The Treasury Platform Guide

Welcome to the Treasury Platform! This guide will walk you through the system's roles, setup, and daily functions, with a focus on the **End User** experience.

The Treasury Platform Guide

Introduction to Roles

The system has four user roles, each with a specific purpose:

- **Corporate Admin** – Full administrative access. Can manage users and settings and approve critical actions like a Checker. However, the Corporate Admin cannot take direct actions on LGs (e.g., record, extend, release).
- **End User** – The main operator of the system. Can record new LGs, extend, amend, release, and handle all daily actions.
- **Checker** – Reviews and approves only critical actions (e.g., release, liquidation). A Checker only sees the requests waiting for approval and does not have access to the rest of the system.
- **Viewer** – Read-only access. Can view LG data but cannot make changes and cannot access settings.


Getting Started – Main Setup

When your company is onboarded, we create only the first Corporate Admin user.

To activate the system and see it functioning, the Corporate Admin *must create at least one End User.* Without an End User, no LG records can be entered or managed.

Steps to create your first End User:

1. Log in as the Corporate Admin.
2. From the sidebar, select **Manage Users**.
3. Click **Add New User** (upper right corner).
4. Enter the user's details and save.

Once the first End User is created, the system is ready for use.
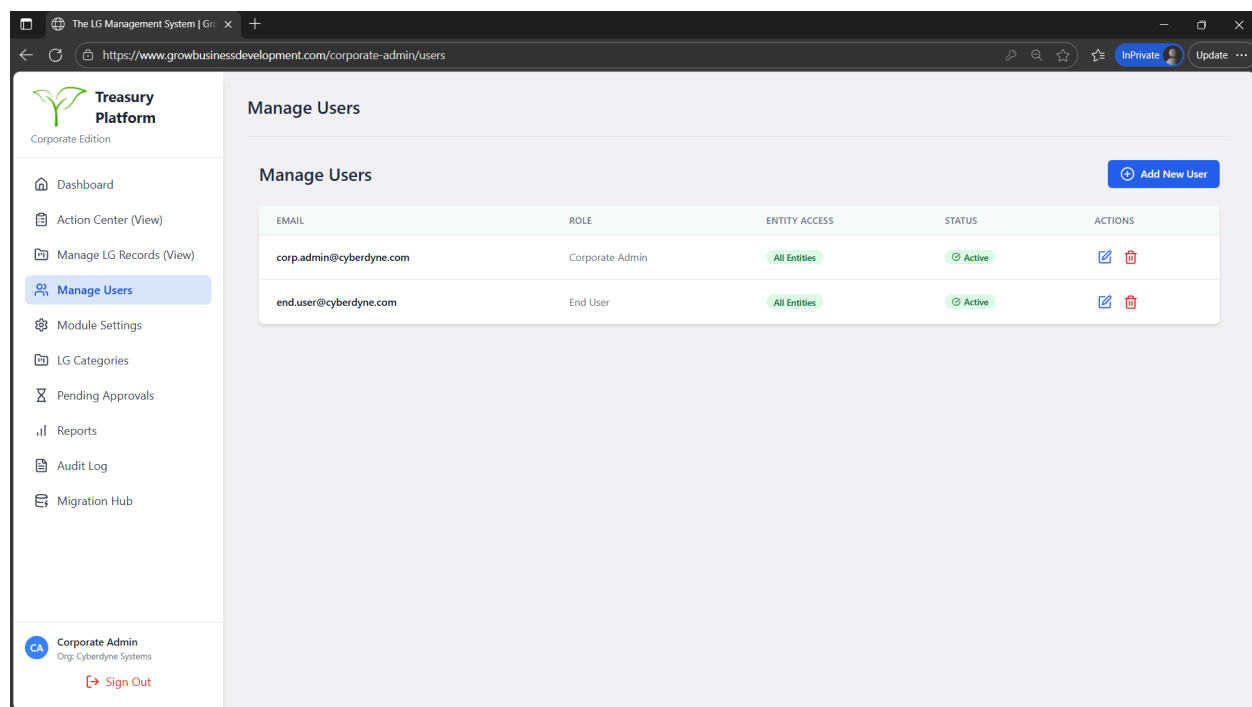
Optional but Recommended Setup – Email Settings

The system comes with default values for all settings, so you can start right away. However, the second most important step is configuring email settings, so notifications and reminders are sent from your own domain.

