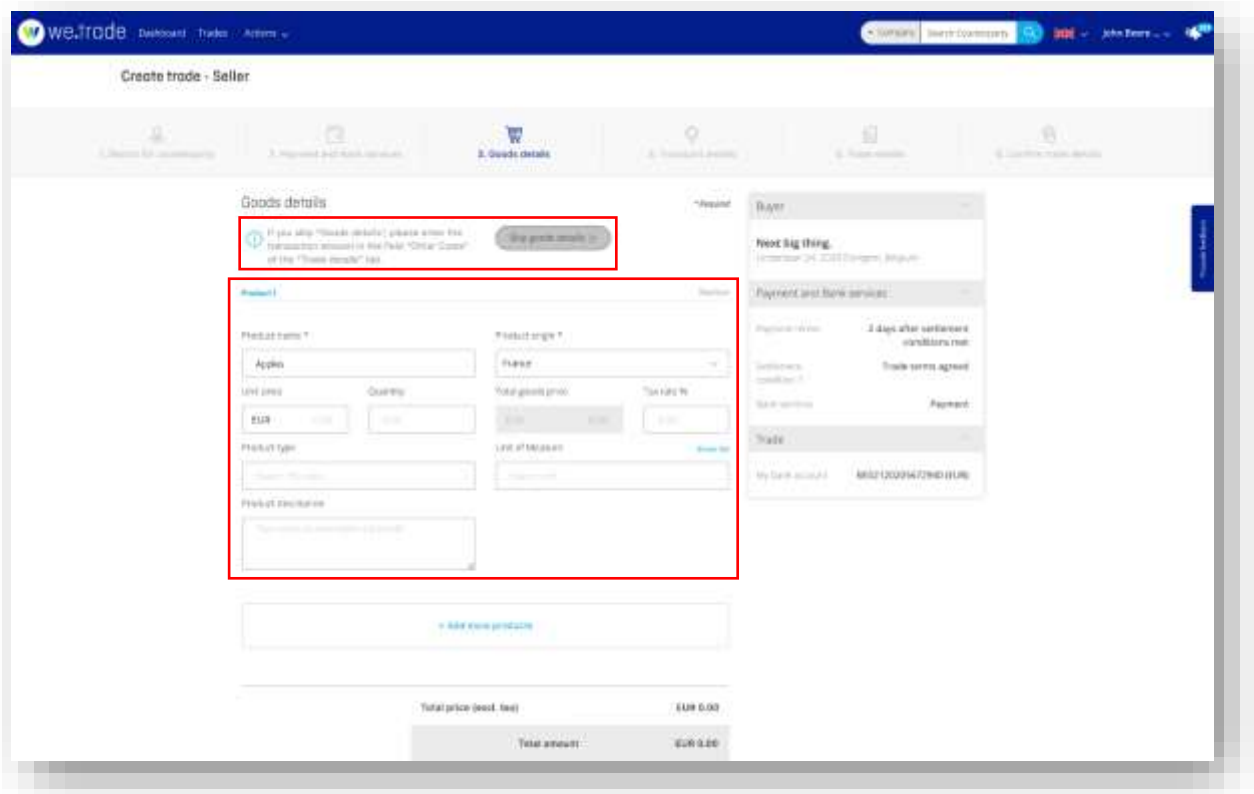


Figure 51. Goods details entry

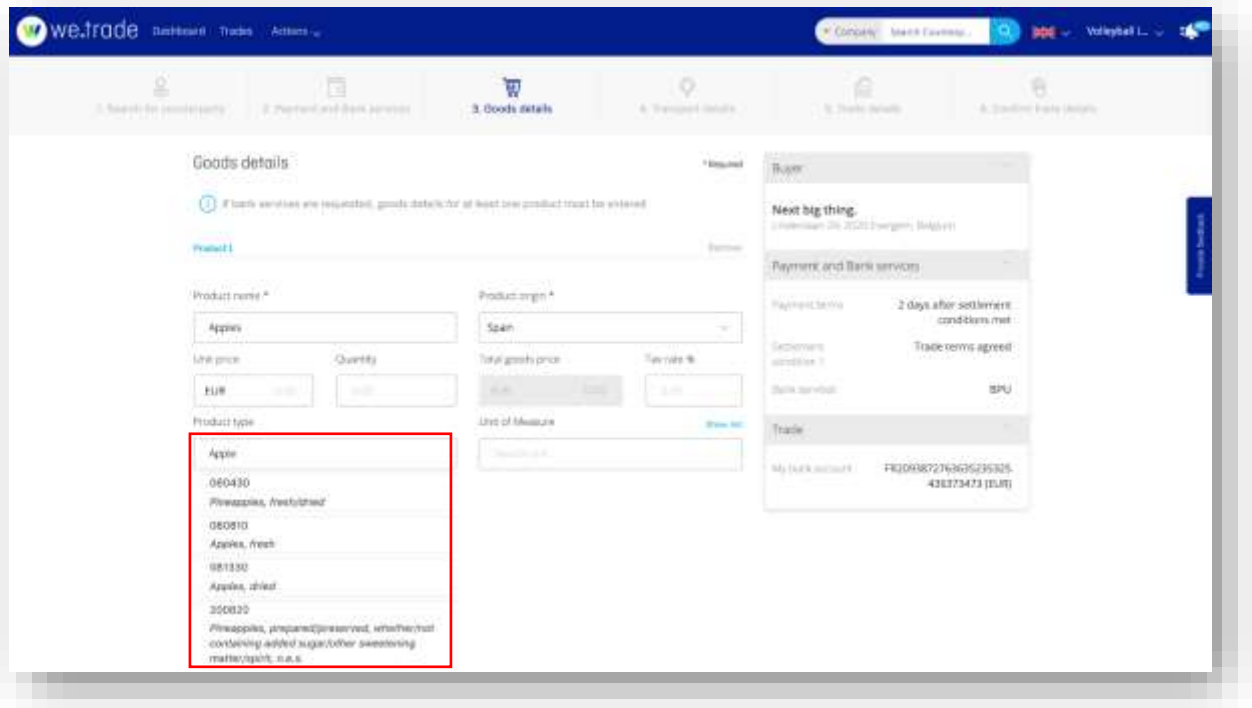


Figure 52. Good details - HS code auto-population

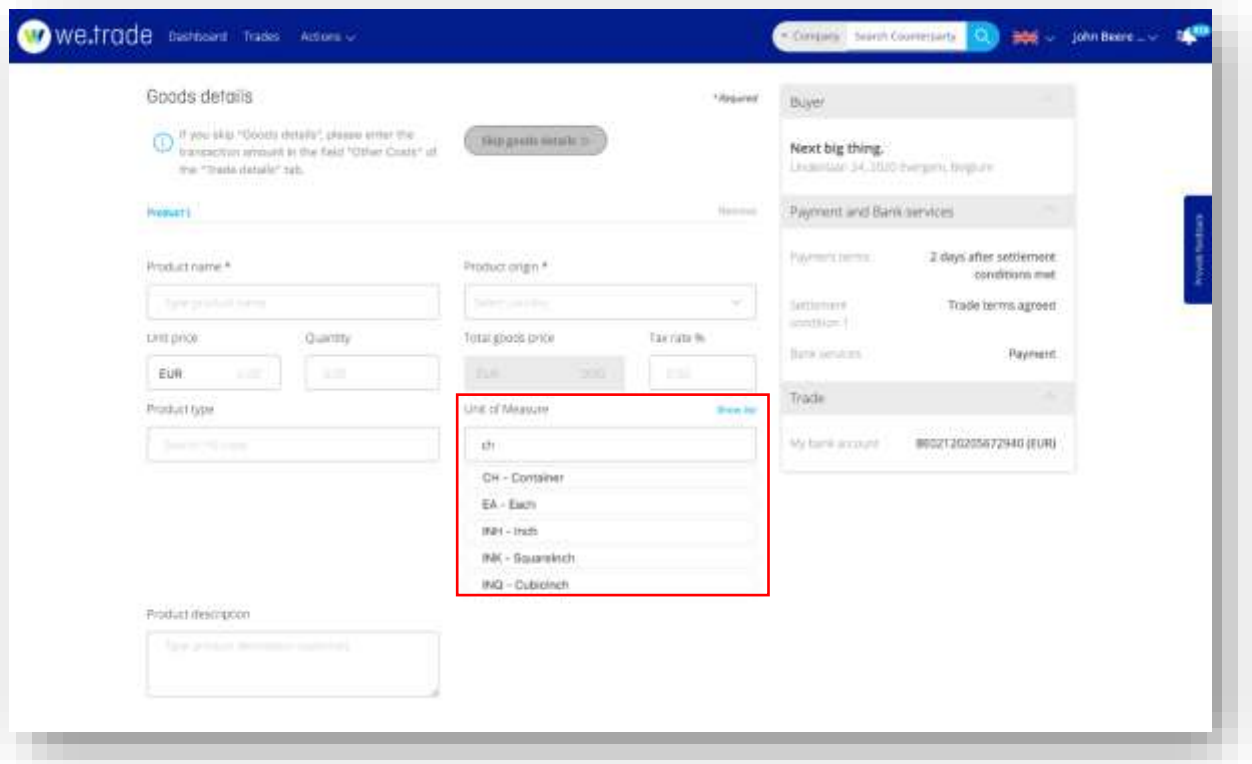


Figure 53. Unit of Measure autofill

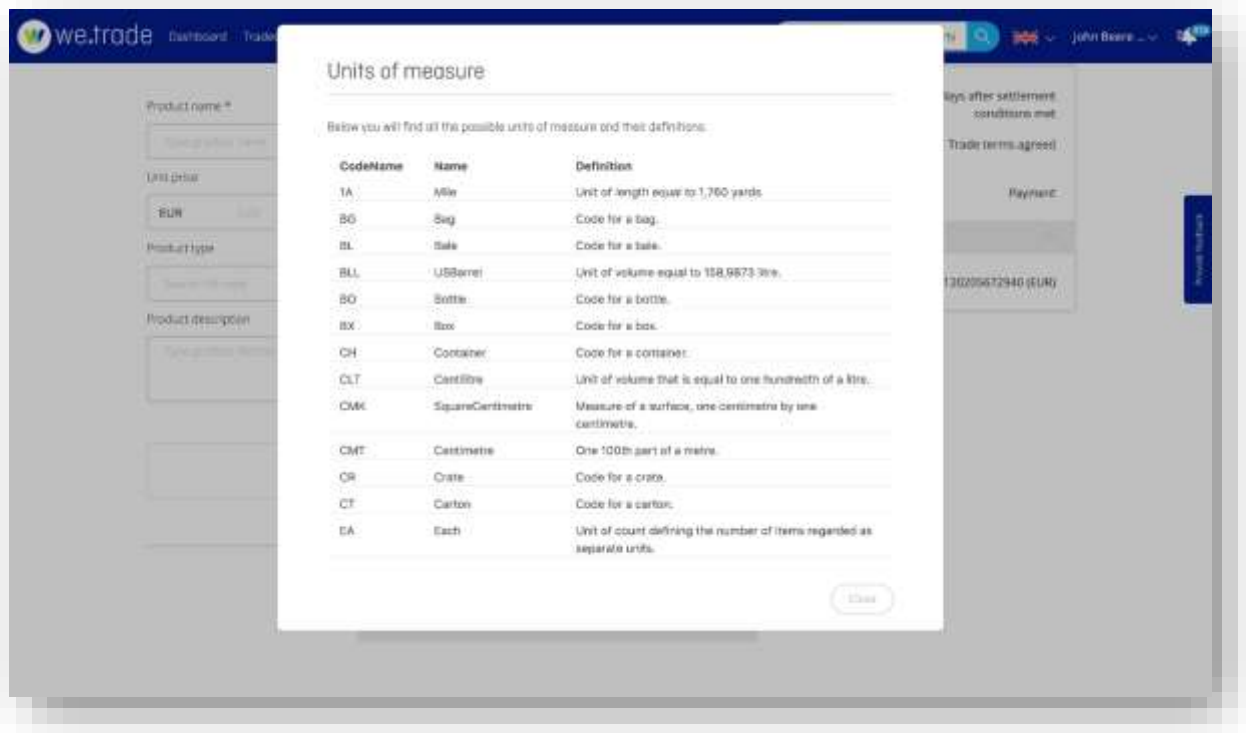


Figure 54. Unit of measure help

5.8. Trade Details

The Trade details section is an essential step in the trade creation, including the definition of the terms and conditions of the transaction.

All Trade details fields are mandatory except Other costs amount and description (unless goods details are skipped), and Price tolerance (unless BPU is involved).

The **Trade Reference ID / PO Number** is an alphanumeric field of up to 40 characters. If the trade was created from an imported Purchase Order, this would be the Purchase Order number.

The supported Delivery Terms (**Incoterms**) can be found in the [Glossary – Delivery Terms](#). The incoterm selected identifies the nature of the transport (land, sea, air), determines when the risk transfers from the seller to the buyer as well as responsibility for transport costs and loading and unloading as well as location/named place.

The **Expiry date** is the date by which the Settlement Conditions must be met on the trade, or the trade will expire.

The Total trade value must be greater than 0. If goods details were skipped, the value from the **Other costs** field is the trade value.

The User can optionally add a short **Trade Summary** that will be visible to the Counterparty.

The User can upload up to five **documents** during the life of the trade.

If there is a BPU on the Trade, there will also be a **BPU Price Tolerance** on the trade. The tolerance is used to create a total trade value range that if an amendment results in an updated price still within the range, bank reapproval is not required. The price tolerance maximum in the Platform is 50% of the trade value, although the Buyers bank may require a smaller percentage based on their own financial criteria and their view of the Buyers financial

position. A BPU price tolerance of 0 is supported. The trade details screen below shows the max price tolerance, and the price tolerance range based on the entered price tolerance.

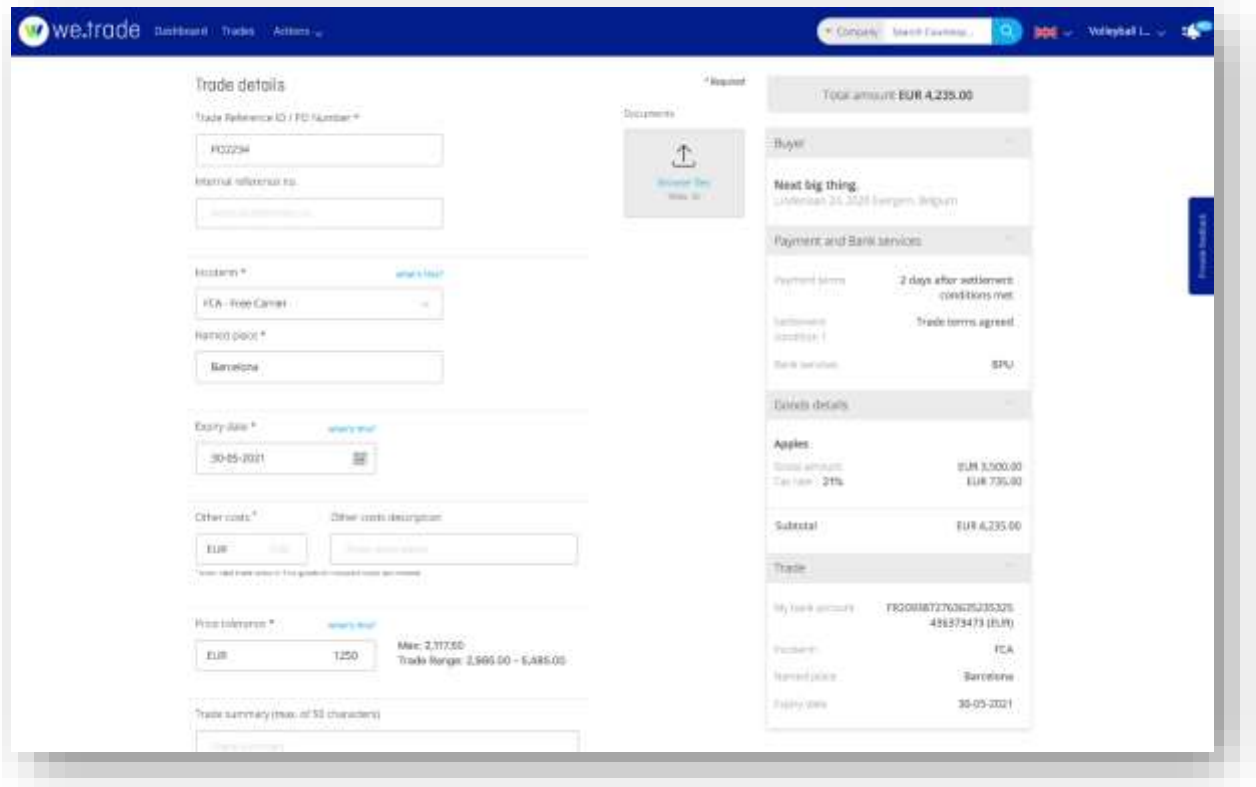


Figure 55. Trade details (with BPU Price Tolerance)

5.9. Confirm Trade Details

The Confirm trade details page summarizes all the terms which have been defined. A thorough check of this section is recommended. If any required fields are missing, the user will not be able to submit the trade and the steps where errors exist will be shown in red. They will need to be fixed before the trade can be submitted.

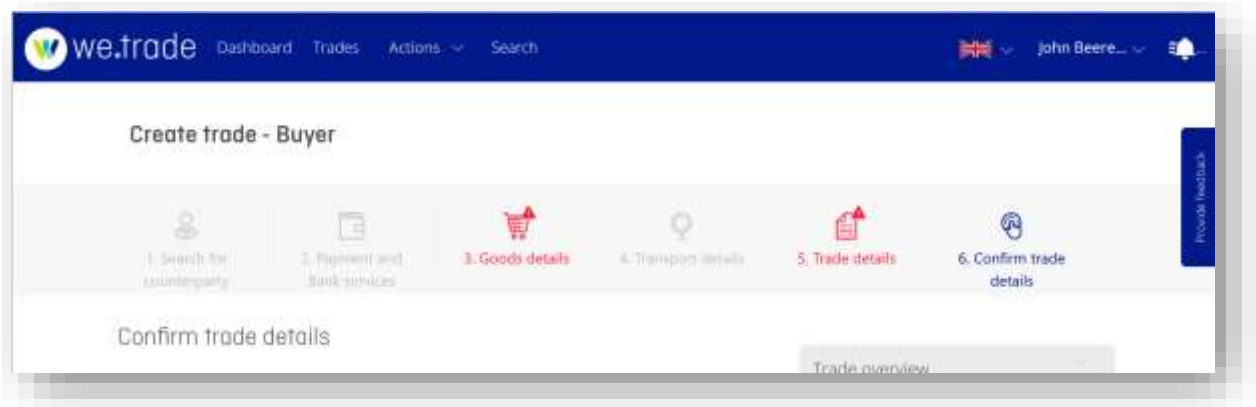


Figure 56. Trade confirmation with errors

- A. Review the Trade details.
- B. Click the Terms and Conditions checkbox.

- C. Click the **Submit** button to send the trade to the counterparty.

