Savings Account Creation
Oracle FLEXCUBE Universal Banking
Release 12.0.0.1.0
[August] [2012]
Oracle Part Number E51465-01

ORACLE
FINANCIAL SERVICES

ORACLE

Table of Contents

1. CREATION OF SAVINGS ACCOUNT 1-1

1.1 INTRODUCTION 1-1
1.2 STAGES IN ACCOUNT CREATION 1-1
1.3 PROCESS FLOW DIAGRAM 1-2
STEP 1. RECEIVE AND VERIFY ACCOUNT OPENING FORM AND DOCUMENTS 1-3
1.3.1 Capturing Primary Customer Details 1-5
1.3.2 Capturing Secondary Customer Details 1-16
1.3.3 Capturing Tertiary Customer Details 1-16
1.3.4 Uploading Documents 1-18
STEP 2. SEEK APPROVAL FOR MISSING DOCUMENTS / DETAILS 1-21
STEP 3. INPUT DETAILS OF SAVINGS ACCOUNT 1-22
1.3.5 Capturing Main Details 1-23
1.3.6 Capturing Auxiliary Details 1-26
1.3.7 Capturing Nominee Details 1-28
1.3.8 Capturing Primary Customer Details 1-30
1.3.9 Capturing Secondary Customer Details 1-31
1.3.10 Capturing Tertiary Customer Details 1-32
STEP 4. VERIFY DETAILS OF SAVINGS ACCOUNT 1-33
STEP 5. MODIFY DETAILS OF SAVINGS ACCOUNT 1-35
STEP 6. KYC_R REVIEW INFO 1-36
1.3.11 Verify Prospect /Customer Details 1-38
1.3.12 Ascertain if KYC Checks are Required 1-40
1.3.13 SDN check 1-41
1.3.14 Verify SDN Match 1-42
1.3.15 Inform Regulatory / Internal Authorities on KYC Checks Failure 1-43
1.3.16 Internal Blacklist Check 1-44
1.3.17 Verify Customer / Prospect Contact Details 1-46
1.3.18 Other KYC Checks 1-47
1.3.19 KYC Decision 1-49
STEP 7. BLOCK CUSTOMER IN THE SYSTEM 1-51
STEP 8. NOTIFY CUSTOMER ON NEGATIVE STATUS OF KYC CHECKS 1-51
STEP 9. CREATE / MODIFY CUSTOMER DETAILS IN ORACLE FLEXCUBE 1-52
STEP 10. CREATE ACCOUNT 1-52
STEP 11. STORE DOCUMENT REFERENCE IN ORACLE FLEXCUBE 1-52
STEP 12. CHECK AVAILABLE BALANCE 1-52
STEP 13. GENERATE CHEQUE BOOK 1-53
STEP 14. RETRIEVE PRE-PRINTED CHEQUE BOOK 1-55
STEP 15. GENERATE WELCOME / THANK YOU LETTER 1-56
STEP 16. DELIVER ACCOUNT KIT TO THE CUSTOMER 1-56
STEP 17. STORE DOCUMENTS 1-58

1. Creation of Savings Account

1.1 Introduction

The process to open a savings account can be initiated in two ways:

- When a prospect/customer approaches the bank (via phone/net banking or by walking into the branch) with an account opening request
- When the bank approaches a prospect - lead from its database

In case of a bank-initiated request, the process continues only if the prospect is interested. If the prospect is interested, the bank needs to receive the required set of documents from the customer for savings account opening. Once documents are received, the bank can conduct a New Customer Due Diligence (NCDD) check in case of a new customer. If the NCDD check is not passed for a customer, the application will be rejected in most cases. In case of account opening for an existing customer, the bank can perform a Know Your Customer (KYC) check. For a customer who passes the NCDD check/KYC check, the customer account will be opened in the relevant system and the kit will be dispatched.

1.2 Stages in Account Creation

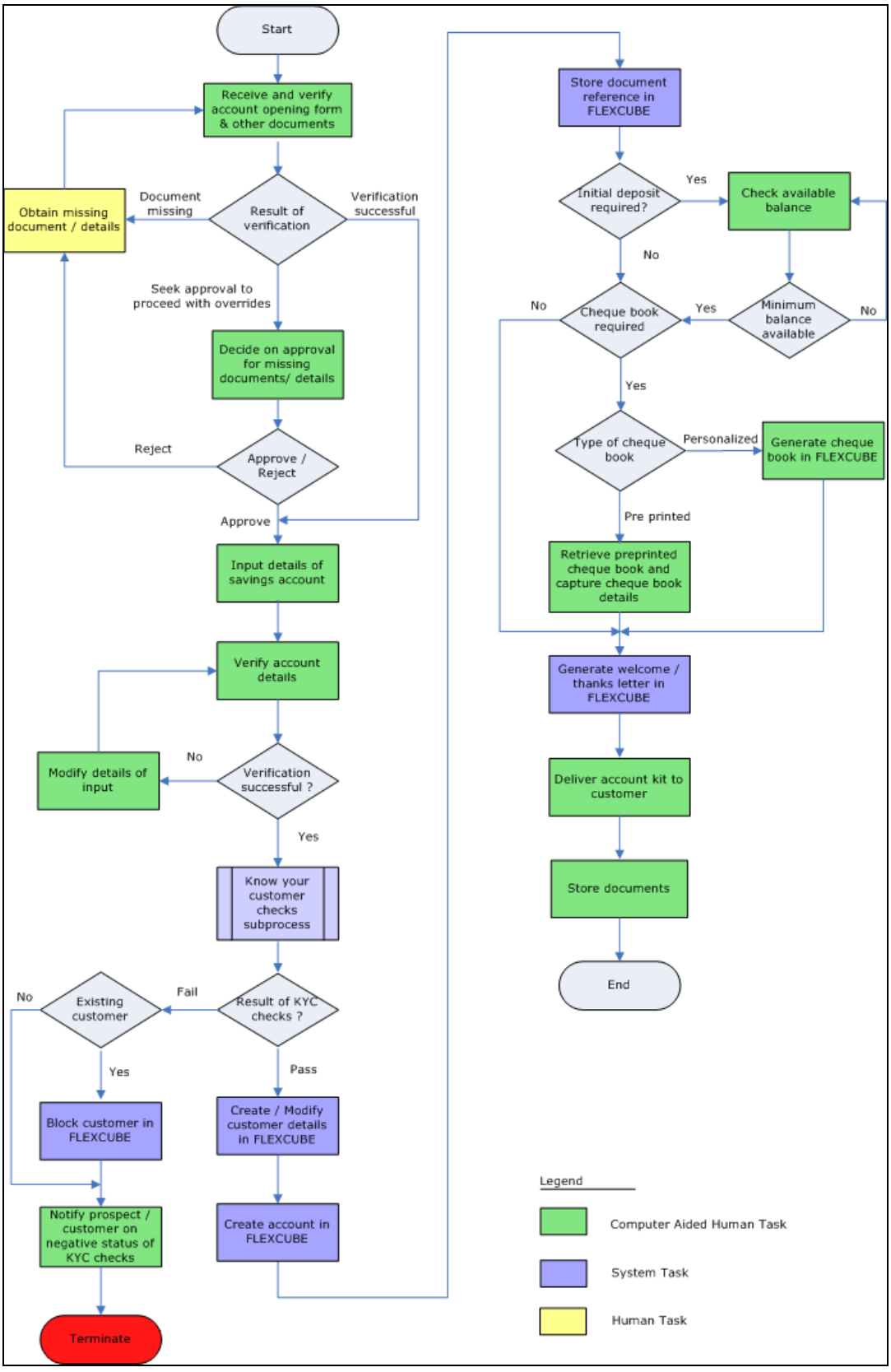
In Oracle FLEXCUBE, the process for opening a savings account is governed by several user roles created to perform different tasks. At every stage, the users (with requisite rights) need to fetch the relevant transactions from their task lists and act upon them. Similarly, at different times, the system will make calls to certain web services to process the transaction.

The account opening process comprises the following stages:

- Receive and verify account opening form and other documents
- Seek approval for missing documents / details
- Input details of savings account
- Verify details of savings account
- Verify Prospect / Customer
- Sub process – Know your customer checks
- Block customer in Oracle FLEXCUBE
- Notify prospect / customer on negative status of KYC checks
- Create / Modify customer details in Oracle FLEXCUBE
- Create account in Oracle FLEXCUBE
- Store document reference in Oracle FLEXCUBE
- Check available balance
- Generate cheque book in Oracle FLEXCUBE
- Retrieve pre-printed cheque book and capture cheque book details
- Generate welcome / thanks letter in Oracle FLEXCUBE
- Deliver account kit to customer
- Store documents

Only users who have procured the relevant access rights can perform activities under a stage.

1.3 Process Flow Diagram

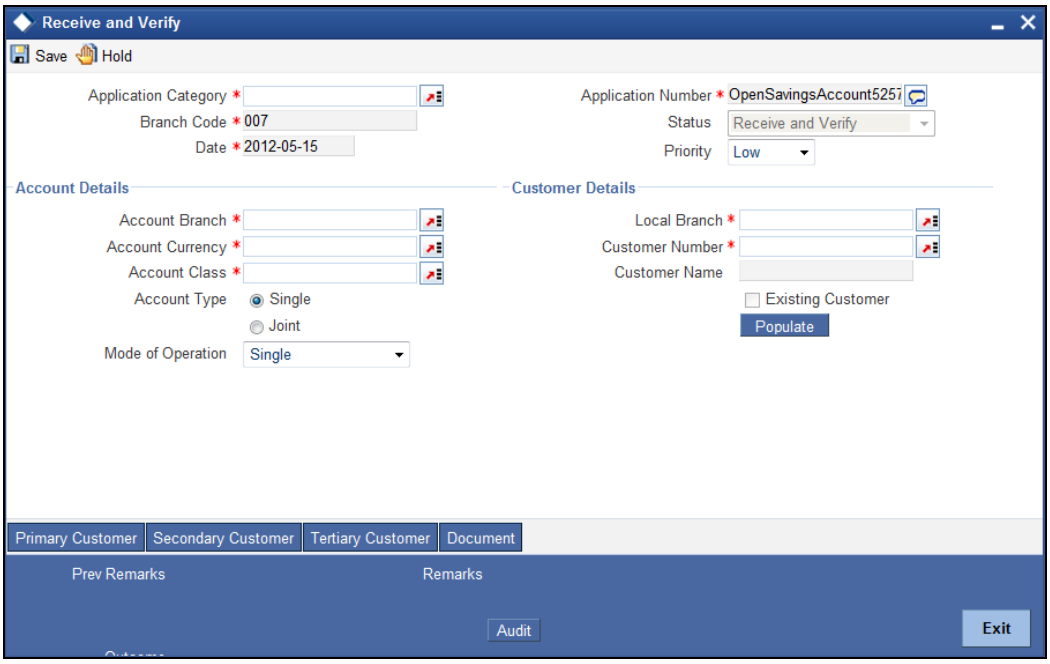


Step 1. Receive and Verify Account Opening Form and Documents

In this stage, the bank receives the required documents from the customer for opening savings account, they are checked for completeness. If any documents are missing, the bank will get the documents from the prospect / customer before proceeding further or the bank will seek an approval from the appropriate internal authority for processing the account opening request without the complete set of documents / details as an exception. The basic details like customer information, customer contact information, details of account to be opened and the list of documents obtained from the customer are captured and the account opening form and all other documents received from the prospect / customer are uploaded as part of this activity.

The basic details like customer information, customer contact information and the details of account to be opened and the list of documents obtained from the customer are captured.

Users belonging to the user role RCSEROLE (Retail Customer Service Executive) can perform these activities.



Specify the following basic details in this screen:

Application Category

Specify the application category from the adjoining option list.

Application Number

System generates the application number at the account opening stage. This number remains unique till the last stage.

Branch Code

System displays the logged in branch code.

Status

System displays the status of the application.

Date

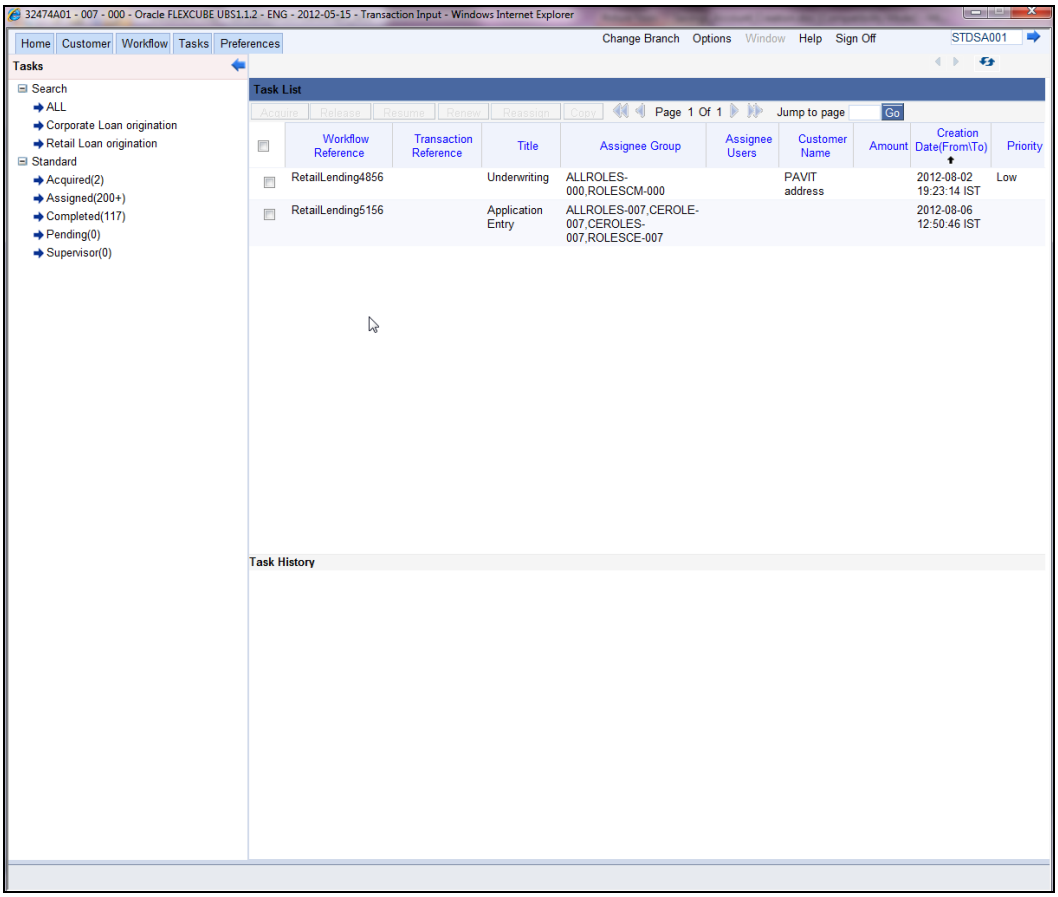
System displays the application date.

Priority

Select the priority for the creation of the savings account for a customer from the adjoining drop-down list. This list displays:

- Low
- Medium
- High

The option selected in this field is displayed in tasks search screen on following stages of account creation. The system supports the feature to list the records in the desired order. E.g. If the user prefers to list instance records in the order of 'High' priority to appear first the same will be feasible by clicking the column priority in task search screen and second attempt of the same will list in the vice-versa order as shown in the below given screen:



Account Details

Capture the basic account details of the customer here:

Account Branch

The current logged in branch is displayed here.

Account Currency

Specify the currency of the customer account. You can also select the appropriate currency from the adjoining option list. The list displays all the valid currencies maintained in the system.

Account Class

Specify the account class to be used by the account. You can also select the appropriate account class from the adjoining option list. The list displays all the valid account classes maintained in the system. You can choose the appropriate one.

Mode of operation

Select mode of operation from the drop-down list. The options available are:

- Single
- Jointly
- Either – Any one or Survivor
- Former or Survivor
- Mandate Holder

Account Type

Select the account type from the drop-down list. The options available are:

- Single
- Joint

Customer Details

Local Branch

Specify the local branch code.

Customer Number

This field is enabled only if the customer is an existing customer. Specify a valid customer number. You can also select the appropriate customer number from the adjoining option list. The list displays all valid customers maintained in the system.

Customer Name

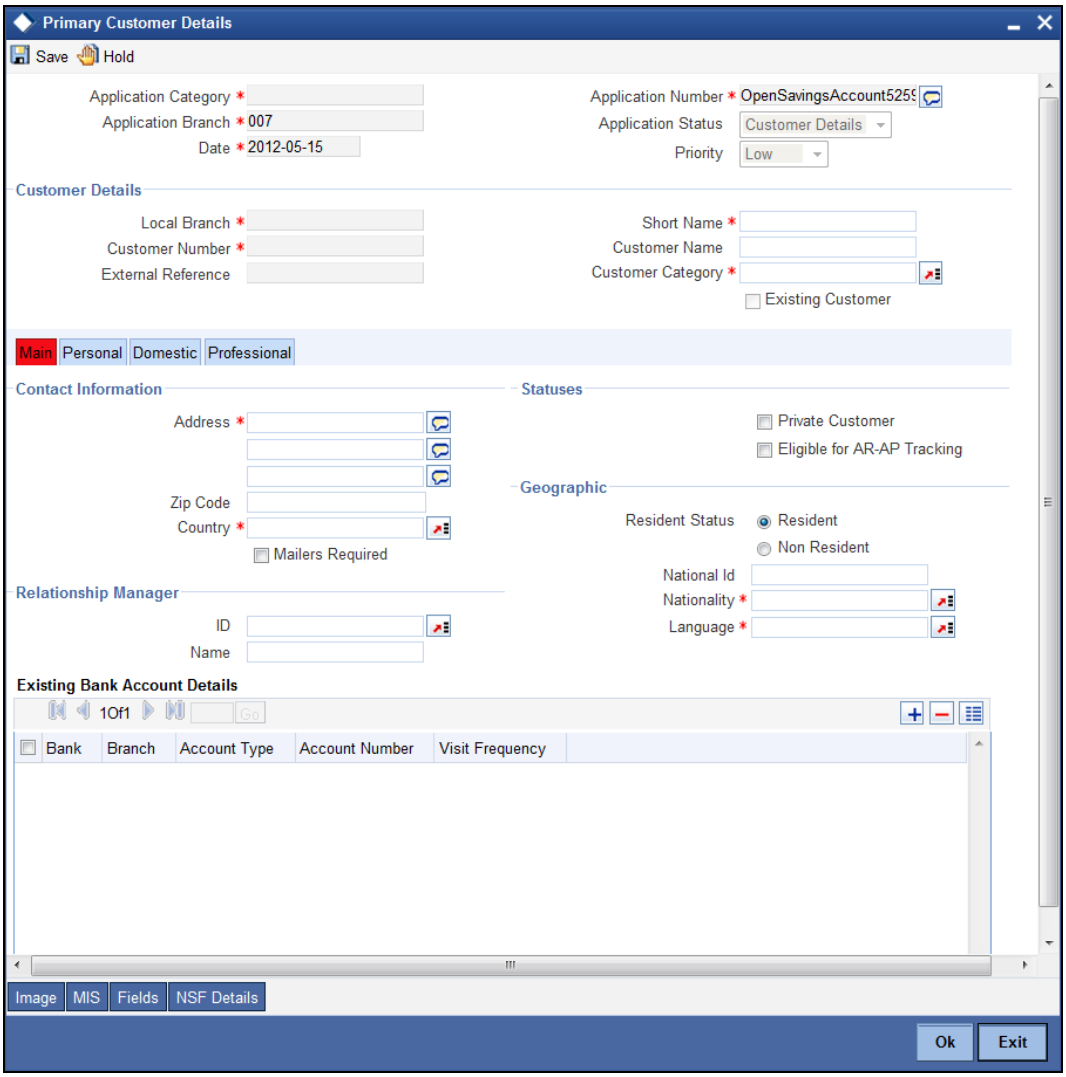
The name of the selected customer is displayed here.

Existing Customer

Check this option if the selected customer is an existing customer.

1.3.1 Capturing Primary Customer Details

Click ‘Primary Customer’ button to capture customer details. The following screen is displayed:



Here you can maintain the following details:

Contact Information

Adderss

Specify the address of the customer.

Zip Code

Specify the zip code for the customer address.

Country

Specify the country in which the customer resides from the option list.

Mailers Required

Check this if the customer has chose to receive mailers.

Statuses

Private Customer

Check this box to indicate that the customer is a private type of customer.

Eligible for AR-AP Tracking

Check this box to indicate that the account receivable and account payable process is to be enabled for this customer.

Geographic

Resident Status

Indicate the customer's resident status. The options are as given below:

- Resident
- Non Resident

National Id

Specify the national Id of the customer.

Nationality

Specify the nationality of the customer. You can also select the nationality of the customer from the adjacent option list. The list displays a list of countries maintained in the system.

Language

As part of maintaining customer accounts and transacting on behalf of your customer, you will need to send periodic updates to your customers in the form of advices, statement of accounts and so on.

Indicate the language in which your customer wants the statements and advices to be generated.

Existing Bank Account Details

If the customer is an existing customer you ned to specify the following details:

Bank

Specify the name of the bank in which the customer is holding an account.

Branch

Specify the branch where the customer holds an account.

Account Type

Specify the type of account to be created.

