+ | How is flow of transactions since the launch of Kopra Trade?

Flow Transaksi Trade   *Flow Transaksi Bank Garansi*
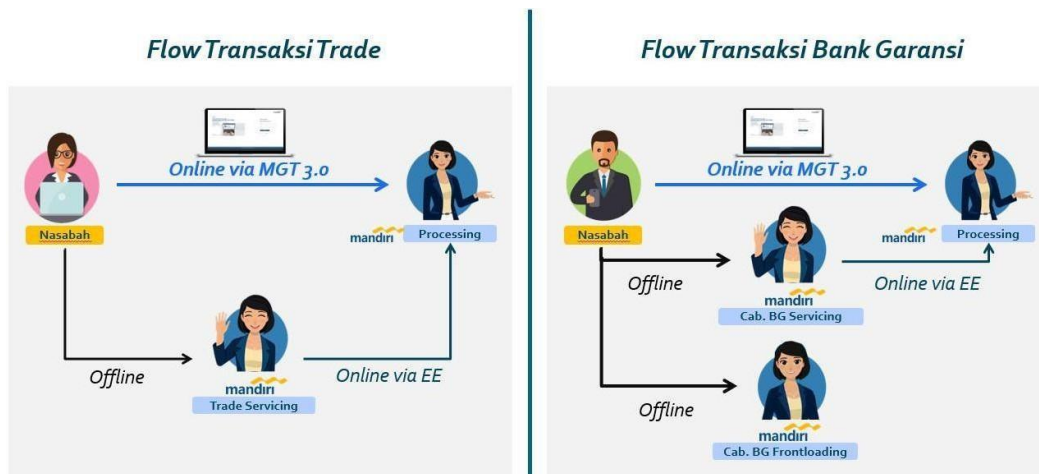
Trade Transactions

Before using Kopra Trade: Customers come to the nearest Trade Service, fill the application form, sign it and submit all documents related to the transactions, such as: contract or other underlying documents. The Trade Service inputs transaction based on the application submitted by customers to the system and transaction will be processed by the processing unit.

After using Kopra Trade: The customers initiate and submit the application and underlying documents via Kopra Trade, and transactions will be reviewed and processed by processing unit.

Bank Guarantee Transactions

Before using Kopra Trade: Customers come to the nearest Bank Guarantee Servicing/Frontloading Branch, fill the application form, sign the application form, and submit the form along with underlying documents. The branch will input the transaction into the system and transaction will be processed by the processing unit (for any application submitted to serving branch) or will be processed at the branch itself (if the branch is processing branch).

After using Kopra Trade: The customers initiate and submit the application along with underlying documents via Kopra Trade, and transactions will be reviewed and processed by the processing unit.

+ | What is the required password format to log in to Kopra Trade?

Kopra Trade Password Policy:

User ID :
New Password _____
Confirm Password _____
CONFIRM

Password Policy:
- New password requires at least 8 characters
- New password should not contain special characters
- New password should not contain more than 3 consecutive digits or more than 3 consecutive identical characters
- New password must contain lower case characters, uppercase characters and digits
- Recently used passwords should not be used again
- New password must not contain your account or name

a. It must be at least 8 characters.
b. It must not contain special characters (such as "!", "@", "#", etc.).
c. It must not contain three identical characters consecutively (such as 000 or aaa).
d. It must contain uppercase characters, lowercase characters, and numbers.
e. The same password that was previously used cannot be used again.
f. It must not contain your account or name.

+ | What if the customers forget their Kopra Trade User password?

Please click Forget Password button on Kopra Trade Landing Page. User will be directed to a New Page. Fill in registered User ID and email address. If they match, system will send a link to Reset the Password to user's email address.

Selamat Datang

Mandiri Global Trade 3.0

Company	_____
User ID	_____
Password	_____
Login	

Forget password? Click here.

Contact Us 📧 email

Forgot Password

Masukkan Company ID dan User ID/Email yang terdaftar pada Mandiri Global Trade 3.0

Please input the Company ID and User ID/Email Address registered in Mandiri Global Trade 3.0

User ID*   [User ID*   ]

Email*   [Email*   ]

[SEND]

+ | What happens if the customers enter wrong User ID or password?

User ID will be locked and Customers cannot access Kopra Trade. Please contact your company Admin to unlock the User ID.

+ | What if the Customers forget Kopra Trade User ID?