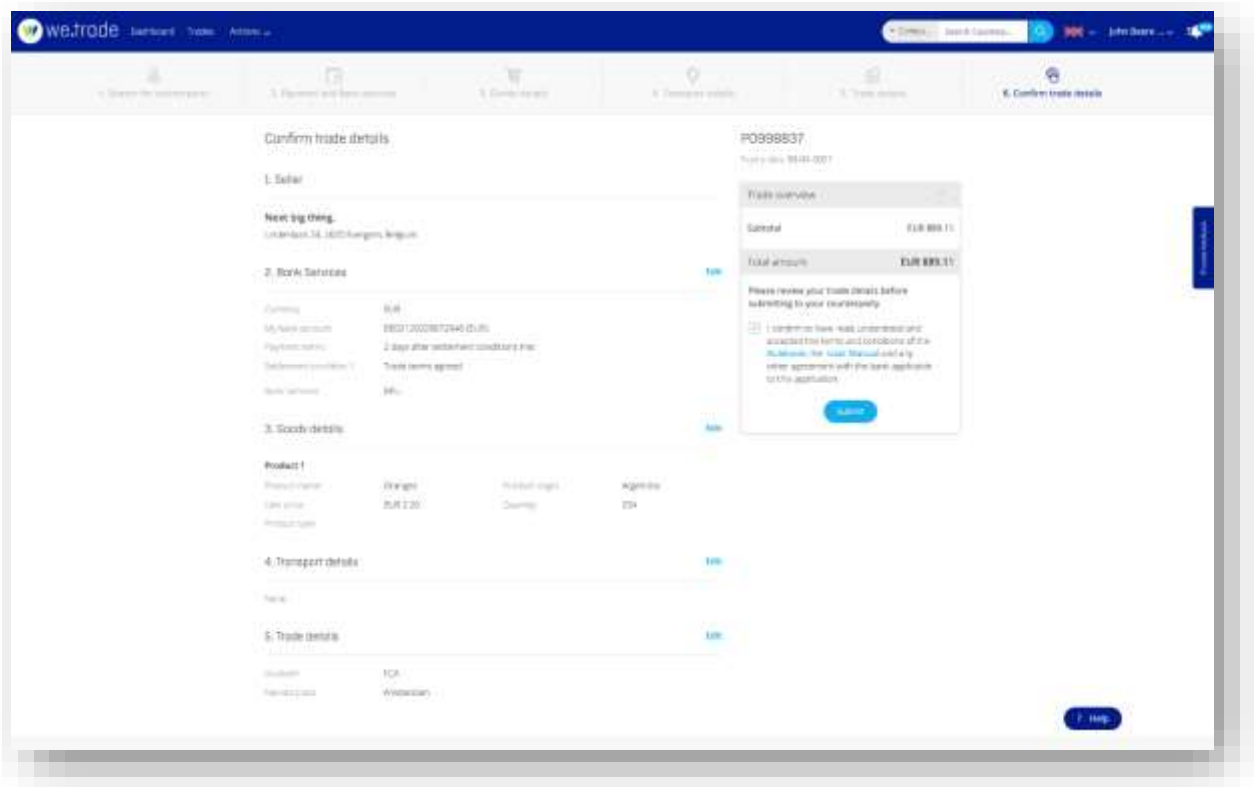


Figure 57. Trade details confirmation

5.10. Strong Customer Authentication to Approve a Trade as a Buyer

Depending on the User's Bank's configuration and the Identity provider in use, the specific steps to authenticate a transaction will vary. Typically, a Trader who is buying goods will need to sign/seal the transaction. Edits to a trade may also result in additional approval steps and may include repeat transaction signing/sealing.

In compliance with financial regulations that went into effect in Europe in September 2019, [Strong Customer Authentication](#) must be used for transaction signing/sealing.

Banks will be dynamically linking a specific authorisation to a specific transaction amount and payee.

There are varied solutions in use for completing this strong customer authentication. They include generating a one-time code on a mobile device, receiving an SMS code or a push notification to a registered device, using biometrics, or using a trusted registered device and browser. The specific methods used on we.trade, and the corresponding user experience depend on the Bank's configured Identity Provider. If the Bank is using the we.trade default identity provider, details can be found in [Appendix 3](#).

6. Trade Details Page

After clicking on **Trades** in the header, a list of all trades your company is involved in will be displayed. Toggle between Buyer and Seller; and select specific trade statuses to switch from the All trades default view to a different view based on the selection. The next section covers more on trade statuses. For any trade in the list, click on the **Details** button to see information like that shown below. Specific data shown may vary depending on the specific trade details and status.

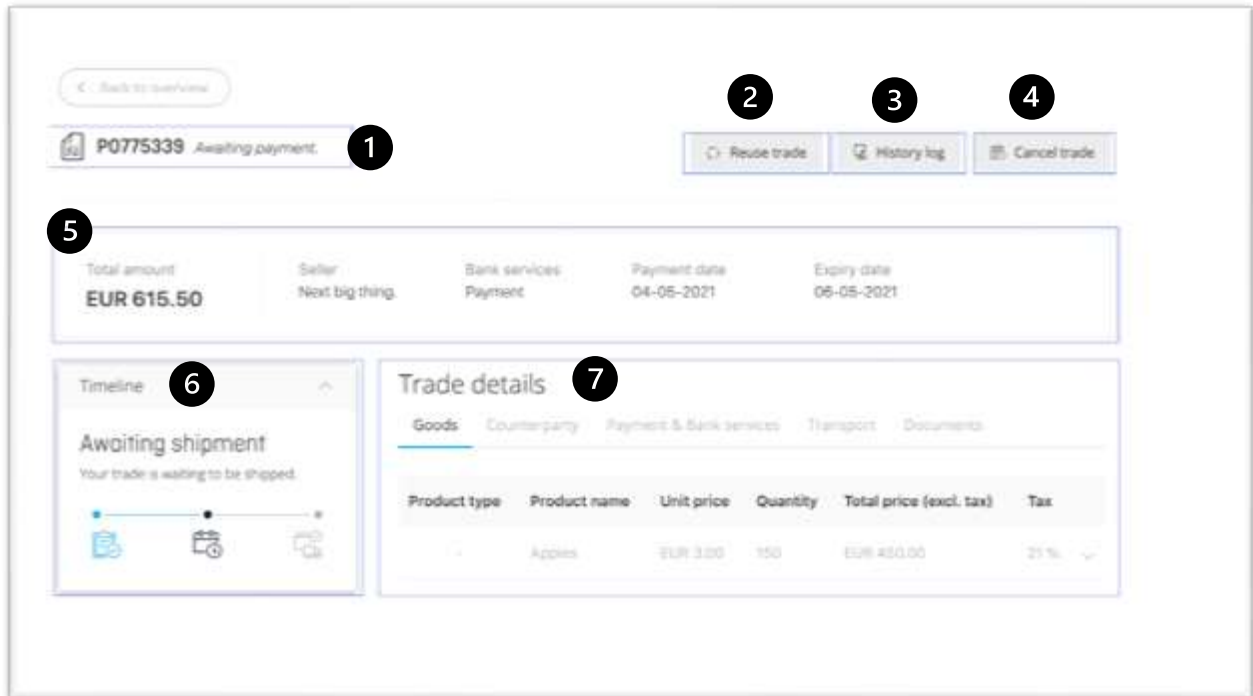


Figure 58. Trade details

The image above displays in each numbered section:

1. Trade Name or Trade ID, as seen by the Buyer and the Seller, current status of the trade, and internal reference (if there is one).
2. Reuse trade (can also be Edit trade depending on trade state): option to reuse the trade to create a new one, or to edit the trade.
3. History log: contains every action made on the trade by involved parties and the dates.
4. Cancel trade: option to request a cancellation of the trade. The counterparty must approve the request.
5. Summary of the trade with amount and currency, price tolerance, counterparty name, Bank services, payment date if known, expiry date, latest shipment date if known.
6. Summarised timeline, shows acceptance, review, delivery.
7. Details of the trade:

Goods: shows products, price per unit and quantity, tax and total price.

Counterparty: displays relevant information about counterparty (name, web address, tax number, company registration, IBAN, BIC, address, phone, and general e-mail)

Payment & Bank services: shows payment execution terms, settlement conditions, Bank services, other costs, trade summary, payment date if available, BPU price tolerance if applicable.

Transport: Incoterm, named place, information about transporter and tracking ID, freight charges, pick-up & delivery addresses, shipment date, latest shipment date.

Documents: shows documents associated with a trade such as invoices, if present. A maximum of 5 documents can be associated with a trade.

7. Trade Statuses

A trade can go through eight different statuses during its lifecycle: Create, Open, In Progress, Delivery, Awaiting payment, Paid, Overdue, and Closed.

The **Take action** button is displayed when the trade requires an action from the Customer, so that the settlement conditions can be met.

The **Details** button is displayed when there are no mandatory actions required from the Customer.

Status notes:

1. Status “goods shipped” is different for incoterms EXW and FCA. Then it is ‘goods ready for collection’.
2. Status follows the flow of goods. Upload and acceptance of invoice doesn’t influence the screen flow.
3. Status “awaiting payment” is maintained until the payment date. Then it goes to **Paid** or **Overdue**.

7.1. Create

A new Transaction is being created, by a Seller or a Buyer. It is not visible at this point.

7.2. Open

These are the transaction proposals that have been submitted and are waiting for review and approval from the involved parties (Counterparty, and Buyer’s Bank if there is a BPU request).

7.2.1 Approve a Trade

- A. Click **Trades** to see the list of trades.
- B. Select **Open** in the left to filter the view to Open trades.
- C. Click the **Take action** button next to an Open transaction awaiting action.

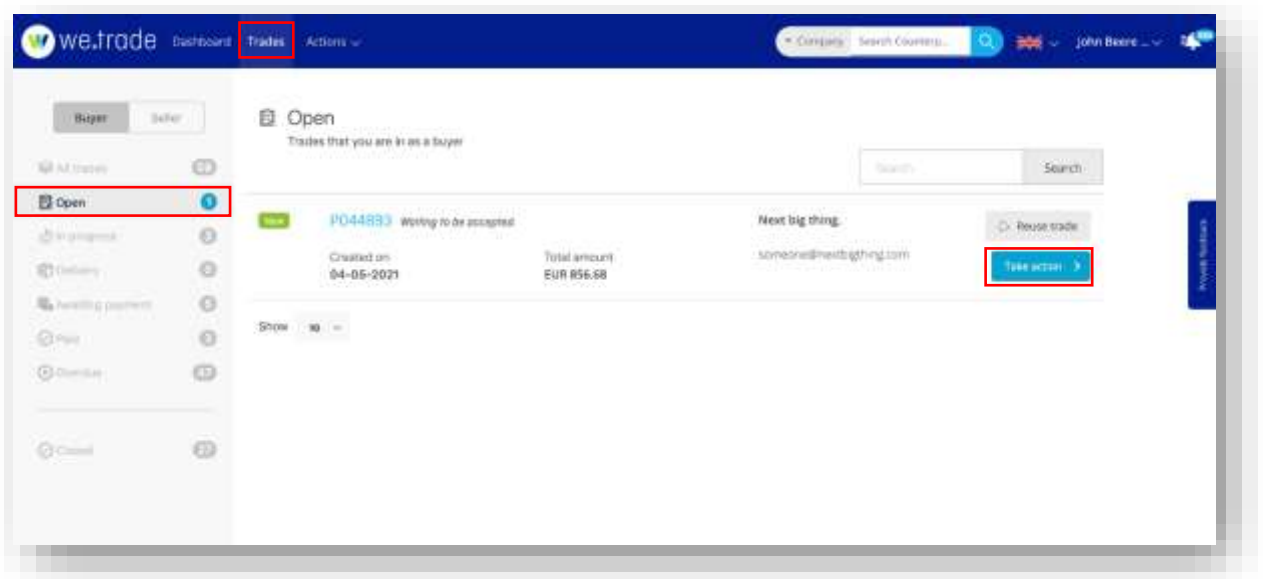


Figure 59. Approve a transaction - steps A, B, and C

D. Select the IBAN

For the Buyer, IBAN selection is mandatory - the IBAN will be used for the payment.

For the Seller, the IBAN is automatically selected if there is only one IBAN in the trade currency. Otherwise, the default IBAN is selected.

E. Optional - at this point, the Seller has the option to request BPU, which is really the Seller letting the Buyer know that the Seller would like the Buyer to get a Bank guarantee on the trade. The Seller also has the option to request Financing via the **Add financing** button in the action box. See the [Bank Services](#) section for more details on both options.

F. Check the **Terms and Conditions checkbox**.

G. Click the **Approve trade** button, and then 'seal' the trade if the Buyer.

Bank Service Nuances:

If there are Banking services requested on the trade, the Banker would now see the request and would be able to review and approve it.

If there is a BPU request on the trade and it is declined by the Buyer's Bank, the Seller will be informed and will be given the choice to proceed or not without the BPU on the trade.

Once the transaction is approved by all parties on the trade (including Bankers in the case of bank services) the trade status changes from **Open** to **In Progress**.

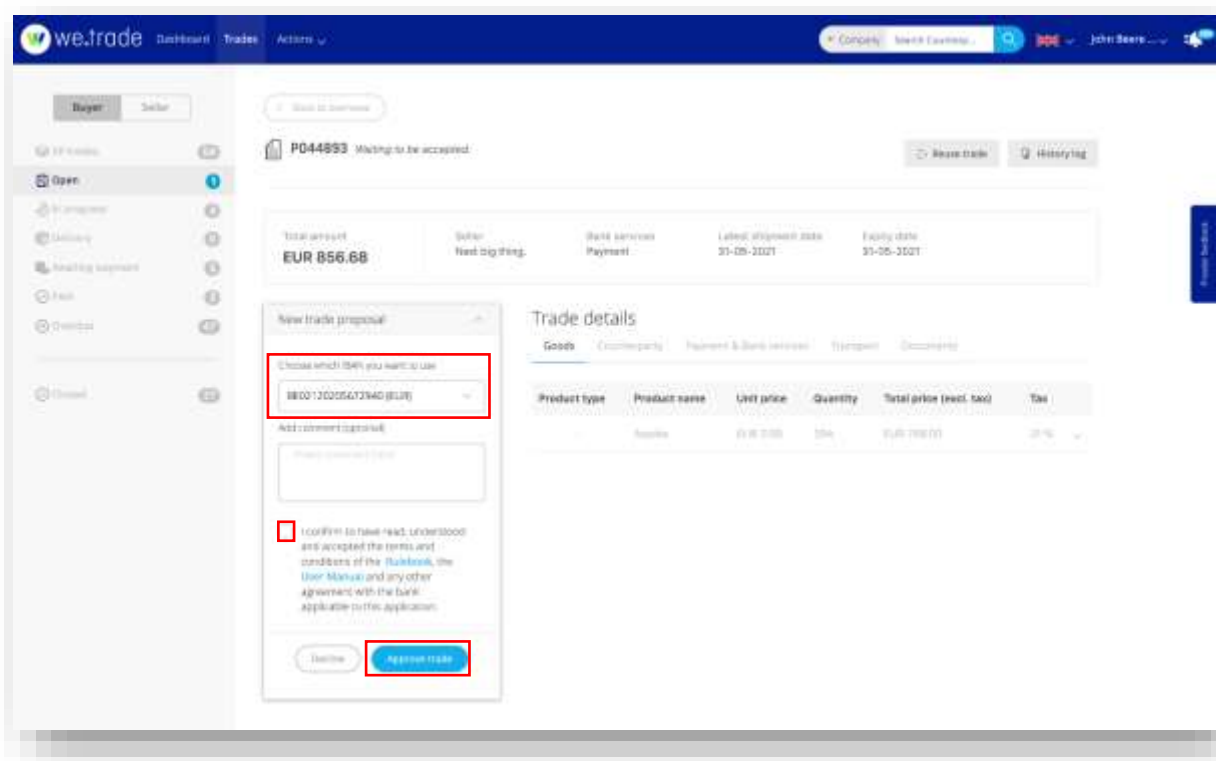


Figure 60. Trade approval - steps D, F, and G

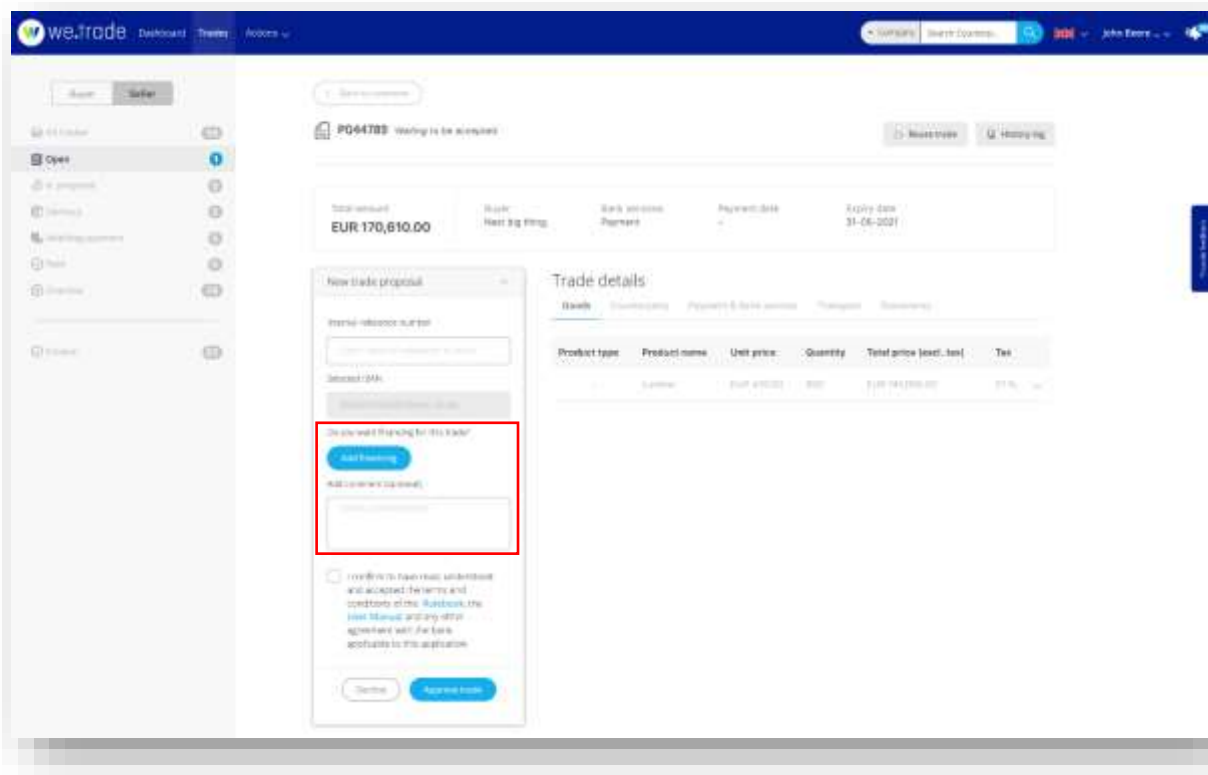


Figure 61. Optional - Seller requests financing before trade approval – step E

7.3. In Progress

These are the transactions that have been approved by all parties (Buyer and Seller and Buyer's Bank in case of BPU request) and are waiting for the goods to be delivered.

7.3.1 Take actions on in progress trades

- The Seller can confirm that goods are ready for collection (Incoterms EXW, FCA, CPT, CIP, FAS and FO) or that the goods have shipped (Incoterms CFR, CIF, DAT, DAP and DDP).
- For trades that have goods details, the Seller can request financing via the **Request Financing** button. See the [Bank Services](#) section for more details.
- The Seller can upload invoice document(s).
- The Buyer can approve or decline the Invoice (if it is required in the Settlement Conditions).

7.3.2 Edit the expiry date

If all settlement conditions are not satisfied in full at 23:59 (by reference to the specified time zone for the Smart Contract) on the expiry date, the trade will expire, and no party will have any further liability on that trade.

Rules related to amending the expiry date:

- Changing the expiry date is treated as an amendment.

