

Portigon Documentation

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MGB - Reclamation Workflow

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History

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1 Introduction

This document describes the workflow functionality of the MGB tool added in version 1.2. In the former versions trader had to send a paper formula back to the Trade controller while now he is going to enter his response directly into the tool.

2 Reclamation workflow

2.1 Send reclamation mail

The controller may send a reclamation mail while manually checking the trade. The following picture shows the Email-Icon on the Trade mask.

Common							
Overview Reclamation History Parameter							
Check result							
Automatic	Manual		Reclamation				
Check high low prices	Out of price range						
Manual state by	Manual state comment						
Jens Richelsen	Der Preis ist nicht ok.						
Trade							
Instrument	Price	Volume	Currency	Exchange	Netto	Int	Autom.
CH0000753266	622.221.283	120	CHF	ESZ	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ISIN	Trade ID	Trade time	System time	TraderID	Stomo	Misch.	Buy
CH0000753266	12345001	19.04.2004 08:23	19.04.2004 08:23	D703241	<input type="checkbox"/>		<input checked="" type="checkbox"/>
Settlement time							
21.04.2004 00:00							

Picture 1: Send reclamation during manual check

If the user clicks on the Email icon the "Send Email Mask" is displayed This mask shows a preview of the Email the system is going to send.

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The screenshot shows a Windows-style dialog box titled "Send new EMail". It has two tabs: "Email" and "Reclamation", with "Reclamation" currently selected. The form contains the following fields and text:

- Mail type:** A dropdown menu showing "Controller reclamation".
- Employee name:** A text field containing "Jens Richelsen".
- E-Mail address:** A text field containing "Jens_Richelsen@westlb.de".
- Subject:** A text field containing "Prime trade 12345001".
- Body:** A large text area containing a message template. The text reads: "The following trade seems to be not ok, because 'Out of price range'. Please follow the link to enter a". Below this is a URL: "http://localhost:8080/mgb/traderResponse.do?mailId=<#-mailId-#>&mandant=EQU". This is followed by a table of trade details:

Controller:	Manfred Börner
Controller phone:	
Trader:	Jens Richelsen
Source system:	Prime
Instrument:	
Trade id:	
Trade time:	19.04.2004 08:23
System time:	19.04.2004 08:23
Volume:	120,0000
Price:	622.221.283,0000

Below the table, it says "Jens Richelsen" and "Der Preis ist nicht ok.".

At the bottom of the dialog are "OK" and "Cancel" buttons.

Picture 2: Mask "Send Email" - Email Tab for reclamation mail

The subject and the mail text are filled with a default text corresponding to the Email-Type "Reclamation mail". The default values are defined in templates located in a text file which might be changed easily. It is possible to define different templates for different client of the MGB system. Additionally it is possible to overwrite the default values in the preview mask.

As soon as the controller clicks on the "ok"-button, the following actions are performed by the systems:

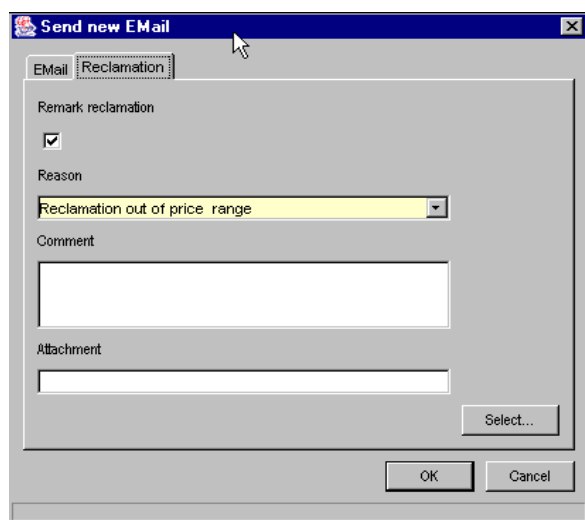
- An Email is being sent to the trader.
- A copy of the Email is being sent to the controller.
- The Email is stored in the database.
- The sending of the reclamation is remarked by setting the reclamation state of the trade.

The MGB application sets default values for the reclamation state. Normally it should not be necessary to change these default values. However it is possible to overwrite the defaults by clicking on the "reclamation tab" in the mask.