Please contact Bank Admin to get information about your your user ID.
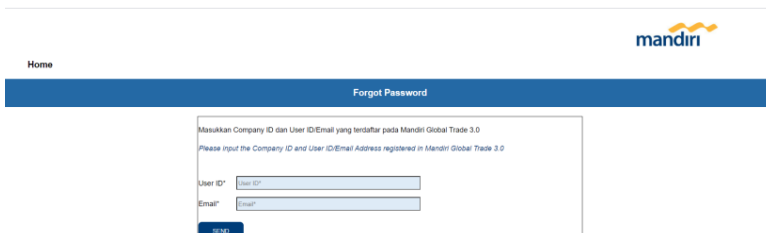
+ | What are the features available on Kopra Trade?

Forget Password

On Landing Page, Forget Password feature is available if user forgets the password to log in to Kopra Trade.

Please fill in User ID and registered email on Kopra Trade, then click Send.

mandiri call 14000

Next, you will receive an email from Trade.Mandiri@bankmandiri.co.id contained a link to reset your password. If you click the link, a new page will appear to reset the password.

Dear **[User Name],**

Please be advised that we have received a request to reset password of **Mandiri Global Trade 3.0** associated with this e-mail address. If you made this request, you can reset your password using this link below.
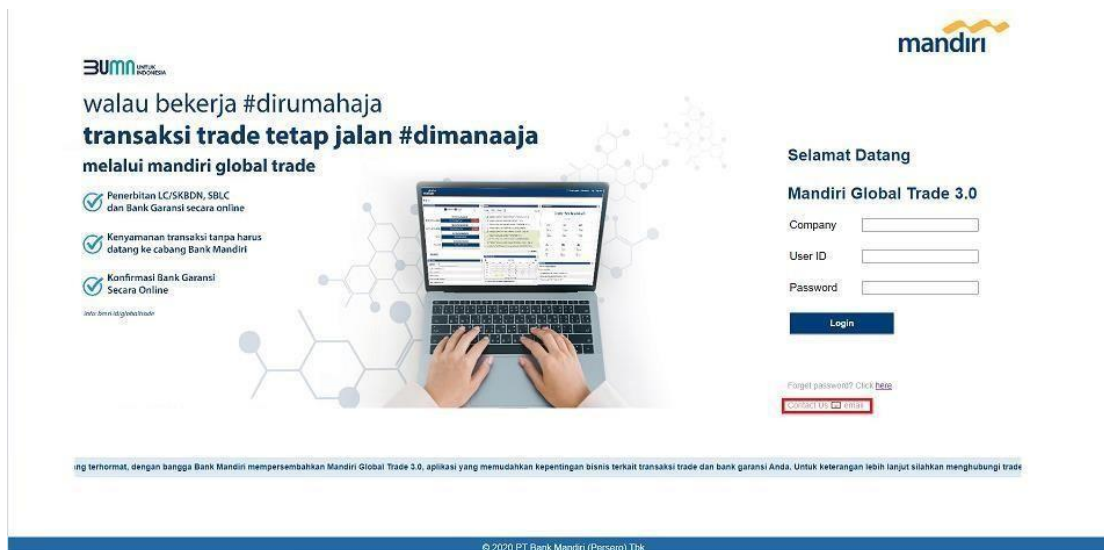
Click here to change your password.

Thank you.

Regards,
Administrator
Mandiri Global Trade 3.0

Contact Us

With this feature, customers can access this page if they have any *inquiry* to Bank Mandiri.

When Contact Us is clicked, a new page will appear containing several fields that must be filled in, including:

a. Subject *(Mandatory)*: Subject of the questions/issues to be inquired.
b. Name *(Mandatory)*: Name of the user who inputs the inquiry.
c. Company *(Mandatory)*: Company's name of the user who inputs the inquiry.
d. Email *(Mandatory)*: Email address of the user who inputs the inquiry.
e. Phone *(Mandatory)*: Telephone number of the user who inputs the inquiry.
f. Transaction Reference No *(Optional)*: Reference number of the transaction customers want to inquire (if any).
g. Message *(Mandatory)*: Message that the customers want to inquire via Contact Us
h. Attachment *(Optional)*: If customers want to attach supporting documents
i. Verification Code *(Mandatory)*: A verification code before sending a *Contact Us* message

Contact Us

SUBJECT *

Input Subject

NAME *

Input Name

COMPANY *

Input Company

EMAIL *

Input Email

PHONE *

Input Phone

TRANSACTION REFERENCE NO

Input Transaction Reference No

MESSAGE *

Input Message

ATTACHMENT FILE (ZIP, RAR, JPG, PNG, PDF FILE FORMAT, MAX 5MB)

UPLOAD

Upload File Name

VERIFICATION CODE *

Please input verification code(Not case sensitive)

i yds

RESET   CONFIRM

Widget on Homepage

When logging in, a menu and widget will appear on Kopra Trade Homepage.

a. Main Menu

This widget displays various transaction menus that can be accessed by user. Number of menus depends on access level assigned by company admin to the user. From this function, customers can process trade/BG transactions according to their needs.

b. Inbox

It contains information of summary transactions for each module.