- The expiry date can be amended multiples times and at any time by either the Buyer or Seller, until the expiry date itself is reached, or until the payment date is known.
- The counterparty must approve an expiry date change request.
- While the expiry change request is open nothing can happen on the trade while it's still pending an action from the Bank.
- If the payment date is known the trade can no longer be amended.
- If an expiry date amendment has been requested but not actioned by the counterparty, the previously agreed date remains in effect.

- Find the trade to edit and go to the Trade details.
- Click the **edit** link next to the Expiry date field.

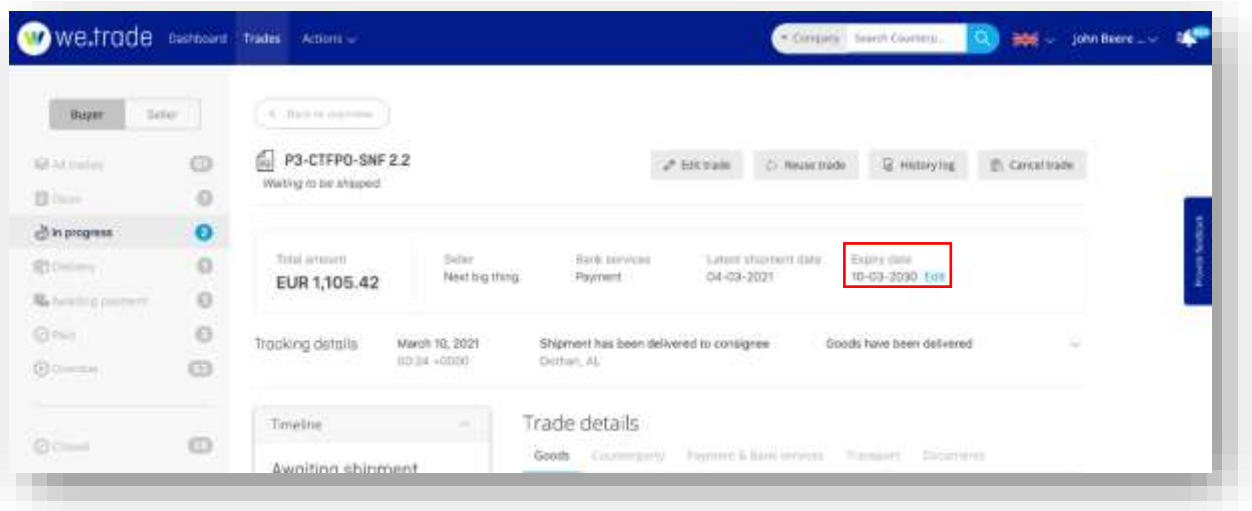


Figure 62. Edit the expiry date - steps A and B.

- Enter a new expiry date.
- Click the **Submit change** button.

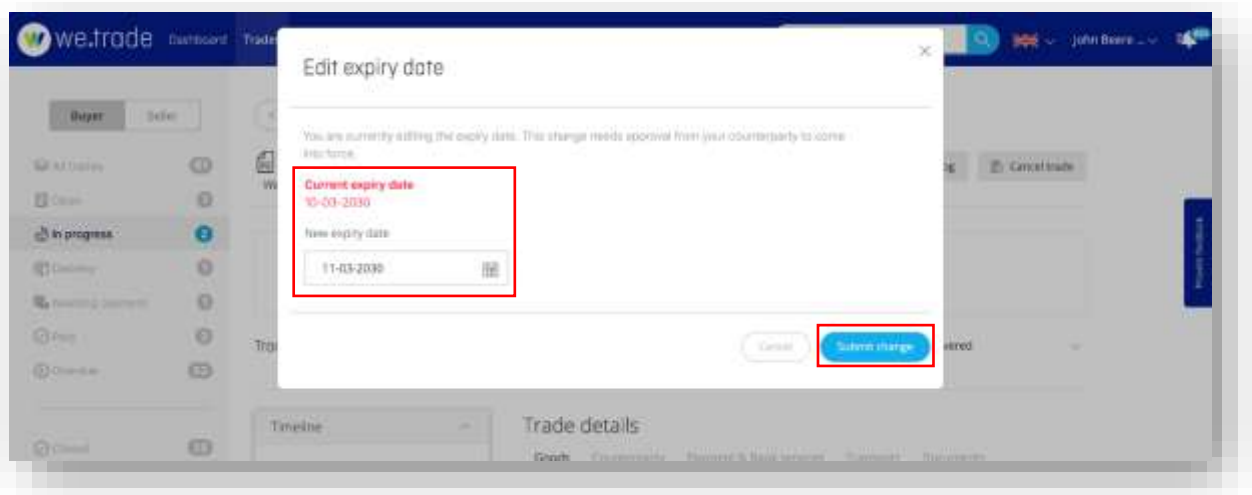


Figure 63: Edit the expiry date - steps C and D.

7.3.3 Request Invoice financing (by Seller on the trade)

- A. Find the trade to request financing for and go to the Trade details.
- B. Click the **Request financing** link. See the [Bank Services](#) section for more details.
- C. Select the desired Bank service and click the **Submit** button.

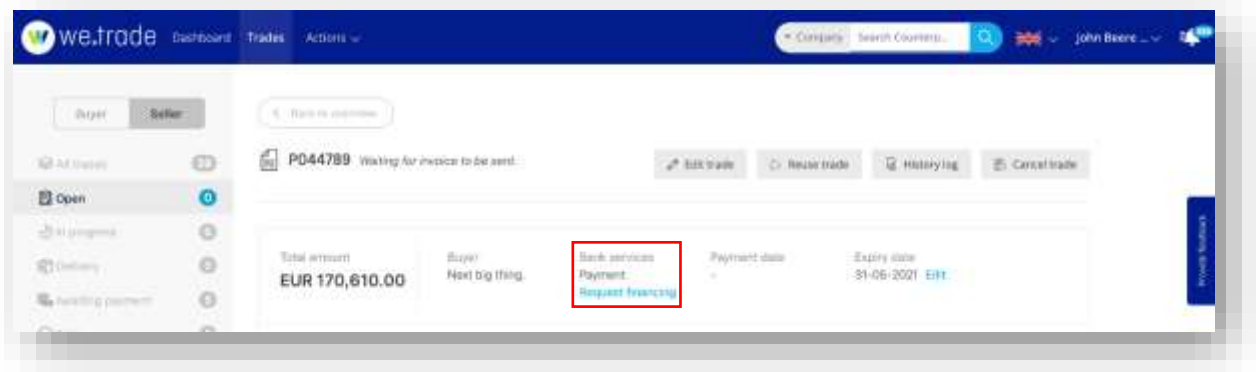


Figure 64. Request invoice financing – steps A and B

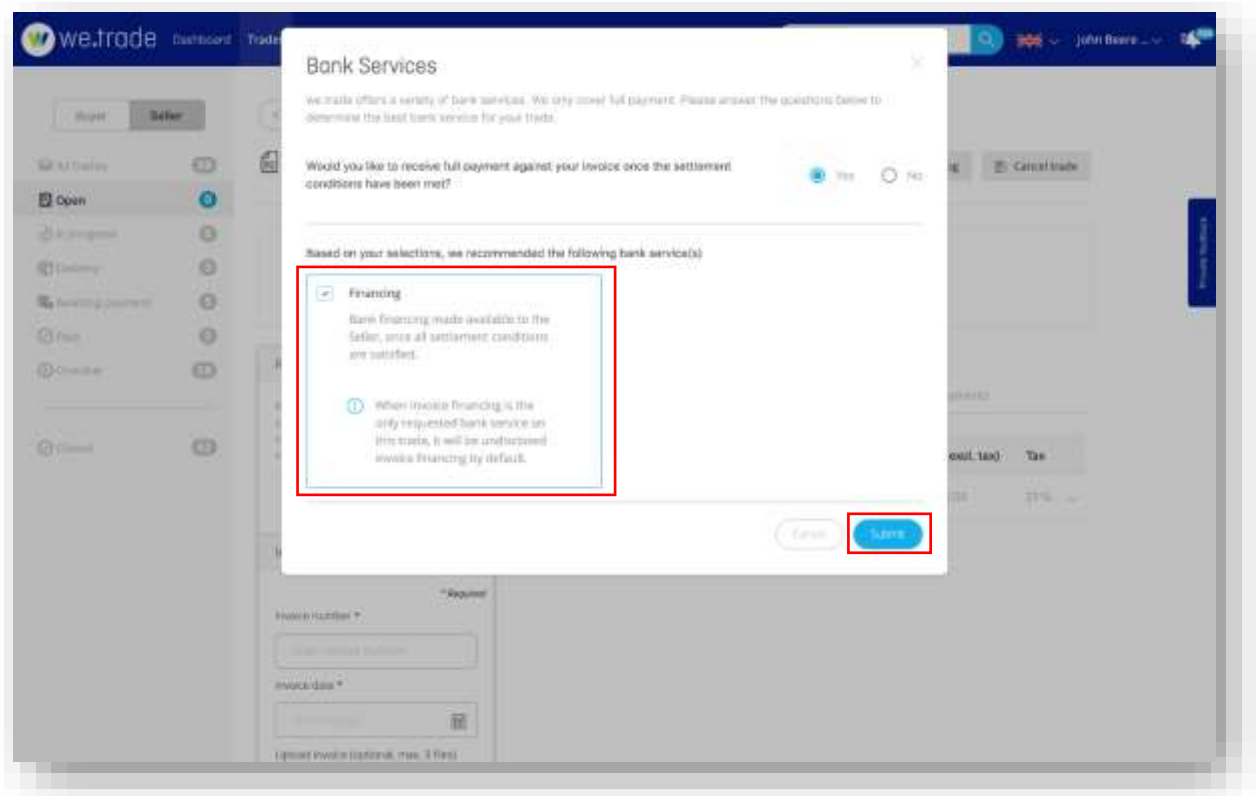


Figure 65. Request invoice financing - step C

7.3.4 Confirm “Goods ready for collection”

- A. Find the trade to be confirmed is ready for collection and go to the Trade details. Click on the **Goods ready for collection** button.

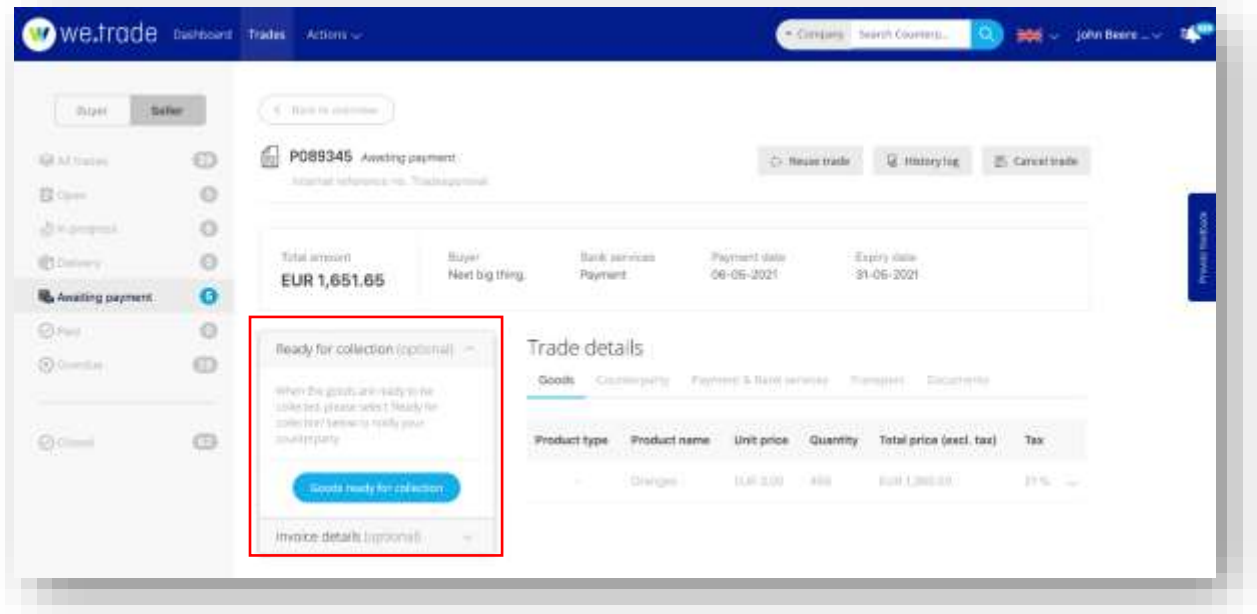


Figure 66. Goods ready for collection

7.3.5 Confirm “Goods shipped”

- A. Click **Trades** in the application banner.
- B. Click on a status in the left column to filter the trades in view.
- C. Find the trade needing shipment confirmation and click the **Take action** button.
- D. Fill in the shipping information and click the **Goods shipped** button.

The status will be updated to **Delivery**.

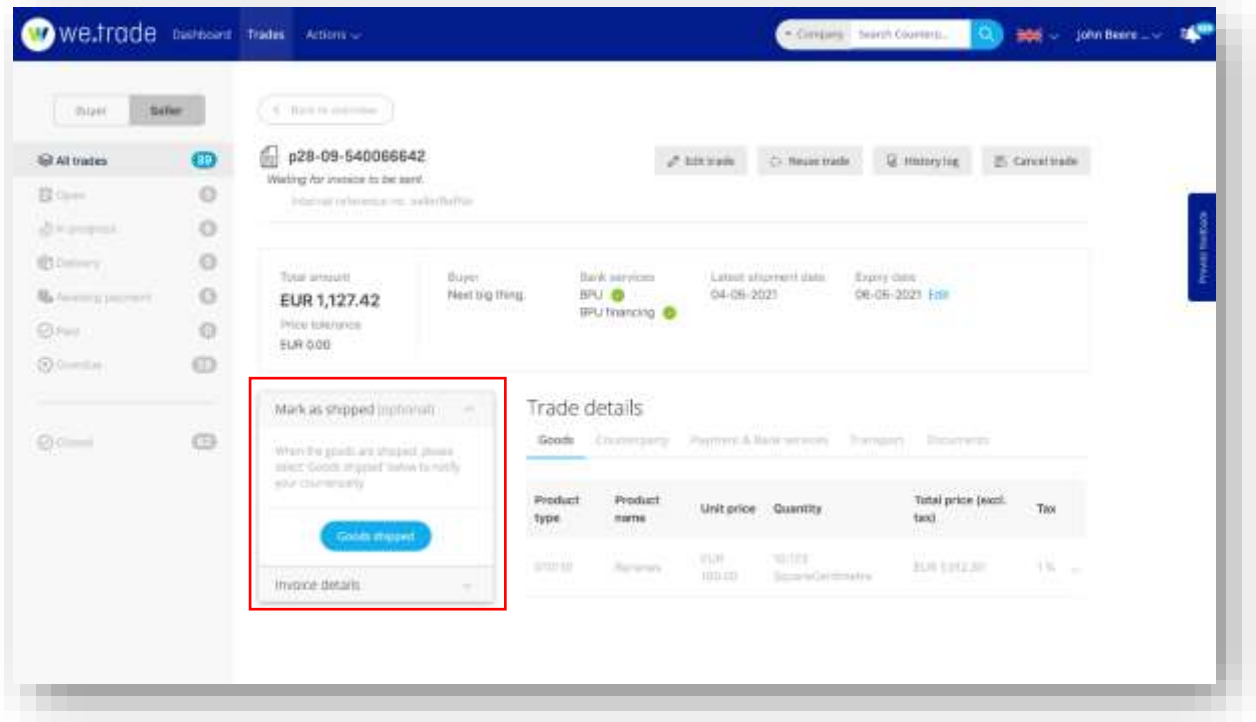


Figure 67. Confirm goods shipped.

7.4. Invoice

7.4.1 Input invoice

Depending on the settlement conditions, it may be necessary for the Seller to confirm invoice data (or optionally upload a document); and/or for the Buyer to approve the invoice.

- Click **Trades** in the application banner.
- Click on a status in the left column to filter the trades in view.
- Find the trade to input the invoice for and click the **Take action** button.
- Enter invoice details (invoice number and Invoice date are mandatory).
- Optional - Upload invoice file (limit 3 invoices per trade and 5 attachments total per trade)

Supported file formats:

- .pdf (Portable Document Format; Adobe Acrobat)
- .doc, .docx (Microsoft Word Document)
- .xls, .xlsx (Microsoft Excel Document)

- Click the **Confirm invoice details** button.

Any uploaded document will be displayed trade details Documents tab.

A notification that a document has been uploaded will be sent to the Buyer.

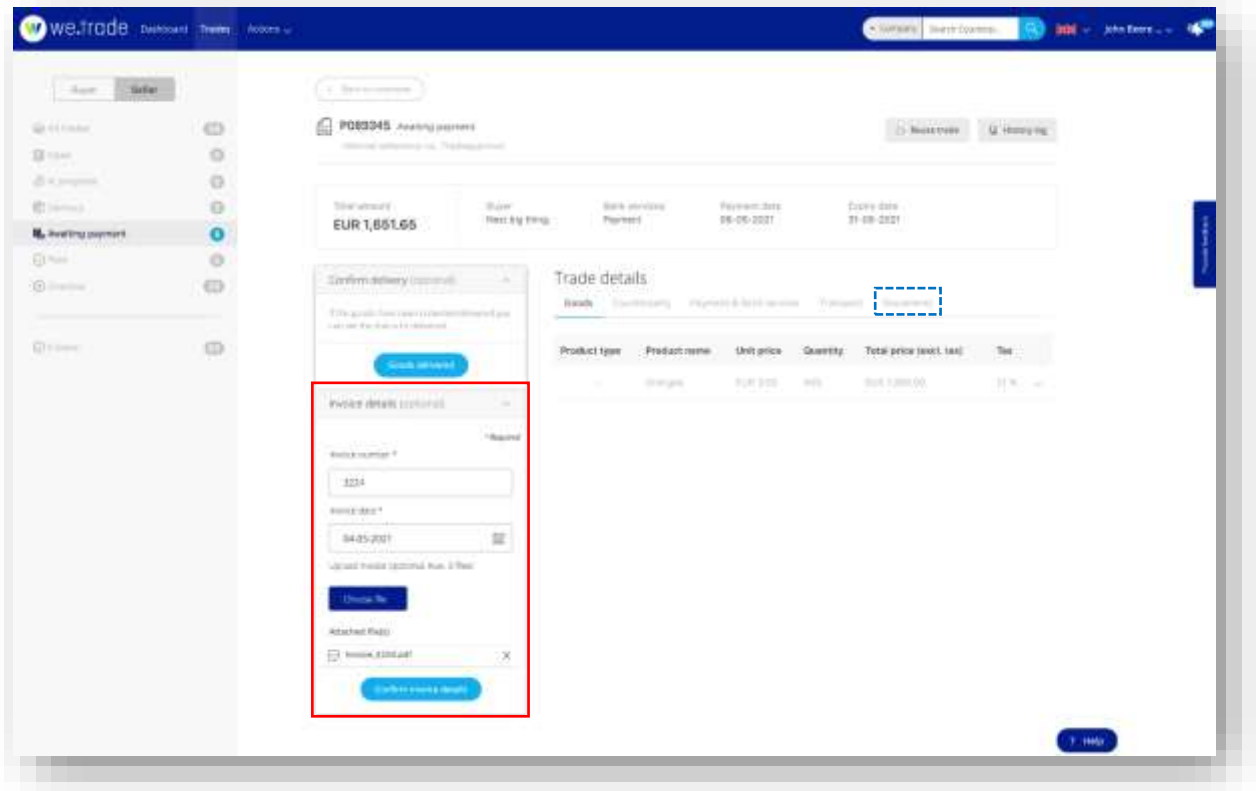


Figure 68. Input invoice

7.4.2 Approve invoice

Once the invoice is uploaded, the Buyer will receive a notification and can approve/decline the Invoice (if the option: "Invoice accepted by Buyer" is selected as Settlement Conditions of the trade)

- A. Click **Trades** in the application banner.
- B. Click on a status in the left column to filter the trades in view.
- C. Find the trade to approve the invoice for and go to the trade details; or click the **Take action** button next to the trade from the list view.
- D. Review the invoice data.
- E. Download the invoice file if one was uploaded, and review it, if needed.
- F. Add comments, if needed (optional).
- G. Click the **Approve invoice** button.