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Picture 3: Mask "Send Email" - "Reclamation Tab" for reclamation mail

The following table describes how the mask is initialized with default values:

Field	Description
Reclamation code	This field is mandatory. The following strategy is used to get the default reclamation code: <ul style="list-style-type: none">• If a reclamation state exists the reclamation code of this state is taken as default. Else <ul style="list-style-type: none">• The reclamation code that is assigned to the code of the manual state. The assignment from manual codes to reclamation codes can be maintained in the state code maintenance. Else <ul style="list-style-type: none">• If it is late trade, the reclamation code that had been set up by the configuration parameter <code>LATE_ENTRY_RECLAMATION_CODE</code>.
Comment	The default value is the comment of the preceding reclamation or the manual check result if there is no preceding reclamation.
Attachment	The default value is the link to the attachment of the preceding reclamation or the manual check result if there is no preceding reclamation.

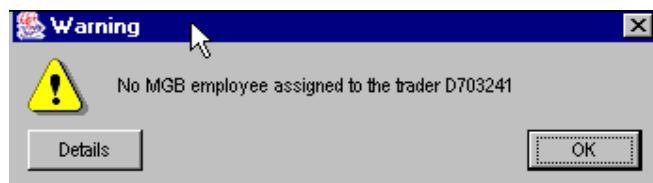
Exception

In the following situations the application will refuse to open the "Send mail" dialog and display an error message as shown in Picture 4: Exception dialog for sending emails .

- No employee has assigned to the frontoffice trade. In this case the MGB application does not no the Email address of the trader.
- No email address has been assigned to recipient of the mail.
- No email address has been assigned to the sender of the mail.
- No windows nt userid has been assigned to the recipient of the mail. In this case the recipient would be able to process the mail, because the single sign on would fail.

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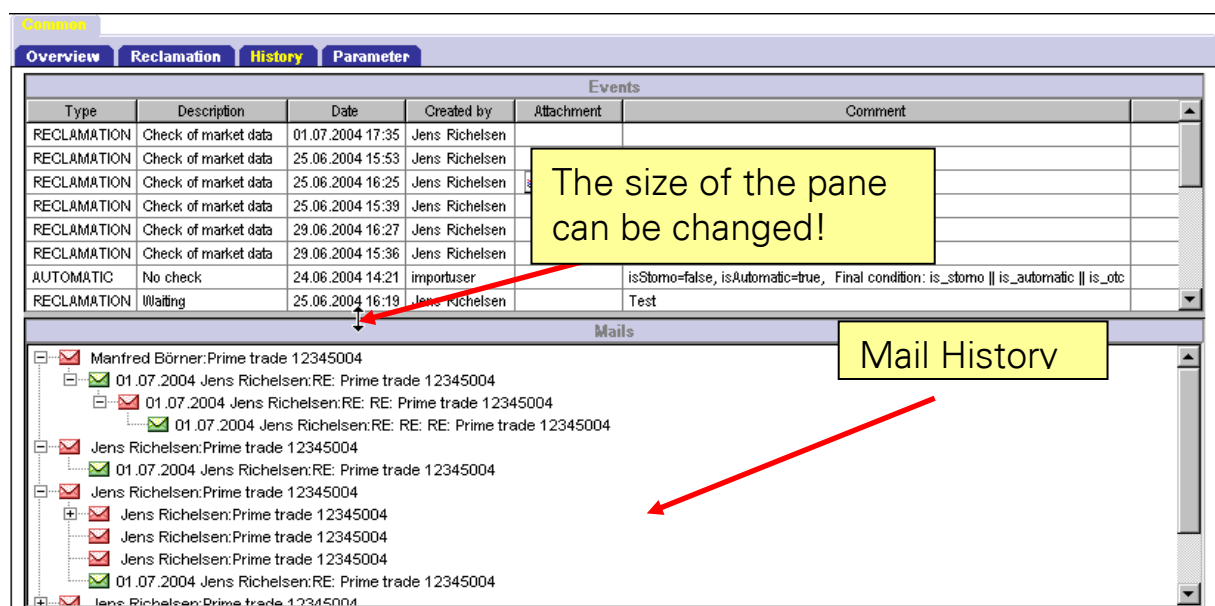
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Picture 4: Exception dialog for sending emails

2.2 Display mail history

All mails sent by the controller and all response mails entered by the trader are stored in the Email history shown on the history tab of the trade mask. The email history is presented by a tree view. A child mail means that the mail has been sent as a response to the parent mail.