	Saved	Bank Message	Awaiting Corporate Approval	Rejected by Supervisor
Import Letters of Credit	0	0	0	0
Export Letters of Credit	0	0	0	0
Import Collections	0	0	0	0
Export Collections	0	0	0	0
Outward Guarantees	0	0	0	0
Inward Guarantees	0	0	0	0
Pre-Export Finance	0	0	0	0
Reverse Factoring	0	0	0	0
Shipping Guarantee	0	0	0	0
Account Receivable Financing	0	0	0	0
Post Import Financing	0	0	0	0

Saved	:	Transactions saved by Makers.
Bank Message	:	Notifications/responses from the Bank regarding transactions (e.g. status Accepted, or Settled).
Awaiting Corporate Approval	:	Transactions that have been submitted by the Makers but have not been released/authorized by the Checkers.
Rejected by Supervisor	:	Transactions that have been submitted by the Makers but refused by the Checkers

c. Limit Information

This widget contains information regarding customer's availability and outstanding limits for each sub-limit that they have.

If "**More Details**" button is clicked, it will be directed to Report page where users can download **Limit Utilization Report**. This report contains details of the customer's reference number and limit status.

d. **Quick Access**

In this widget, user can choose which menu are frequently used for transactions and set them on the Quick Access menu. If user click on a function in Quick Access, the page will immediately be directed to the transaction menu for that function.

If user want to change number of functions or list functions in Quick Access, please click the button on the right corner and click **Edit**. When finished, click **Save**.

e. Calculator

A widget to access calculator.
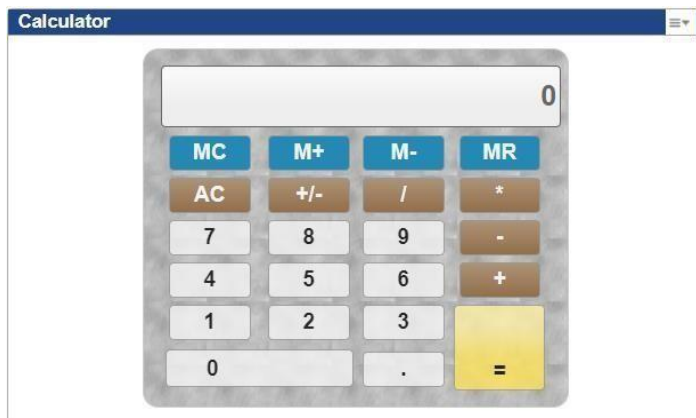
f. Calendar Events

It is a calendar widget that contains information on important dates related to transactions, such as expiry dates and due dates of financing.
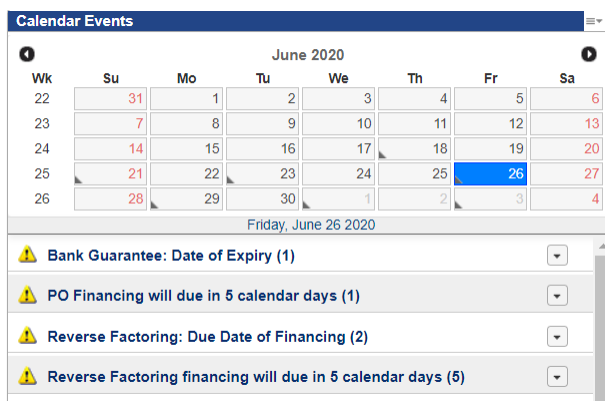
In addition, Customers can also add events/notes to the calendar by clicking on the "+" button on the lower right corner. Then click **Save** after finishing writing the Notes.
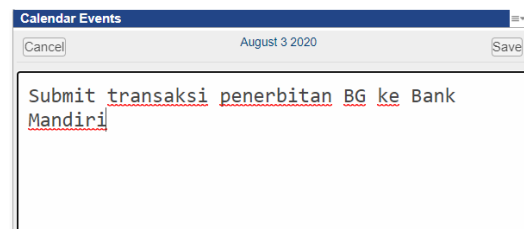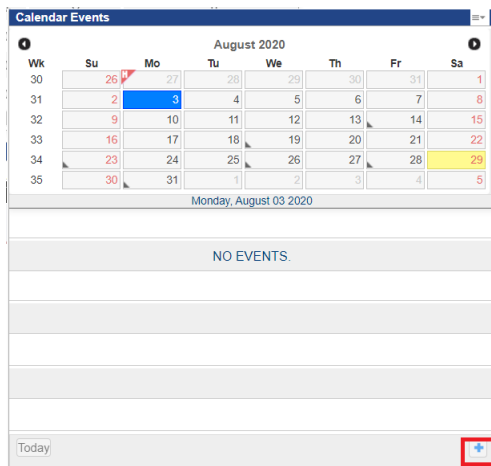
g. Dashboard