Once the invoice is approved by the Buyer, the Seller will receive a notification.

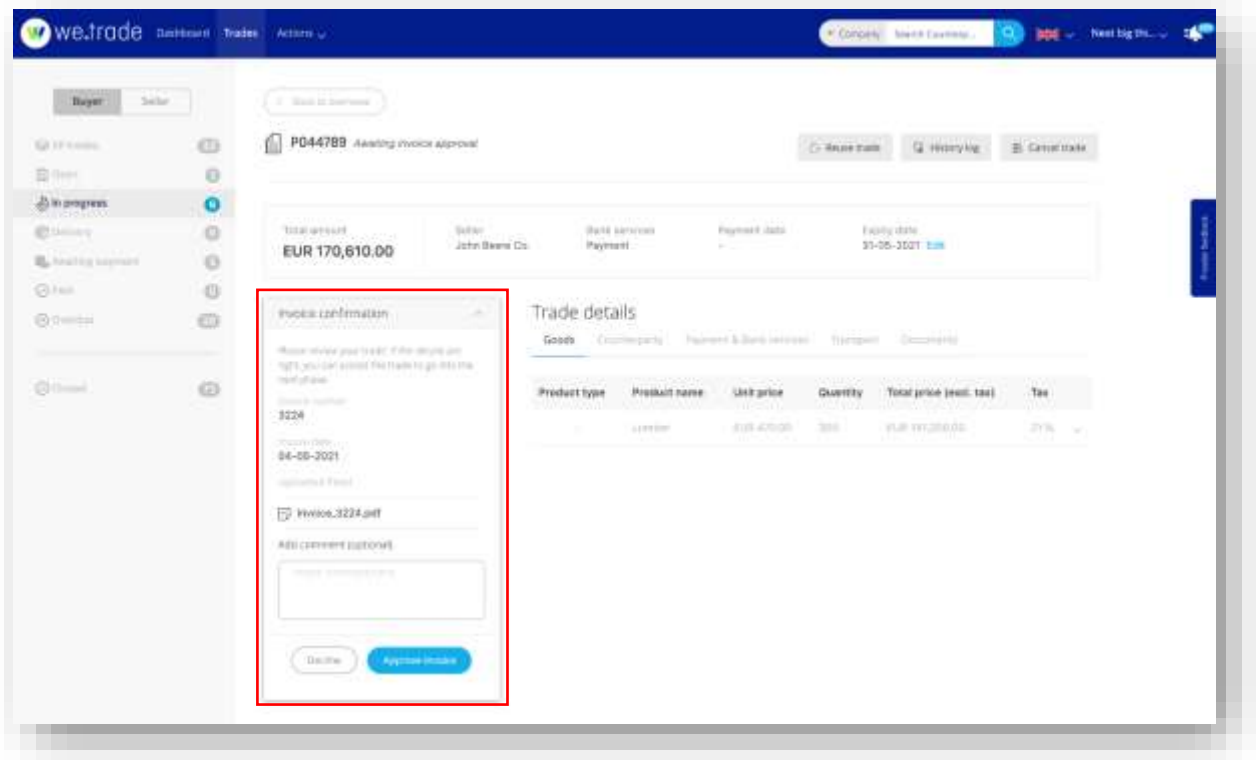


Figure 69. Approve invoice.

7.5. Delivery

In the delivery phase, either the Buyer or the Seller can mark the goods as delivered. This can be done from the Trade overview screen or the Trade details screen.

- A. Click **Trades** in the application banner.
- B. Click on a status in the left column to filter the trades in view to **Delivery**.
- C. Click the **Take action** button next to the relevant trade.
- D. From the Trade details screen, click the **Goods delivered** button.
- E. If “Goods delivery confirmed by API” is chosen as a settlement condition, the tracking ID must be filled in. If the Aftership API is used, the status of the delivery will be updated without any further actions by either counterparty.
- F. After goods delivery is confirmed, no more actions can be taken by either counterparty on the trade.

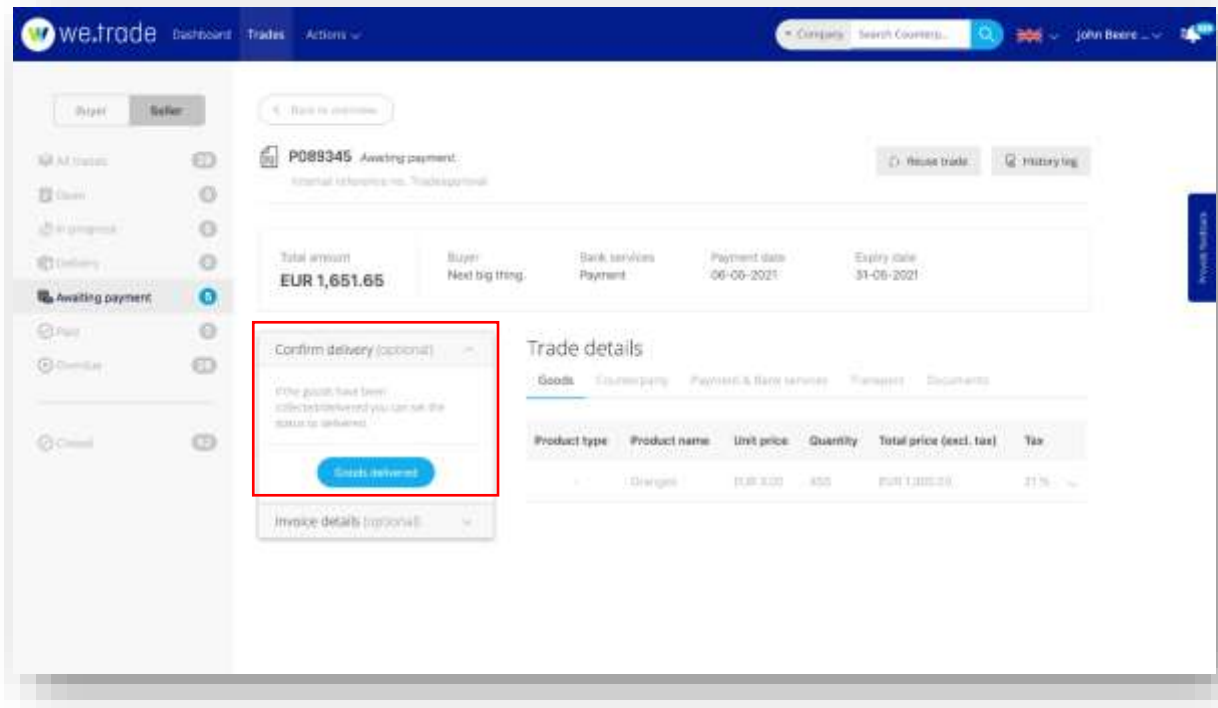


Figure 70. Confirm delivery.

7.5.1 Incoterm and we.trade Settlement Condition mapping

The we.trade platform launched initially with just four incoterms (EXW, FCA, DAP, and DDP). The platform later expanded to include the 11 incoterms shown below.

Inco Terms Analysis

we.trade® Settlement Conditions

Incoterms	Trade terms agreed	Invoice data confirmed by seller	Invoice accepted by buyer	Delivery confirmed by seller	Delivery confirmed by transport API	Delivery confirmed by buyer
we.trade® EXW	✓	✓	✓	✗	✓	✓
we.trade® FCA	✓	✓	✓	✗	✓	✓
CPT	✓	✓	✓	✗	✓	✓
CIP	✓	✓	✓	✗	✓	✓
Marine FAS	✓	✓	✓	✗	✓	✓
Marine FOB	✓	✓	✓	✗	✓	✓
Marine CFR	✓	✓	✓	✗	✓	✓
Marine CIF	✓	✓	✓	✗	✓	✗
DAT	✓	✓	✓	✓	✓	✓
we.trade® DAP	✓	✓	✓	✓	✓	✗
we.trade® DDP	✓	✓	✓	✓	✓	✗

Key considerations:

- a- 4 Incoterms are already part of the platform design
- b- Only the last two incoterms namely DAP and DDP require the seller to transport goods up to buyer location.
- c- 4 incoterms as highlighted above are relevant for marine transport only, all other incoterms can be used universally

Glossary

EXW	Ex Works	FAS	Free Alongside Ship	DAT	Delivered at Terminal
FCA	Free Carrier	FOB	Free On Board	DAP	Delivered at Place
CPT	Carriage Paid To	CFR	Cost & Freight	DDP	Delivered Duty Paid
CIP	Carriage & Insurance Paid To	CIF	Cost, Insurance & Freight		

Figure 71. Incoterm expansion from 4 to 11

7.6. Awaiting Payment

When the settlement conditions have been met, the trade goes into the **Awaiting Payment** phase.

At this time, the Payment date is known and definitive, and is added to the trade details.

A notification will be sent to both the Buyer and the Seller.

7.6.1 View trades awaiting payment

- A. Click **Trades** in the application banner.
- B. Click on a status in the left column to filter the trades in view to **Awaiting payment**.

7.7. Paid

If the payment processing is successful, the trade goes to **Paid**. No action is required from the counterparties.

7.7.1 View paid trades

- A. Click **Trades** in the application banner.
- B. Click on a status in the left column to filter the trades in view to **Paid** trades.

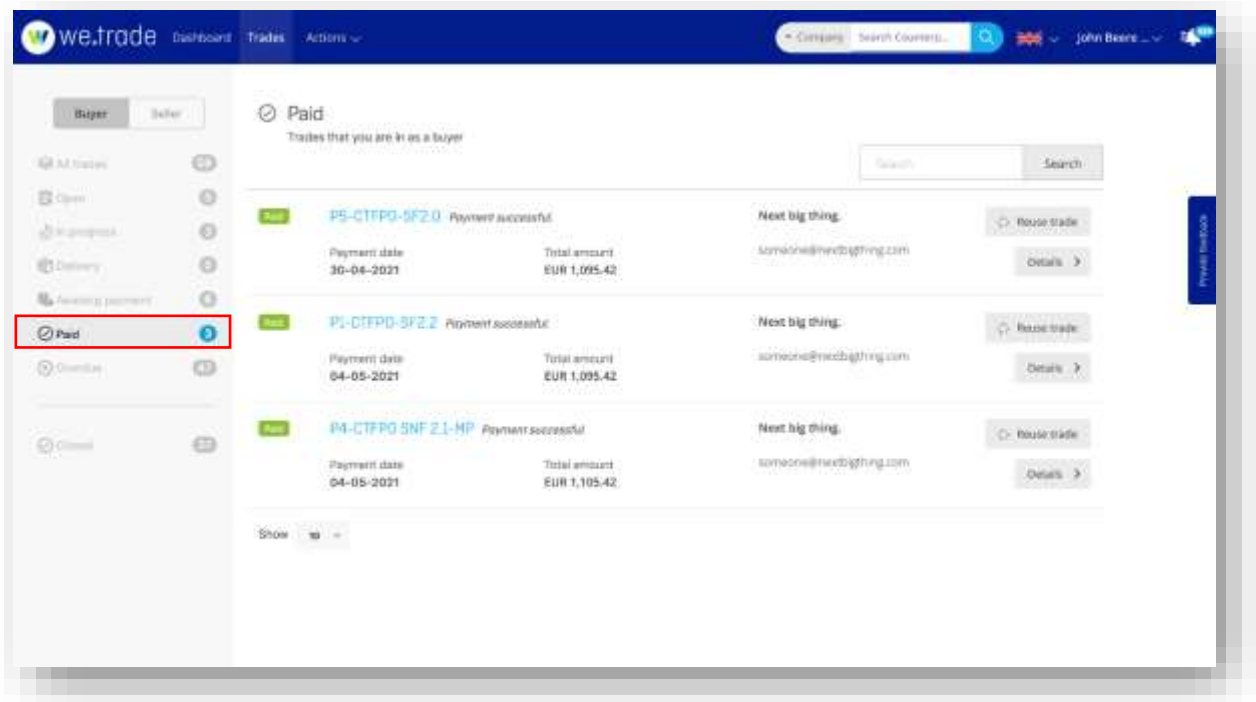


Figure 72. Paid trades view

7.8. Overdue

If the payment has failed or is not processed on the payment date, the trade goes to **Overdue**.

If the due date was missed, it is still possible for the Bank to process the payment and for it to go to a paid state (even if late).

If the payment failed, then no further action can be taken on the platform for that trade. The payment must be processed outside the we.trade Platform.

7.8.1 View overdue trades

- A. Click **Trades** in the application banner.
- B. Click on a status in the left column to filter the trades in view to **Overdue** trades.

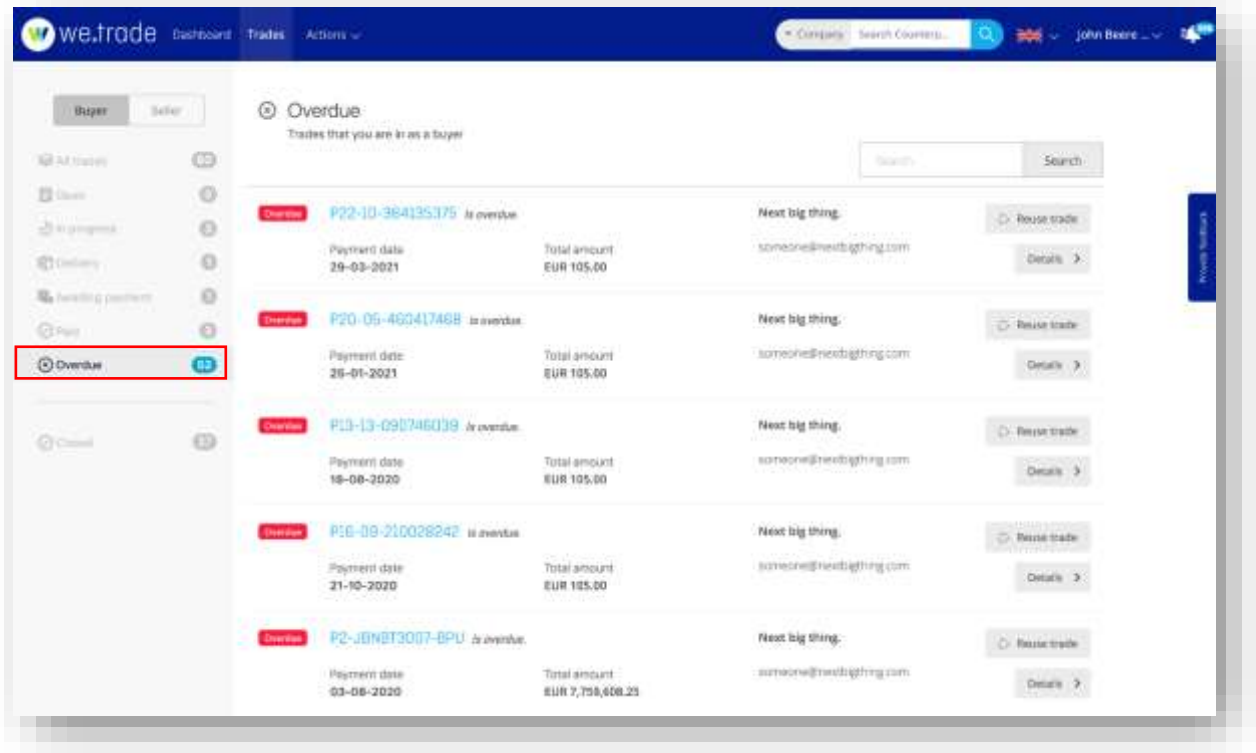


Figure 73. Overdue trades view

7.9. Closed

The trade is set to **Closed** when any of the following occurs:

- 30 days after the payment has been in the Paid phase.
- When the expiry date is reached, and the settlement conditions have not been met.
- When a trade is declined by a counterparty.
- When a trade is cancelled with consent of both parties.

7.9.1 View closed trades

- A. Click **Trades** in the application banner.
- B. Click on **Closed** status in the left column to filter the trades in view to Closed trades.

8. Trade Amendment

The Buyer or the Seller may request an amendment regarding the terms of the contract.

Only one amendment per counterparty and per trade can be made during the trade lifecycle, excluding expiry date which can be amended multiple times.

An amendment can be initiated by the Buyer or the Seller, as long as all of the below are true:

- The trade terms are agreed (all the parties have approved the trade)
- The settlement conditions have not yet been met.
- The goods have not progressed beyond “waiting to be shipped”.
- An invoice has not been sent.

8.1. Amend a trade

- A. Click **Trades** in the application banner.
- B. Click on a status in the left column to filter the trades in view to **In progress** trades.
- C. Click the **Take action** or **Details** button that is next to the relevant trade.
- D. Click the **Edit trade** button.

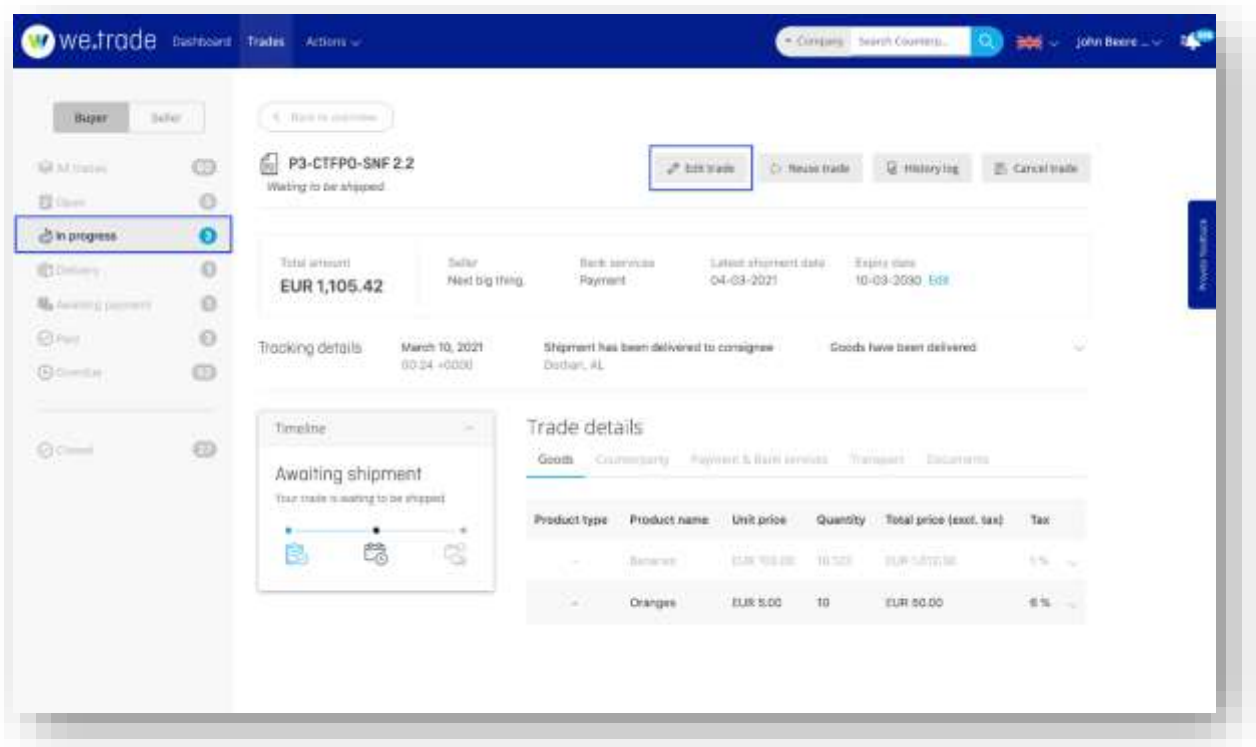


Figure 74. Amend a trade - steps A to D.