Account Number

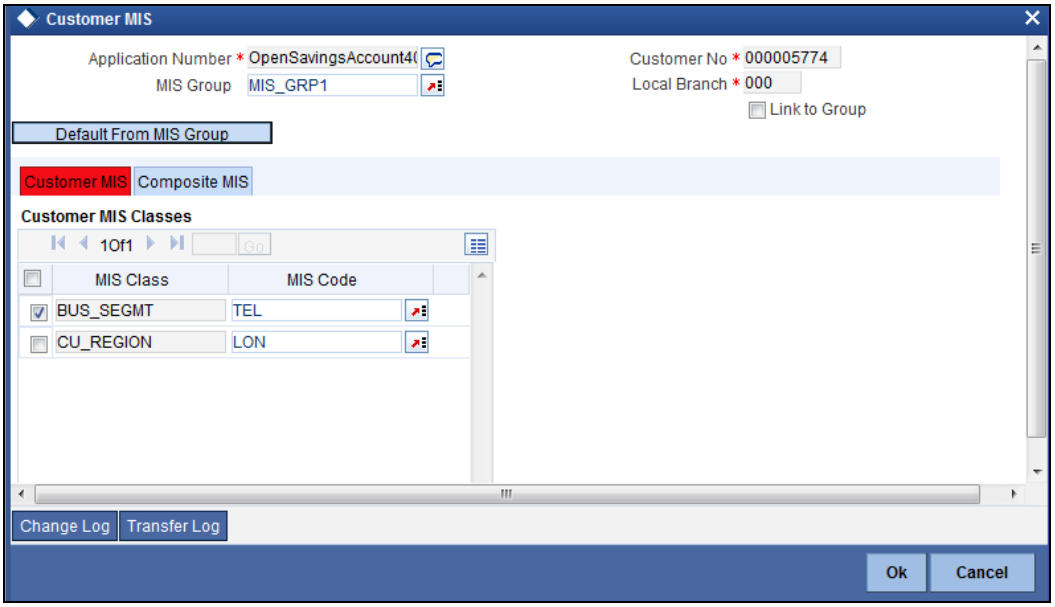
Specify the existing account number.

Visit Frequency

Specify the number of times the customer visits or transacts with the existing bank.

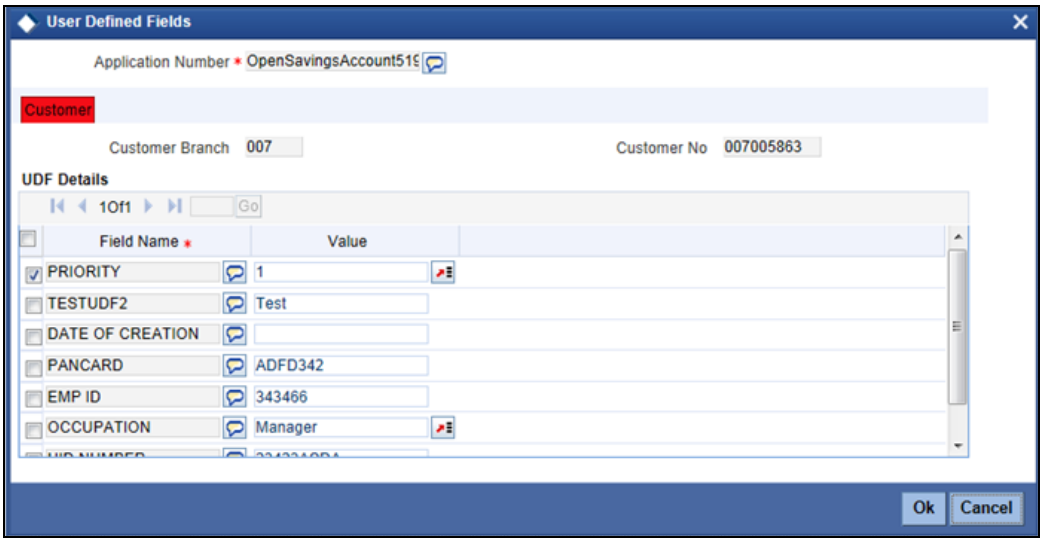
1.3.1.1 Specifying MIS Details

Click ‘MIS’ button to specify the MIS details. The ‘Customer MIS’ screen is displayed:



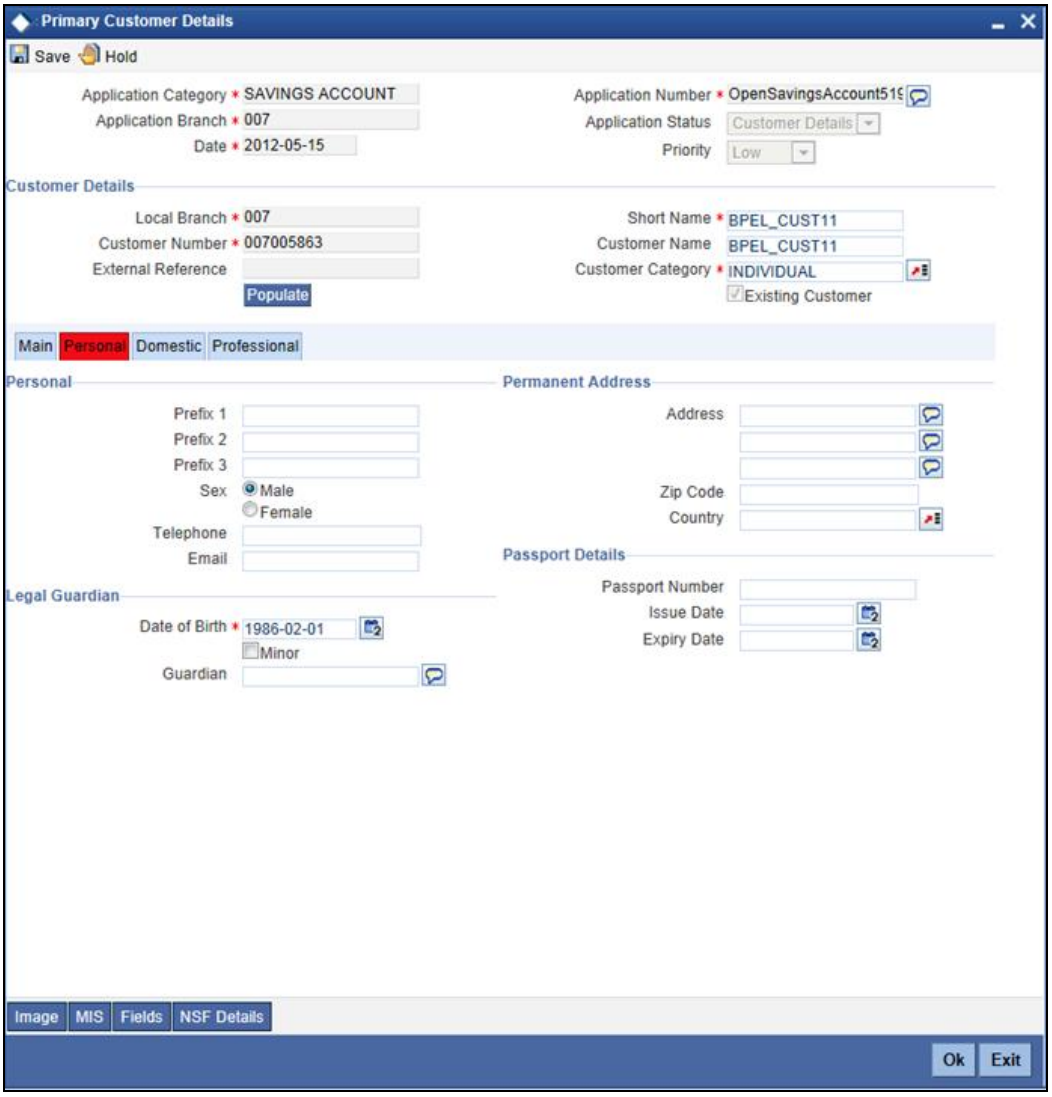
1.3.1.2 Specifying User Defined Fields

Click ‘UDF’ button to upload the documents. The ‘User Defined Fields’ screen is displayed:



1.3.1.3 Capturing Personal Details

Click ‘Personal tab to capture personal details. The following screen is displayed:



Personal

Sex

Indicate the sex of the customer by selection one of the following:

- Male
- Female

Telephone

Specify the telephone number of the customer.

Email

Specify the email id of the customer.

Permanent Address

Address

Specify the permanent address of the customer.

Zip Code

Specify the zip code of the customer's address.

Country

Specify the country code of the customer's address.

Legal Guardian

Date of Birth

Specify the date of birth of the customer from the adjoining calendar.

Minor

Check this ox to indicate that the customer is minor.

Guardian

Specify the guardian name of the customer in case the customer is minor.

Passport Details

Passport Number

Specify the passport number of the customer.

Issue Date

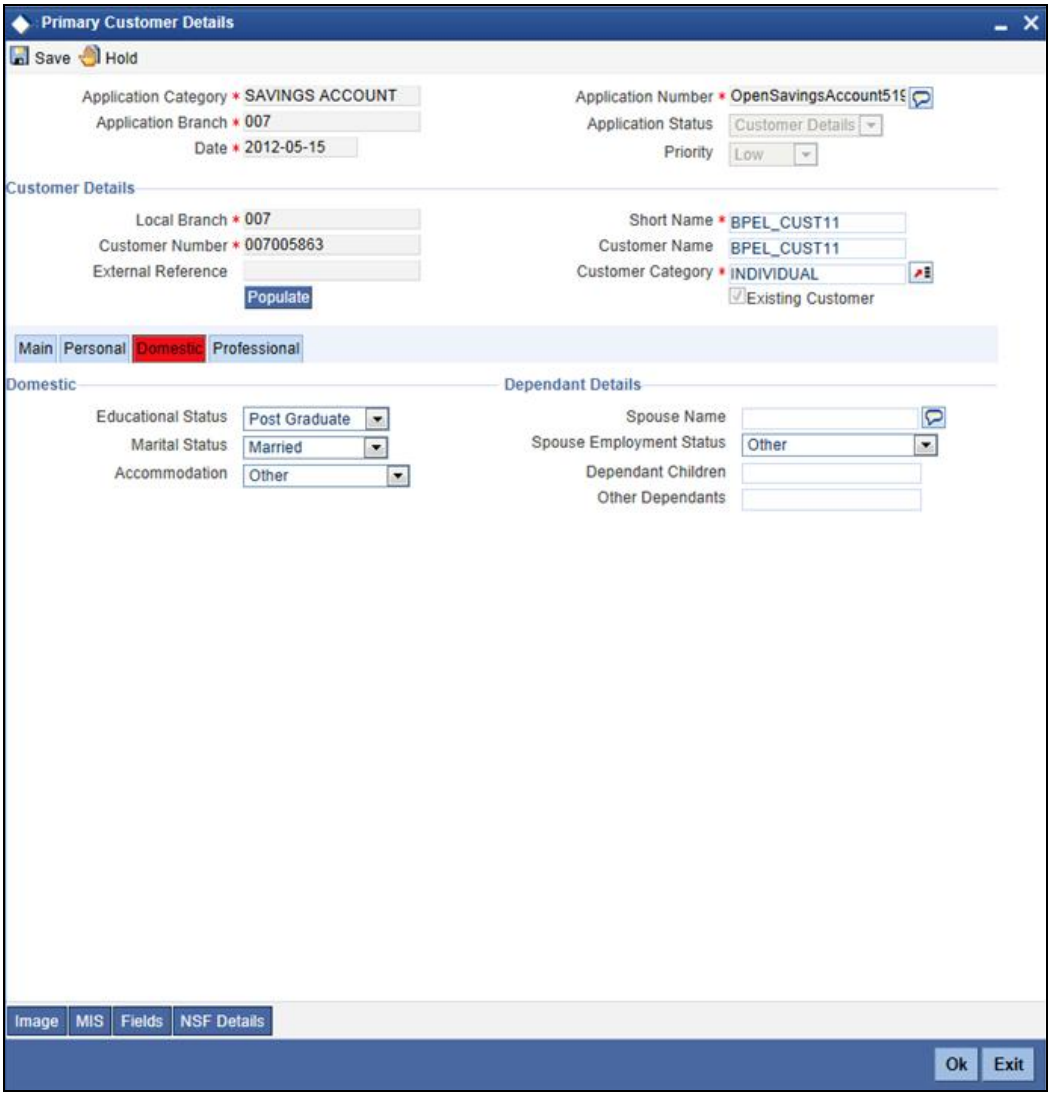
Specify the issue date of the passport from the adjoining calendar.

Expiry Date

Specify the expiry date of the passport from the adjoining calendar.

1.3.1.4 Capturing Domestic Details

Click ‘Domestic’ tab to capture domestic details. The following screen is displayed:



Domestic

Educational Status

Select the educational status from the adjoining drop-down list. Available options are:

- Non student
- Under Graduate
- Graduate
- Post Graduate

Marital Status

Select the marital status from the adjoining drop-down list. Available options are:

- Single

- Married
- Divorced
- Remarried
- Separated
- Spouse Expired

Accommodation

Select the accommodation type from the adjoining drop-down list. Available options are:

- Self Owned
- Company Provided
- Other

Dependant Details

Spouse Name

Specify the spouse name of the customer.

Spouse Employment Status

Select the spouse employment status from the adjoining drop-down list. Available options are:

- Full Time Permanent
- Full Time Temporary
- Self Employed
- Unemployed
- Retired Pensioned
- Part Time
- Retired Non Pensioned
- Other

Dependent Children

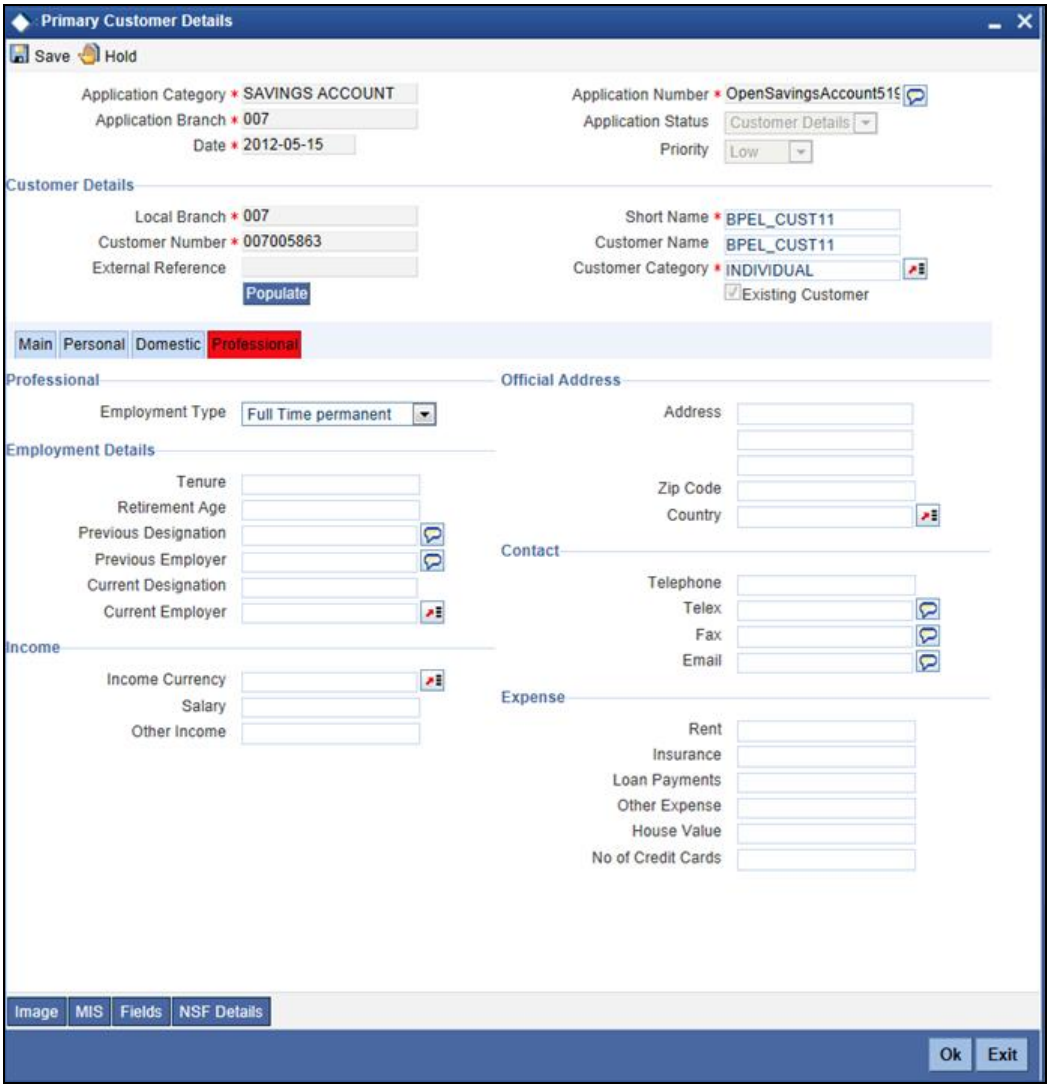
Specify the number of dependent children.

Other Dependants

Specify the number of other dependants, if any.

1.3.1.5 Capturing Professional Details

Click ‘Professional’ button to capture professional details. The following screen is displayed:



Professional

Employment Type

System displays the employment type here.

Official Address

Address

Specify the office address of the customer.

Zip Code

Specify the zip code of the customer’s office address.

Country

Specify the country name for the customer's office address.

Employment Details

Tenure

Specify the tenure of the employment.

Retirement Age

Specify the age of retirement for the customer.

Previous Designation

Specify the previous designation of the customer.

Previous Employer

Specify the name of the previous employer.

Current Designation

Specify the current designation of the customer.

Current Employer

Specify the name of the current employer.

Income

Income Currency

Specify the currency in which the customer is paid.

Salary

Specify customer's salary.

Other Income

Specify customer's other income, if any.

Contact

Telephone

Specify the telephone number of customer's office.

Telex

Specify the telex number of customer's office.

Fax

Specify the fax number of customer's office.

Email

Specify the email id of customer's office.

Expense

Rent

Specify the rent amount if the customer is staying in the rented house.

Insurance

Specify the insurance policies the customer possesses.

Loan Payment

Specify the loan amount if the customer is paying any loan.

Other Expense

Specify other expenses, if any.

House Value

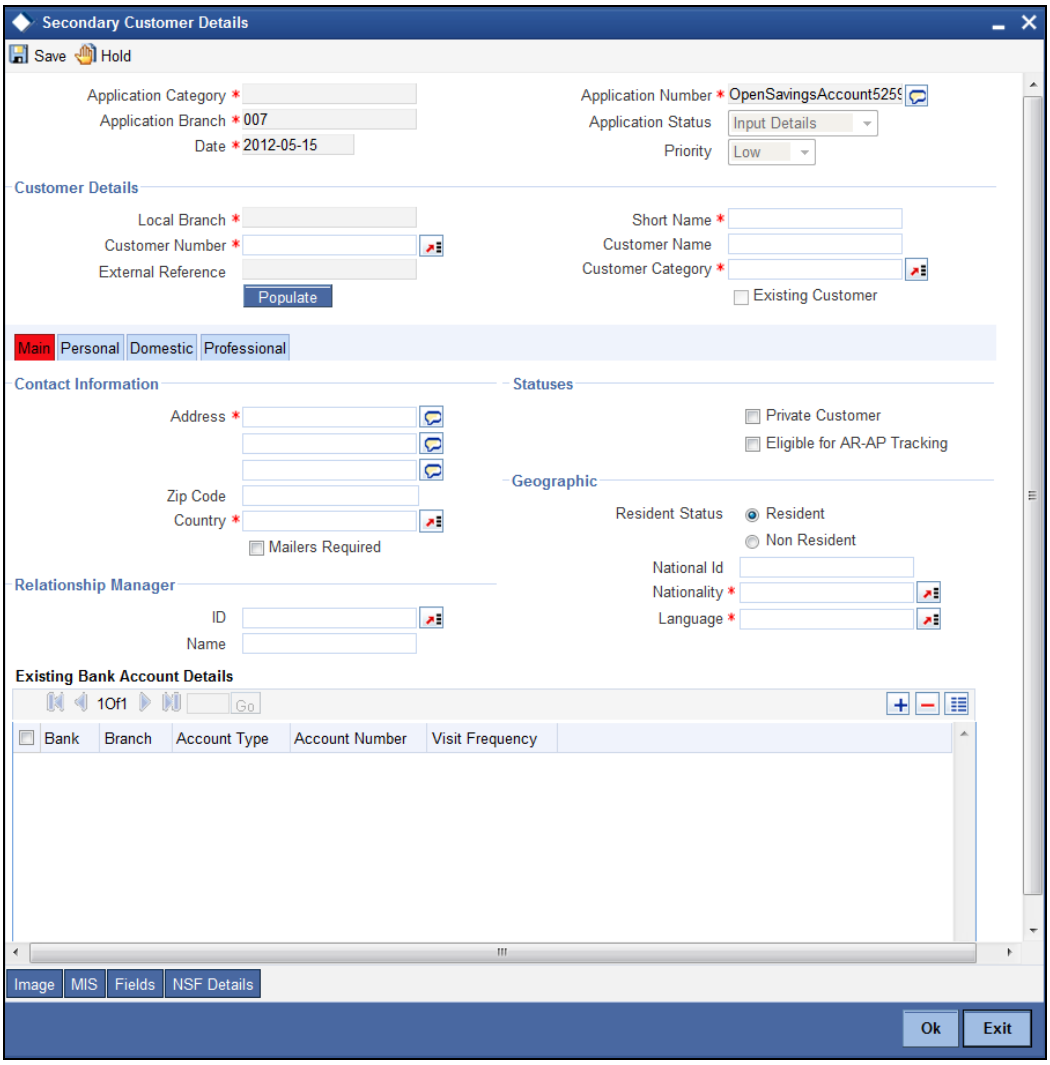
Specify the value of the houe customer resides.

Number of Credit Cards

Specify the number of credit cards the customer holds.