To set up:

1. Go to **Module Settings**.
2. Click **Manage Email Settings** (upper right).
3. Use **SMTP configuration**.

If email settings are not configured, the system will use a fallback email service on our side. While this ensures messages are still delivered, we strongly recommend setting up your own email to maintain reliability and professionalism.

Module Settings (Customer Configurations)

Filter by setting, description, or value...

SETTING	DESCRIPTION	MIN VALUE	MAX VALUE	DEFAULT VALUE	CURRENT VALUE	UNIT	ACTIONS
Approval Request Max Pending Days	Maximum days of any approval request to stay pending after which the request should automatically be rejected.	1	30	7	7	days	
Auto Renewal Days Before Expiry	LGs marked for auto-renewal are renewed automatically when their days to expiry are equal to or less than this value.	5	90	30	30	days	
Auto Renew Reminder Start Days Before Expiry	For LGs not marked for auto-renewal, reminders are sent when their days to expiry are equal to or less than this value.	7	30	60	60	days	
Common Communication List	Common email list for corporate admin notifications in JSON array format.	N/A	N/A	[]		emails_json_array	
Days For First Print Reminder	Days after approval when the first reminder to print a bank letter is sent to the maker.	1	10	2	2	days	
Days For Print Escalation	Days after approval when an escalation email is sent to the maker and checker if the bank letter is still not printed.	3	15	5	5	days	
Forced Renew Days Before Expiry	LGs not marked for auto-renewal, are renewed automatically when their days to expiry are equal to or less than this value.	5	90	15	15	days	
Grace Period Days	Number of days after subscription end date to remain in a read-only state.	1	90	30	30	days	
Max Days For Last Instruction Cancellation	Maximum allowable time frame after an instruction is issued during which a cancellation request can be initiated.	1	30	7	7	days	

End User Role

Once logged in, the End User works with LG records and performs daily actions such as recording, extending, or releasing LGs.
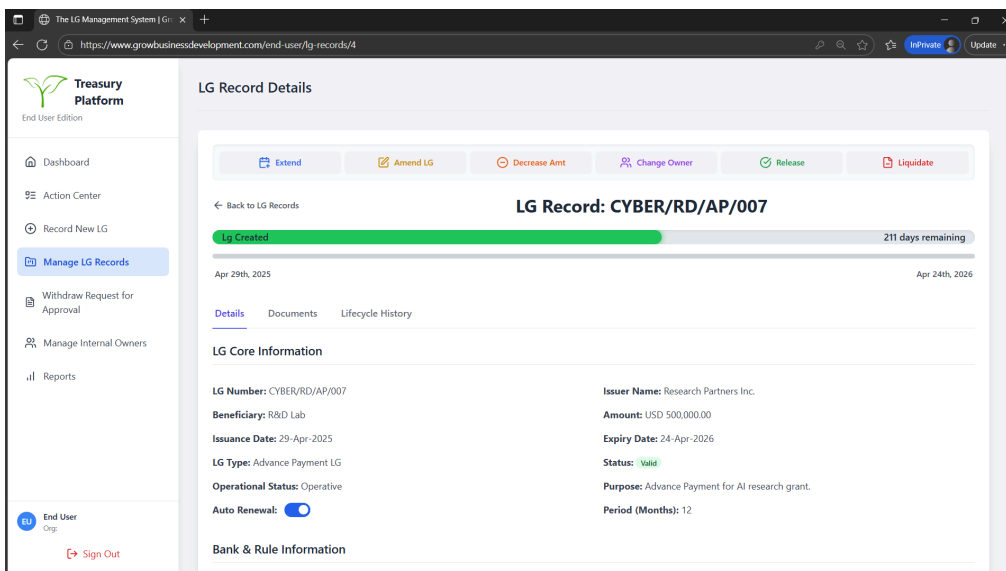
Viewing LGs