Picture 5: Preview for sending a reclamation mail

A tree node contains the following information elements:

e.g. 01.07.2004 Jens Richelsen: RE Prime trade 1345004

- Mail envelope icon
A red icon indicates a controller mail while a green icon indicates a trader response.
- Creation date
The date when the mail has been entered.
- Sender name
The full name of the MGB employee who send the mail.
- Subject
The subject of the mail.

The following functions are provided for the mail history panel:

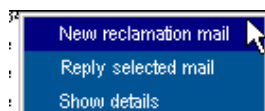
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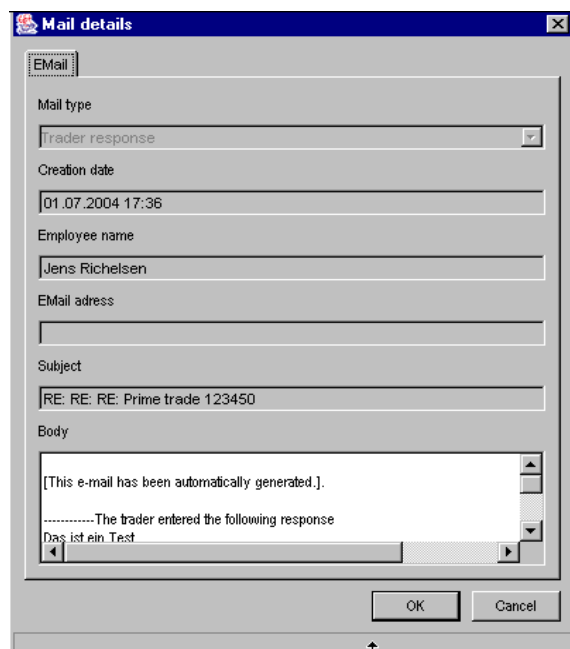
Function	Action	Description
New reclamation mail	Context menu	Creates a new reclamation mail. The same functionality as described in chapter 2.1.
Reply selected mail	Context menu	Creates a new "Controller reply" mail for the selected mail.
Show details	Context menu or double click on tree node.	Shows the mail details mask for the selected mail.
Expand/Collapse tree node	Click on tree node.	Expands or collapse the tree node.

The following picture shows the context menu of the mail history panel:



Picture 6: Context menu of trade history panel

The following picture shows the trade detail mask, that is displayed if the user double clicks on an Email node:



Picture 7: Mail details mask

2.3 Post trader response

The following picture shows the Lotus Notes mail that the trader receives in consequence of the creation of the reclamation mail. The controller receives a copy of this mail.

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TradeControl@WestLB.de
07.07.04 14:23 Empfangsbestätigung: ☐

An: Jens_Richelsen@westlb.de

Kopie: manfred_boerner@WestLB-Systems.de

Blindkopie:

Thema: Prime trade 12345001

The following trade seems to be not ok, because "Out of price range".
Please follow the link to enter a comment until 08.07.2004.
=====

<http://localhost:8080/mgb/traderResponse.do?mailId=1061&mandant=EQU>

=====

Controller	Manfred Börner
Controller phone:	
Trader:	Jens Richelsen
Source system:	Prime
Instrument:	
Trade id:	
Trade time:	19.04.2004 08:23
System time:	19.04.2004 08:23
Volume:	120,0000
Price:	622.221.283,0000

=====

Jens Richelsen
Der Preis ist nicht ok.

=====

Picture 8: Reclamation mail in Lotus Notes

If the trader clicks on the URL in the mail, the following web formula is displayed. The formula contains some basic trade data, the content of the controller mail and an input field for the trader response.

