Can I download the LC ?

At the moment, the download function is not available. However, our team is looking into this feature as an enhancement for future versions. As a workaround, users may print out the LC as PDF copy.

Are there notifications in the platform for LC, presentation and P2P messaging?

Notifications are currently sent as email alerts. There is no notification feature on the platform itself, however, our team is looking to add this feature as an enhancement for future versions.

How do I get technical assistance or support? What is the URL?

Please select "Support Portal" from the link below if you need any technical assistance on the platform. **Support | Contour Network**

Does Contour allows confirmation requests?

There are 2 categories of notifications: Action and Notification.

Action
Based on your role, you may have to perform an action on a DC, amendment, presentation or a P2P message. In such a case, you will receive an email alert. For example, when the applicant sends a DC application to the Issuing bank, the maker users in the Issuing bank will receive an Action email, so that they can log into the system to review and issue the DC. Action emails are also sent for internal workflow activities. For example, if the maker submits an amendment, the checker will receive an email to prompt further action.

Notification
These are sent for all key updates to the DC, amendment, presentation or P2P messages. For example, when the DC is issued, the users in applicant, beneficiary and the next bank (advising/-confirming bank) will receive a notification email.

What type of file format does Contour recognise in the platform?

Only PDF files are recognised on the platform.

Can I use an existing issued DC to create a new DC to avoid keying the same details again (e.g. if it is the same supplier)?

Yes, you can. Simply click on "Import DC" > "Create new DC" > You may select the recent DC transaction and start drafting your new transaction.

Can the Applicant attach relevant documentation as required by the issuing bank at the main LC creation page?

We do not recommend Applicants attach documents in the main page as once the LC is issued, all stakeholders (Applicant, Issuing Bank, Advising Bank and Beneficiary) will be able to view the document.

If the required document is only required between the Applicant and Issuing bank, we suggest you use P2P messaging instead.

Where can I find the user guides?

Please select "Read Docs" from the link below
Support | Contour Network

Are we able to accept instructions coming from P2P messages?

It would depend on your organisation's workflow. However, please be assured that P2P messages are legitimate as it requires the approver (depending on your organisation's matrix) to release the P2P message.

Can you attach files in P2P messages?

Yes. Only PDF files are allowed.

What is the max. file size per presentation?

7 MB

What other products does Contour have?

We currently offer Letters of Credit (LC) and are looking at other Trade finance product such as Guarantees, Standby Letter of Credit, Collections, etc., in the near future.

How do I retrieve transaction reports?

At the moment, you will need to raise a support request to retrieve such reports. However, our team is looking add a download feature within the platform itself as an enhancement for future versions.

How do I add more users to access the Support portal?

The Admin user can raise a request in our Support portal to add more users.

How do I set up the Maker, Checker and Approver workflow?

Depending on you organisation's structure (1 Level, 2 level or 3 level) you may create the users credential as follows:

1 Level
User 1: Maker + Checker + Approver

2 Level
User 1: (Maker) or (Maker + Checker)
User 2: (Checker + Approver) or (Approver)

3 Level
User 1: Maker
User 2: Checker
User 3: Approver

How many Admin users can I have ?

Contour will set up 3 Admins (as default) based on the list provided during registration. Subsequently, Admins can add more Admin users as per your organisation's requirement.

How do I set up new users ?

Kindly refer to the link below for setting up new users. (password: upon request)
https://docs.contour.network/version/7-0/user-mgmt/admin-usermgmt/

How many users can I set up ?

This depends on the Membership Pricing Plan you have selected.

Does the bank require usage of SWIFT after the LC issuance in Contour ?

No. In Contour, we support end-to-end transactions (LC issuance to document presentation).
Note: Banks may still be required to use SWIFT for payments (i.e MT103 or MT202)

Does Contour allow transferrable LCs?

Not at the moment. However, our team is looking to add this feature as an enhancement for future versions.