1.3.2 Capturing Secondary Customer Details

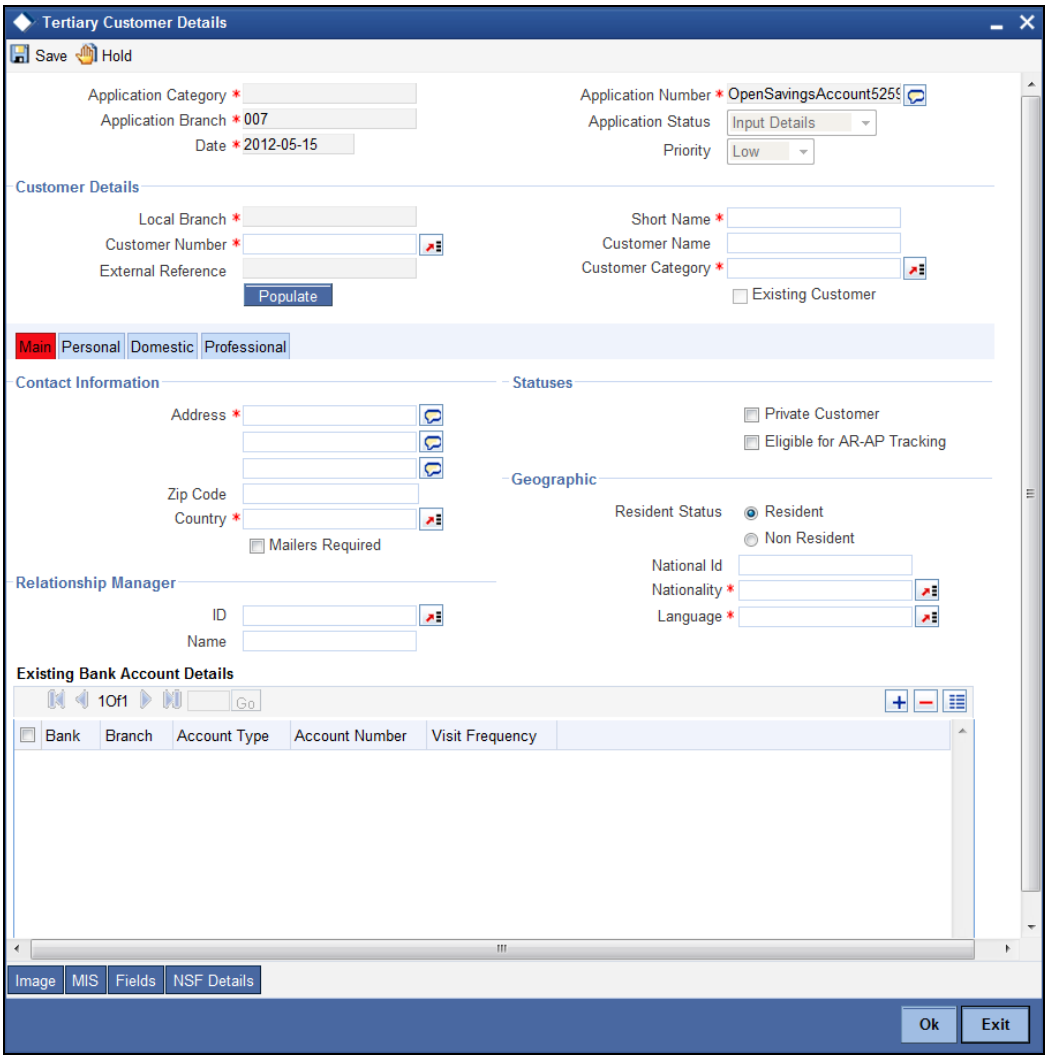
Click ‘Secondary Customer’ button to capture customer details. The following screen is displayed:



For further details on the fields displayed on this screen, refer to the section ‘Primary Customer Details’ in this chapter.

1.3.3 Capturing Tertiary Customer Details

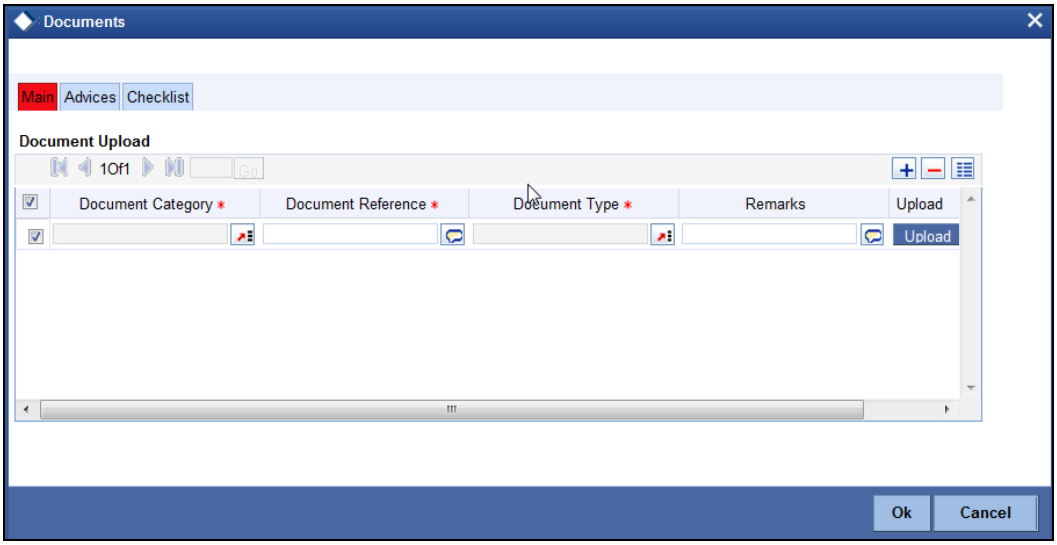
Click ‘Tertiary Customer’ button to capture customer details. The following screen is displayed:



For further details on the fields displayed on this screen, refer to the section 'Primary Customer Details' in this chapter.

1.3.4 Uploading Documents

You can capture the customer related documents in central content management repository through the ‘Documents’ screen. Click ‘Documents’ button to invoke this screen.



Here, you need to specify the following details:

Document Category

Specify the category of the document to be uploaded.

Document Reference

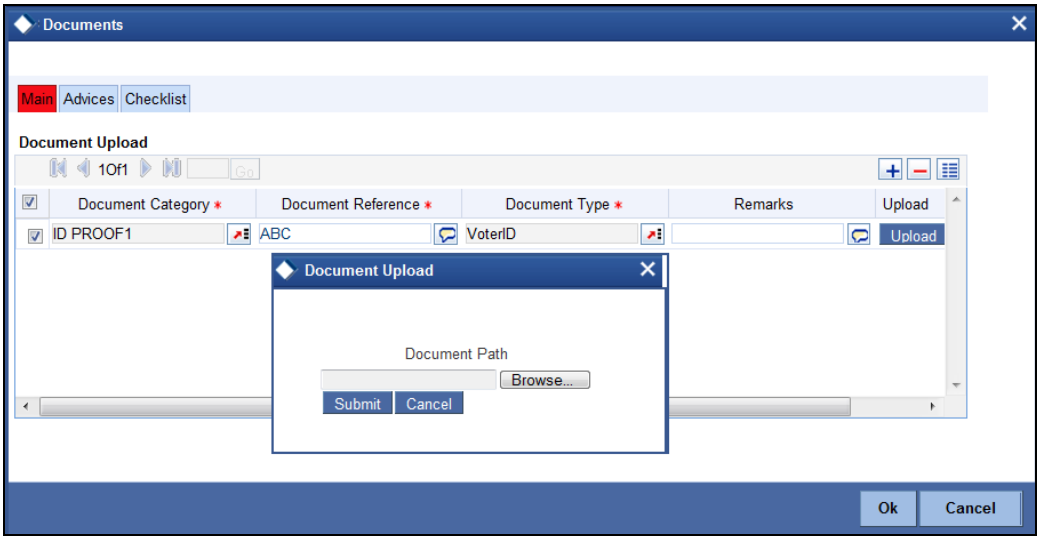
The system generates and displays a unique identifier for the document.

Document Type

Specify the type of document that is to be uploaded.

Upload

Click ‘Upload’ button to open the ‘Document Upload’ sub-screen. The ‘Document Upload’ sub-screen is displayed below:



In the ‘Document Upload’ sub-screen, specify the corresponding document path and click the ‘Submit’ button. Once the document is uploaded through the upload button, the system displays the document reference number.

View

Click ‘View’ to view the document uploaded.

In ‘Savings Account Creation’ process, ‘Document Upload’ feature is not available in all the stages. Its availability in this process is given below:

Stage Title	Function Id	Callform exists	Upload(Available /Not available)	View(Available /Not available)
Receive and verify account opening form and other documents	STDSA001	Available	Available	Available
Seek approval for missing documents / details	STDSA002	Available	Available	Available
Input details of savings account	STDSA003	Available	Not Available	Available
Verify details of savings account	STDSA004	Available	Not Available	Available
Modify details of savings account	STDSA005	Available	Not Available	Available
Verify prospect /customer	STDKYR01	Available	Available	Available

Stage Title	Function Id	Callform exists	Upload(Available /Not available)	View(Available /Not available)
details				
Ascertain if KYC checks are required	STDKYR02	Available	Available	Available
SDN check				
Verify SDN Match	STDKYR03	Available	Not Available	Available
Inform Regulatory / Internal authorities on KYC checks failure	STDKYR06	Available	Not Available	Available
Internal blacklist check	STDKYR04	Available	Not Available	Available
Verify customer / prospect contact details	STDKYR05	Available	Not Available	Available
Other KYC Checks	STDKYR07	Available	Not Available	Available
KYC Decision	STDKYR08	Available	Not Available	Available
Sub process – Know your customer checks				
Block customer in FLEXCUBE				
Notify prospect / customer on negative status of KYC checks	STDSA018	Not Available	Not Available	Available
Create / Modify customer details in FLEXCUBE	STDSA020/STDSA021	Available	Available	Available
Create account in FLEXCUBE	STDSA015	Available	Not Available	Available
Store document reference in FLEXCUBE	STDSA010	Available	Not Available	Available
Check available balance	STDSA006	Available	Not Available	Available
Generate cheque book in FLEXCUBE	STDSA008	Not Available		
Retrieve preprinted cheque book and capture cheque book details	STDSA007	Not Available		
Generate welcome / thanks letter in				

Stage Title	Function Id	Callform exists	Upload(Available /Not available)	View(Available /Not available)
FLEXCUBE				
Deliver account kit to customer	STDSA009	Not Available		
Store documents	STDSA010	Available	Not Available	Available

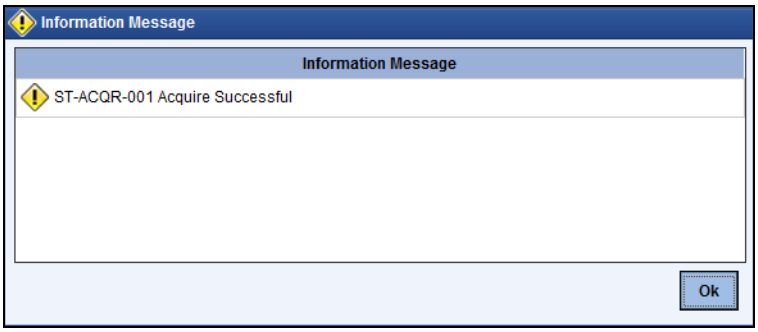
Refer the Procedures User Manual for details about task list.

Step 2. Seek Approval for Missing Documents / Details

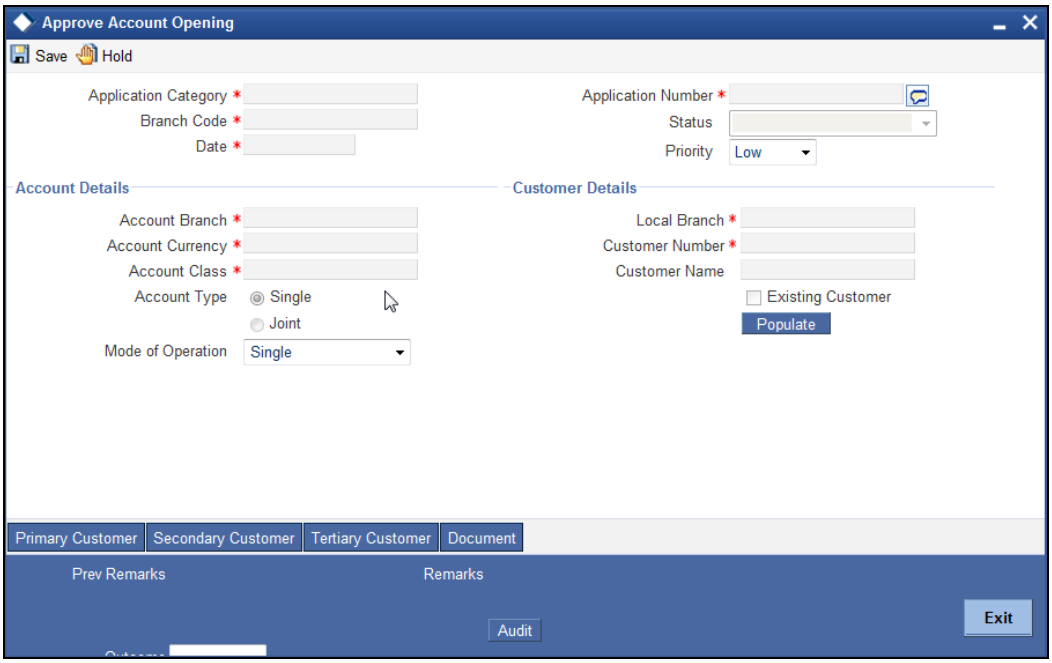
In this stage, the bank will decide whether to approve processing the account opening request as an exception, if the account opening with incomplete details / documents as an exception is approved. The bank proceeds with processing the request and simultaneously arranges to follow up with the customer for submission of the pending details / documents. In case the overrides cannot be approved, the bank obtains the incomplete details / documents from the customer before proceeding further. The decision / remarks of the approver are captured.

Users belonging to the user role RCSMROLE (Retail Customer Service Manager) can perform these activities.

Go to the pending list in the system. The system displays all the pending activities. Click ‘Acquire’ button adjoining the ‘Approve Account Opening’ task to acquire it. The following screen is displayed:



If you have requisite rights, double click on the task in your 'Assigned' task list and invoke the following screen:



After viewing the details, if you want to obtain the missing documents before approval, then select the action 'Obtain Missing Documents' in the text box adjoining the 'Audit' button. You will be taken back to 'Receive and Verify' screen. However, if you want to proceed with the process of account creation, select the action 'APPROVE' in the text box adjoining the 'Audit' button. You will be taken to 'Input Details' task. Click save icon in the tool bar. The system displays the message 'The task is completed successfully'.

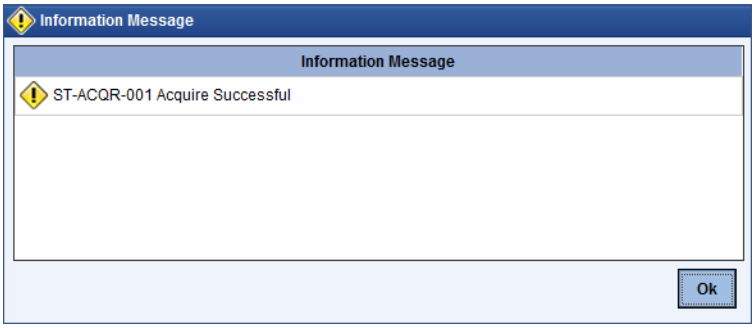
Click 'OK' button in this screen. You will be taken back to the 'Approve Account Opening' screen. Click 'Exit' button to exit the screen. The task is then moved to the next activity.

Step 3. Input Details of Savings Account

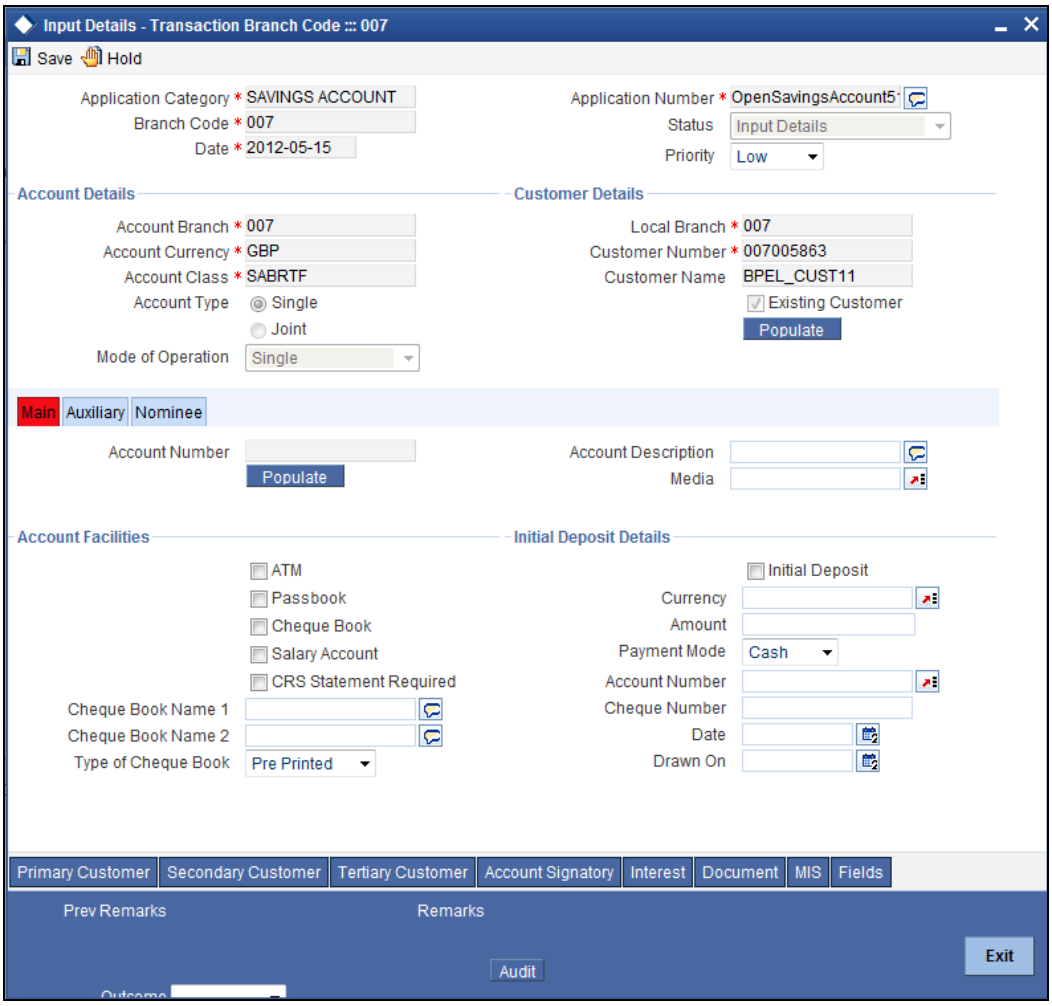
In this stage the bank captures the complete details of the account opening form such as customer information (all applicants in case of joint accounts), contact details, accounts / services sought for, nominee details, guardian details (in case of minor accounts / nominees), details of initial deposit of the prospect / customer. The bank also uploads signature and photographs of the prospect / customer.

Users belonging to the user role ROEROLE (Retail Operations Executive) can perform these activities.

Go to the pending list in the system. The system displays all the pending activities. Click 'Acquire' button adjoining the 'Input Details' task to acquire it. The following screen is displayed:



If you have requisite rights, double click on the task in your 'Assigned' task list and invoke the following screen:



1.3.5 Capturing Main Details

Click on 'Main' tab to specify the following details:

Account Number

Specify the account number.

Account Description

System displays the account description based on the account number specified.

Media

Specify the media i.e the mode of communication to be used. It can either be through SWIFT, mail, fax etc. You can also select the media from the option list provided. The list displays all the media maintained in the system. Select and click the appropriate media.

Account Facilities

ATM

Check this box if the customer requires the ATM facility.

Passbook

Check this box if the customer requires the passbook facility.

Cheque Book

Check this box if the customer requires the check book facility.

Salary Account

Check this box to indicate that this is a salary account.

CRS Statement Required

Check this box to indicate that the CRS statement is to be generated for this account..

Cheque Book Name 1 & 2

Specify the name of the check book.

Type of Cheque Book

Select the type of cheque book required by the account holder. The options available are:

- Pre-printed
- Personalized

Initial Deposit Details

Initial Deposit

Check this box to indicate that initial deposit is required.

Currency

Specify the currency in which the initial amount is deposited. You can also select the appreciate currency from the adjacent option list. The list consists of all the currencies maintained in the system.

Amount

Specify the initial deposit amount.

Payment Mode

Select the mode of initial payment. The options available are:

- Cash
- Cheque
- Transfer

Account Number

Specify the account number of the customer from which the initial deposit is made.

Cheque Number

Specify the cheque number if the initial deposit is made through cheque.

Date

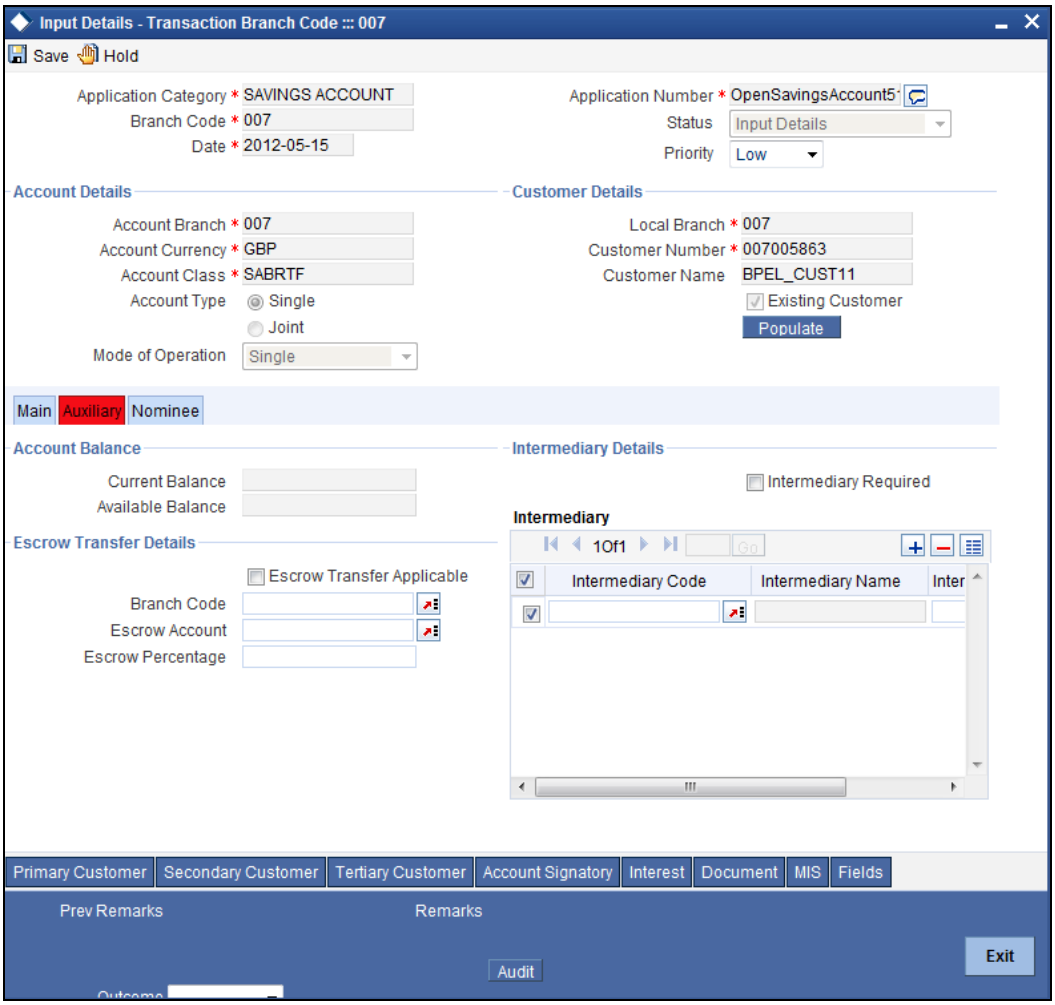
Specify the date of the cheque.