Home | Report Problem | wsv4148

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Trade-Control

- Application
- Trader**
 - Inbox
- User management
 - User maintenance

View Trade Attributes

Trade id	Reclamation code	Trader	Trade date
12345001	RECL_OUT_OF_PRICE_RANGE	D703241	19.04.2004 08:23:24
Instrument	System date		
CH0000753266	19.04.2004 08:23:23		
Volume			
120			
Trade price			
622,221,283			

Controller mail

Prime trade 12345001

The following trade seems to be not ok, because "Out of price range".
Please follow the link to enter a comment until 08.07.2004.
=====

<http://localhost:8080/mgb/traderResponse.do?mailId=1061&mandant=EQU>

=====

Controller Jens Richelsen
Controller phone:

Trader response

Please add comment!

Submit

Picture 9: Trader response form

If the trader submits the formula the following actions are performed by the application:

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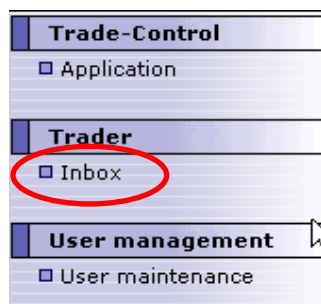
- An Email is being sent to the controller.
- The Email is stored in the database.
- If the transaction finished successfully a "Response send" page is displayed



Picture 10: Response send page

2.4 Display trader inbox

If the trader received multiple reclamation mails, he might find it helpful to use the Trader inbox functionality provided in the navigation bar at the left side of the MGB main window.

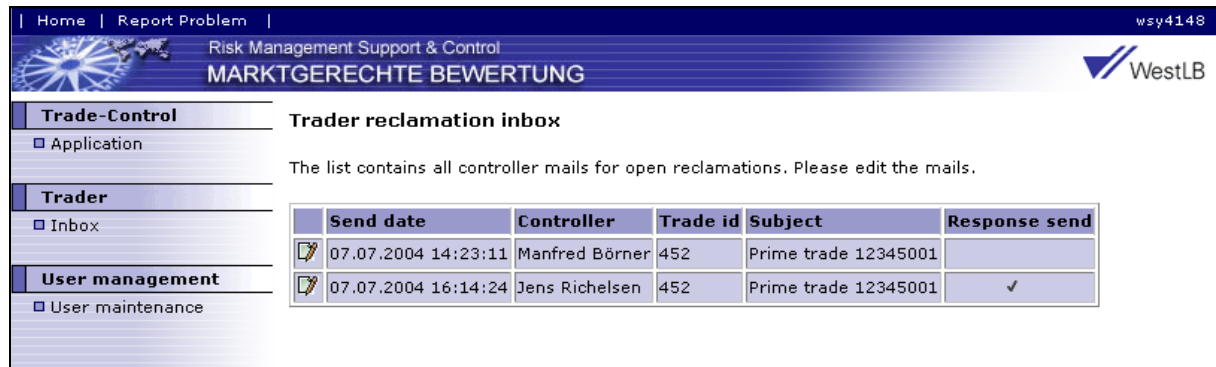


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Picture 11: Trader inbox function in the navigation bar

The trader inbox shows a list of all "controller mails" that are addressed to the trader. It shows mails only if the reclamation state of the corresponding trade has not been closed. Check marks indicate that a response for this mail already exists.