The default screen is **Manage LG Records**, showing a list of all existing LGs.
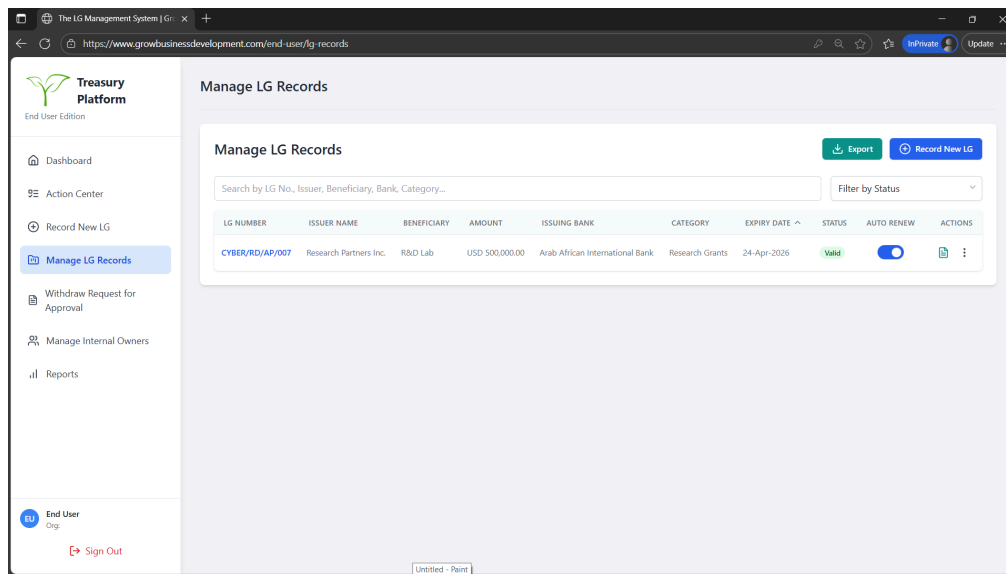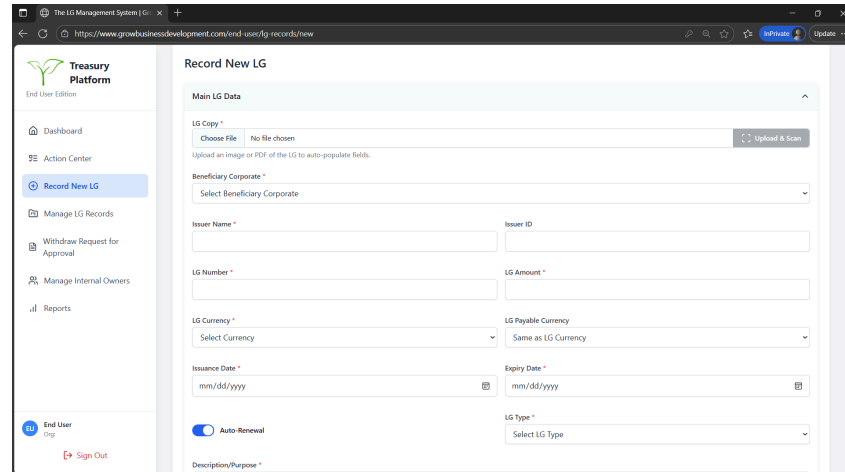

To take an action on an LG:

- Either click the three dots on the far right of the record.
- Or click the **LG number**, then use the action bar at the top to proceed.

From this view, the End User can also open the LG details, documents, or lifecycle tabs.
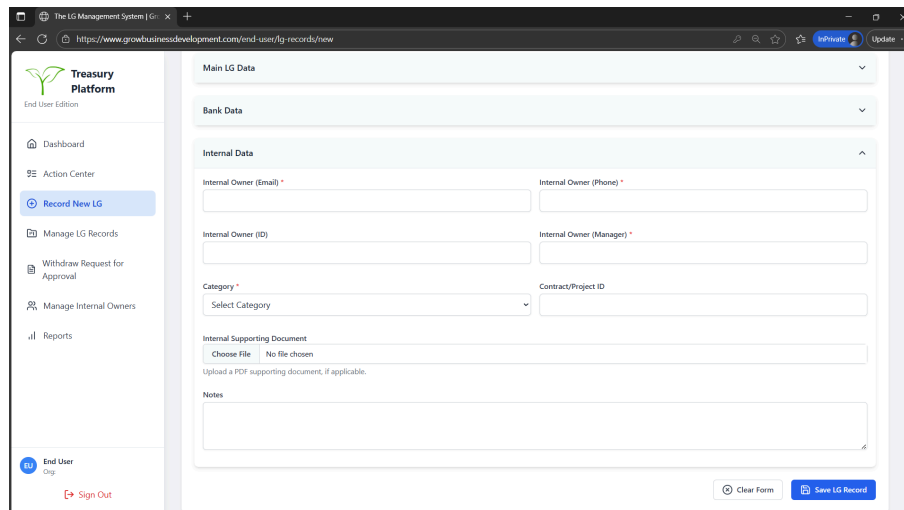
Recording a New LG

