Siebel Order Management Guide Addendum for Financial Services

Siebel Innovation Pack 2016

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1 What’s New in This Release

What’s New in Siebel Order Management Guide Addendum for Financial Services, Siebel Innovation Pack 2016

No new features have been added to this guide for this release. This guide has been updated to reflect only product name changes.

NOTE: Siebel Innovation Pack 2016 is a continuation of the Siebel 8.1/8.2 release.

2 Overview of Siebel Financial Services Customer Order Management for Banking

This chapter provides an overview of Siebel Financial Services Customer Order Management for Banking. It includes the following topics:

- "About Siebel Financial Services Customer Order Management for Banking" on page 11
- "Scenario for Siebel Financial Services Customer Order Management for Banking" on page 12

About Siebel Financial Services Customer Order Management for Banking

Siebel Financial Services Customer Order Management for Banking is based on a customizable product model that allows financial institutions to open and manage orders for financial products through their entire life cycle.

Siebel Financial Services Customer Order Management for Banking also uses asset-based ordering, which allows financial institutions to create orders based on a customer's existing assets.

Siebel Financial Services Customer Order Management for Banking allows you to:

- Configure your own financial product packages and bundles when opening a new financial account.
- Create financial applications for financial products and services.
- Customize your financial product or package by adding components, such as checking accounts or credit cards.
- Customize financial product components by associating applicants and assigning ownership roles to applicants.
- Revise in-process orders that have been submitted for fulfillment.
- Generate financial applications for submission to back-office fulfillment systems.

This guide contains information you use with *Siebel Order Management Guide*. For more background information about order management, and for information about setting up order management, see *Siebel Order Management Guide* on Oracle Technology Network (http://www.oracle.com/technetwork/indexes/documentation/index.html).

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Scenario for Siebel Financial Services Customer Order Management for Banking

This scenario provides an example of how Siebel Financial Services Customer Order Management for Banking can be used for opening a new financial account. Your company might follow a different process depending on its business requirements.

- **Capturing contact and household information.** When a customer at a retail bank branch expresses interest in your products and services, you can keep track of that information and help the customer identify the appropriate financial solution. A bank sales representative captures the customer’s personal information, such as contact names, applicable addresses, dates of birth, and other relevant information. If the bank sales representative believes that the customer’s family will be banking together in the future, a household can be created that links all of the family members to the same account. The bank sales representative can also create opportunities to help customers through the needs-analysis process and records the best solution to meet the customer's needs. For more information on households, see *Siebel Finance Guide*.
- **Needs-analysis**. The bank service representative collects additional financial needs information from the customer about income, assets, and financial goals. The bank service representative uses the Needs Analysis view in the Household summary view to generate a list of product recommendations.
- **Creating a financial application.** The list of product recommendations includes individual financial products as well as product packages and bundles related to the criteria entered during the needs-analysis process. The bank service representative selects the financial product bundle that best suits the needs of the customer, and then applies for the product.
- **Creating quotes.** Optionally, after the best solution is identified, you can provide a quote that details the products and their prices. A bank sales representative converts an opportunity to a quote, or creates a quote manually. Products and services are customized so that your customers specify exactly what options they are interested in and see the associated prices for each option.
- **Identity and fraud checks.** The bank service representative captures identity information and conducts identity and fraud checks for each applicant. If the identity or fraud check does not pass successfully, the bank service representative advises the customer accordingly, and closes the order with a status indicating an unsatisfactory identity or fraud check.
- **Reviewing the financial application.** Once the application and identity checks are completed, the bank service representative ensures all basic fields on the new financial application are completed.
- **Adding products to the financial application**. The bank service representative navigates to the Catalog view to browse for financial products. The bank service representative can select additional product packages from the catalog using the Add Item link.
- **Customizing products.** When the bank service representative is finished adding line items to the order, the bank service representative selects a line item to navigate to the Line Items view. The bank service representative uses the Line Items view to configure each line item for the appropriate set of applicants and can configure any other personalized attributes.

- **Submitting financial applications.** The bank service representative submits the order for processing and fulfillment. If appropriate, the order is routed for approval by a supervisor. An acknowledgement of the order is automatically sent to the customer by email.
- **Closing requirements.** The bank service representative performs closing activities, such as collecting trailing documents related to the order and printing the financial services application.
- **Revising financial applications.** If your customer wants to revise an in-process order after it has been fulfilled, you handle the change by using a contact Asset-Based Ordering workflow.