Home | Report Problem | wsy4148

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Trade-Control

- Application

Trader

- Inbox

User management

- User maintenance

Trader reclamation inbox

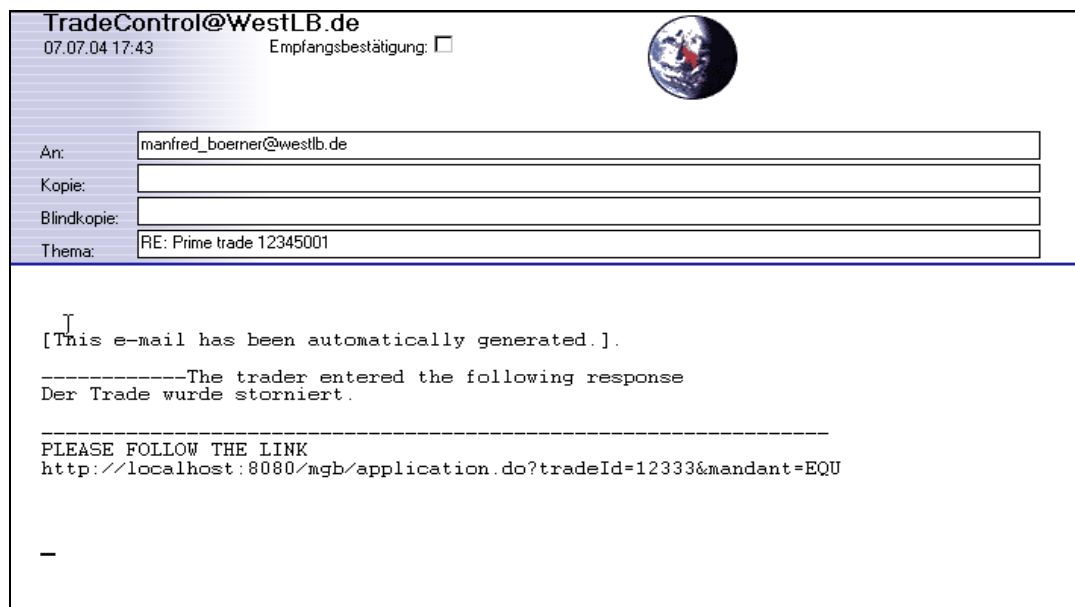
The list contains all controller mails for open reclamations. Please edit the mails.

	Send date	Controller	Trade id	Subject	Response send
	07.07.2004 14:23:11	Manfred Börner	452	Prime trade 12345001	
	07.07.2004 16:14:24	Jens Richelsen	452	Prime trade 12345001	✓

Picture 12: Response send page

2.5 Check response

When the trader enters a response for the reclamation mail, an Email is being send to the controller.



TradeControl@WestLB.de
07.07.04 17:43 Empfangsbestätigung: ☐

An: manfred_boerner@westlb.de

Kopie:

Blindkopie:

Thema: RE: Prime trade 12345001

[This e-mail has been automatically generated.]

-----The trader entered the following response
Der Trade wurde storniert.

PLEASE FOLLOW THE LINK
<http://localhost:8080/mgb/application.do?tradeId=12333&mandant=EQU>

—

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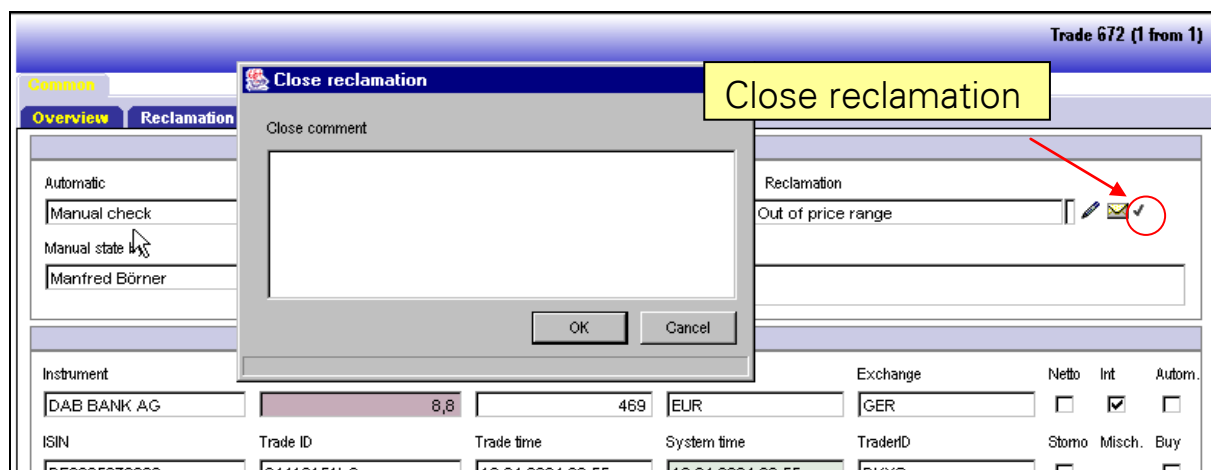
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Picture 13: Trader response mail in Lotus Notes

When the controller clicks on the URL contained in the Email, the Java applet is being started and the corresponding trade is displayed. The controller might close the trade if the response is sufficient or he might send a reply if he needs more information about the trade.