- E. Edit the trade details
- F. Click the **Amend trade** button

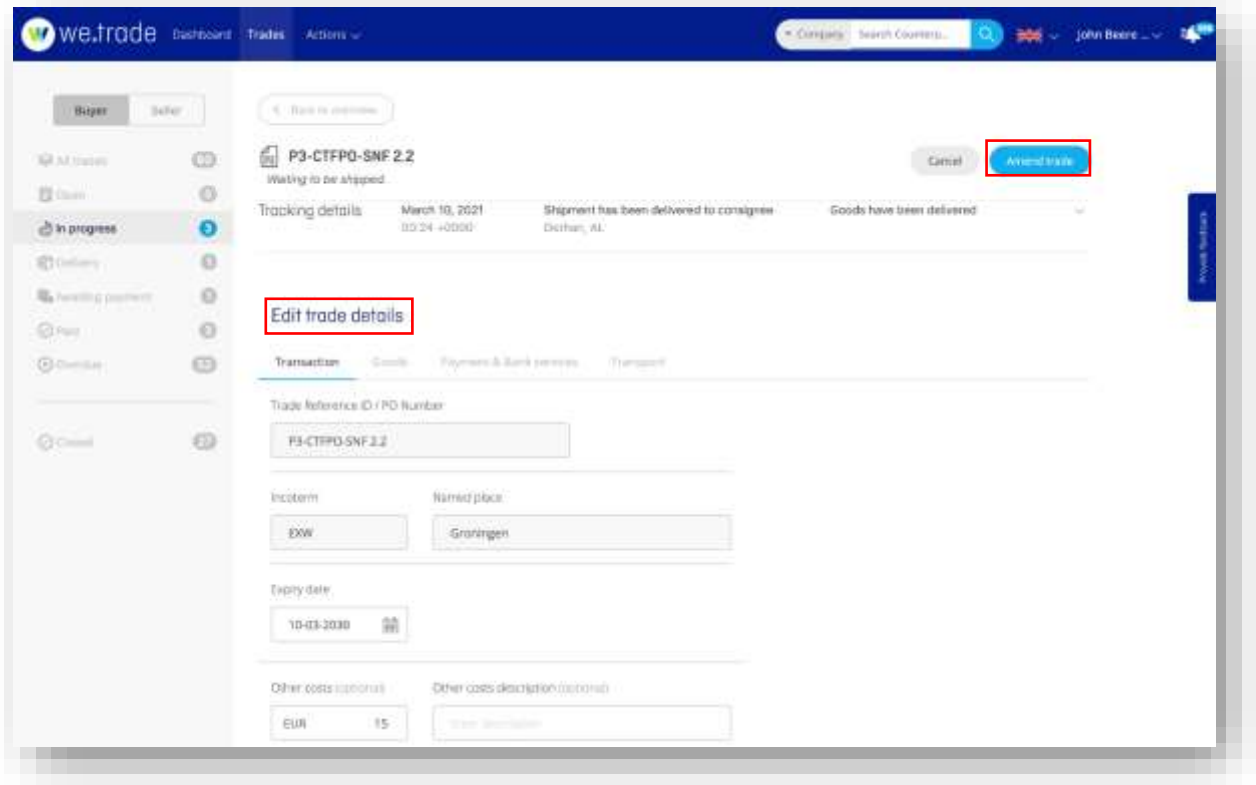


Figure 75. Amend a trade - steps E and F.

- G. Review the Confirm amendment screen and click the **Submit request** button. A notification will be sent to the Counterparty when an amendment is requested or approved. If there are Banking services on the trade, the Banker(s) may need to reapprove it depending on what was amended. Any Banks involved on the trade will be notified even if they do not need to reapprove based on the changes.

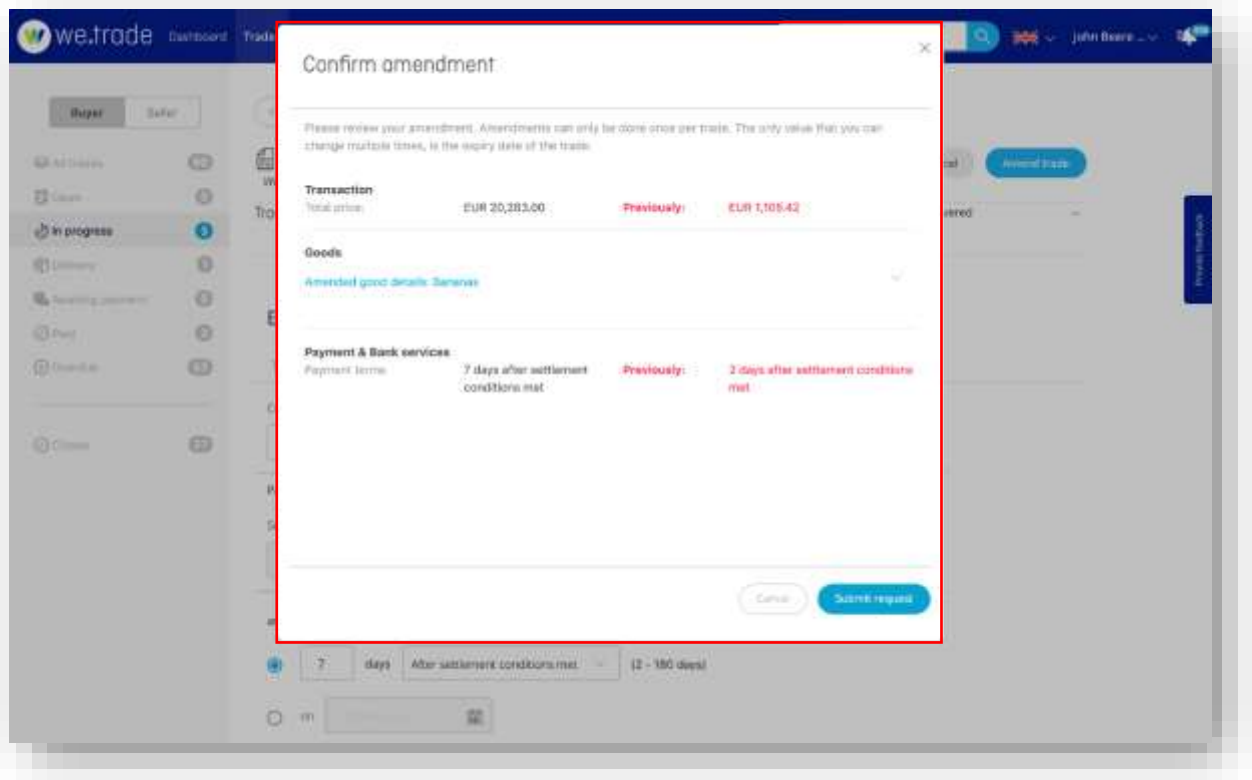


Figure 76. Amend a trade - step G.

The Buyer or Seller can change the following details of a trade:

- Total price
- Freight charges
- Last shipment date
- Expiry date
- Payment terms (type and expected payment date or number of days)
- IBAN (only the Buyer can change this)
- All the goods details
- Product name
- Goods description
- HS Code
- Country of origin of goods
- Unit price
- Quantity
- Tax rate

The Counterparty can view the amendment details and decide whether to accept them or not. If the amendment is declined, the trade continues with the original terms previously agreed to.

The user representing the Buyer will again need to 'seal' the transaction when submitting or accepting an amendment.

9. Trade Decline or Cancellation

9.1. Decline a Trade Proposal

When a Buyer or Seller is declining a trade proposal, they can add a rejection comment. Once the trade is declined, the status will be updated to **Abandoned**.

- A. Click **Trades** in the application banner.
- B. Click **Open** in the left column to filter the trades in view to **Open** trades.
- C. Click the **Take action** button next to the relevant trade in the list.
- D. Optional – Add a comment.
- E. Click the **Decline** button.

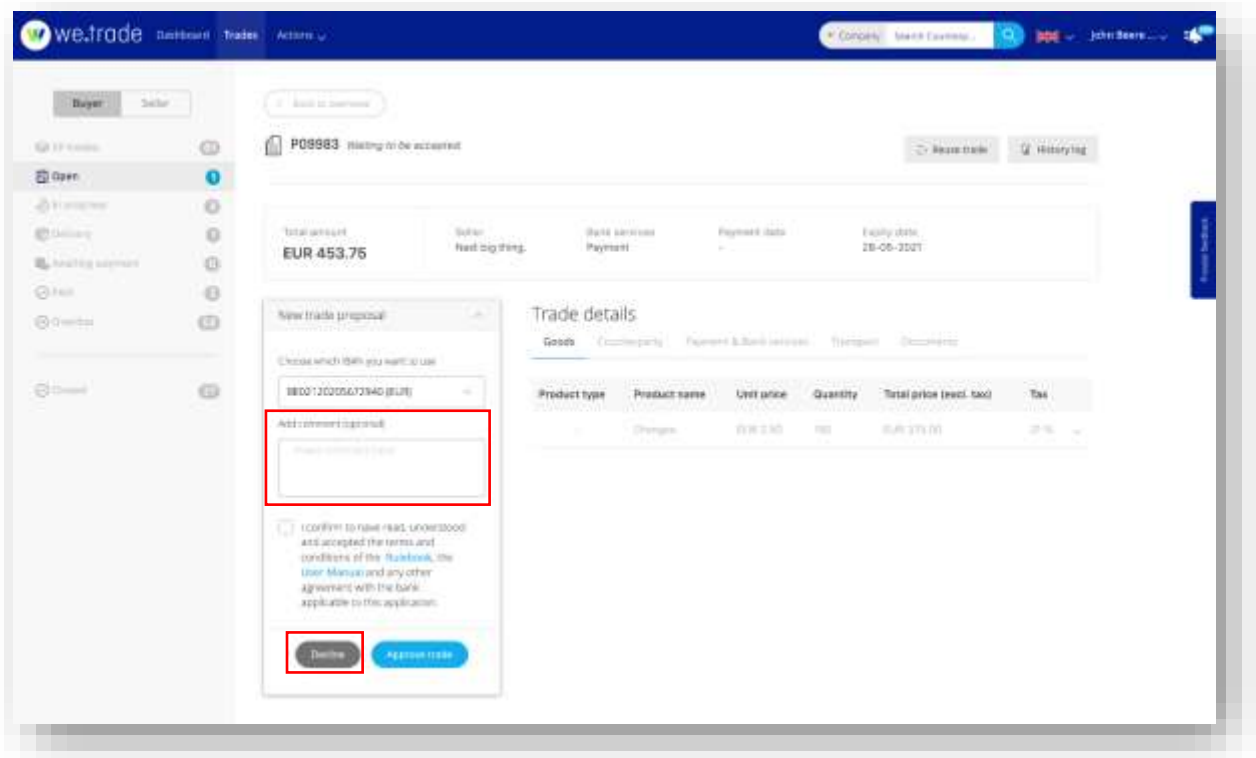


Figure 77. Declining a trade

9.2. Trade Cancellation Rules

A Buyer or Seller can cancel a trade during its lifecycle. Once the trade is cancelled, the status will be updated to **Abandoned**.

Cancellation request rules:

- Trade cancellation can only be requested after Trade terms are agreed and before the Seller confirms he has shipped the goods.
- A Trade cancellation request must be accepted by the other party (Buyer or Seller).
- If the Trade cancellation request is accepted, the Trade will be cancelled, and all parties will be notified.

- If the Trade cancellation request is not accepted, the Trade will continue as before. The requester will be notified that the cancellation request has been declined/has not been accepted by the other party.
- When a bank service is involved, the Banks will be notified once the cancellation has been approved by the Counterparty.
- The Seller will **not** be able to confirm goods shipment if a trade cancellation request has been received and is open.
- If a cancellation request is pending when the expiry date is reached and the settlement conditions are not yet met, the trade will expire on the expiry date.

9.3 Cancel a trade

- Click **Trades** in the application banner.
- Click a status in the left column to filter the trades (**Open, In progress, Delivery**).
- Click the **Take action** or **Details** button next to the relevant trade in the list.
- Click the **Cancel trade** button.
- Confirm the cancellation request by clicking the **Request cancellation** button.

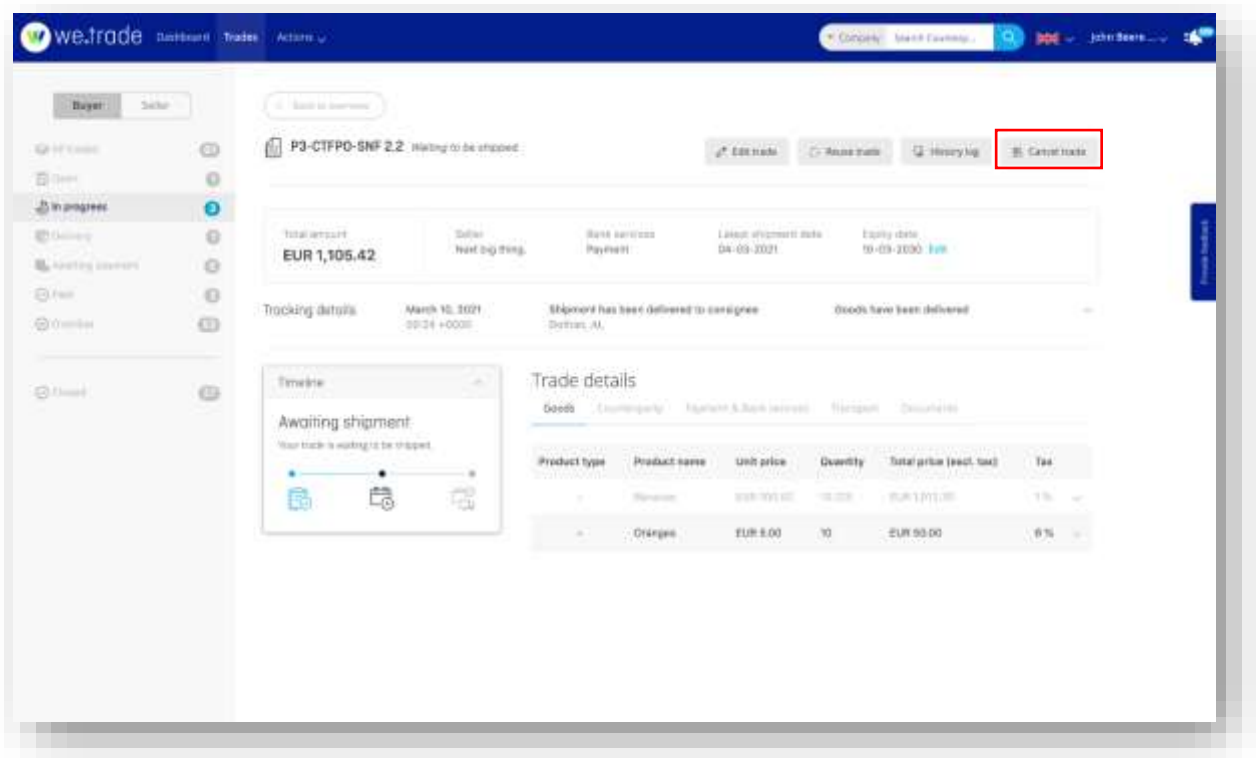


Figure 78. Request cancellation - step D

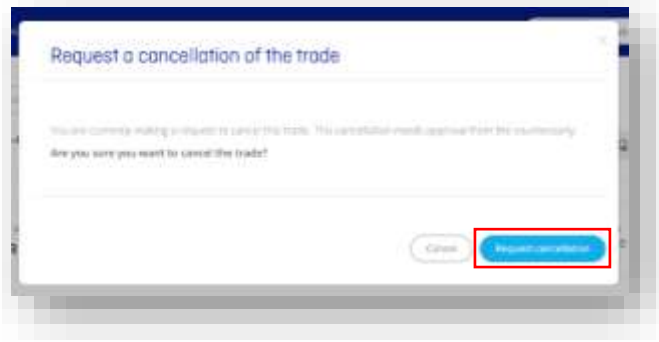


Figure 79. Request cancellation - step E

10. History Log

The History log lists all the actions executed throughout the life of a trade.

- A. Click **Trades** in the application banner.
- B. Click on a status in the left column to filter the trades.
- C. Click the **Details** button next to the relevant trade in the list.
- D. Click the **History log** button.

A new window opens showing the actions that have occurred on the trade, with the time, date and the party that performed the action.

The different parties to the trade will see different filtered views of information, consistent with their roles.

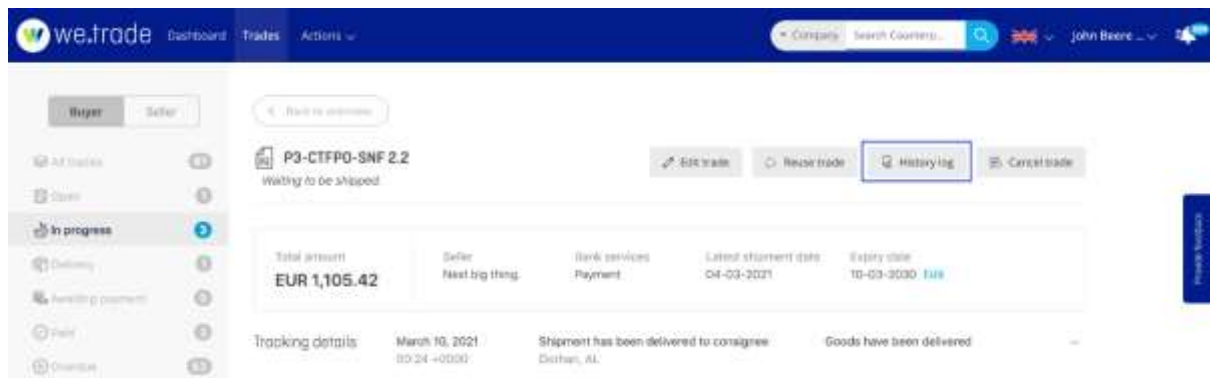


Figure 80. Accessing the history log

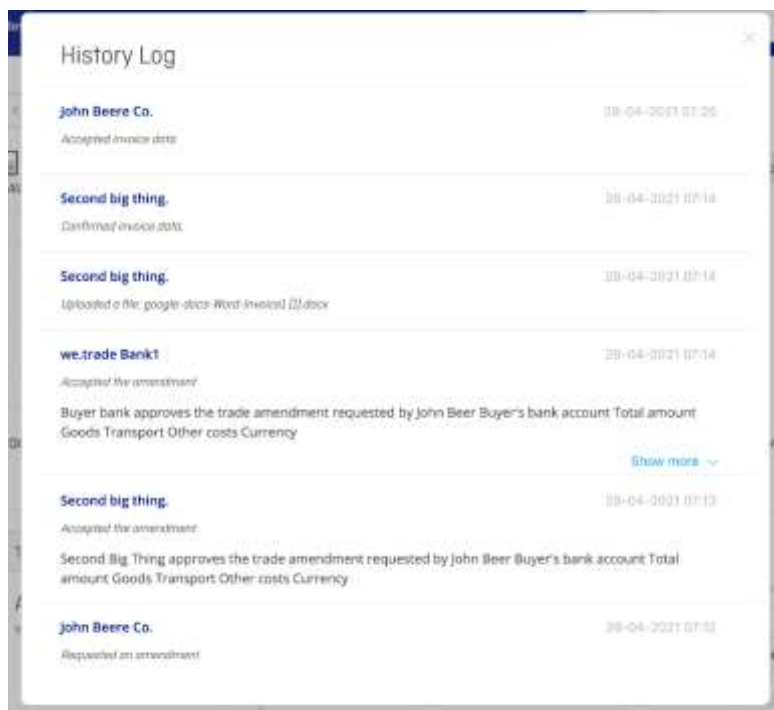


Figure 81: History log

11. Notifications

11.1. Notifications

The user receives notifications for trades that require an action from him, or trades' status changes made by Counterparties or Banks.