Drawn On

Specify the bank on which the cheque is drawn.

1.3.6 Capturing Auxiliary Details

Click on ‘Auxiliary’ tab to specify the following details:



Account Balance

Current Balance

System displays the current balance of the account.

Available Balance

System displays the available balance of the account.

Intermediary Details

Intermediary Required

Check this box to indicate that the intermediary details have to be provided for the customer.

Escrow Transfer Details

Escrow Transfer Applicable

Check this box to indicate that the escrow transfer is applicable for this account.

Branch Code

Specify the escrow branch code.

Escrow Account

Specify the escrow account number.

Escrow Percentage

Specify the escrow percentage for the account.

Intermediary

Intermediary Code

Specify the intermediary code from the adjoining option list.

Intermediary Name

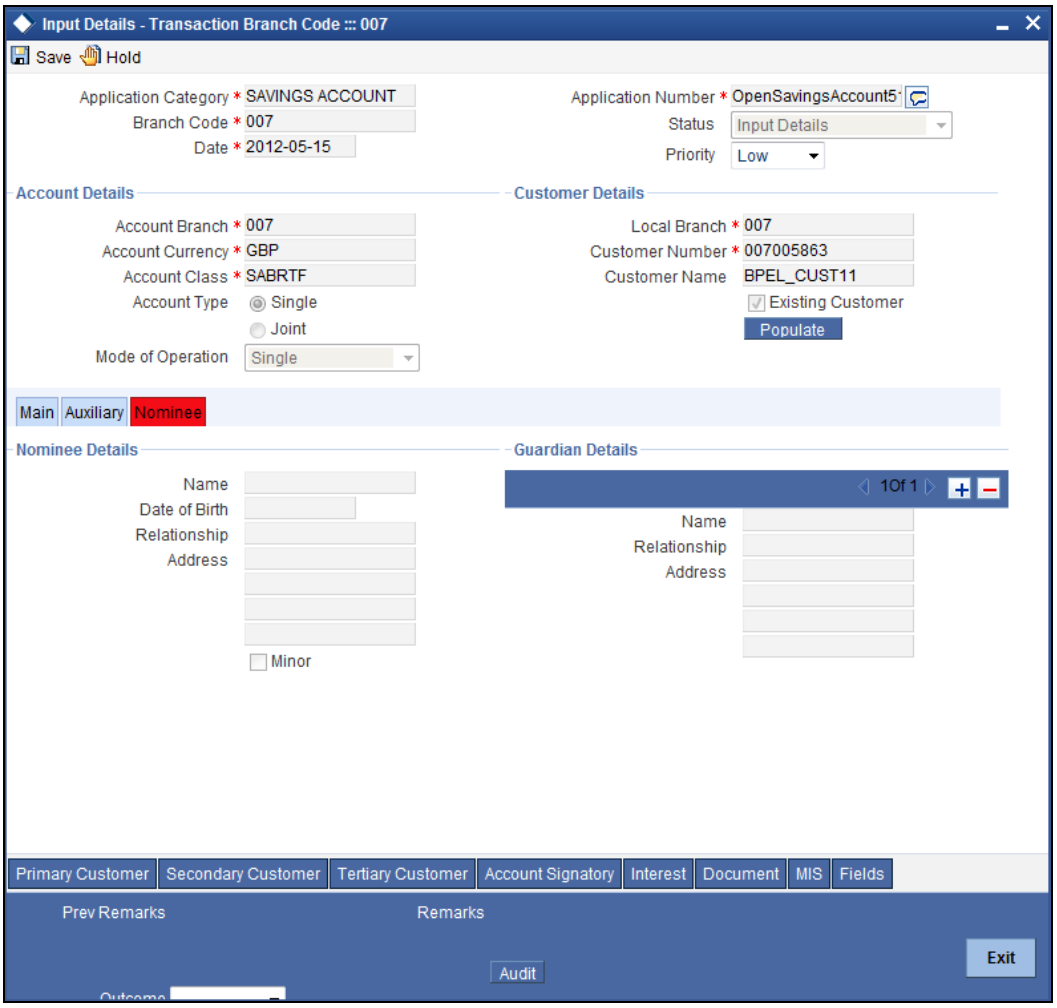
System displays the intermediary name .

Intermediary Ratio

Specify the intermediary ratio to be divided among intermediaries in case of more than one intermediary.

1.3.7 Capturing Nominee Details

Click on 'Nominee' tab to specify the following details:



Nominee Details

Name

Specify the name of the nominee.

Date of Birth

Specify the date of birth of nominee.

Relationship

Specify the relation of the customer with the nominee.

Address1

Specify the first line of the address of the nominee.

Address2

Specify the second line of the address of the nominee.

Address3

Specify the third line of the address of the nominee.

Address4

Specify the forth line of the address of the nominee.

Minor

Check this box if the nominee is a minor.

Guardian Details

You need to specify the guardian details if the nominee is a minor.

Guardian Name

Specify the guardian name of the minor.

Relationship

Specify the relation of the minor with the guardian.

Address1

Specify the first line of the address of the guardian.

Address2

Specify the second line of the address of the guardian.

Address3

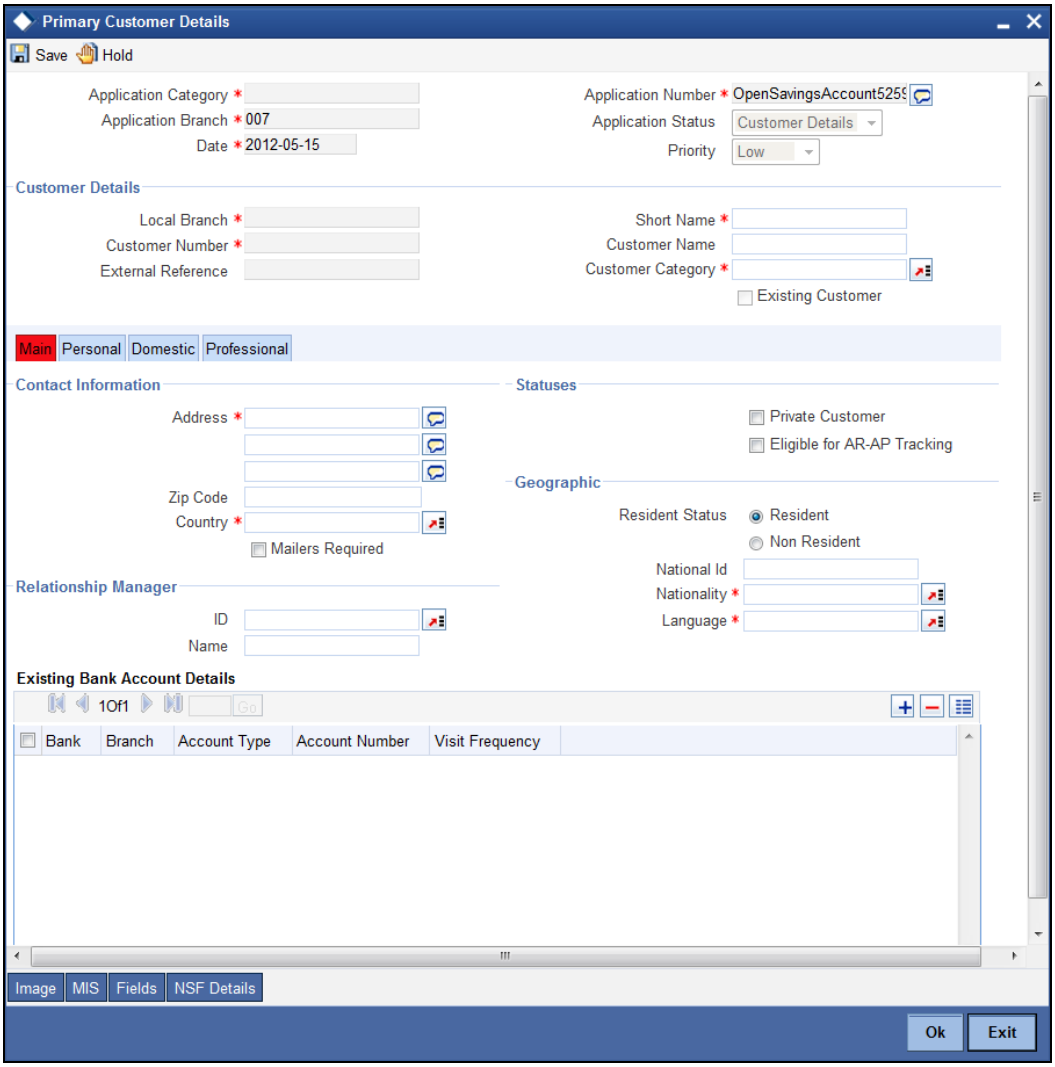
Specify the third line of the address of the guardian.

Address4

Specify the forth line of the address of the guardian.

1.3.8 Capturing Primary Customer Details

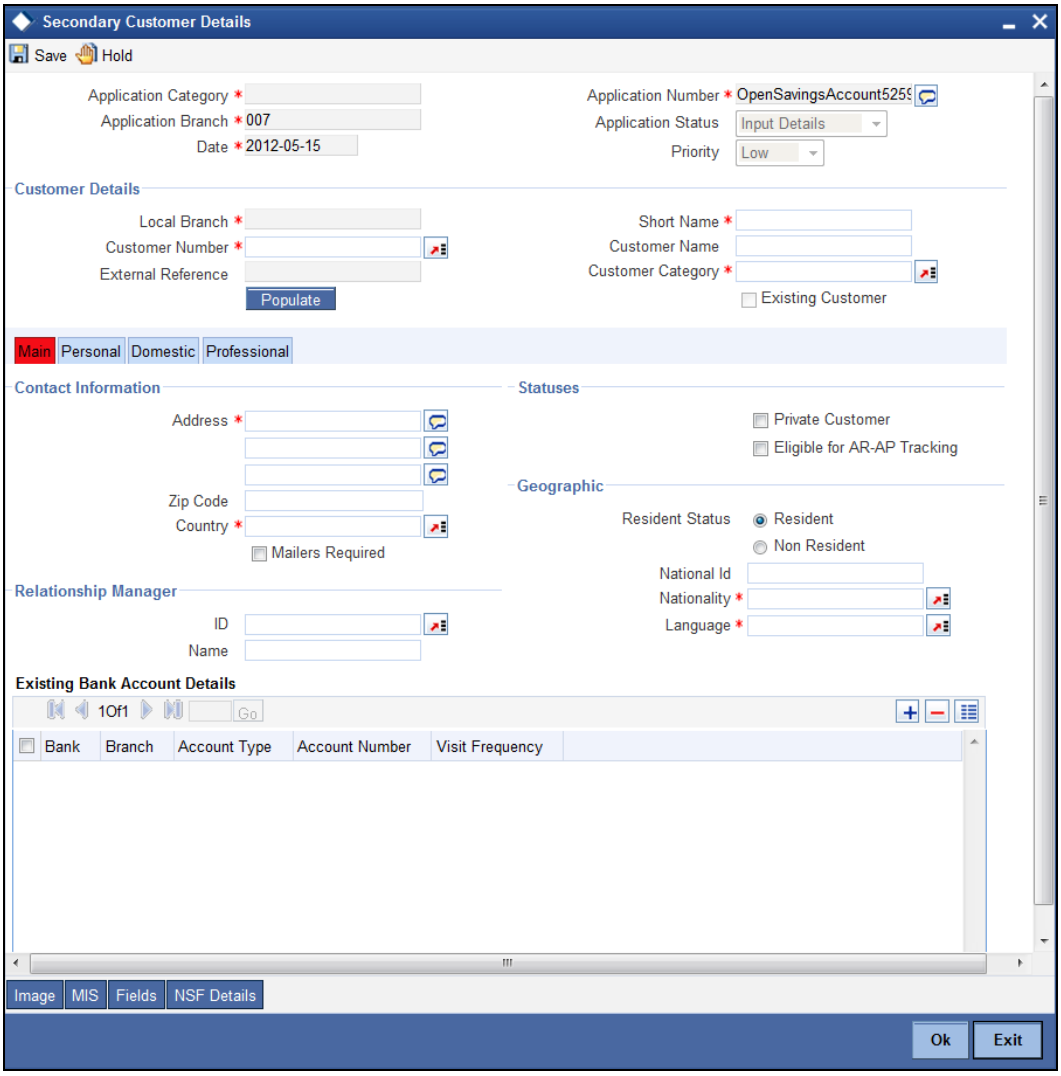
Click the 'Primary Customer' button to invoke the 'Primary Customer Details' screen. The screen is displayed below:



For further details on the fields displayed on this screen, refer to the section 'Primary Customer Details' in this chapter.

1.3.9 Capturing Secondary Customer Details

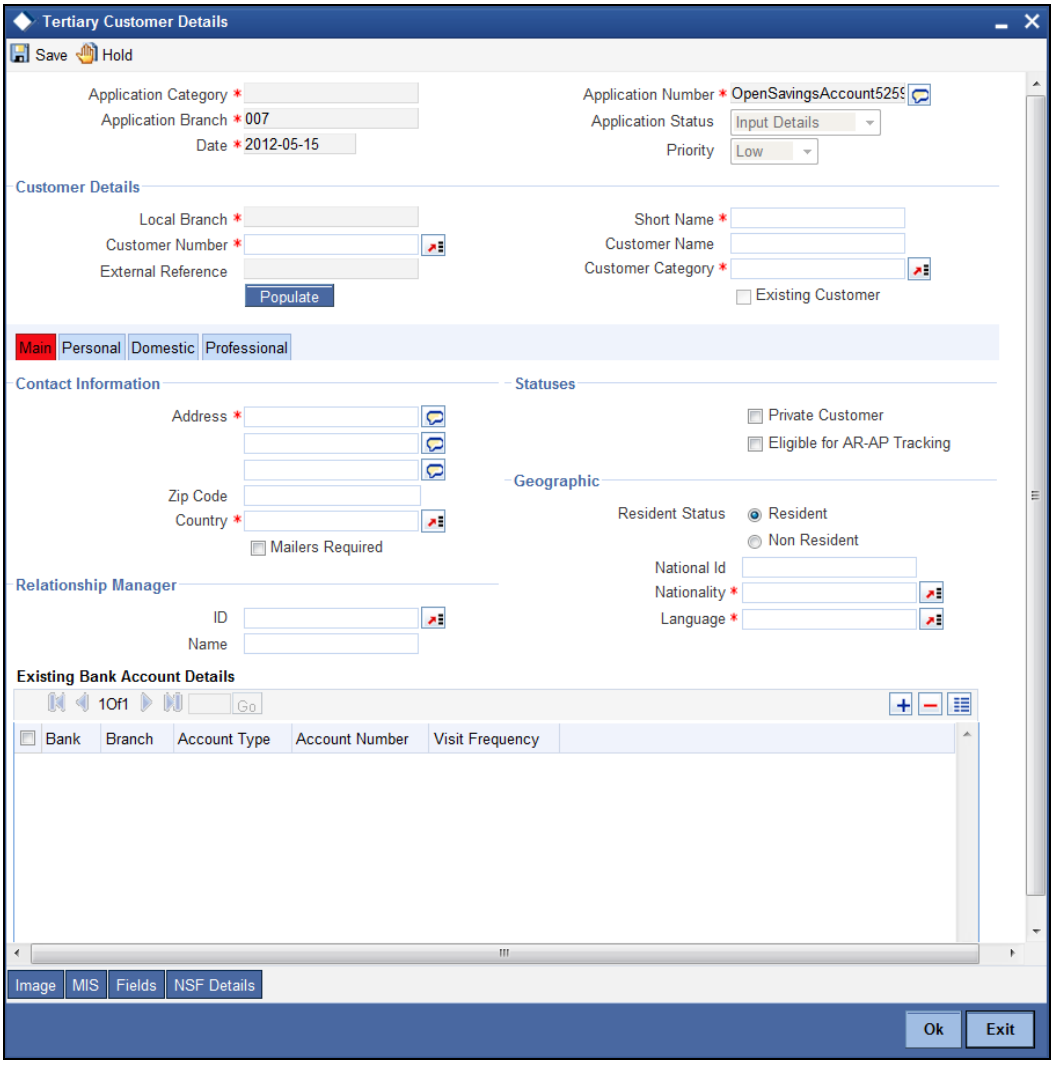
Click the ‘Secondary Customer’ button to invoke the ‘Secondary Customer Details’ screen. The screen is displayed below:



For further details on the fields displayed on this screen, refer to the section ‘Primary Customer Details’ in this chapter.

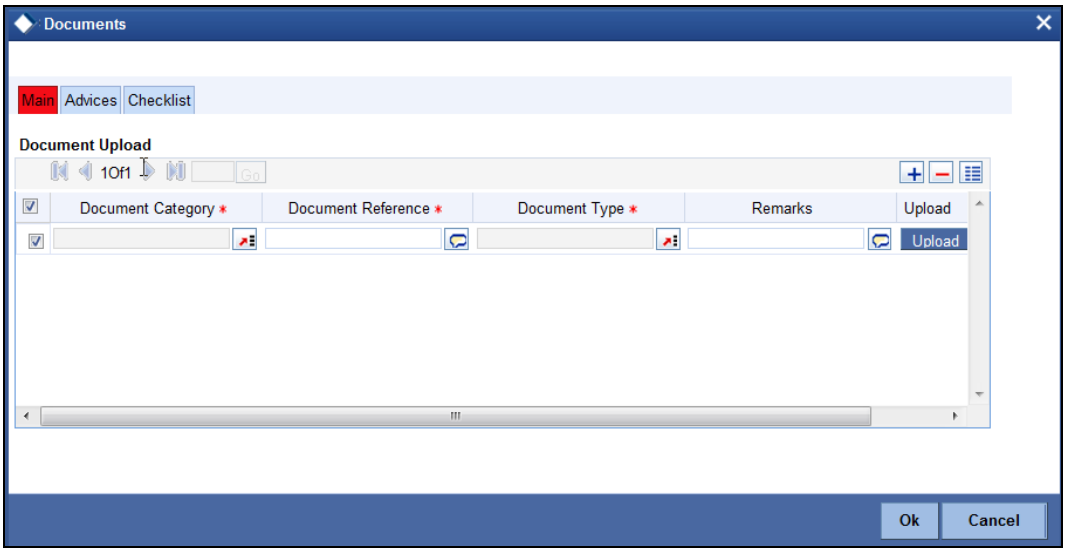
1.3.10 Capturing Tertiary Customer Details

Click the 'Tertiary Customer' button to invoke the 'Tertiary Customer Details' screen. The screen is displayed below:

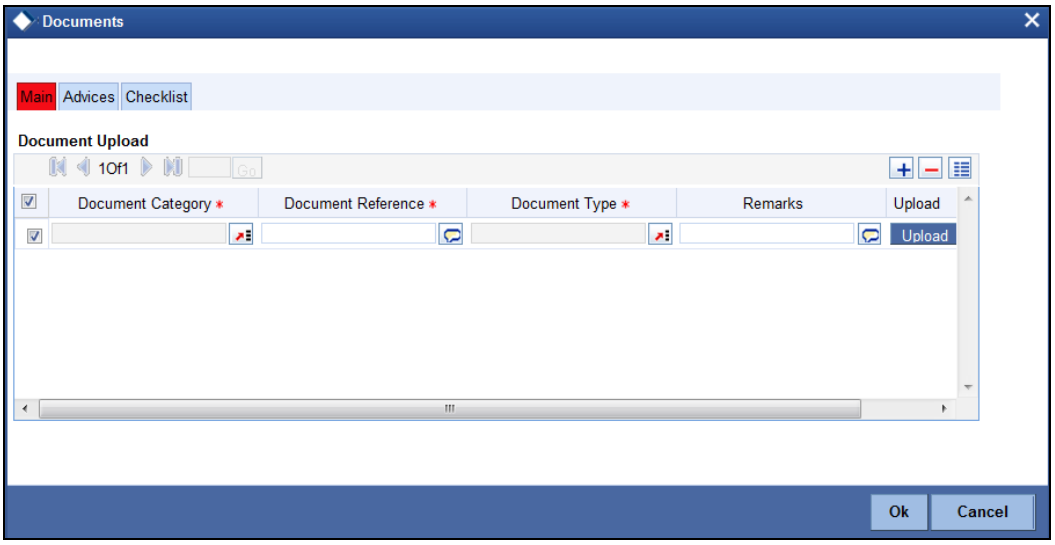


For further details on the fields displayed on this screen, refer to the section 'Primary Customer Details' in this chapter.

Click the 'Document' button to invoke the 'View Documents' screen. The screen is displayed below:



In ‘Document Reference’ screen, you can maintain the document check list details which are defaulted from the main screen.