2.5.1 Close reclamation

The reclamation might be closed by clicking on the "close icon" located at the trade mask. A "Close reclamation" dialog is opened to enter a final comment for the reclamation.



Picture 14: Close reclamation icon on the trade mask

As soon as the reclamation is closed the "Close icon" disappears and the close comment is displayed. The trader will not see any longer the mail for this trade in his inbox.

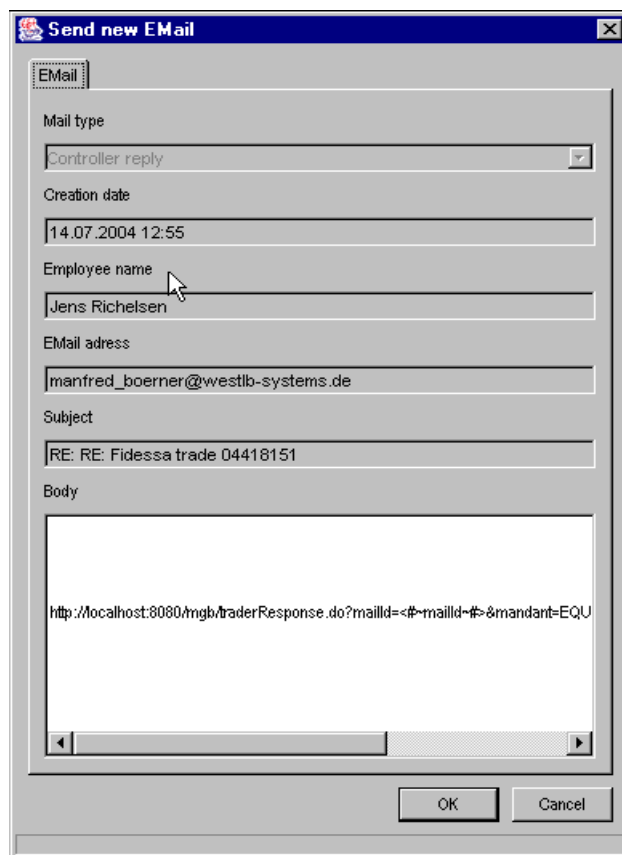
2.5.2 Send reply mail

If the controller needs more information about the trade, he can reply a mail by selecting a mail and click on the "Reply item" in the context menu. Only trader mails can be replied. If the user tries to reply a controller mail an appropriate info will appear.

The following picture shows the mask that appears when the users calls the reply function.

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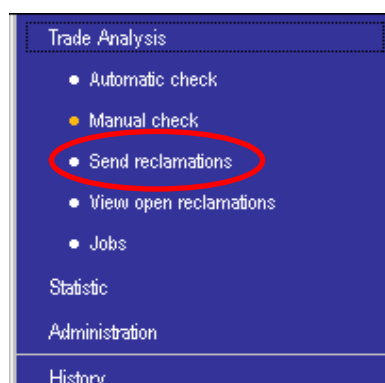
Picture 15: Mask "Send Email" for controller reply

The controller may add some free text. When the controller executes the mask, the same are accomplished actions as for sending reclamation mails, except that a reclamation is not remarked:

- An Email is being sent to the trader.
- A copy of the Email is being sent to the controller.
- The Email is stored in the database.

2.6 Mass sending of reclamation mails

The MGB application supports mass sending of reclamation mails. If the controller likes to use this feature, he has to set the manual state during checking trades only and leave the reclamation state empty. When he finished checking a group of trades, he should call the function "Send reclamation mails" located in the folder bar.



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Picture 16: Folder bar entry "Send reclamations"

Trade id	Employee name	EMail	Phone	Manual state	Late entry	Instrument	System time	Settlement time
04418151LO	Jens Richelsen	manfred_boerner@westlb-systems.de	1234	Out of price range	<input type="checkbox"/>	DE0005072300	19.04.2004 08:55	21.04.2004 00:00
04419998LO	Jens Richelsen	manfred_boerner@westlb-systems.de	1234		<input checked="" type="checkbox"/>	US90969M1018	19.04.2004 14:59	21.04.2004 00:00
04417979LO	Jens Richelsen	manfred_boerner@westlb-systems.de	1234		<input checked="" type="checkbox"/>	US7582051089	19.04.2004 14:53	21.04.2004 00:00
04417979LO	Jens Richelsen	manfred_boerner@westlb-systems.de	1234		<input checked="" type="checkbox"/>	US7582051089	19.04.2004 14:53	21.04.2004 00:00
04417979LO	Jens Richelsen	manfred_boerner@westlb-systems.de	1234		<input checked="" type="checkbox"/>	US7582051089	19.04.2004 14:54	21.04.2004 00:00