Each status change or new event on a trade transaction would trigger a notification to the relevant recipient both within the application in the notification panel, and by email if the user has not opted out of email notifications based on the notification type.

Notifications are visible in the Dashboard and from a Notification panel that slides out from the right side of the application.

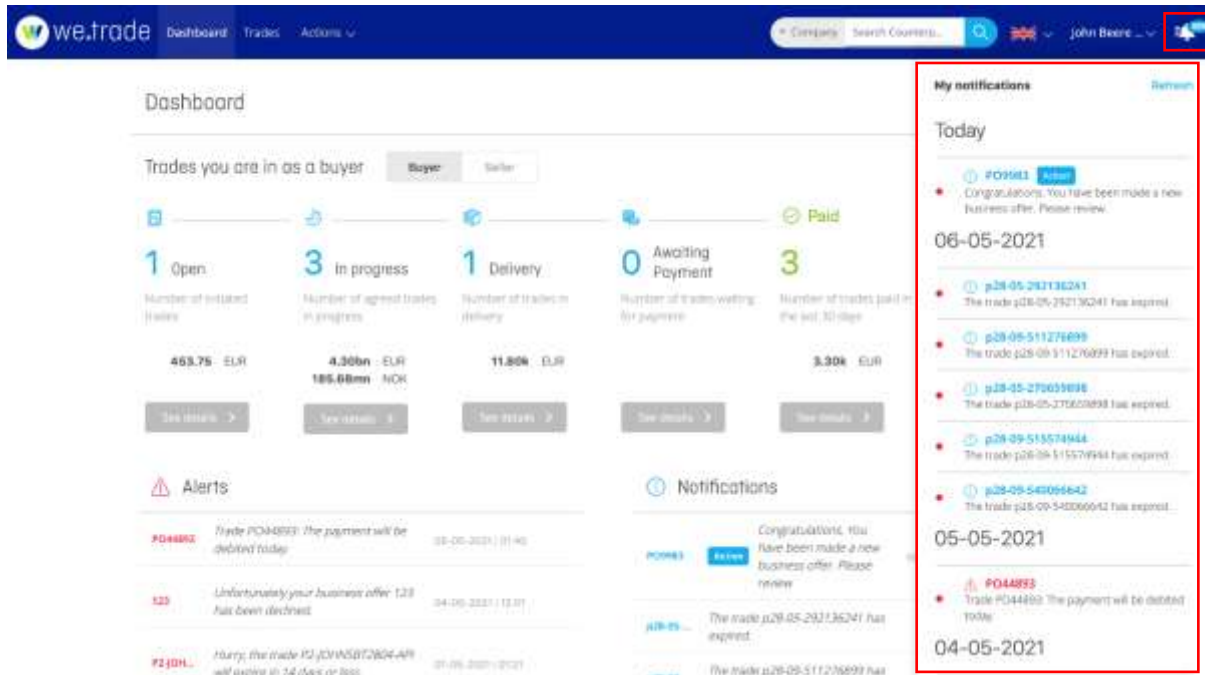


Figure 82: Dashboard with Notification panel open

When a user clicks a notification in the Notification panel, they will be redirected to the relevant trade. In some cases, there may no longer be a logical end point for the notification if clicked (such as when action is required but has already been taken by another user).

The Notification panel can be viewed from any screen in the application, by clicking the bell icon in the upper right. The number indicates the count of unread notifications. Clicking the bell again closes the Notification panel.

The most recent notifications are on top and are grouped by date.

Notifications are also categorized by type – action or information.

11.2. Notification Preferences

Users automatically receive in app notifications and email notifications when Action is required for a Trade. A Company Administrator can set the notification preference related to Informational notifications and whether they are only displayed within the we.trade Platform, or if they also trigger email notifications.

A listing of all notification triggers and recipient roles can be found in [Appendix 1 - Notification Inventory](#).

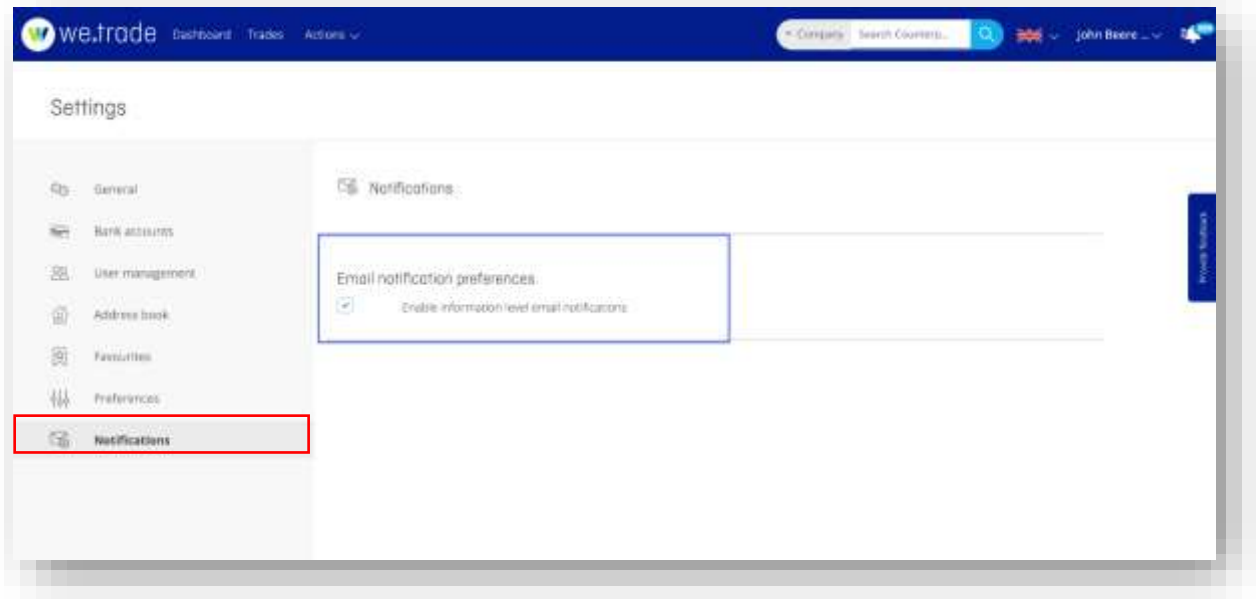


Figure 83: Notification preference for Informational alerts

12. Integrations

12.1 SkyMinder

SkyMinder is a Business Information platform powered by CRIF, giving access to in-depth credit and financial data on companies all over the world. SkyMinder is an optional service that we.trade Customers may derive value from. It is a paid service that a Customer with the Admin role can request for his Company Users. More details can be found in the [Glossary > SkyMinder](#) entry.

The SkyMinder integration covers two user scenarios:

1. The Company User with the Admin role can navigate from we.trade to find out more about and sign up for the SkyMinder service. This initiates an offline process where the Trader enters into an agreement directly with SkyMinder for that Company's Traders to purchase business reports on existing or potential counterparties.
2. The Company Trader requesting and receiving Business Information Reports on existing or potential counterparties – through the Counterparty Search screens inside or outside the trade creation process.

The initial SkyMinder integration release (May 2021) involves user interactions on the SkyMinder Portal for requesting and accessing the business information reports. Later SkyMinder integrations in 2021 will integrate the search and report delivery functionalities within the we.trade Customer Portal.

12.1.1 Company Administrator – SkyMinder Registration

The Customer User with the Administrator role will see the Integrations section under Settings and the SkyMinder specific registration information.

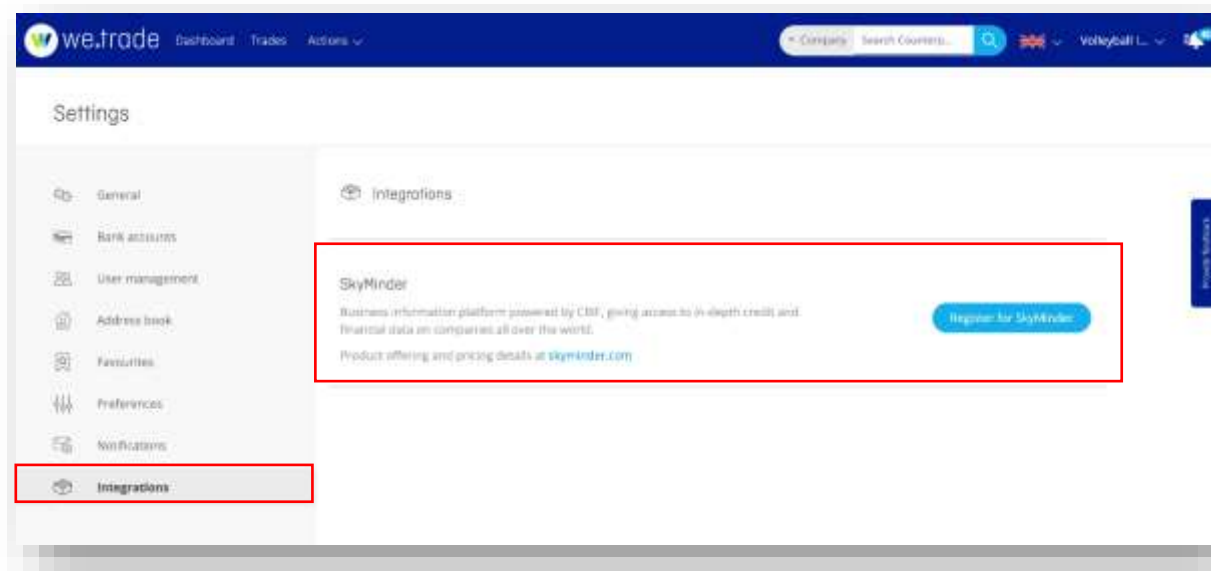


Figure 84. Skyminder Info and Registration for Admins

12.1.2 Company Trader – Requesting Business Information Reports on Counterparties

A Trader can request SkyMinder business information on a counterparty from the Company details from the Search results inside or outside the trade creation process.

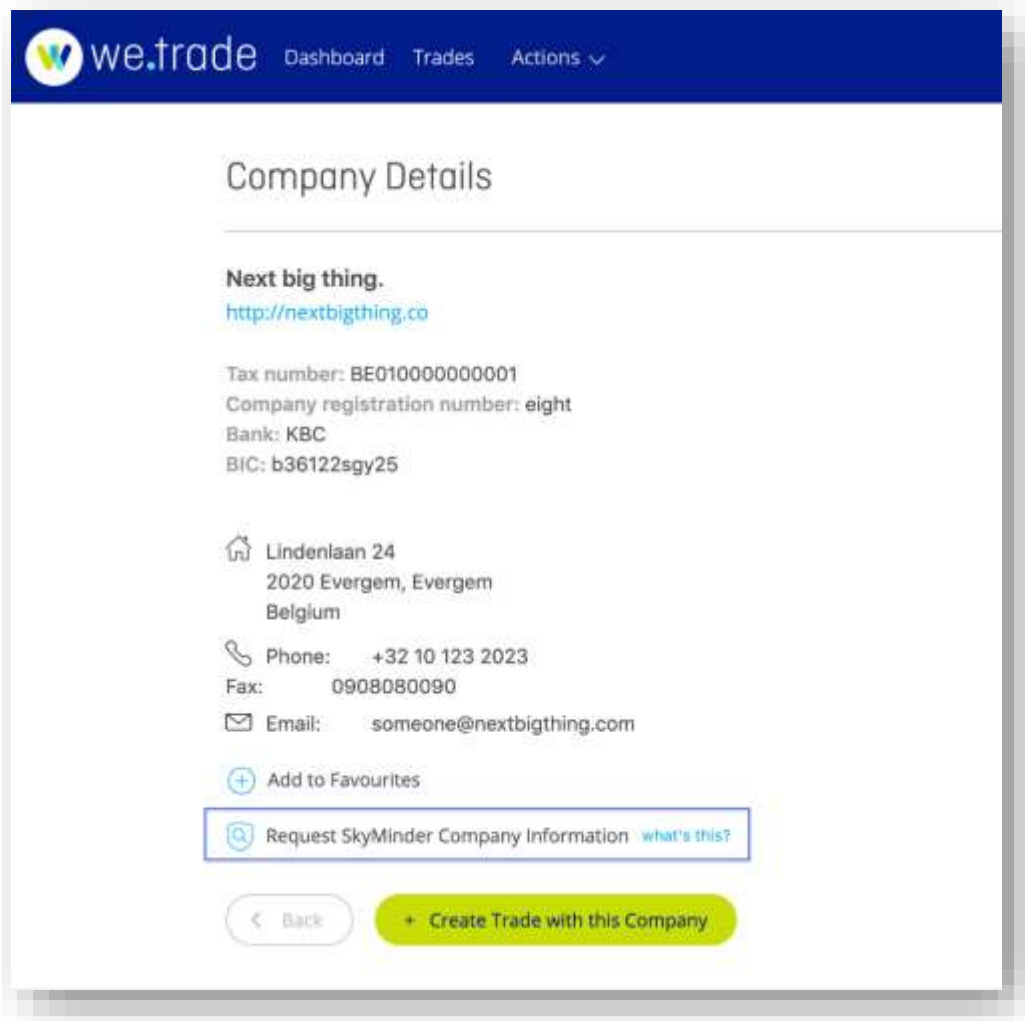


Figure 85. Requesting SkyMinder reports as a Trader.

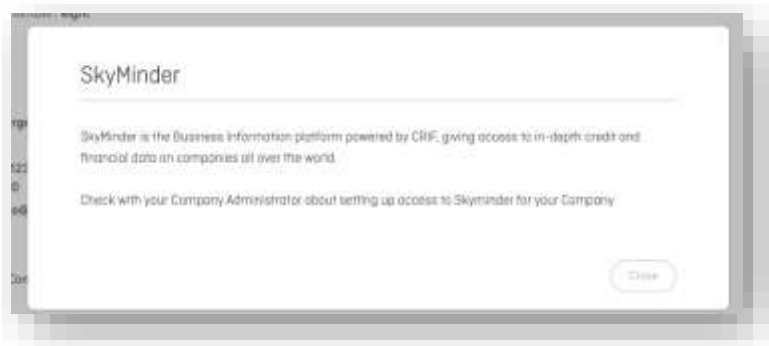


Figure 86. SkyMinder What's This for Traders

Appendices

Appendix 1 – Notification Inventory

The notifications that a user receives depend on their role in the trade (Buyer, Seller, Buyer's Bank, Seller's Bank); their user role within the we.trade application (User Admin, Trader, other) and the Bank Services being used for a particular trade.

The tables below contain details about the notifications.

Recipients:	B = Buyer	S= Seller	BB= Buyer's Bank	SB= Seller's Bank
Notification Type:	Action	Alert	Information	

Notifications when there are no banking services (Payment Only)

Payment Service only			
Phase	Action=Trigger	Notification	Recipients list
Proposal	B or S submits Trade	New Trade Proposal to review	B or S (the counterparty of the trade creator)
	B or S accepts Trade	Trace Accepted	B or S (trade creator)
	B or S declines Trade	Trade Declined	B or S (trade creator)
Amendment	B or S submits Amendment	New Amendment request to review	B or S (the counterparty of the amendment creator)
	B or S accepts Trade amendment	Trade Amendment Accepted	B or S (amendment creator)
	B or S declines Trade amendment	Trade Amendment Declined	B or S (amendment creator)
Cancellation	B or S submits Cancellation	New Cancellation request to review	B or S (the counterparty of the cancellation creator)
	B or S declines Trade cancellation	Trade Cancellation Declined	B or S (cancellation creator)
Shipping	S confirms goods shipped	Goods shipped/ready for collection	B
	B confirmed delivery	Delivery Confirmed	S
	S confirmed delivery	Delivery Confirmed	B
	API confirmed delivery	Delivery Confirmed	B and S
	B declined delivery	Delivery Declined	S
Invoice	S confirms Invoice data	Invoice Data available	B
	B accepts Invoice	Invoice Accepted	S
	B declines Invoice	Invoice Declined	S
Payment	All settlement conditions met	All settlement conditions met + Payment date X is firm	B and S, and BB
	Payment Date - 1 open day (=PED)	New payment to process	Buyer's Bank (or none if automated payment)
	Payment Date - 1 open day (=PED)	Reminder: Payment debited today	B
	BB confirms payment execution	Payment processed	B and S
	BB confirms payment failure	Payment failed	B and S
	Automated Payment failed	Payment failed	B, S and Buyer's Bank
Payment date + no BB confirmation	Reminder: Payment confirmation due	Buyer's Bank	
Other	New uploaded document	New uploaded document	B or S (the counterparty of the one who uploaded)
	Expected Payment date - 1 business day and settlement conditions not met	Expected Payment date not met	B and S
	Trade Abandoned	Trade Abandoned	B and S
	Trade Expired	Trade Expired	B and S
	Trade moves to closed after in paid for 30 days		B, S, BB
	14 days before Expiry date + settlement conditions not met	Reminder: Expiry date is X	B and S
	7 days before Last shipment date + no shipment confirmed	Reminder: Last Shipment Date is X	B and S