1. Make sure you have a scanned copy of the LG saved on your computer.
2. From the sidebar, select **Record New LG**.
3. Click **Choose File**, then **Upload and Scan**.
    ○ Scanning takes a few seconds and automatically extracts LG data into the form. Any missing fields must be completed manually.

4. Go to the **Internal Data** section:
    ○ Enter the internal owner's email, phone number, and ID number.
    ○ Provide the email of the internal owner's manager.
    ○ Select a category for the LG (use the default if not applicable).

5. ***Note:** The internal owner is the responsible person inside your company for this LG.*
6. Click **Save**. The system will confirm successful recording of the LG.

Approvals

No approvals needed:

Recording a new LG or extending an LG can be done directly by the End User. After these actions, notifications are sent to the internal owner, their manager, any common or category communication lists, and all Corporate Admins.

Approvals required (critical actions):

Actions such as liquidation or release require approval. The End User selects the action from the LG record and submits it. An approval request is then sent to Corporate Admins and Checkers, who can view, approve, or reject the request. The End User may withdraw a request within the allowed time window.
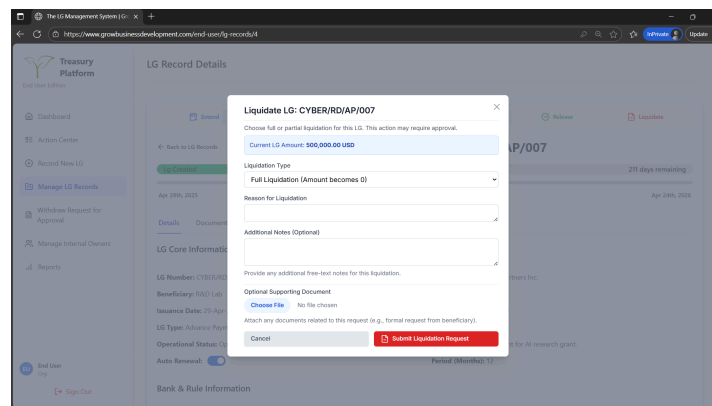

After approval:

The End User receives a notification email to complete the action and print the relevant bank instructions.

- If printing is delayed, the system sends reminders as per the module settings.
- If still not completed, the task is escalated to Corporate Admin.
- All pending print instructions are shown in the **Action Center**.
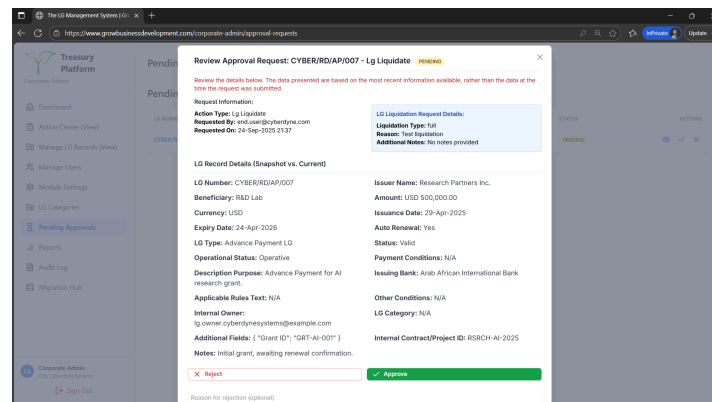
Action Center