This widget displays information related to transaction status of each module: Awaiting Authorization, Bank Message, or Save Record from each module.

h. Exchange Rate

It contains information regarding Booking Rate of each currency.

In addition, customers can also edit which currency to display on this exchange rate widget.

i. Notice

It contains information related to notifications of transactions that are processed through Kopra Trade, including notifications sent from makers/checkers from company's side or notifications sent by Bank when transaction process has completed.

 It indicates that notification is an "Alert" or just a notification

 It shows that notification is a "Task", or it is just something that needs to be followed up on. Follow-up on the transaction can be processed by clicking "Process" sign.

Task Detail	
Notice Subject :	Waiting for Approval of Apply for Guarantee:OW20000015TRADEPROJE
Notice Creater :	TRADEPROJECT1
Notice Creater unit :	TRADEPROJECT
Notice Create time :	2020-09-10 21:55:09
Notice Type :	Task
Notice Content :	**Waiting for Approval of Apply for Guarantee:OW20000015TRADEPROJE**
	Waiting for Approval of Apply for Guarantee:OW20000015TRADEPROJE.

CANCEL   PROCESS

j. Recent Functions

It contains information related to functions that have just been opened/processed by relevant users.

k. Welcome

It contains information regarding user's last login time.

+ | How to change display on Kopra Trade Dashboard?

Please click **Personalize** on the upper right corner. Then please set widget if you want to Remove/Minimize/Maximize it by using button in the upper right corner, or you can Remove it directly by using dashboard widget.

+ | Can the functions displayed on User menu be adjusted?

Functions displayed on user's Main Menu can be adjusted by company Admin user through **Operator FAP** function**.**

Company Maintain			
Company FAP	Operator ID	Contains ✓	And ✓
Company Group	Company ID	Contains ✓	
Company Structure			>> Filter >> Reset
Authorization Rule			

Select	Operator ID ⇅	Company ID ⇅	Status
☑	APPLICANTMAKER1	APPLICANT1	Authorised
☐	APPLICANTMAKER5	APPLICANT5	Authorised
☐	ARFM	NUHA	Authorised
☐	ARFM01	EXPORT	Authorised
☐	ARFM01	EXPORT5	Authorised
☐	ARFM02	EXPORT	Authorised
☐	ARFM02	EXPORT5	Authorised
☐	ASDFGHJKL	NUHA	New
☐	BMTR01	IMPORT5	Authorised
☐	BMTR02	IMPORT5	Authorised

Left nav items: Admin Maintain, Admin FAP, Operator Maintain, **Operator FAP**, Add Operator FAP, Modify Operator FAP, Delete Operator FAP, Authorise Operator FAP, Inquire Operator FAP, Unlock Operator FAP, Operator Class Maintain, Customer Ref, Batch Manager, Interface Transaction, Security Super Officer, Consolidated Report, Banks, Weekend and Work

1 2 3 4 5   Next 5 >

CANCEL   SELECT

+ | How many files can be uploaded and what is maximum size of the files during transactions?

For every transaction submitted through Kopra Trade, customers can upload multiple images/files. Maximum limit for each file is 5MB.

Image(s) Information

Image File Path	Image Description	File Type	File Size(KB)	Attachment Type	Image Status

ADD FILE   DELETE   SUBMIT   CANCEL

[000499]The system limits maximum file upload size to [5120] KB for single file, and [] KB for total file.
[000500]The system allows uploaded file type are [PDF,DOC,XLS,JPG,JPE,JPEG,BMP,GIF,PNG,DOCX,XLSX].