Notifications when BPU is used

BPU Service only			
Phase	Action=Trigger	Notification	Recipients list
Proposal	B or S submits Trade	New Trade Proposal to review	B or S (the counterparty of the trade creator)
	B or S accepts Trade	Trade Accepted by counterparty	B or S (trade creator)
	B or S accepts Trade	New BPU request to review	Buyer's Bank
	B or S declines Trade	Trade Declined	B or S (trade creator)
	BB confirms BPU request	BPU issued by Buyer's Bank	B and S
	BB declines BPU request	BPU Request Declined > Trade to review	S
	BB declines BPU request	BPU Request Declined	B
B accepts Trade without BPU and with Payment only	Trade to review after BPU>Payment only	B	
Amendment	B or S submits Amendment	New Amendment request to review	B or S (the counterparty of the amendment creator)
	B or S accepts Trade amendment and Buyer's bank review not needed	Trade Amendment Accepted by counterparty	B or S (amendment creator), and BB
	B or S declines Trade amendment	Trade Amendment Declined	B or S (amendment creator)
	B or S accepts Trade amendment and Buyer's bank needs to review	New Amendment request to review	Buyer's Bank
	Buyer's Bank accepts Trade amendment	Trade Amendment Accepted by Buyer's Bank	B and S
	Buyer's Bank declines Trade amendment	Trade Amendment Declined by Buyer's Bank	B and S
Cancellation	B or S submits Cancellation	New Cancellation request to review	B or S (the counterparty of the cancellation creator)
	B or S declines Trade cancellation	Trade Cancellation Declined	B or S (cancellation creator)
Shipping	S confirms goods shipped	Goods shipped/ready for collection	B
	B confirmed delivery	Delivery Confirmed	S
	S confirmed delivery	Delivery Confirmed	B
	API confirmed delivery	Delivery Confirmed	B and S
	B declined delivery	Delivery Declined	S
Invoice	S confirms Invoice data	Invoice Data available	B
	B accepts Invoice	Invoice Accepted	S
	B declines Invoice	Invoice Declined	S
BPU Payment	All settlement conditions met	All settlement conditions met + BPU Payment date X is firm	B, S and BB
	BPU Payment Date - 1 open day (=PED)	New BPU payment to process	Buyer's Bank
	BPU Payment Date - 1 open day (=PED)	Reminder: Payment debited today	B
	BB confirms BPU payment execution	BPU Payment processed	B and S
	BB confirms BPU payment failure	BPU Payment failed	B and S
BPU Payment date + no BB confirmation	Reminder: BPU Payment confirmation due	Buyer's Bank	
Other	New uploaded document	New uploaded document	B or S (the counterparty of the one who uploaded)
	Expected Payment date - 1 business day and settlement conditions not met	Expected Payment date not met	B and S
	Trade Abandoned	Trade Abandoned	B, S and BB
	Trade Expired	Trade Expired	B, S and BB
	Trade moves to closed after in paid for 30 days		B, S, BB
	BPU cancelled by BB	BPU cancelled	B and S
	14 days before Expiry date + settlement conditions not met	Reminder: Expiry date is X	B and S
7 days before Last shipment date + no shipment confirmed	Reminder: Last Shipment Date is X	B and S	

Notifications when Invoice Financing is used

Payment and Accepted Invoice Fin. Services			
Phase	Action=Trigger	Notification	Recipients list
Proposal	B or S submits Trade	New Trade Proposal to review	B or S (the counterparty of the trade creator)
	B or S accepts Trade	Trace Accepted	B or S (trade creator)
	B or S accepts Trade	New Financing request to review	Seller's Bank
	B or S declines Trade	Trade Declined	B or S (trade creator)
	SB confirms Fin request	Financing granted	S
	SB declines Fin request	Financing Declined by Seller's Bank	S
Amendment	B or S submits Amendment	New Amendment request to review	B or S (the counterparty of the amendment creator)
	B or S accepts Trade amendment	Trade Amendment Accepted	B or S (amendment creator) and SB
	B or S declines Trade amendment	Trade Amendment Declined	B or S (amendment creator)
Cancellation	B or S submits Cancellation	New Cancellation request to review	B or S (the counterparty of the cancellation creator)
	B or S declines Trade cancellation	Trade Cancellation Declined	B or S (cancellation creator)
Shipping	S confirms goods shipped	Goods shipped/ready for collection	B
	B confirmed delivery	Delivery Confirmed	S
	S confirmed delivery	Delivery Confirmed	B
	API confirmed delivery	Delivery Confirmed	B and S
	B declined delivery	Delivery Declined	S
Invoice	S confirms Invoice data	Invoice Data available	B
	B accepts Invoice	Invoice Accepted	S
	B declines Invoice	Invoice Declined	S
Payment	All settlement conditions met	All settlement conditions met + Payment date X is firm	B, S, BB, and SB
	All settlement conditions met	New Financing payment to process	Seller's Bank
	SB confirms Fin. payment execution	Fin. Payment processed	S
	Payment Date - 1 open day (=PED)	New payment to process	Buyer's Bank (or none if automated payment)
	Payment Date - 1 open day (=PED)	Reminder: Payment debited today	B
	BB confirms payment execution	Payment processed	B, S and SB
	BB confirms payment failure	Payment failed	B, S and SB
Automated Payment failed	Payment failed	B, S, BB and SB	
Payment date + no BB confirmation	Reminder: Payment confirmation due	Buyer's Bank	
Other	New uploaded document	New uploaded document	B or S (the counterparty of the one who uploaded)
	Expected Payment date - 1 business day and settlement conditions not met	Expected Payment date not met	B and S
	Trade Abandoned	Trade Abandoned	B, S and SB
	Trade Expired	Trade Expired	B, S and SB
	Trade moves to closed after in paid for 30 days		B, S, BB
	Financing cancelled by SB	Financing cancelled	S
	14 days before Expiry date + settlement conditions not met	Reminder: Expiry date is X	B and S
7 days before Last shipment date + no shipment confirmed	Reminder: Last Shipment Date is X	B and S	

Notifications when Invoice Financing under BPU is used

BPU and BPU Financing services			
Phase	Action=Trigger	Notification	Recipients list
Proposal	B or S submits Trade	New Trade Proposal to review	B or S (the counterparty of the trade creator)
	B or S accepts Trade	Trace Accepted by counterparty	B or S (trade creator)
	B or S accepts Trade	New BPU request to review	Buyer's Bank
	B or S declines Trade	Trade Declined	B or S (trade creator)
	BB confirms BPU request	BPU issued by Buyer's Bank	B and S
	BB confirms BPU request	New BPU Financing request to review	Seller's Bank
	BB declines BPU request	BPU Request Declined > Trade to review	S
	BB declines BPU request	BPU Request Declined	B
	B accepts Trade without BPU and with Payment only	Trade to review after BPU>Payment only	B
	SB confirms BPU Fin request	BPU Financing granted	S
SB declines BPU Fin request	BPU Financing Declined by Seller's Bank	S	
Amendment	B or S submits Amendment	New Amendment request to review	B or S (the counterparty of the amendment creator)
	B or S accepts Trade amendment and Buyer's bank review not needed	Trade Amendment Accepted by counterparty	B or S (amendment creator), BB and SB
	B or S declines Trade amendment	Trade Amendment Declined	B or S (amendment creator)
	B or S accepts Trade amendment and Buyer's bank needs to review	New Amendment request to review	Buyer's Bank
	Buyer's Bank accepts Trade amendment	Trade Amendment Accepted by Buyer's Bank	B, S and SB
	Buyer's Bank declines Trade amendment	Trade Amendment Declined by Buyer's Bank	B and S
Cancellation	B or S submits Cancellation	New Cancellation request to review	B or S (the counterparty of the cancellation creator)
	B or S declines Trade cancellation	Trade Cancellation Declined	B or S (cancellation creator)
Shipping	S confirms goods shipped	Goods shipped/ready for collection	B
	B confirmed delivery	Delivery Confirmed	S
	S confirmed delivery	Delivery Confirmed	B
	API confirmed delivery	Delivery Confirmed	B and S
	B declined delivery	Delivery Declined	S
Invoice	S confirms Invoice data	Invoice Data available	B
	B accepts Invoice	Invoice Accepted	S
	B declines Invoice	Invoice Declined	S
Financing & BPU Payment	All settlement conditions met	All settlement conditions met + BPU Payment date X is firm	B, S and BB, SB
	All settlement conditions met	New BPU Financing payment to process	Seller's Bank
	SB confirms Fin. payment execution	Fin. Payment processed	S
	SB confirms Fin. payment execution	BPU beneficiary transfer	Buyer's Bank
	BPU Payment Date - 1 open day (=PED)	New BPU payment to process	Buyer's Bank
	BPU Payment Date - 1 open day (=PED)	Reminder: Payment debited today	B
	BB confirms BPU payment execution	BPU Payment processed	B, S and SB
BB confirms BPU payment failure BPU Payment date + no BB confirmation	BPU Payment failed Reminder: BPU Payment confirmation due	B, S and SB Buyer's Bank	
Other	New uploaded document	New uploaded document	B or S (the counterparty of the one who uploaded)
	Expected Payment date - 1 business day and settlement conditions not met	Expected Payment date not met	B and S
	Trade Abandoned	Trade Abandoned	B, S, BB and SB
	Trade Expired	Trade Expired	B, S, BB and SB
	Trade moves to closed after in paid for 30 days		B, S, BB, SB
	BPU cancelled by BB	BPU cancelled	B, S and SB
	BPU Financing cancelled by SB	BPU Financing cancelled	S
	14 days before Expiry date + settlement conditions not met	Reminder: Expiry date is X	B and S
	7 days before Last shipment date + no shipment confirmed	Reminder: Last Shipment Date is X	B and S

Notifications related to User Management

SME & Users management			
Phase	Action=Trigger	Notification	Recipients list
SME management	SME submits Access request	New SME Access request to review	SME's Bank
	Bank confirms Access request	Access request Accepted	SME
	Bank declines Access request	Access request Declined	SME
	SME submits an amended access request		
	SME submits Data modification (incl. IBAN mgmt) request	New SME data modification request to review	SME's Bank
	Bank confirms Data modification request	SME Data modification request Accepted	SME
	Bank declines Data modification request	SME Data modification request Declined	SME
Banks edits SME data	SME Data modification by the Bank	SME	
Users management	SME submits User Access request	New User Access request to review	SME's Bank
	Bank confirms User Access request	User access request Accepted	SME
	Bank adds a new SME user	New User account created by Bank	SME
	Bank terminates an existing SME user	Existing User account terminated by Bank	SME
	Bank declines User Access request	User access request Declined	SME
	SME submits User data modification request	New User data modification request to review	SME's Bank
	Bank confirms User data modification request	User Data modification request Accepted	SME
	Bank edits User data	User data modification by Bank	SME
	Bank declines User data modification request	User Data modification request Declined	SME

Appendix 2 – Customer Self Registration

Most Trading Companies are provisioned on the we.trade Platform by their Banks.

Self-registration, when supported and made available, allows a Trader with the Administrator role to enter their Company and Initial User Details in an Online Registration form, and then their Bank will need to validate the information.

If a Bank is using the we.trade default identity provider (inWebo) for their Customers to log in to we.trade, it is possible for Customer self-registration to be enabled.

If the Bank is using a local identity provider for their Customers to log in to we.trade, the use of Customer Self-Registration is not currently supported, as the user data is within each Bank's distinct system, making this section irrelevant for those Customers.

This section contains details for Self-registration when the default identity provider is used.

Customers can get to the Self Registration Page from the login page by clicking the Business Registration link.

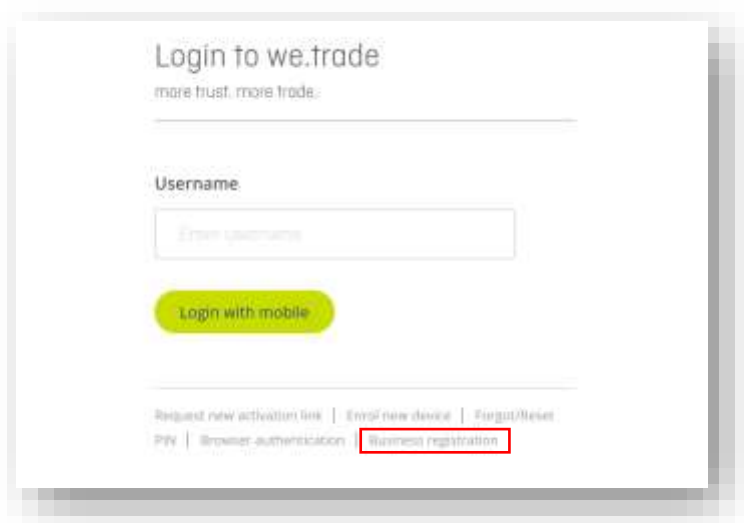


Figure 87. Customer Business registration link

The Customer will see a registration page, where they need to enter data for all required fields:

- Company Name
- Company Registration Number
- IBAN, BIC, and Currency for the initial Bank Account
- Street address, City, Postcode and Country
- Phone number
- Name and email for the initial (admin) user

The Customer's User can enter data in the optional fields:

- Company Website URL

- Tax number
- Additional account number
- Fax number

The Company User must tick the boxes shown:

- Accepting “I confirm that I am duly authorized to act on behalf of the company”.
- Accepting the Terms and Conditions.

The Company User clicks the **Register** button below the form, to submit the registration.

Registration

Company Details

** Required*

Company name *

Company registration number *

Company website URL

Tax number

IBAN *

Currency *

BIC *

Additional account number

Registered address *

Postcode *

City *

Country *

District

Phone number *

Fax number

Company email *

Figure 88. Self-registration form

User details

User first name *

Enter user first name

User surname *

Enter user surname

Email address *

Enter user email address

Confirm email address *

Enter user email address

Username

I confirm that I am duly authorised to act on behalf of the company.

I confirm to have read, understood and accepted the terms and conditions of the [Rulebook](#), the [User Manual](#) and any other agreement with the bank applicable to this application.

Register

Figure 89. Self-registration form continued

Once the registration is successfully submitted, two actions are triggered:

1. The initial user will receive an e-mail with instructions for activating their user.
2. A request is sent to the Customer's Bank seeking approval for the creation of the new Company account and initial user. This will need to be approved before the User will be able to access the we.trade Platform.

Appendix 3 – Default Identity Provider (inWebo)

Each Bank chooses which Identity Provider (IDP) to use as part of their initial onboarding and configuration. Banks that are not ready to integrate with their local IDP will use the default Identity Provider (inWebo).

Identity providers are used on the we.trade Platform for identity and access management and strong authentication for login and for transaction signing/sealing.

The inWebo Technology

The inWebo technology provides a PSD2 Compliant solution for Strong Customer Authentication (SCA) and for dynamically linked transaction signing/sealing.

inWebo's patented technology provides security and convenience, by generating a one-time browser token based on the user's email address or user name, their 4-6 digit PIN they establish during user activation, the specific enrolled browser or enrolled device in use, and several other service related parameters and values. This authentication or transaction sealing is done seamlessly in response to PIN entry in an enrolled browser or device.

More information about inWebo inApp tokens (deviceless MFA) can be found at <https://www.inwebo.com/en/deviceless-mfa-technology/>, and about PSD2 Compliant authentication at <https://www.inwebo.com/en/psd2-mfa-authentication/>.

Downloads of the inWebo Authenticator application (mobile and desktop) can be found at <https://www.inwebo.com/en/downloads/>.

Company User Activation (Initial)

Once a new Company User has been created on the we.trade Platform, they will receive an email at the address specified, containing instructions and links for user account activation.

The email will contain instructions pertaining to activating the account, creating the user PIN, and enrolling browsers or the inWebo Authenticator 6 mobile application (mobile or desktop). The email will also include the User Name (typically the email address for Company Users) and the URL to login to we.trade. Keep this email for later reference.

As part of the user activation flow, the user will create and confirm a 4-6 digit PIN, and they will enrol a browser or [inWebo Authenticator 6](#) mobile application on a mobile device or on a computer.

User PINs must be 4-6 digits and must contain at least two different digits. Resetting or changing user PINs is covered in a later section, but the steps are nearly identical.

Once the initial activation is complete, they user will receive a confirmation email.

If the user deletes the initial activation email, or the link expires before they get a chance to use it, they can request a new one from the we.trade Login Screen. The login link is in the original activation and confirmation emails.

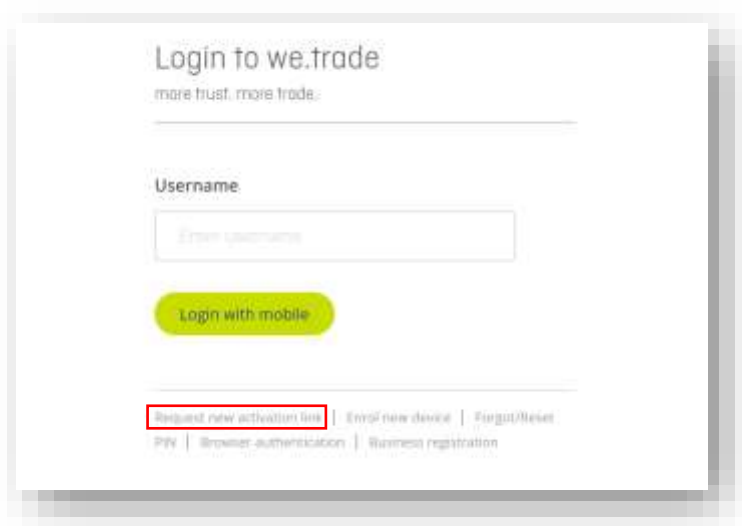


Figure 90. Request a new activation link.

If the user tries to reuse an already used activation link or it has expired, they will see a message that the user is already activated, or that the link is invalid, and that they will need to request a new one.

Company Administrator User Management

If a Bank has enabled user management for their customers, the Company Administrator would be able to Add or Edit users from the Company User Interface.

These changes would still need to be approved by a Bank Employee before the new or changed user could access we.trade.

In that scenario, the user awaiting approval from the Bank would see a Pending User message when trying to access we.trade.

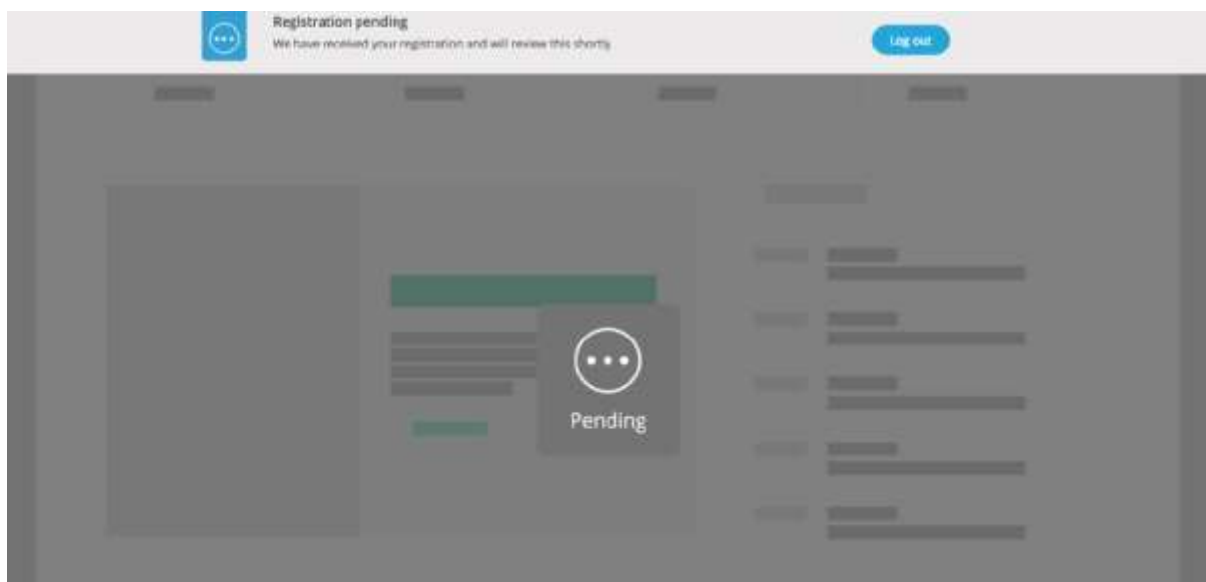


Figure 91. Pending Company User Message

Browser and Mobile Application Enrolments

The browser in use or a mobile application is enrolled as part of the user activation process. Additional browsers and mobile applications can also be enrolled. To enrol an additional browser or application, click the Enrol new device link from the we.trade Login page.