In this screen you can view the following document details:

- Document Category
- Document Type
- Mandatory

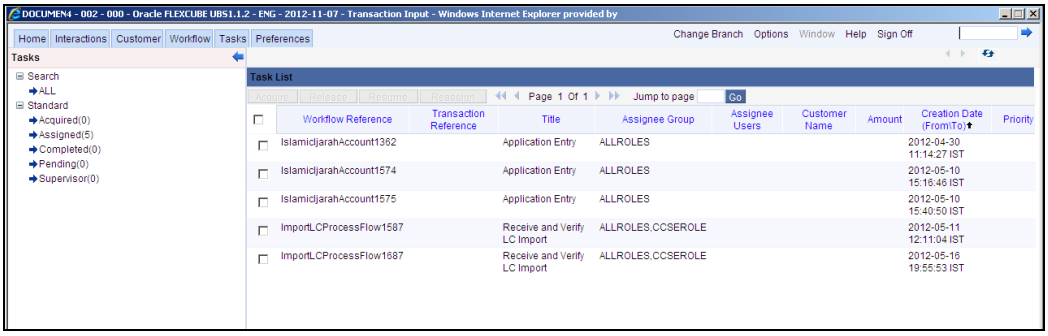
Step 4. Verify Details of Savings Account

At this stage, you need to verify details for opening the account. Only users belonging to role ‘ROMROLE’ (Retail Operations Manager) will be able to perform this task. If you have the requisite rights, you can input details of a customer account using the ‘Input savings account details’ screen. To invoke this screen, you need to acquire the task from your ‘Pending’ task list.

In this stage the bank verifies all the details entered to ensure correctness of information captured. In case the details captured are incorrect, the bank needs to make the necessary modifications. If the verification is successful, the bank proceeds to conduct KYC checks.

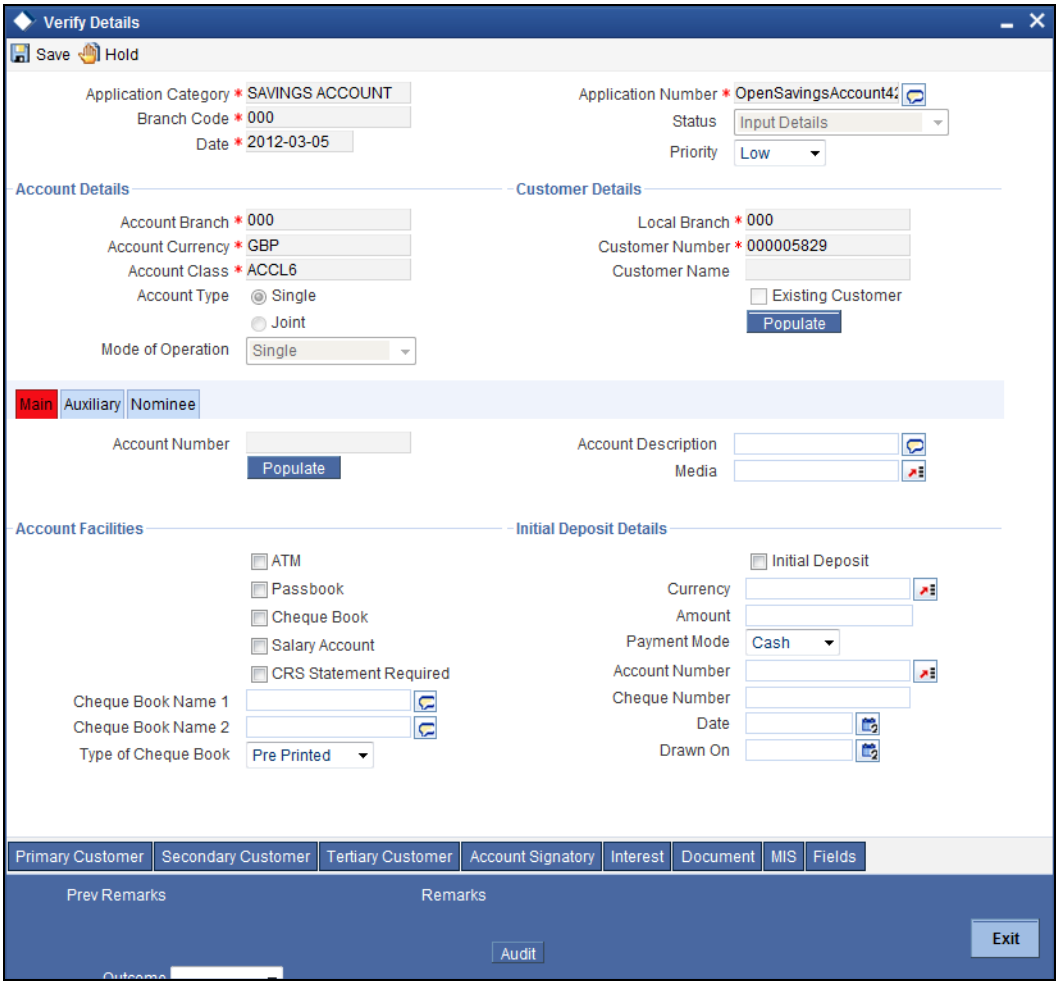
The fields in the screen will be disabled and the verifier will be able to navigate to all the tabs and verify data entered / corrected. Also the verifier is allowed to enter comments.

To invoke this screen, you need to acquire the task from your ‘Pending’ task list.



Select the desired record and click the adjoining ’Acquire’ button. The system displays the message ‘The task is completed successfully’.

The task will then be moved to your ‘Assigned’ task list. Double click on the record in your ‘Assigned’ task list. The following screen will be displayed.



Here you can view the details captured. If the required documents have been verified, select the action ‘PROCEED’ in the text box adjoining the ‘Audit’ button. The process will move to ‘KYC_R’ task. If the verification has failed for some reason, then you will be taken ‘Modify Details’ task. Click save icon in the tool bar to save the record.

The system displays the message ‘Enter new customer details through Customer Information tab’.

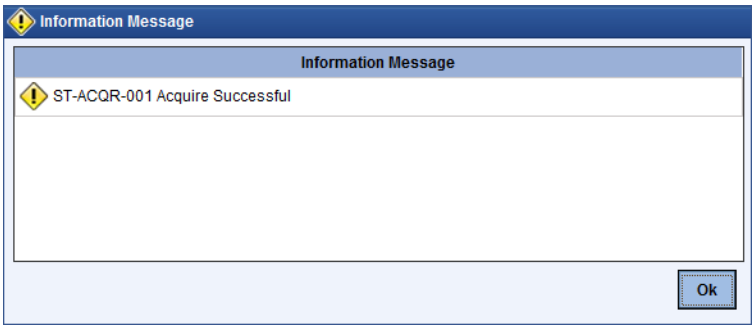
Click the ‘OK’ button in this screen. You will be taken back to the ‘Verifying Details’ screen. Click ‘Exit’ button to exit the screen. The task is then moved to the next activity.

Step 5. Modify Details of Savings Account

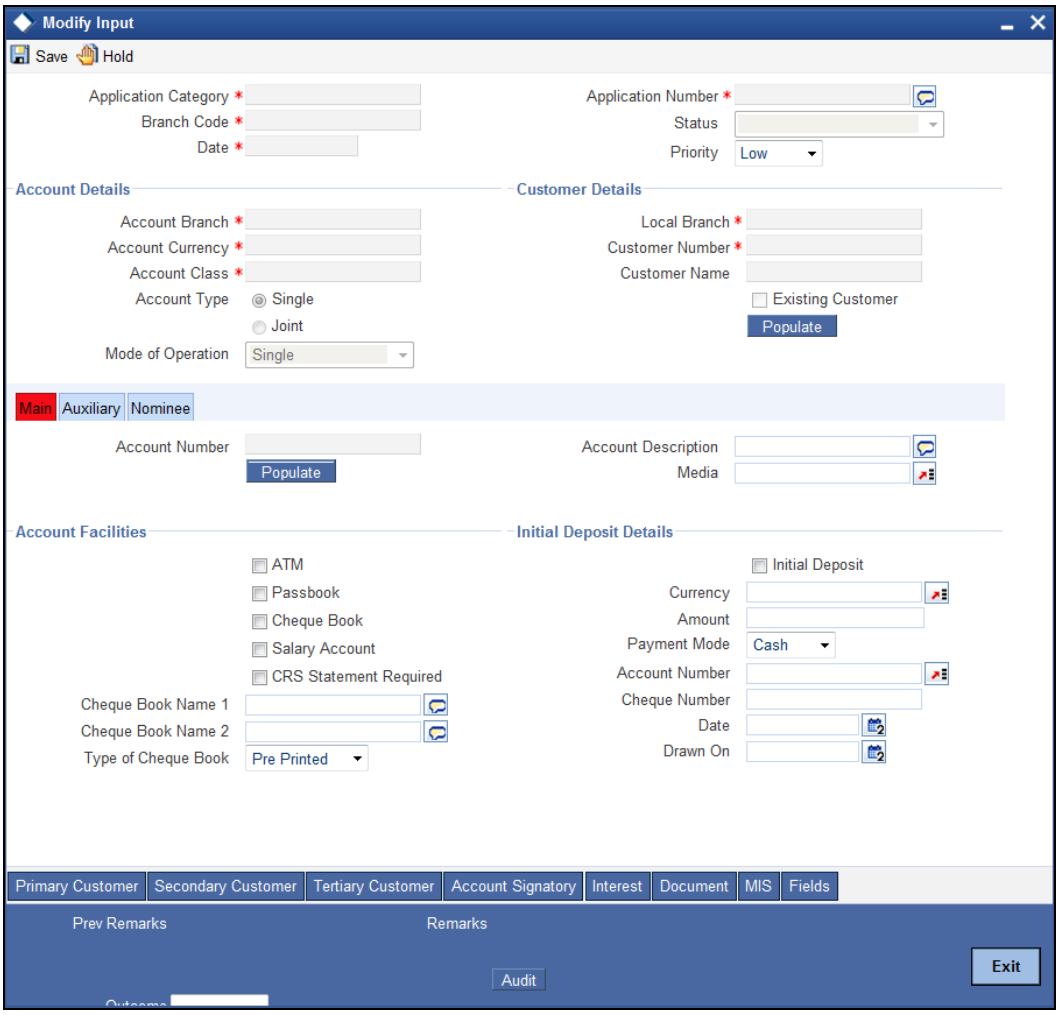
In this stage In case verification is not successful, the bank modifies the details captured.

Users belonging to the user role ROEROLE (Retail Operations Executive) can perform these activities.

In case verification is not successful, then you may need to modify few details. Go to the pending list in the system. The system displays all the pending activities. Click ‘Acquire’ button adjoining the required task to acquire it. The following screen will be displayed.



If you have requisite rights, double click on the task in your 'Assigned' task list and invoke the following screen:



In this screen you can modify the editable fields. After modifying the required details, click save icon in the tool bar. You will be taken back to 'Verify Details' task. Click save icon in the tool bar to save the record.

The system displays the message 'The task is completed successfully'.

Click the 'OK' button in this screen. You will be taken back to the 'Modify Details' screen. Click 'Exit' button to exit the screen. The task is then moved to the next activity

Step 6. KYC_R Review Info

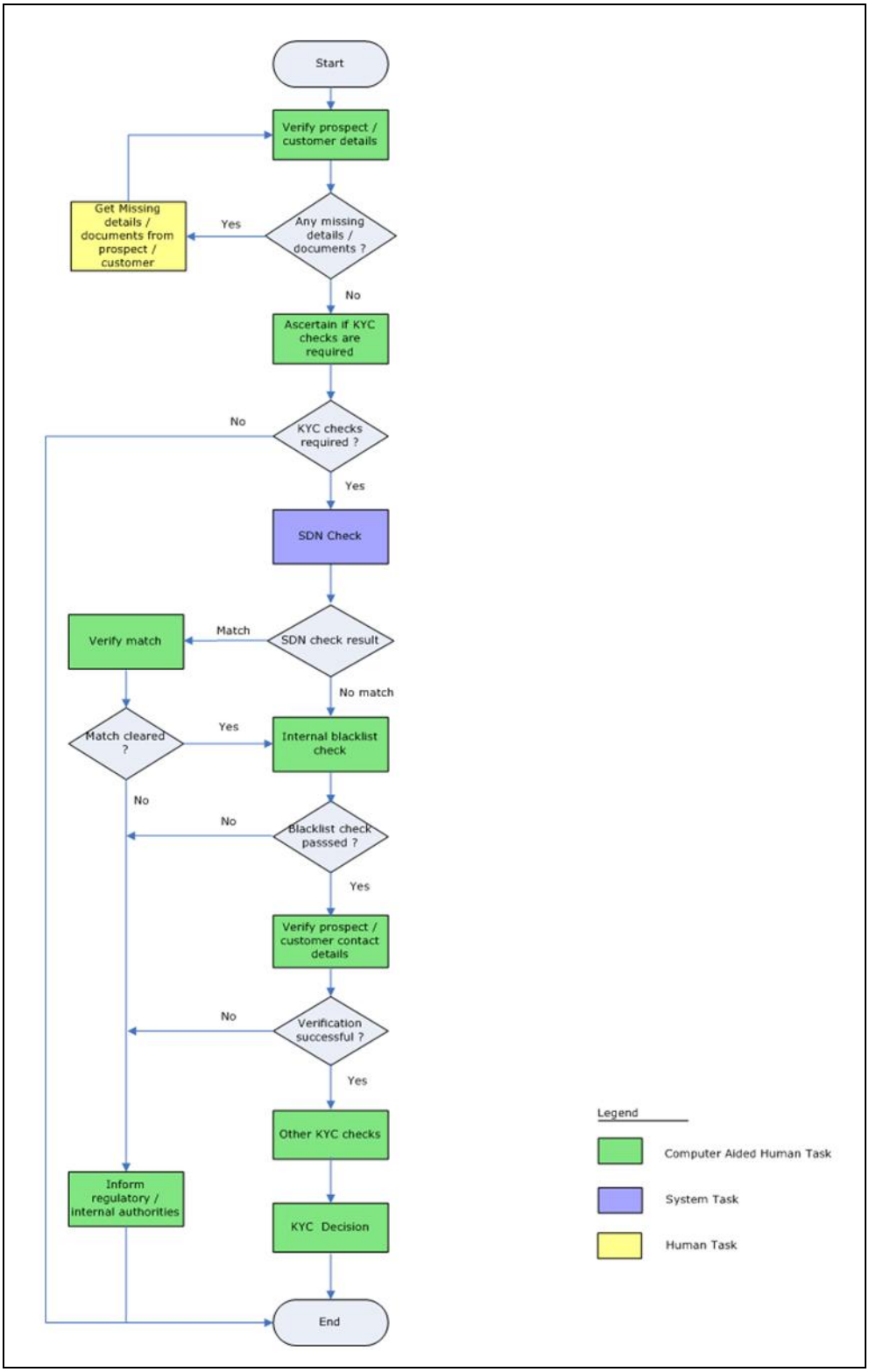
This process includes checks like SDN check, internal blacklist check, contact details verification, etc. The account is opened only when the customer passes all these checks. In case of non-clearance of any of the checks, the account opening process is terminated. The bank verifies all the details/documents to ensure that the information / documents required to carry out KYC checks are obtained. In case the details captured are incorrect, the bank makes the necessary modifications. If the verification is successful, the bank proceeds to conduct KYC checks. Once KYC checks are carried out, the result is passed on to the parent process.

If any of the checks fail, the relevant regulatory /internal authorities are informed. Once KYC checks are carried out, the result is passed on to the parent process.

Here you perform the Know Your Customer check on the customer. The KYC check depends upon the regulatory environment within which your bank operates and its internal KYC policies.

Bank initiates the process of KYC-R review for a customer as a part of parent process with all the relevant information in the system. This process comprises the following stages:

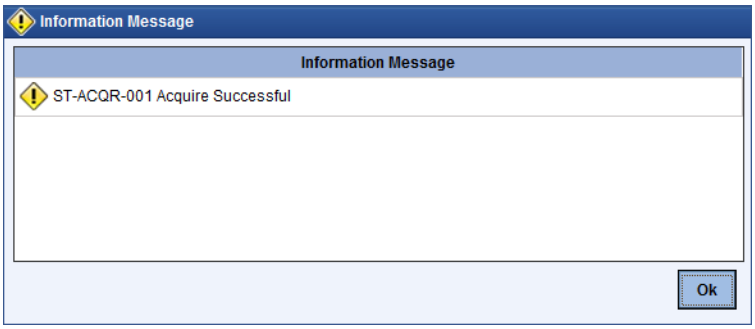
- Verify prospect /customer details
- Ascertain if KYC checks are required
- SDN checks
- Verify SDN Match
- Inform Regulatory / Internal authorities on KYC checks failure
- Internal Black List check
- External KYC Check
- Retry KYC Check
- Verify customer / prospect contact details
- Other KYC Checks
- KYC Decision



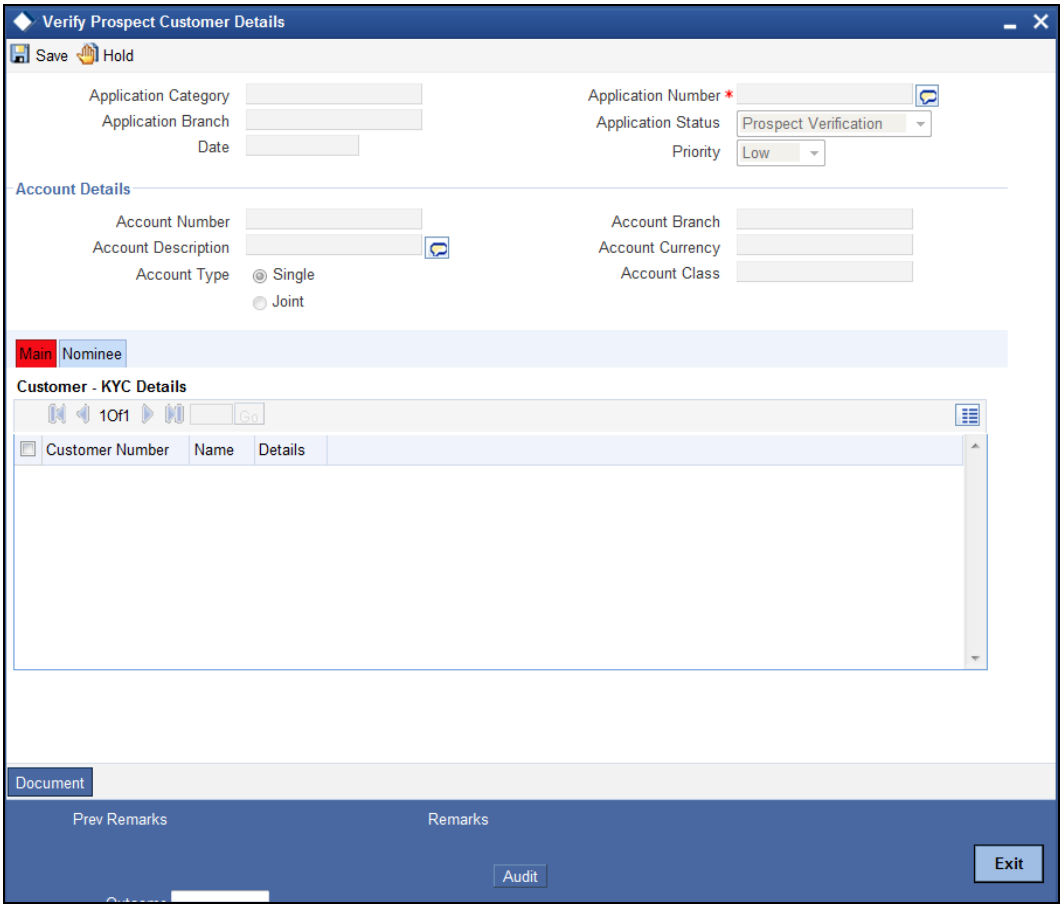
1.3.11 Verify Prospect /Customer Details

Users belonging to the user role ‘KYCEROLE’ (KYC Executive) can perform these activities.

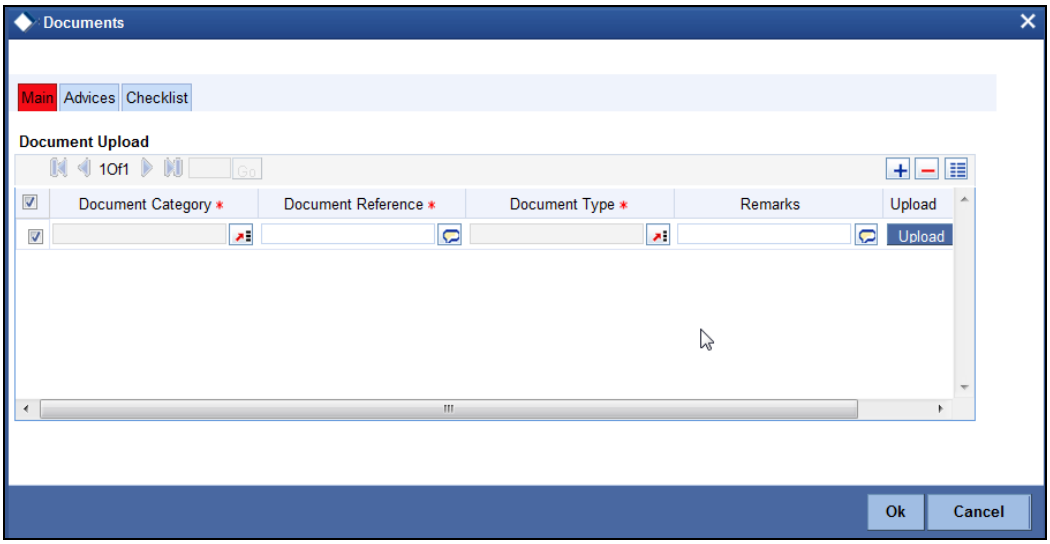
Go to the pending list in the system. The system displays all the pending activities. Click ‘Acquire’ button adjoining the ‘Sub-process KYC Review’ task to acquire it. The following screen is displayed:



If you have requisite rights, double click on the task in your ‘Assigned’ task list and invoke the following screen:



Click ‘Document’ button to invoke ‘Document Upload’ screen. The verifier will be able to update only remarks and upload documents that he might obtain in this stage.



You can view the customer details in this screen. If the customer information is complete, then select the outcome as ‘COMPLETE’ and save the record by clicking the save icon in the tool bar.