Data Records: 5

Preview reclamation mail Send reclamation mail

Picture 17: Mask "Send reclamation EMail"

The masks contains a list of trades which have to be complained, but a reclamation has not been remarked by setting a reclamation state. The table shows basic information of the recipient, the reason for reclamation and some basic trade data.

The following points show the exact selection criteria for displaying a trade in the "Send reclamation list".

- The trade is contained in the currently selected jobs.
- The reclamation state has not been set.

and if one of the following conditions is additionally true:

- The current manual state of the trade requires a reclamation (The latter is an attribute of the state code)
- The trade has been entered late (Depends on the time difference between system date and trade date).

The following picture shows the context menu of the trade table:



Picture 18: Context menu for mask "Send reclamation EMail"

The following functions are provided by buttons or the context menu:

Function	Action	Description
Preview reclamation mail	Context menu or button	Displays the reclamation mail for the currently selected trade that would be send by the function "Send reclamation mail" (see Picture 5: Preview for sending a reclamation mail). The user might change
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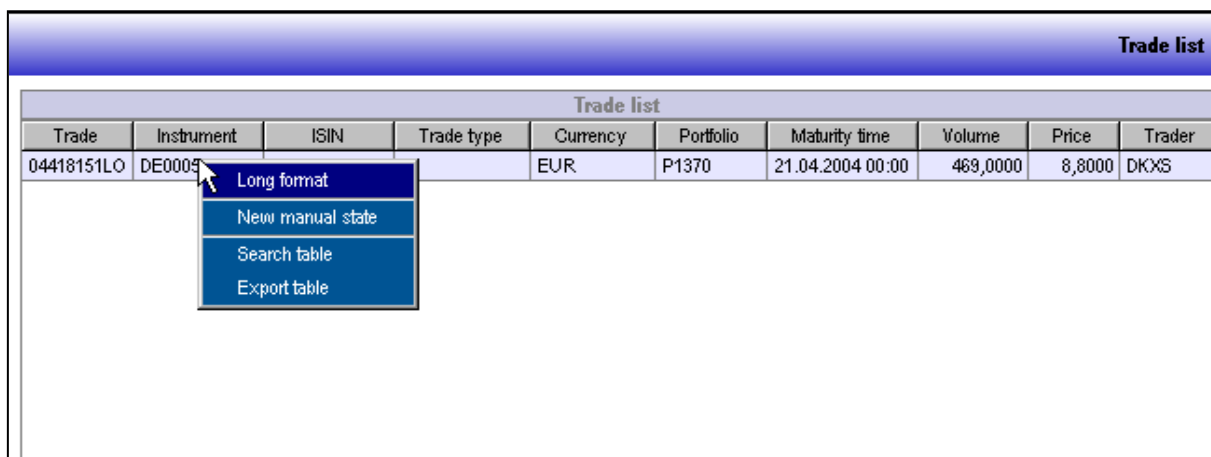
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		the defaults and send the mail manually. An error message is displayed if not exactly one trade is selected.
Send reclamation mail	Context menu or button	Sends one default reclamation mail for every selected trade. An error message is displayed if no trade is selected.
Show trade	Context menu or double clicking at a table row	Shows the trade overview mask for the selected trade. An error message is displayed if not exactly one trade is selected.
Edit Employee	Context menu	Displays the mask "Edit employee" for the selected row. The function might be useful to correct or add trader information like Email or telephone.
Search table	Context menu	Common functionality provided for all MGB tables.
Export table	Context menu	Common functionality provided for all MGB tables.

2.7 View open reclamations

The mask "View open reclamations" displays a list of all trades the controller is waiting for feedback. The list is not limited on trades of the currently selected jobs, but shows all trades contained in the MGB client where a reclamation has been entered and it has not been closed.