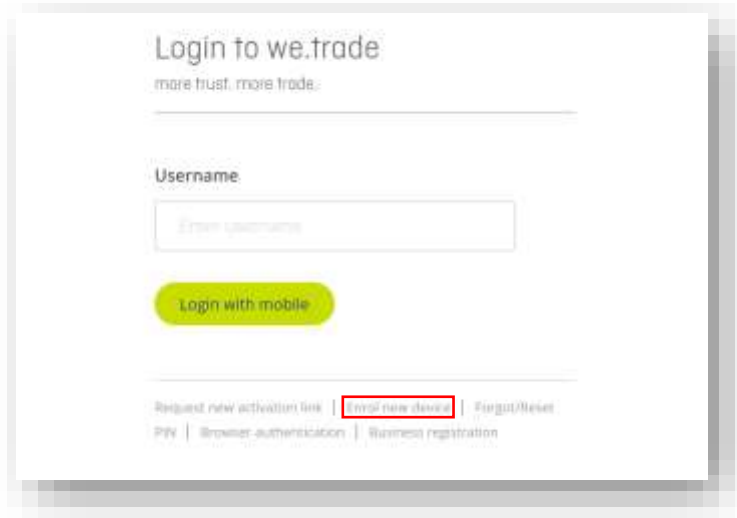


Figure 92. Enrol new device link.

Traders creating or accepting trades as a Buyer will need to seal/sign the transaction within the platform. This requires the use of an enrolled browser, as the mobile application does not support transaction sealing.

Logging in to we.trade

Traders can authenticate and log in to we.trade using either an enrolled browser or the inWebo Authenticator 6 application enrolled on a mobile device or on a computer. The platform remembers which enrolment the user used most recently (mobile vs. browser), but if the user wants to switch to the other, they click the **Mobile authentication** link or the **Browser authentication** link on the login screen.

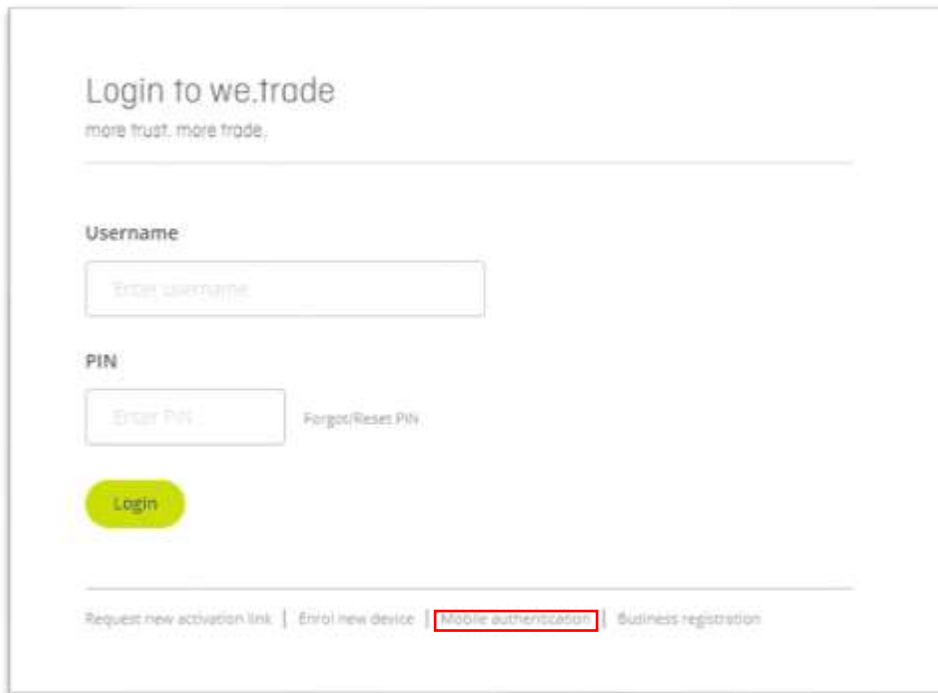


Figure 93. Login screen using enrolled Browser.

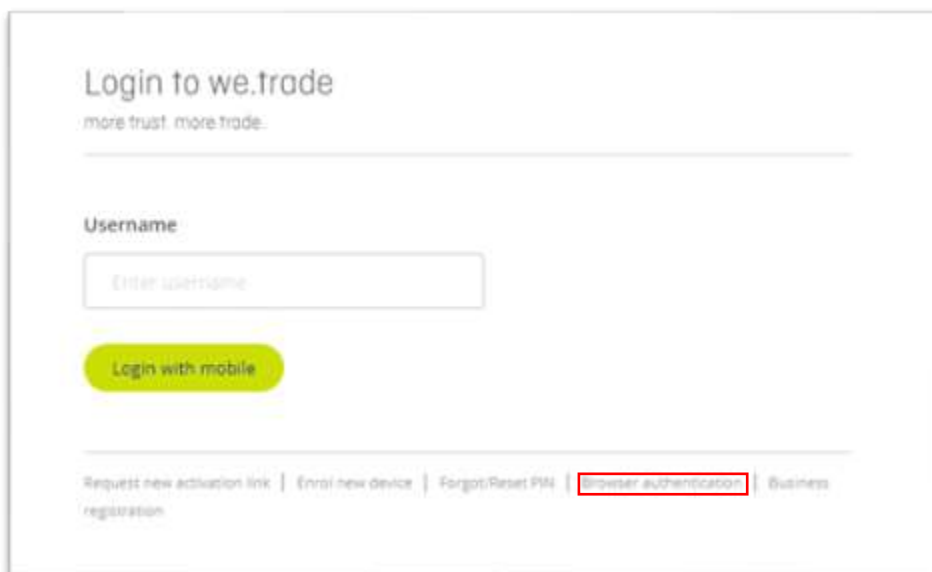


Figure 94. Login screen using enrolled Mobile.

Forgot/Reset User PIN

The 4-6 digit PIN that the user creates when activating their user account is used across all enrolled browsers or devices, for logging, for transaction sealing (in the browser only), and when enrolling additional browsers or devices. **If the PIN is changed, that change applies to all enrolled browsers or devices associated with that User.**

Step 1 - If the user needs to change or reset their PIN, they can initiate that process on the we.trade Login screen by clicking the **Forgot/Reset PIN**. Browser and device enrolments are deleted when the PIN is reset as a security measure, so re-enrolment will be required. One re-enrolment is done as part of the reset PIN process.

Login to we.trade
more trust. more trade.

Username

PIN

 [Forgot/Reset PIN](#)

Login

[Request new activation link](#) | [Enrol new device](#) | [Mobile authentication](#) | [Business registration](#)

Figure 95. Forgot/Reset PIN - step 1 from Browser login screen.

Login to we.trade
more trust. more trade.

Username

[Login with mobile](#)

[Request new activation link](#) | [Enrol new device](#) | [Forgot/Reset PIN](#) | [Browser authentication](#) | [Business registration](#)

Figure 96. Forgot/Reset PIN - step 1 from Browser login screen.

Step 2 - A dialog box will appear where the user will need to enter/confirm their username (which is their email for most Company users). The username can be found in the initial activation emails. Click the **Send email** button.

Step 3 – The user will see a confirmation dialog box directing them to check their email.

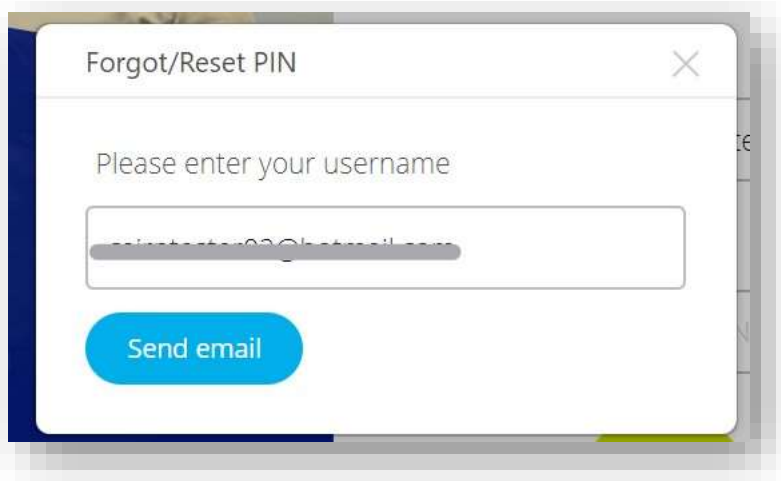


Figure 97. Forgot/Reset PIN - Step 2

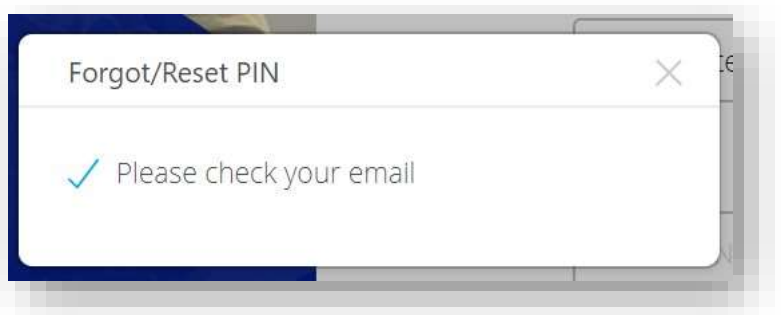


Figure 98. Forgot/Reset PIN - Step 3

The email message will contain a link to use to create a new PIN. The process is identical to the initial PIN creation that was done during the User Activation process.

The PIN must be 4-6 digits, and it must contain at least two different digits.

Step 4 – The link sent in the email will expire after 30 minutes. The user should copy and paste the link from the email into a browser of choice or click the link. They will be presented a screen to choose to reset the PIN and enrol the current browser, or a mobile application. Applicable instructions are also displayed.

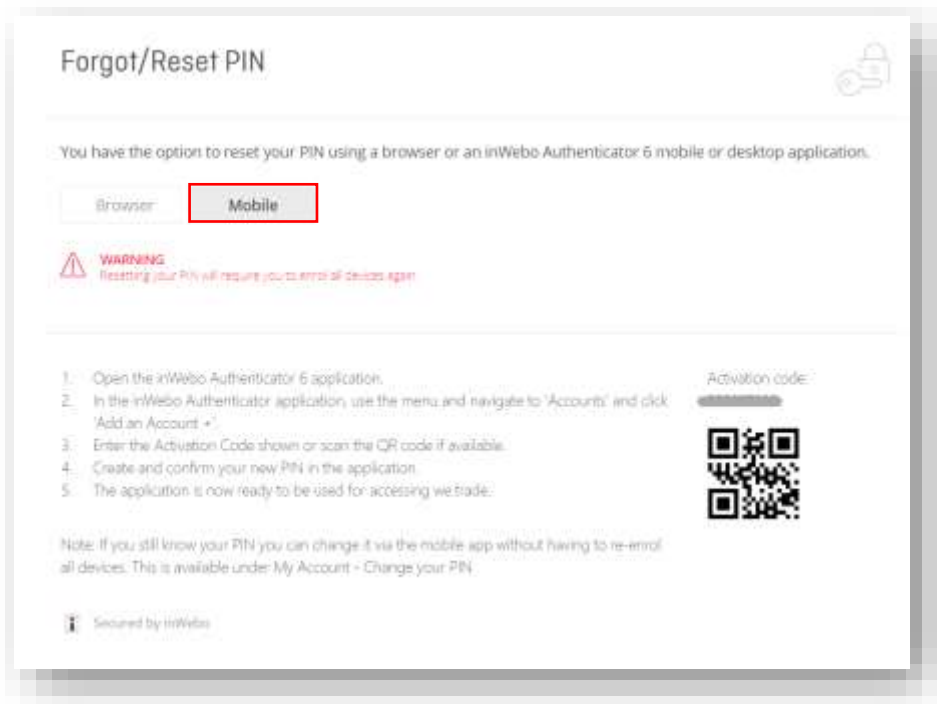


Figure 99. Forgot/Reset PIN using mobile - Step 4.

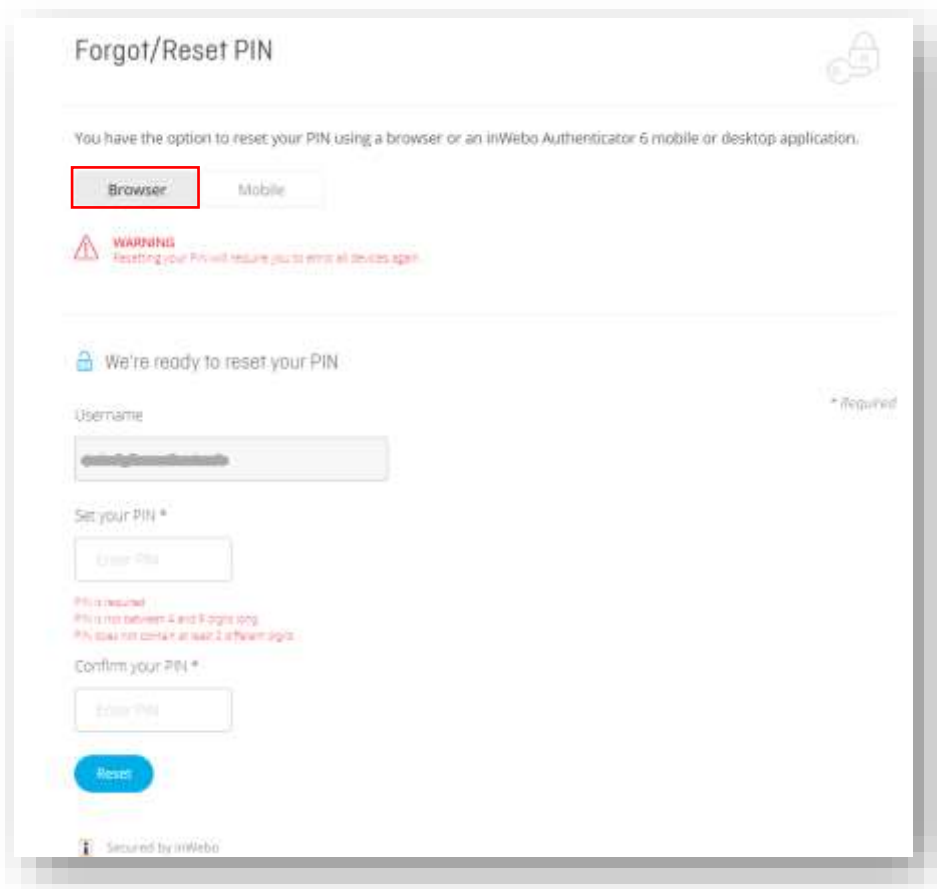


Figure 100. Forgot/Reset PIN using browser - Step 4.

If the PIN Reset link is reused or has expired, the user will see a message that the link is invalid. They will need to repeat the PIN reset process.

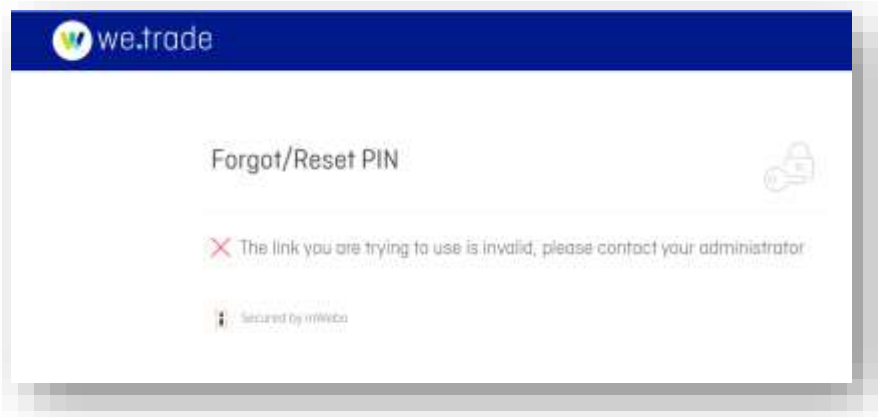


Figure 101. Forgot/Reset PIN - link already used or invalid.

Transaction Sealing

When a Trader is creating or accepting a trade as a Buyer on the we.trade Platform, they are required to Sign/Seal the transaction as part of the Trade acceptance process.

This is accomplished by the Buyer entering their PIN in an enroled browser, as shown below.

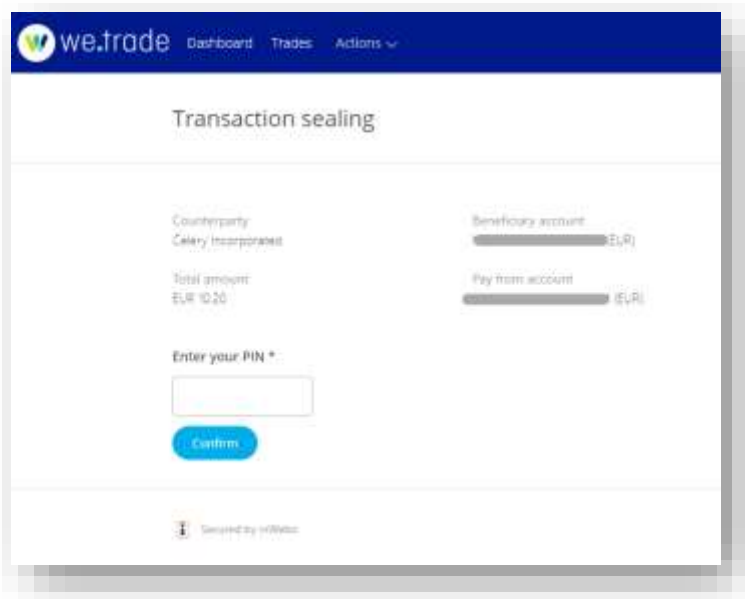


Figure 102. Transaction Sealing by Buyer

If the user enters an incorrect PIN on the Sealing screen, they will see a message including the remaining attempts before their PIN will be locked.

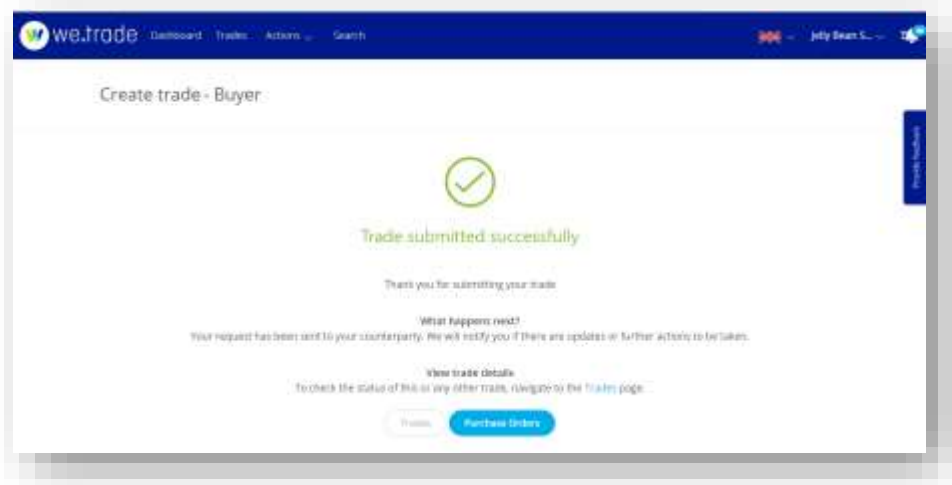


Figure 103. Trade submission successful confirmation

Unblock Blocked User

A Company user can become blocked administratively when their we.trade account is deactivated by a Bank or Company administrator. Unblocking the User requires reaching out to their Company Administrator for assistance. If needed, the Company Administrator can reach out to staff at the Bank who are familiar with the we.trade Platform - for further assistance.

A user can also have their PIN blocked if they type it incorrectly too many times. Resetting the PIN using Forgot/Reset PIN link from the login screen will typically resolve this issue. If not, the user will need to reach out to their Company Administrator or a Bank Customer Administrator for assistance.

In either scenario above, the Bank employee can engage with we.trade Support team if needed.