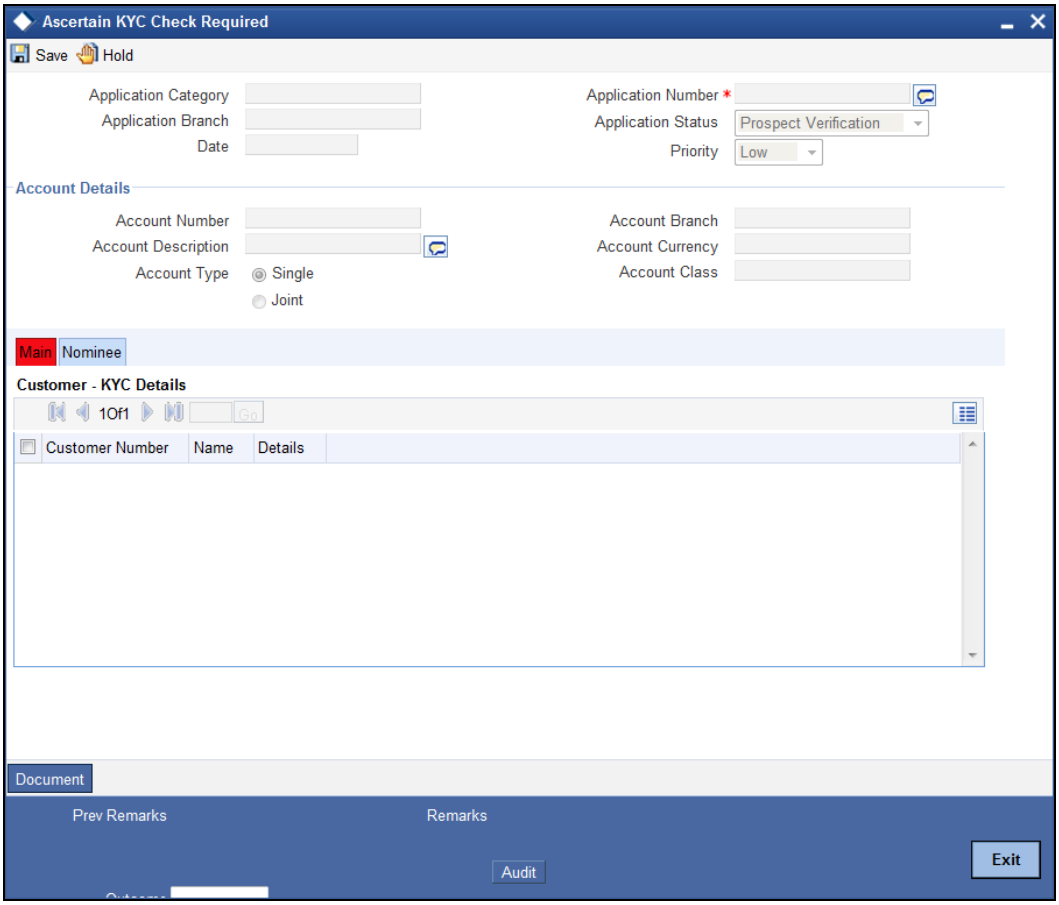
The system displays the message ‘The task is completed successfully’.

Click ‘Ok’ button. You will be taken back to the ‘Verify Prospect Customer Details’ screen. Click ‘Exit’ button to exit the screen. The task is then moved to the next activity.

1.3.12 Ascertain if KYC Checks are Required

Users belonging to the user role ‘KYCMROLE’ (KYC Manager) can perform these activities.

In case of an existing customer, the bank checks if there are any changes to the existing KYC information already available with the bank. The KYC check for an existing customer is performed only if there are changes in the customer information (including details of nominee and mandate holder). In all other cases of new and existing customers, KYC checks are mandatory.



You can view the customer details in this screen. If the customer information is complete, then select the outcome as 'REQUIRED' and save the record by clicking the save icon in the tool bar.

The system displays the message 'The task is completed successfully'.

Click 'Ok' button. You will be taken back to the 'Ascertain KYC Check Required' screen. Click 'Exit' button to exit the screen. The task is then moved to the next activity.

1.3.13 SDN check

In this stage, the bank checks the applicant's name for terrorism-related black-listing against the SDN database maintained by the Office of Foreign Assets Control (OFAC). In case of a no match, the process proceeds. In case of a match (positive/partial), you can verify the match again using the OFAC guidelines.

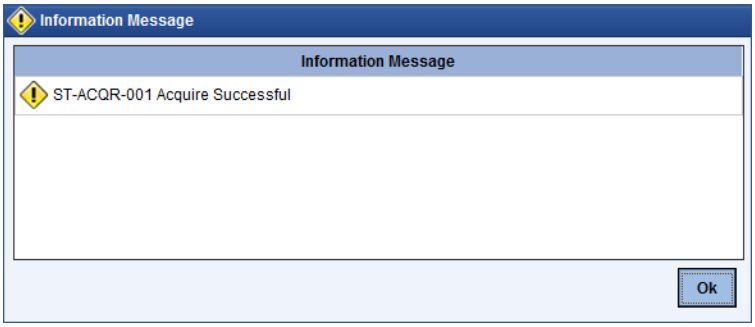
A system Task is created which invokes the external service to do the SDN check for all new applicants and any existing customers whose information is modified. All nominee details are also sent for SDN check.

1.3.14 Verify SDN Match

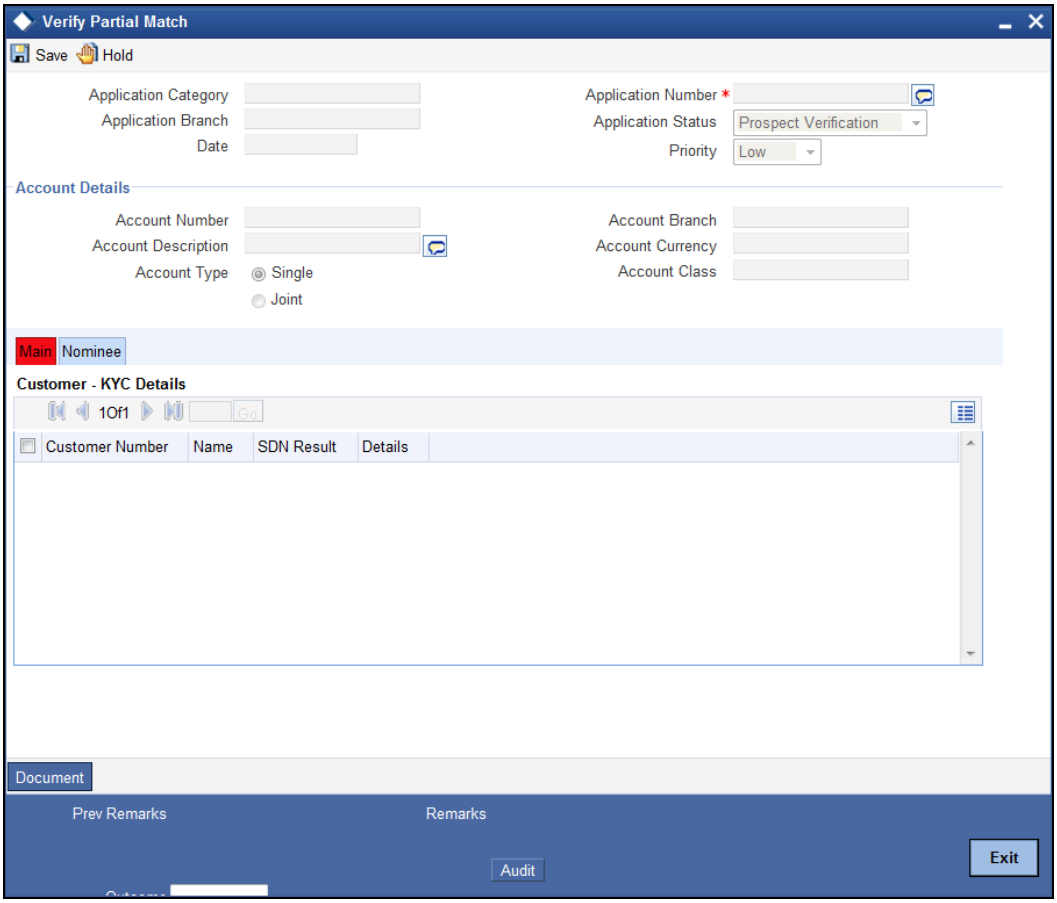
The bank checks the applicant's name for terrorism-related black-listing against the SDN database maintained by the Office of Foreign Assets Control (OFAC). In case of a no match, the process proceeds. In case of a match (positive/partial), you can verify the match again using the OFAC guidelines.

Users belonging to the user role 'KYCMROLE' (KYC Manager) can perform these activities.

Go to the pending list in the system. The system displays all the pending activities. Click 'Acquire' button adjoining the 'Verify SDN Match' task to acquire it. The following screen is displayed:



If you have requisite rights, double click on the task in your 'Assigned' task list and invoke the following screen:



In this screen, you can view the applicant's details. In case of a positive SDN match, the bank informs the regulatory agency (OFAC or any other similar agency) about the SDN match of the prospect/customer. However, if the match is cleared, you can continue with the subsequent KYC checks. Select the outcome as 'NO MATCH' and save the record by clicking the save icon in the tool bar.

The system displays the message 'The task is completed successfully'.

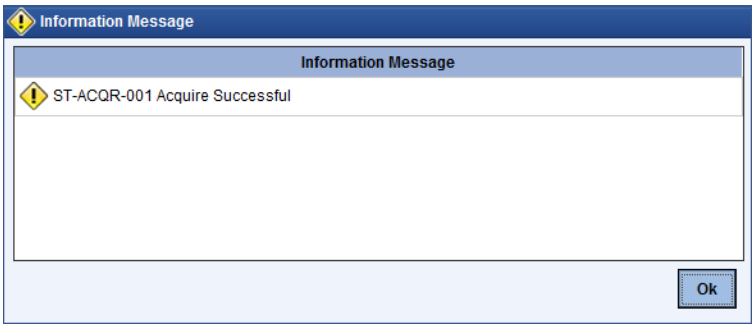
Click 'Ok' button. You will be taken back to the 'Verify Partial Match' screen. Click 'Exit' button to exit the screen. The task is then moved to the next activity.

1.3.15 Inform Regulatory / Internal Authorities on KYC Checks Failure

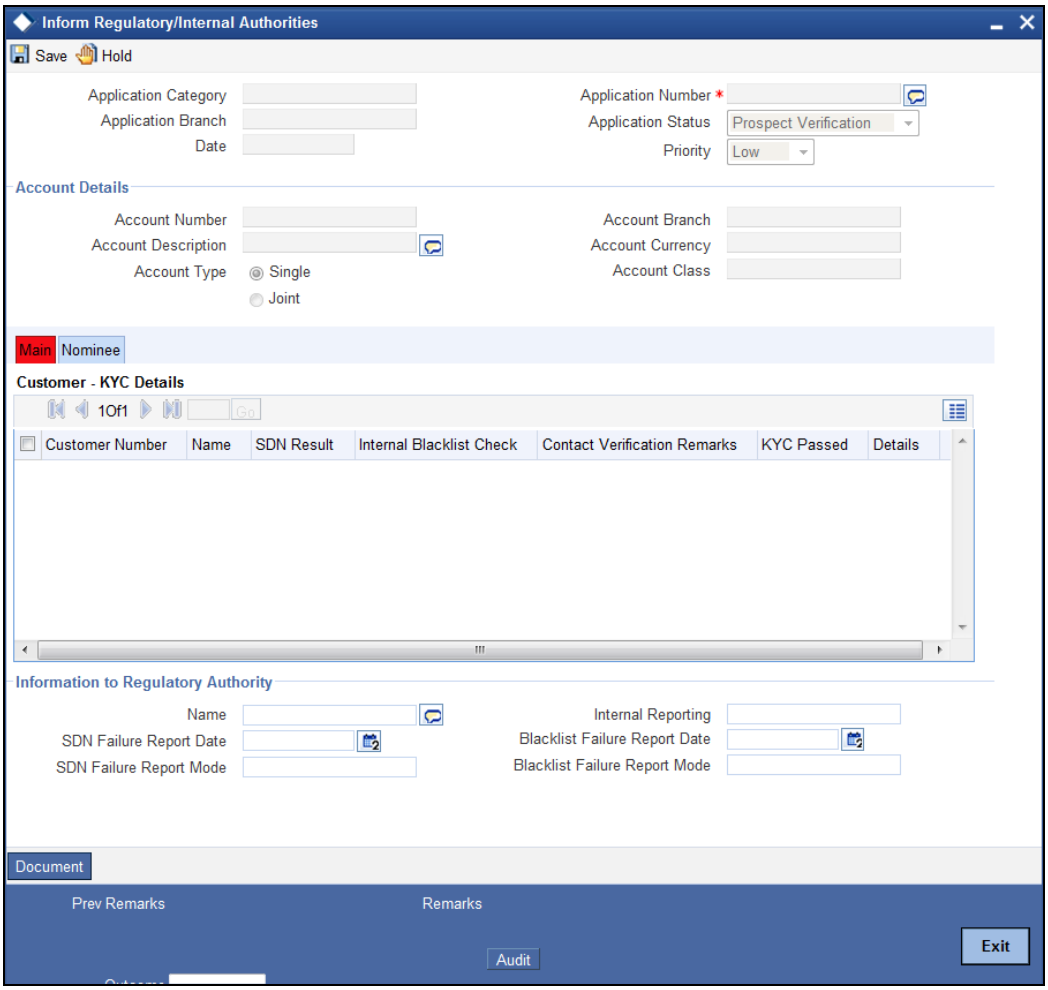
In case of a positive SDN match, the bank informs the regulatory agency (OFAC or any other similar agency) about the SDN match of the prospect/customer. The bank may also inform its internal authorities in case of positive SDN match and/or if the prospect/customer is blacklisted internally.

Users belonging to the user role 'KYCMROLE' (KYC Manager) can perform these activities.

Go to the pending list in the system. The system displays all the pending activities. Click 'Acquire' button adjoining the 'Inform Regulatory Authorities' task to acquire it. The following screen is displayed:



If you have requisite rights, double click on the task in your 'Assigned' task list and invoke the following screen:



In this screen, you can view all the details of the applicant. Even the KYC check details are also displayed here.

Select the outcome as 'PROCEED' and save the record by clicking the save icon in the tool bar.

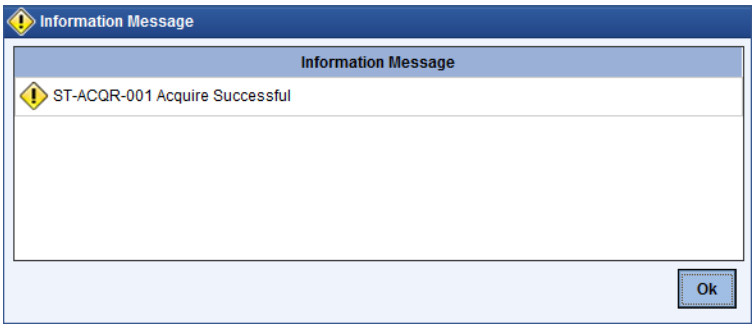
The system displays the message 'The task is completed successfully'.

Click 'Ok' button. You will be taken back to the 'Inform Regulatory Authorities' screen. Click 'Exit' button to exit the screen.

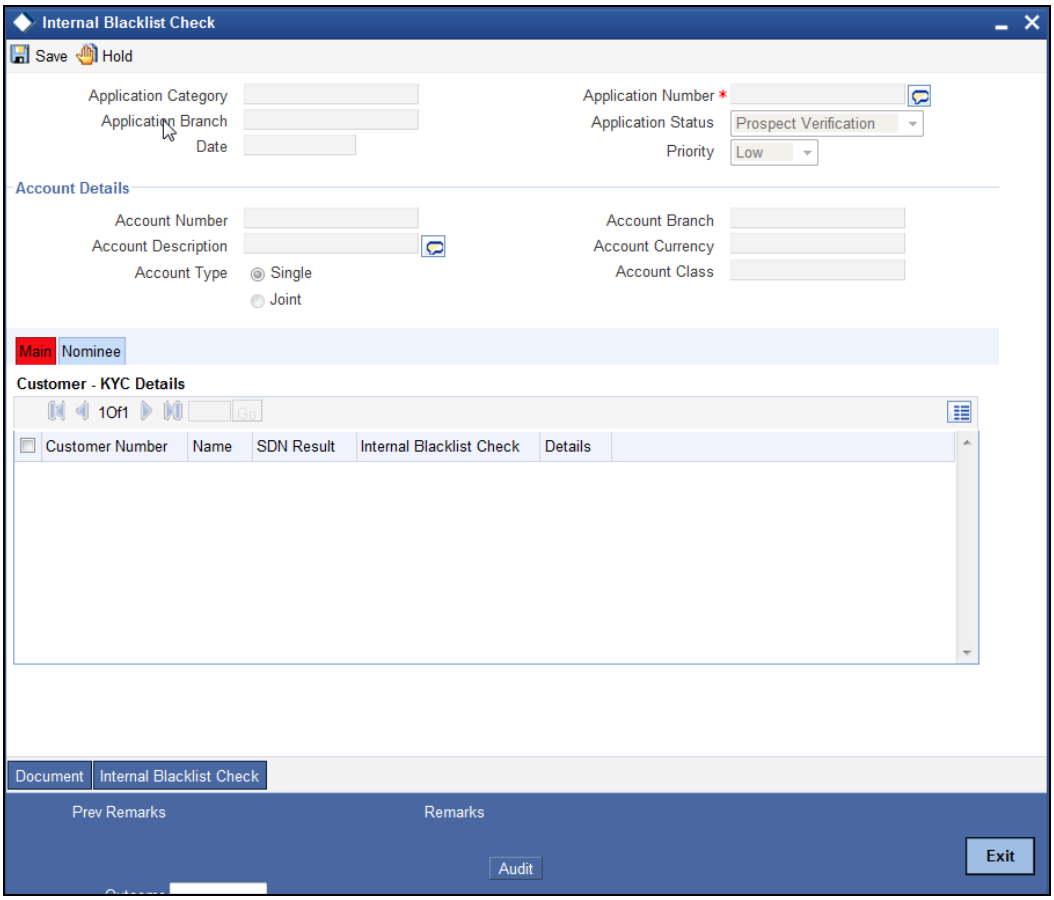
1.3.16 Internal Blacklist Check

Users belonging to the user role 'KYCEROLE' (KYC Executive) can perform these activities.

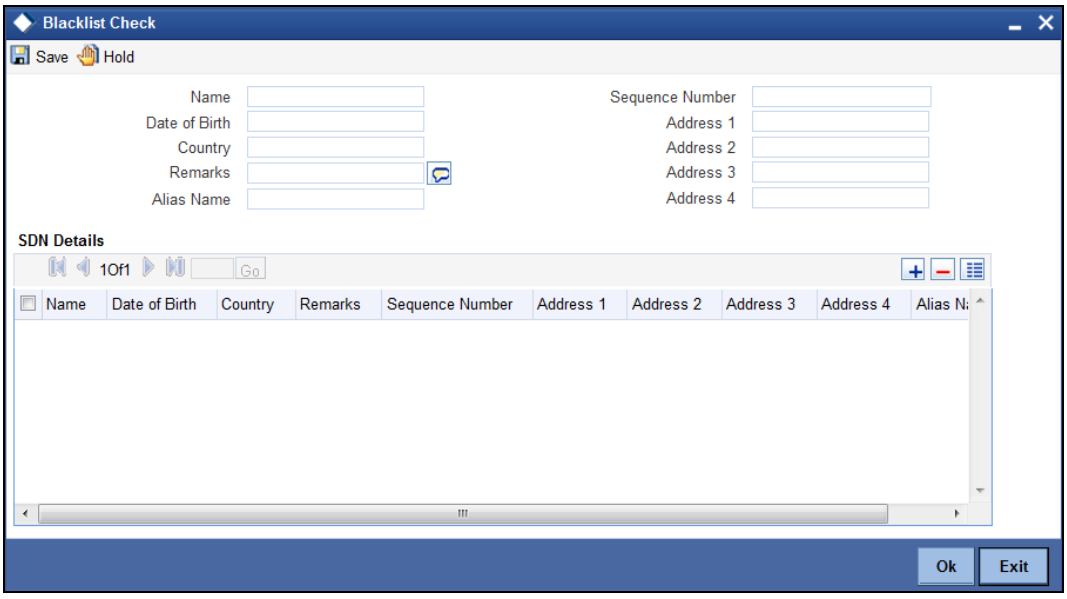
Go to the pending list in the system. The system displays all the pending activities. Click ‘Acquire’ button adjoining the ‘Internal Blacklist Check’ task to acquire it. The following screen is displayed:



If you have requisite rights, double click on the task in your ‘Assigned’ task list and invoke the following screen:



Click ‘Int. BlackList Check’ button to invoke ‘Blacklist Check’ screen. The verifier will be able to update only remarks and upload documents that he might obtain in this stage.



In this screen, you can view the applicant’s details. If the applicant’s name is listed in the bank's internal list of global blacklisted customers, you can report it to the internal authorities of the bank. You can continue with the process of creating account only when the customer passes these checks. Select the outcome as ‘PROCEED’ and save the record by clicking the save icon in the tool bar.

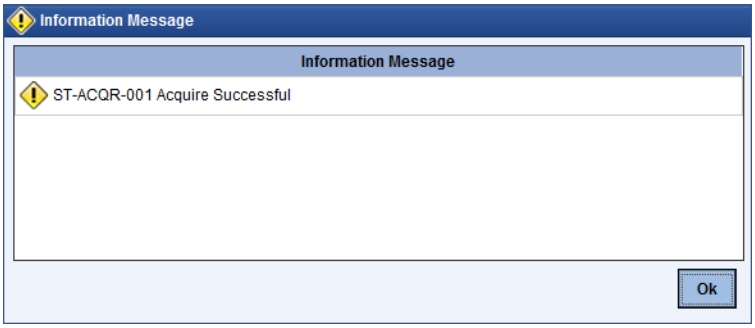
The system displays the message ‘The task is completed successfully’.

Click ‘Ok’ button. You will be taken back to the ‘Internal Blacklist Checks’ screen. Click ‘Exit’ button to exit the screen. The task is then moved to the next activity.