The **Action Center** gathers all urgent or pending LG-related actions into one screen. It has four main areas:
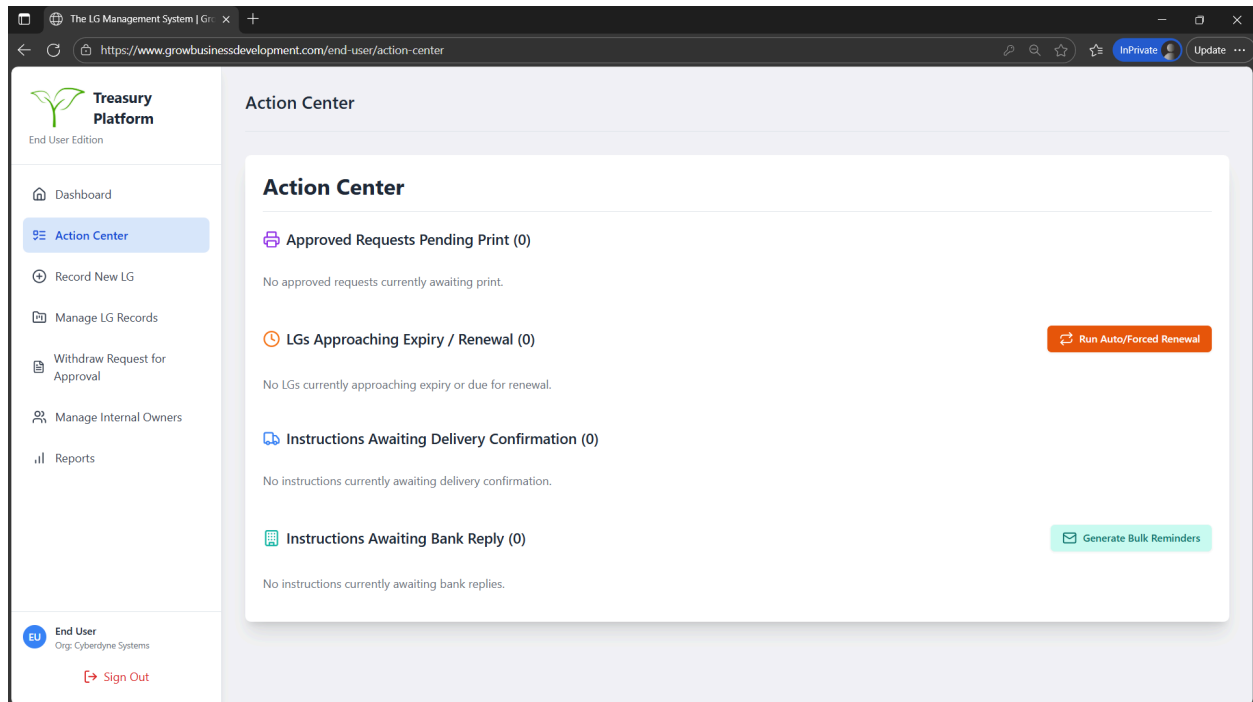
1. **Approved Requests Pending Print**
   - Shows all approved liquidation or release requests waiting for the End User to print bank instructions.
   - If printing is delayed, reminders are sent, and if still incomplete, the task is escalated to Corporate Admin according to module settings.
2. **LGs Approaching Expiry / Renewal**
   - Lists LGs that are close to expiry (based on module settings).
   - End Users can extend them directly:
     - Individually (select LG → **Extend**).
     - Or by clicking **Run Auto/Forced LG Renewal**, where the system:
       - Identifies LGs requiring renewal.
       - Decides the extension period according to rules in module settings.
       - Prepares extension letters for printing.
   - If an LG is not marked for auto-renewal, reminders are generated.
   - If expiry is critically close, the system will force renewal automatically to avoid lapses.
3. **Instructions Awaiting Delivery Confirmation**
   - After printing instructions, the End User must confirm whether they were delivered to the bank.

- ○ Pending confirmations appear here until marked as "Delivered" (timing follows module settings).
- ○ Delivery can also be recorded directly from the LG record → Lifecycle → Instruction action buttons.

4. **Instructions Awaiting Bank Reply**
   - ○ Tracks all instructions already delivered to the bank but still awaiting a response.
   - ○ If no reply is received within the time range set in Module Settings, the system enables reminders to be sent to the bank.
   - ○ These reminders can be managed either:
     - ■ Directly from this list, or
     - ■ From the LG's Lifecycle view.