The screenshot shows a software interface titled "Trade list". It contains a table with the following columns: Trade, Instrument, ISIN, Trade type, Currency, Portfolio, Maturity time, Volume, Price, and Trader. The first row of data is: 04418151LO, DE0005, (blank), (blank), EUR, P1370, 21.04.2004 00:00, 469,0000, 8,8000, DKXS. A context menu is open over the first row, showing four options: "Long format", "New manual state", "Search table", and "Export table".

Trade list									
Trade	Instrument	ISIN	Trade type	Currency	Portfolio	Maturity time	Volume	Price	Trader
04418151LO	DE0005			EUR	P1370	21.04.2004 00:00	469,0000	8,8000	DKXS

Picture 19: Mask "View open reclamations"

3 Security

An employee can only view a trade or send a response to a controller mail if he is assigned as trader to the corresponding trade and if the current reclamation state of the trade is open. All other functionality requires the controller role.

4 Default templates

This chapter contains the default templates currently used for all MGB clients. The templates are located in the file mail.properties on the application server. The following words are reserved words that are interpreted by the mail template parser:

Reserved word	Description
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\n	New line
\t	Tabulator
[if:<varname>]	Conditional statement. This tag starts text that should appear only if the variable <varname> contains TRUE. Must be followed by [endif]. Conditional statements might be nested.
[endif]	See description of [if].
[var:<varname>]	This tag marks variable text that should be replaced by a field from the database.

4.1 Controller reclamation mail

4.1.1 Subject

var:trdSourceSystem] trade [var:trdTradeId]

4.1.2 Text

```
[if:trdIsReclamation]The following trade seems to be not ok, because
"[var:manStateShortDescription]".\n
Please follow the link to enter a comment until [var:responseTimeLimit].
[endif][if:trdIsLateEntry]The following trade has been entered late. Please
enter a comment unter [var:responseTimeLimit]. [endif]\n
=====\n
http://localhost:8080/mgb/traderResponse.do?mailId=<#~mailId~#>&mandant=[va
r:mandant]\n
=====\n
\tController\t\t\t[var:sndFullName]\n
\tController phone:\t\t\t[var:sndPhone]\n
\tTrader:\t\t\t[var:trdFullName]\n
\tSource system:\t\t[var:trdSourceSystem]\n
\tInstrument:\t\t\t[var:trdInstrumentName]\n
\tTrade id:\t\t\t[var:trdSourceSystemTradeId]\n
\tTrade time:\t\t\t[var:trdTradeTime]\n
\tSystem time:\t\t[var:trdSystemTime]\n
\tVolume:\t\t\t[var:trdVolume]\n
\tPrice:\t\t\t[var:trdPrice]\n
\n
=====\n
[var:manStateFullname]\n
[var:manStateFullname]\n
\n
=====\n
=====
```

4.2 Controller reply mail

4.2.1 Subject

RE: [var:parentMailSubject]

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4.2.2 Text

```
\n\n\n\nhttp://localhost:8080/mgb/traderResponse.do?mailId=<#~mailId~#>&mandant=[va  
r:mandant] TO ENTER A COMMENT UNTIL [var:responseTimeLimit]\n\n\n
```

4.3 Trader response

4.3.1 Subject

RE: [var:parentMailSubject]

4.3.2 Text

```
\nThis e-mail has been automatically generated.\n\n-----The trader entered the following response\n[var:traderResponse]\n\n-----\nPLEASE FOLLOW THE LINK\nhttp://localhost:8080/mgb/application.do?tradeId=[var:trdId]&mandant=[var:m  
andant]\n\n\n
```

4.4 Supported Variables

Currently the following variables are supported. A future release of the MGB tool might enhance the parser and support every field contained in the trade bean or associated to the trade bean.

```
responseTimeLimit
sndFirstName
sndLastName
sndFullName
sndPhone
sndEmail
trdId
trdTradeId
trdInstrumentName
trdSourceSystem
trdTradeTime
trdSystemTime
trdVolume
trdPrice
trdFullName
trdIsLateEntry
manStateShortDescription
```

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manStateComment
manStateFullname
trdlsReclamation
mandant
parentMailSubject
parentMailText

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