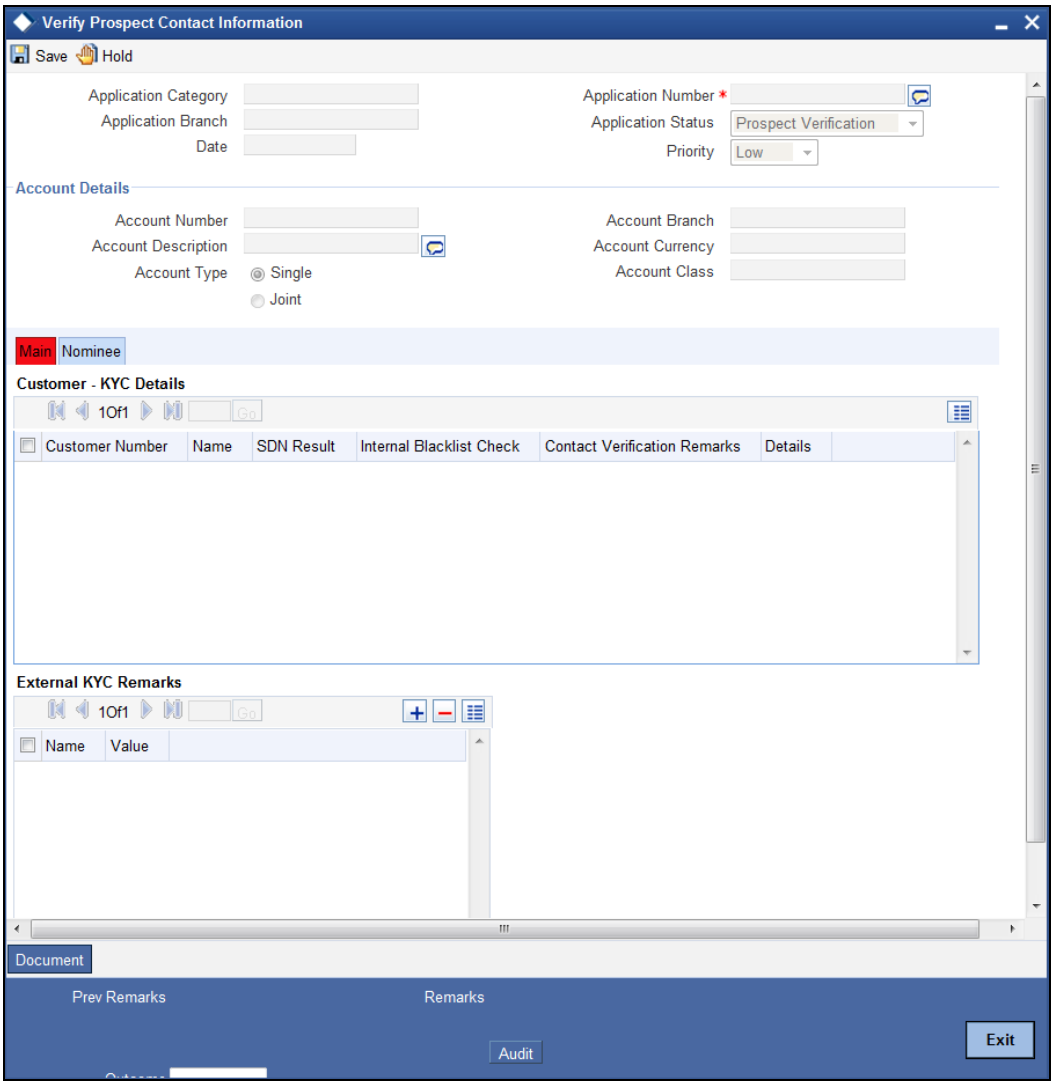
1.3.17 Verify Customer / Prospect Contact Details

Users belonging to the user role ‘KYCEROLE’ (KYC Executive) can perform these activities.

Go to the pending list in the system. The system displays all the pending activities. Click ‘Acquire’ button adjoining the ‘Internal Blacklist Check’ task to acquire it. The following screen is displayed:



If you have requisite rights, double click on the task in your 'Assigned' task list and invoke the following screen:



In this screen, you can view the applicant's details. As per the bank's mandated policy, you will have to perform the customer identification check. This involves verification of customer address, phone number etc. You can enter the outcome of various stages in the Audit block for the verifier to make a decision. After verification, select the outcome as 'PROCEED' and save the record by clicking the save icon in the tool bar.

The system displays the message 'The task is completed successfully'.

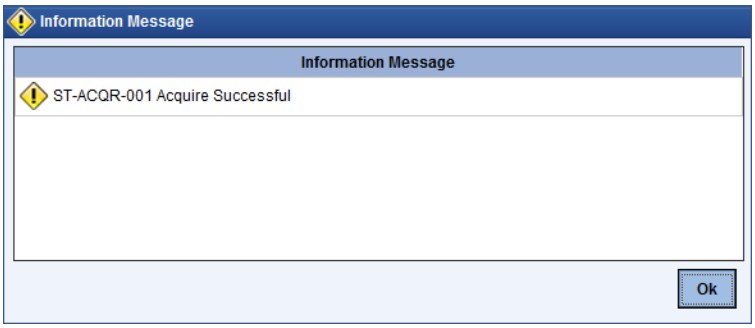
Click 'Ok' button. You will be taken back to the 'Verify Prospect Contact Details' screen. Click 'Exit' button to exit the screen. The task is then moved to the next activity.

1.3.18 Other KYC Checks

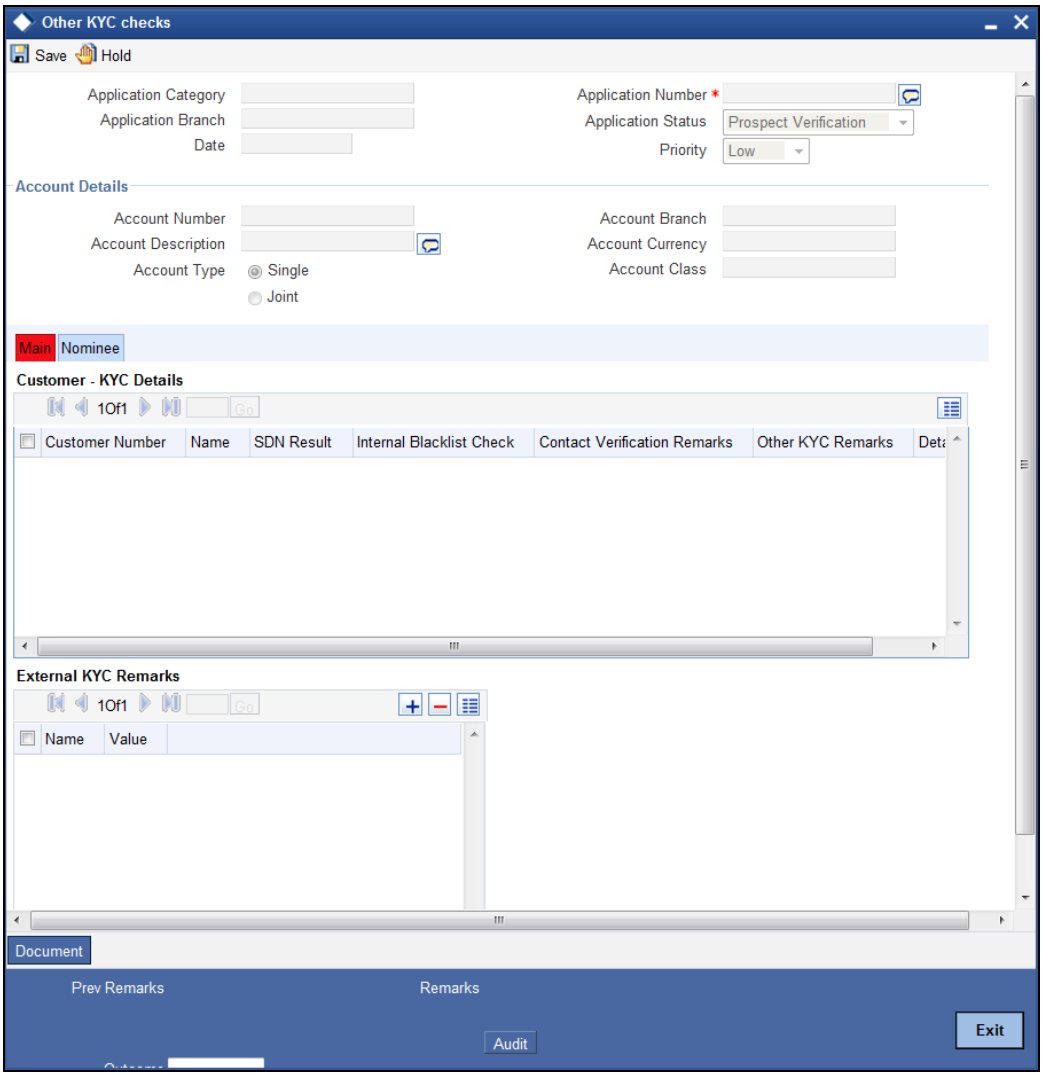
As per the bank's mandated policy, you will have to other details like verification of the employer information, verification of the income information, sources and uses of funds etc.

Users belonging to the user role 'KYCEROLE' (KYC Executive) can perform these activities.

Go to the pending list in the system. The system displays all the pending activities. Click ‘Acquire’ button adjoining the ‘OtherKYCChecks’ task to acquire it. The following screen is displayed:



If you have requisite rights, double click on the task in your ‘Assigned’ task list and invoke the following screen:



In this screen, you can view and verify the applicant’s details. After verifying the details, select the outcome as ‘PROCEED’ and save the record by clicking the save icon in the tool bar.

The system displays the message ‘The task is completed successfully’.

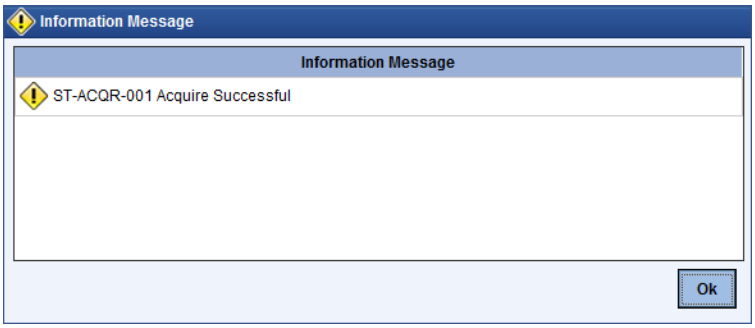
Click ‘Ok’ button. You will be taken back to the ‘Other KYC Checks’ screen. Click ‘Exit’ button to exit the screen. The task is then moved to the next activity.

1.3.19 KYC Decision

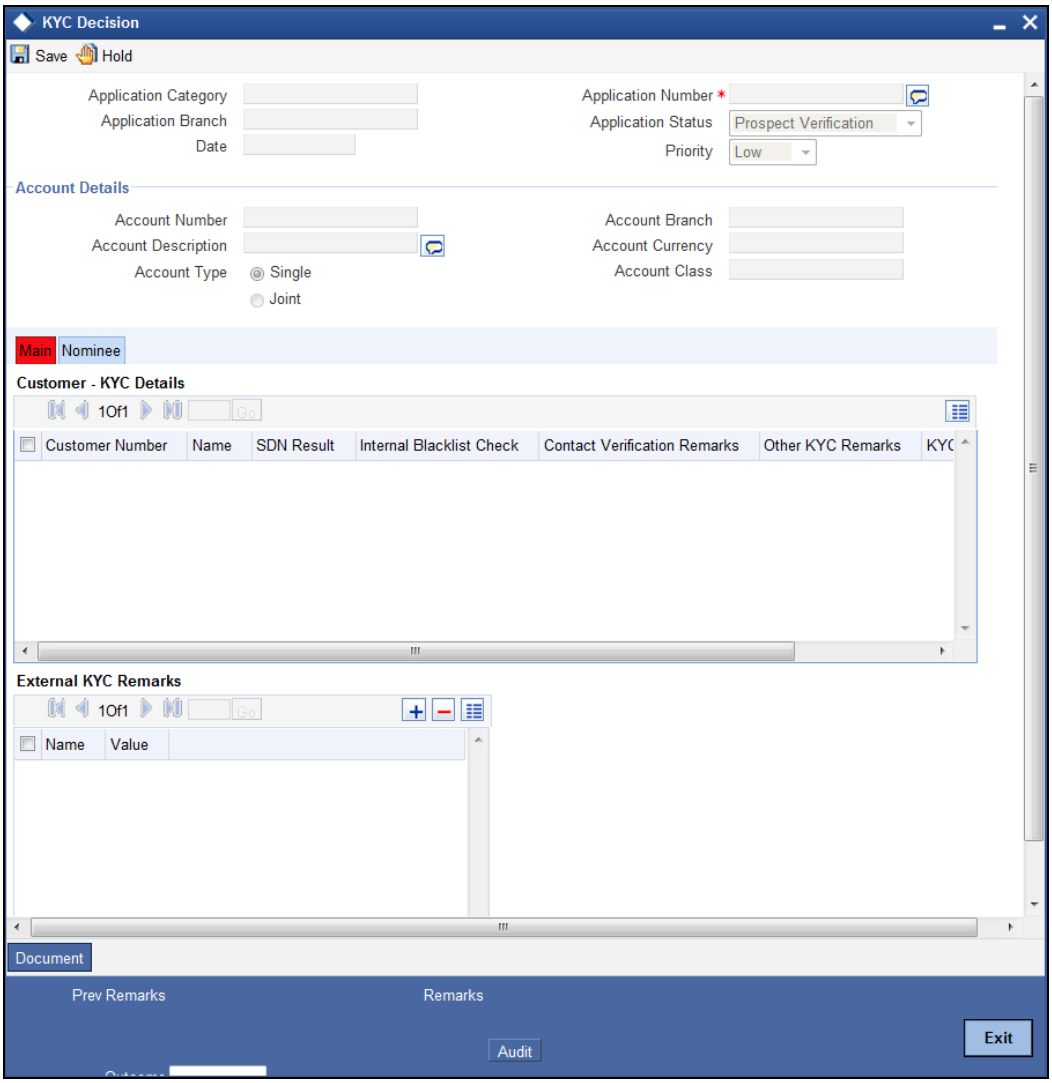
After verifying and evaluating the KYC information, bank decides whether it should enter into a relationship with the prospect/continue relationship (in case of an existing relationship) or not.

Users belonging to the user role ‘KYCMROLE’ (KYC Manager) can perform these activities.

Go to the pending list in the system. The system displays all the pending activities. Click ‘Acquire’ button adjoining the ‘KYCDecision’ task to acquire it. The following screen is displayed:



If you have requisite rights, double click on the task in your 'Assigned' task list and invoke the following screen:



In this screen, you can view the complete information of the applicant. The outcome of various stages of KYC-R sub process is displayed in the Audit block. Based on these information, you can inform the customer if you enter into a relationship with the prospect/continue relationship (in case of an existing relationship) or not as part of the parent process.

Based on the decision, select the outcome as 'FAILED' or 'PASSED' and save the record by clicking the save icon in the tool bar.

The system displays the message 'The task is completed successfully'.

Click 'Ok' button. You will be taken back to the 'KYC Decision' screen. Click 'Exit' button to exit the screen. The task is then moved to the Main process.

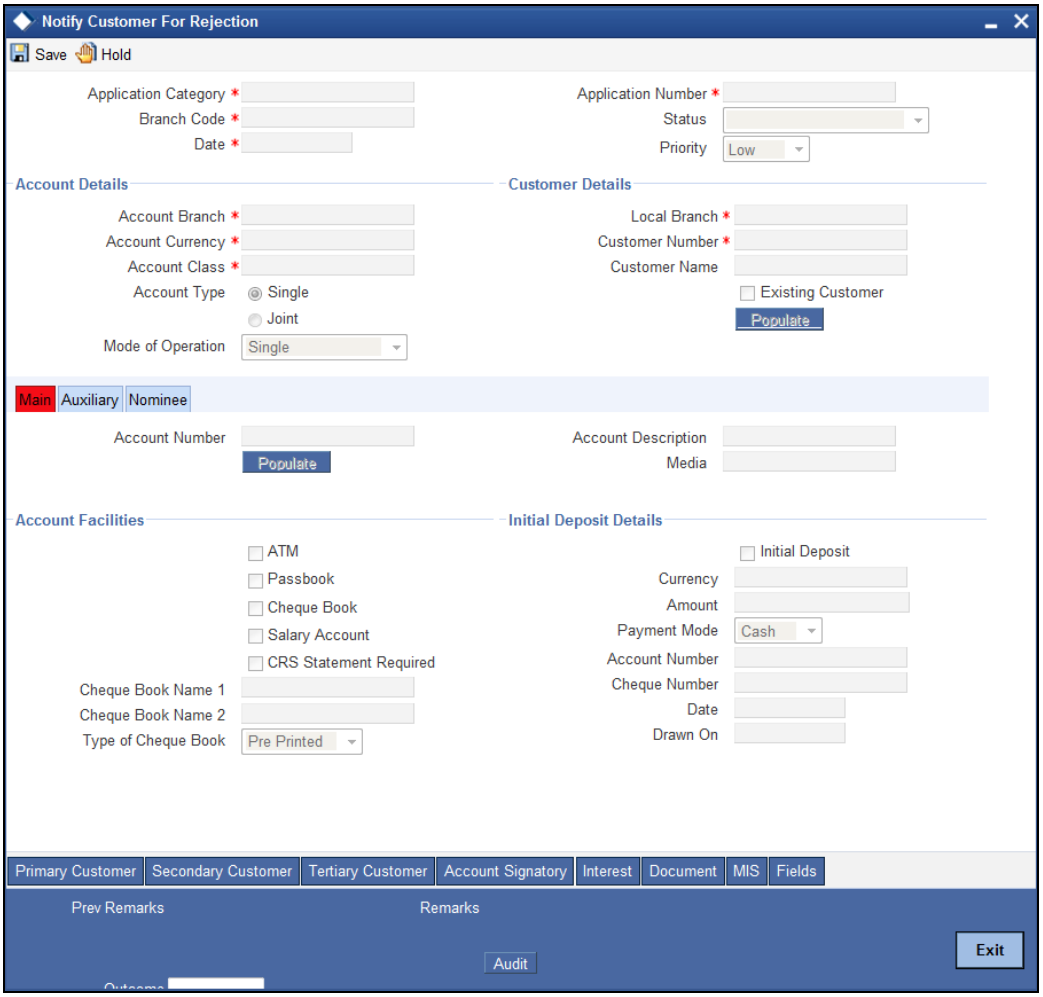
Step 7. Block Customer in the System

For an existing customer if the KYC check fails, then the system will block all the existing accounts for the customer as per the bank's internal guidelines. The failed customers will be added into the internal backlist database.

Step 8. Notify Customer on Negative Status of KYC Checks

Users belonging to the user role ‘ROEROLE’ (Retail Operations Executive) can perform these activities.

In case, a customer does not clear KYC checks, then you can terminate the account opening process after notifying the customer. If you have requisite rights, double click on the task in your ‘Assigned’ task list and invoke the following screen:



In this screen you can view the account and the customer details. After intimating the customer about the failed KYC checks, you can terminate the account creation process.

Step 9. Create / Modify Customer Details in Oracle FLEXCUBE

If the applicant is a new customer, then a new customer record is created in the system. In case of an existing customer, the customer's KYC information is updated. Similarly, if a joint account is opened where multiple customer IDs need to be created/updated, then the same is done in the system as part of this activity.

Step 10. Create Account

The system creates a customer account at this stage. In case of a joint account, the entire applicable customers IDs are linked to the account.

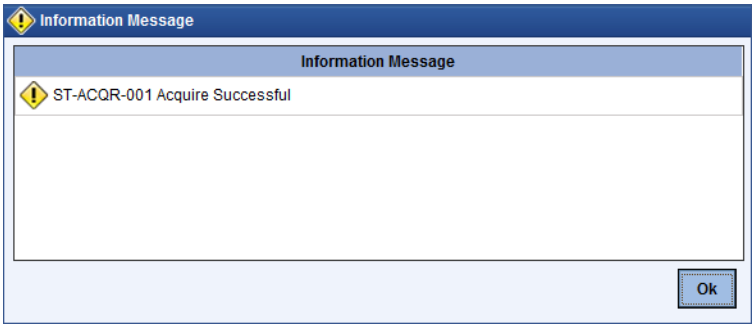
Step 11. Store document reference in Oracle FLEXCUBE

The customer and account details captured are stored in the system for further reference.

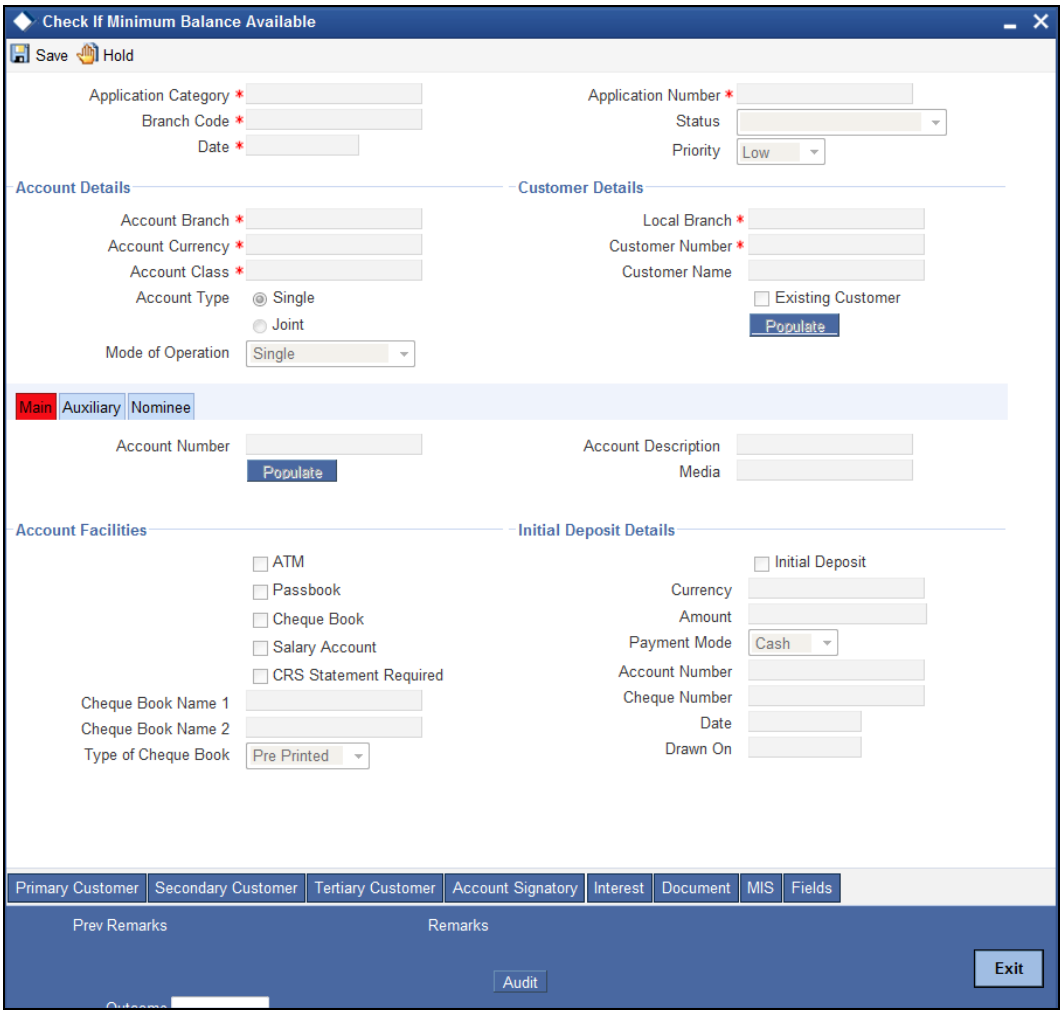
Step 12. Check Available Balance

Users belonging to the role 'ROEROLE' (Retail Operations Executive) will be able to perform this task.

If initial deposit is required, then you have to check the available balance. For this, go to the pending list and Click 'Acquire' button adjoining the 'Check if Balance Available' task to acquire it. The following screen will be displayed.



If you have requisite rights, double click on the task in your 'Assigned' task list and invoke the following screen



You can view the available balance in this screen. If the balance is sufficient, select the action 'PROCEED' from the drop-down list adjoining the 'Audit' button. Click 'Save' icon in the tool bar to save the record.

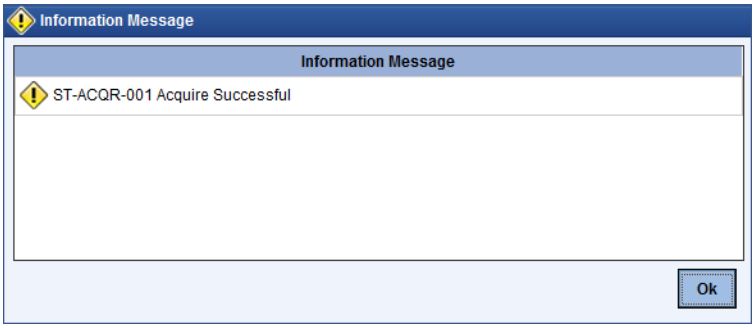
The system displays the message 'The task is completed successfully'.

Click the 'OK' button in this screen. You will be taken back to the 'Check Available Balance' screen. Click 'Exit' button to exit the screen. The task is then moved to the next activity.

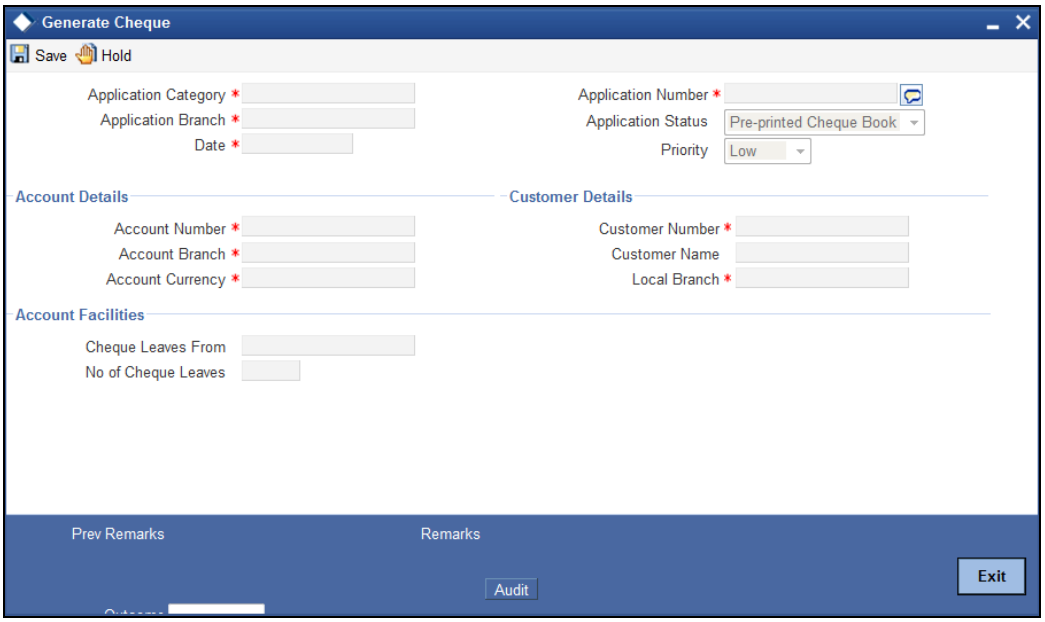
Step 13. Generate Cheque Book

Users belonging to the user role 'ROEROLE' (Retail Operations Executive) can perform these activities.

If the customer has opted for personalized cheque book, then go to the pending list and Click 'Acquire' button adjoining the 'Generate Cheque Book' task to acquire it. The following screen will be displayed.



If you have requisite rights, double click on the task in your 'Assigned' task list and invoke the following screen:



The following details are displayed in this screen:

- Workflow reference number
- Priority
- Customer name
- Account number

Cheque Leaves From

Enter the starting cheque leaf number.

No. of Check Leaves

Enter the number of leaves to be generated.

Select the action 'PROCEED' in the text box adjoining the 'Audit' button in this screen and save the record by clicking the save icon in the tool bar.

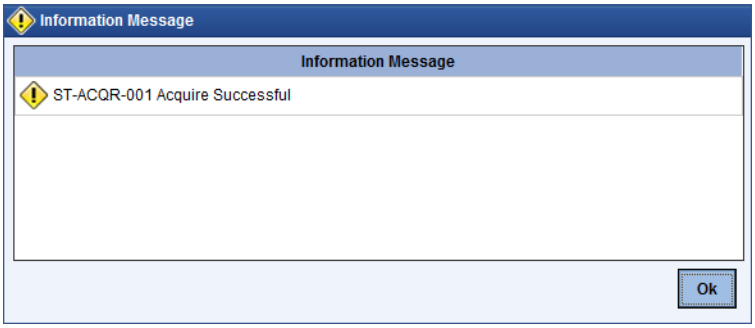
The system displays the message 'The task is completed successfully'.

Click the ‘OK’ button in this screen. You will be taken back to the ‘Generate Cheque Book’ screen. Click ‘Exit’ button to exit the screen. The task is then moved to the next activity i.e. delivery account kit to the customer.

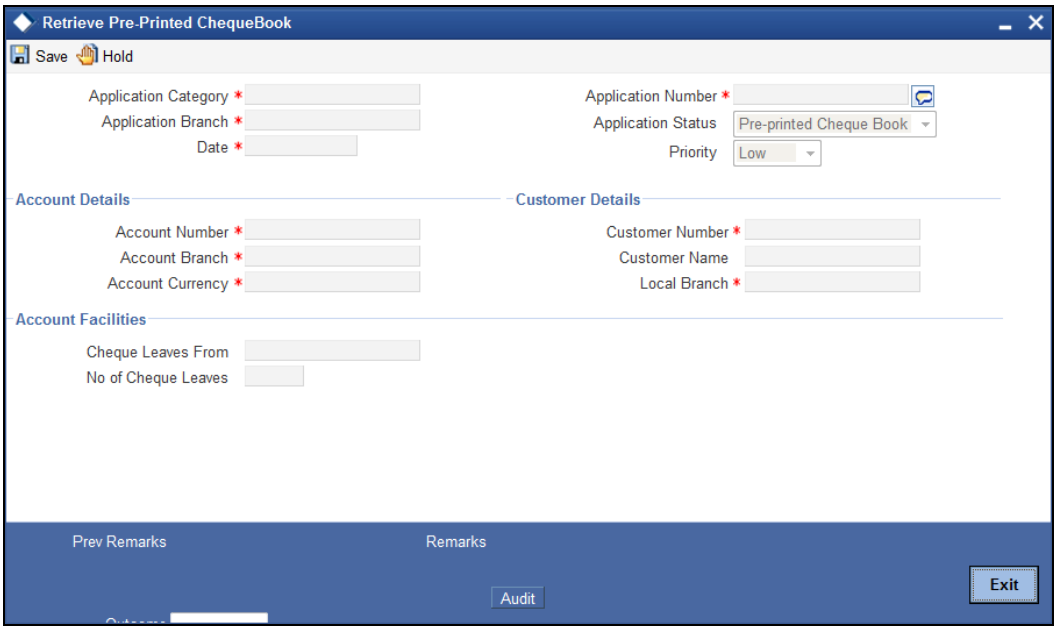
Step 14. Retrieve Pre-printed Cheque Book

Users belonging to the user role ‘RBOEROLE’ (Retail Branch Operations Executive) can perform these activities.

If initial deposit is not required and if the customer has opted for pre-printed cheque book, then go to the pending list and click ‘Acquire’ button adjoining the ‘Retrieve Pre-printed Cheque Book’ task to acquire it. The following screen will be displayed.



If you have requisite rights, double click on the task in your ‘Assigned’ task list and invoke the following screen:



In this screen, the following details are displayed:

- Workflow reference number
- Priority
- Customer Name
- Account Number

Account Facilities

Enter the following details in this section:

Cheque Leaves From

Enter the starting cheque leaf number of the cheque book which you want to retrieve.

No. of Check Leaves

Enter the number of leaves to be retrieved.

Select the action 'PROCEED' in the textbox adjoining the 'Audit' button in this screen and save the record by clicking the save icon in the tool bar.

The system displays the message 'The task is completed successfully'.

Click the 'OK' button in this screen. You will be taken back to the 'Retrieve Pre-printed Cheque Book' screen. Click 'Exit' button to exit the screen. The task is then moved to the next activity i.e. delivery account kit to the customer.

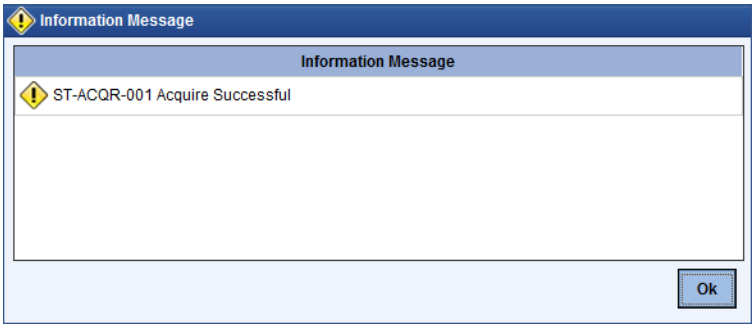
Step 15. Generate Welcome / Thank You Letter

As part the account opening kit, you should generate welcome/thank you letter. You can generate the letter from the system. The system generates the letter in a pre-defined format by picking up the name and other details of the customer maintained in the system.

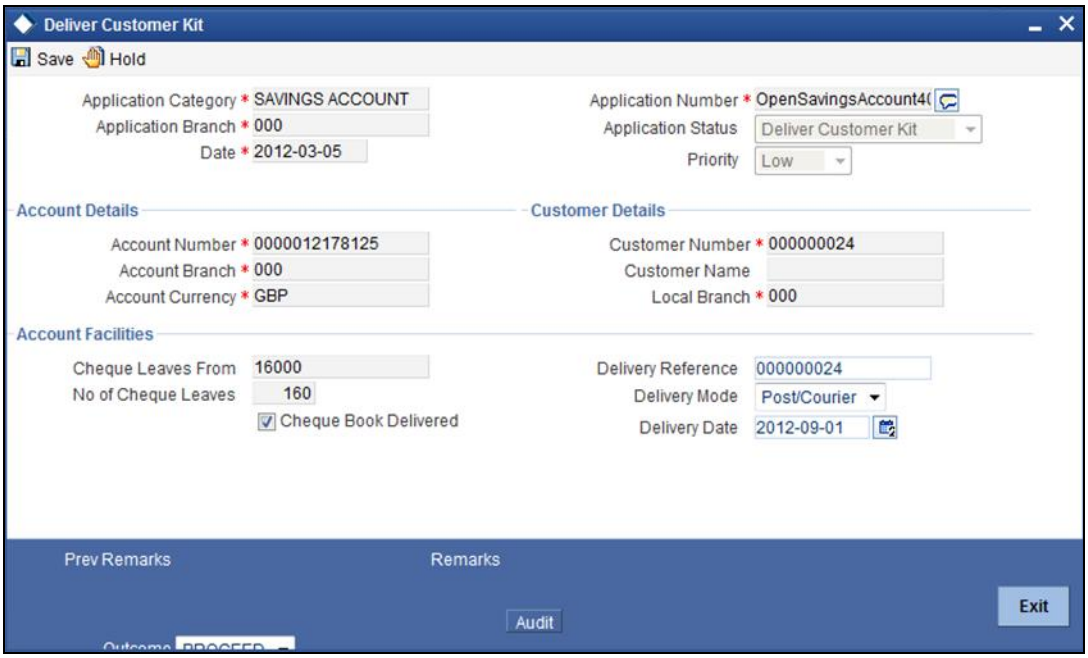
Step 16. Deliver Account Kit to the Customer

Users belonging to the user role 'ROEROLE' (Retail Operations Executive) can perform these activities.

Go to the pending list in the system. The system displays all the pending activities. Click 'Acquire' button adjoining the 'Deliver Customer Kit' task to acquire it. The following screen is displayed:



If you have requisite rights, double click on the task in your 'Assigned' task list and invoke the following screen:



The account kit includes product features, welcome/thanks letter, cheque book (if applicable).

The following details are displayed in this screen:

- Workflow number
- Customer Name
- Account Name
- Priority

Account Facilities

The following details of the delivery kit can be captured here:

Cheque Leaves From

Specify the starting cheque leaf number.

No. of Cheque Leaves

Specify the number of cheque leaves provided to the customer.

Cheque Book Delivered

Check this field to indicate that the cheque book is delivered to the customer.

Delivery Ref. No.

Capture the delivery reference number.

Mode of Delivery

Indicate the mode of delivery of the account opening kit.

Date of Delivery

Mention the date on which the account opening kit was delivered.

Select the action ‘PROCEED’ in the textbox adjoining the ‘Audit’ button in this screen and save the record by clicking the save icon in the tool bar.

The system displays the message ‘The task is completed successfully’.

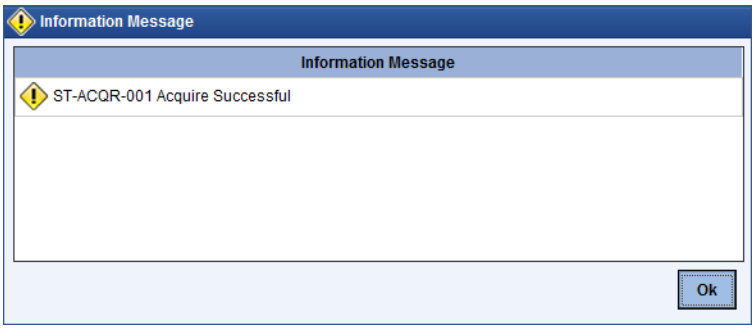
Click the ‘OK’ button in this screen. You will be taken back to the ‘Delivery Customer Kit’ screen. Click ‘Exit’ button to exit the screen. The task is then moved to the next activity i.e storing documents.

Step 17. Store Documents

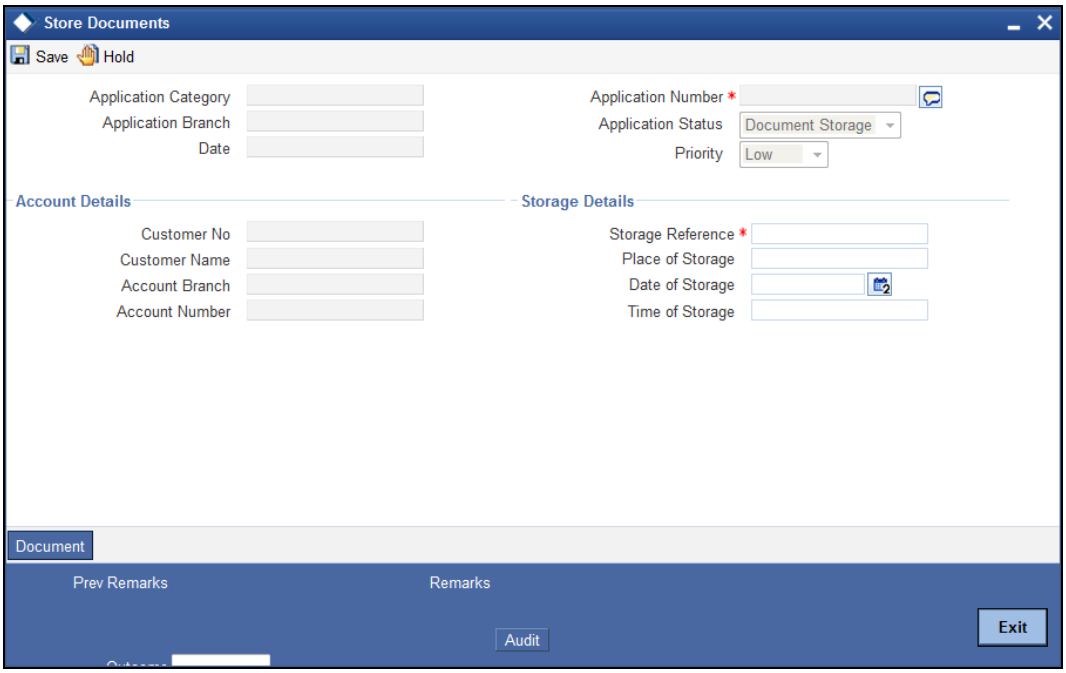
You can store the current account opening form and other supporting documents are stored in a safe and accessible location. This storage information can be recorded using ‘Store Documents’ screen. You can capture the storage details in this stage.

Users belonging to the role ‘RBOEROLE’ (Retail Branch Operations Executive) will be able to perform this task.

Click ‘Acquire’ button adjoining the ‘Store Documents’ task to acquire it. The following screen will be displayed.



If you have requisite rights, double click on the task in your 'Assigned' task list and invoke the following screen.



In this screen the following information can be stored:

Priority

Select the priority for maintaining the documents.

Customer Information

The following customer information is displayed:

- Customer Name
- Customer Number

Account Details

The account number of the customer is displayed.

Storage Details

Capture the following storage details in this section:

Date Of Storage

Capture the date of storing the documents.

Time Of Storage

Specify the time of storing the documents of the current account.

Place Of Storage

Mention the place where the document is stored.

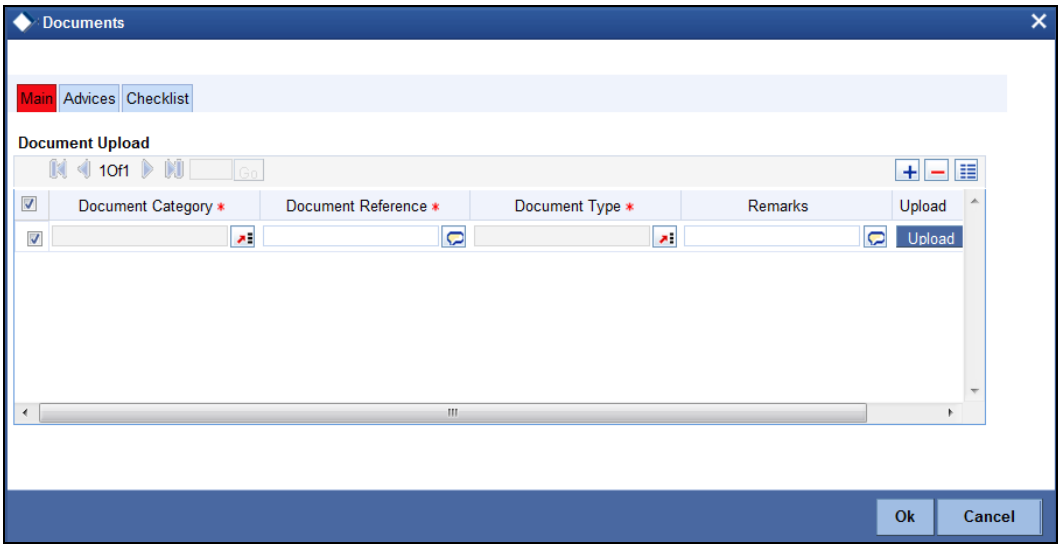
Storage Ref. Number

Specify the storage reference number.

Select the action ‘Document Stored’ in the textbox adjoining the ‘Audit’ button in this screen and save the record by clicking the save icon in the tool bar.

The system displays the message ‘The task is completed successfully’.

Click ‘Ok’ button. You will be taken back to the ‘Store Documents’ screen. Click ‘Documents’ button to view the documents stored. The following screen is displayed:



Savings Account Creation
[August] [2012]
Version 12.0.0.1.0

Oracle Corporation
World Headquarters
500 Oracle Parkway
Redwood Shores, CA 94065
U.S.A.

Worldwide Inquiries:
Phone: +1.650.506.7000
Fax: +1.650.506.7200
www.oracle.com/ financial_services/

Copyright © [2012] Oracle Financial Services Software Limited. All rights reserved.

No part of this work may be reproduced, stored in a retrieval system, adopted or transmitted in any form or by any means, electronic, mechanical, photographic, graphic, optic recording or otherwise, translated in any language or computer language, without the prior written permission of Oracle Financial Services Software Limited.

Due care has been taken to make this document and accompanying software package as accurate as possible. However, Oracle Financial Services Software Limited makes no representation or warranties with respect to the contents hereof and shall not be responsible for any loss or damage caused to the user by the direct or indirect use of this document and the accompanying Software System. Furthermore, Oracle Financial Services Software Limited reserves the right to alter, modify or otherwise change in any manner the content hereof, without obligation of Oracle Financial Services Software Limited to notify any person of such revision or changes.

All company and product names are trademarks of the respective companies with which they are associated.