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Setting Up Siebel Financial Services Customer Order Management for Banking

This chapter covers tasks for setting up Siebel Financial Services Customer Order Management for Banking. It includes the following topics:

- "Roadmap for Setting Up Siebel Financial Services Customer Order Management for Banking" on page 15
- "Activating Workflow Processes for Siebel Financial Services Customer Order Management for Banking" on page 16
- "Modeling the Financial Product" on page 17
- "Setting Up Products and Catalogs" on page 18

Roadmap for Setting Up Siebel Financial Services Customer Order Management for Banking

All users must perform some required tasks to set up Siebel Financial Services Customer Order Management for Banking. You might have to perform some additional tasks depending on your business model. For more information about optional tasks, see "Optional Tasks" on page 15.

Required Tasks

To set up and work with Siebel Financial Services Customer Order Management for Banking, all users perform the following tasks:

1. "Activating Workflow Processes for Siebel Financial Services Customer Order Management for Banking" on page 16. Some order management for financial services functionality is based on workflow processes for Siebel CRM. You must activate these workflow processes.
2. "Setting Up Products and Catalogs" on page 18. You must define products and create product catalogs, and make the catalogs available to users. Optionally, you can define price lists that assign prices to products.
3. "Modeling the Financial Product" on page 17. You must define the product type, ownership, UI template, and attributes.

Optional Tasks

In addition, depending on your business model, you might have to perform some of the following tasks to complete the setup of order management:

1. **Setting up pricing.** Optionally, you can set up price lists and assign prices to products. For example, you can create multiple price lists if you sell the same products to different customers at different prices. If you want to use pricing, you must perform additional setup tasks. For information about setting up price lists, see *Siebel Pricing Administration Guide*.
2. **Setting up asset-based ordering**. Asset-based ordering is available with the Siebel Financial Services Customer Order Management for Banking module. If you want to use asset-based ordering, you must perform additional setup tasks. For more information, see *Siebel Order Management Guide*.
3. **Defining Configurator eligibility rules.** You must define eligibility rules to specify which customers are eligible to buy products. For more information, see *Siebel Product Administration Guide*.
4. **Setting up needs-analysis.** You must create needs analysis scripts and set up product scores to determine what financial products and services can be offered to customers. For more information, see *Siebel Finance Guide*.
5. **Setting up recommendations.** You can display additional product recommendations to customers when they select products. For more information, see *Siebel Order Management Guide*.

Activating Workflow Processes for Siebel Financial Services Customer Order Management for Banking

Siebel Financial Services Customer Order Management for Banking is based on workflow processes and business services for Siebel CRM that you can configure. You can customize ordering to meet the order management requirements of your company.

You must activate all workflows under following workflow categories before using the product:

- Eligibility and Compatibility
- Pricer
- Product Promotions
- Product Recommendation
- Asset Based Ordering
- Configurator
- Marketing
- FINS AcctOrig
- C/OM UI Processes

For information about activating workflow processes, see *Siebel Business Process Framework: Workflow Guide*.

Modeling the Financial Product

Siebel Financial Services Customer Order Management for Banking uses a customizable product model that allows customers to use the entire order management framework. In Siebel Financial Services Customer Order Management for Banking, contacts can be added as applicants and assigned ownership roles for financial product components. Every financial product can have multiple applicants and owners.

Siebel Financial Services Customer Order Management for Banking is customizable. However, to use Asset Based Ordering (ABO) logic, a financial product must be created as a Customizable Product, and its type must be Fin Account. In addition, an Applicant must be created as a Customizable Product and the product type must be Owner. The applicant must always maintain a child relationship with the financial product, and this cannot be changed. To understand these concepts, refer to the Gold Package Offering product, which is provided as an example. For help on how to obtain this sample product file, create a service request (SR) on My Oracle Support, For more information about products, see *Siebel Product Administration Guide* on Oracle Technology Network (http://www.oracle.com/technetwork/indexes/documentation/index.html).

Using the Existing Contact and Financial Account Relationships with Siebel Financial Services Customer Order Management for Banking

In Siebel Finance, the relationship between a contact and a financial account is stored in the S_ASSET_CON intersection table. Siebel Financial Services Customer Order Management for Banking stores the contact and financial account relationship in the S_ASSET table. If you have existing data in the S_ASSET_CON table, then it must be migrated to the S_ASSET table in order for it to be usable in Siebel Financial Services Customer Order Management. At this time, Oracle does not provide a migration script.

It is strongly recommended that you use only the S_ASSET table. There are a number of vertical applications and customers that have added functionality that leverage the S_ASSET_CON table to represent contact relationships to an asset as well as drive business component logic that leverages this association to display the results to the user in a number of views throughout the application.

Because of this use of the S_ASSET_CON table in legacy configurations, Oracle provides a business service that you can use with runtime events, which can update the S_ASSET_CON table whenever assets in the S_ASSET table are modified. Figure 1 shows the S_ASSET_CON business service.

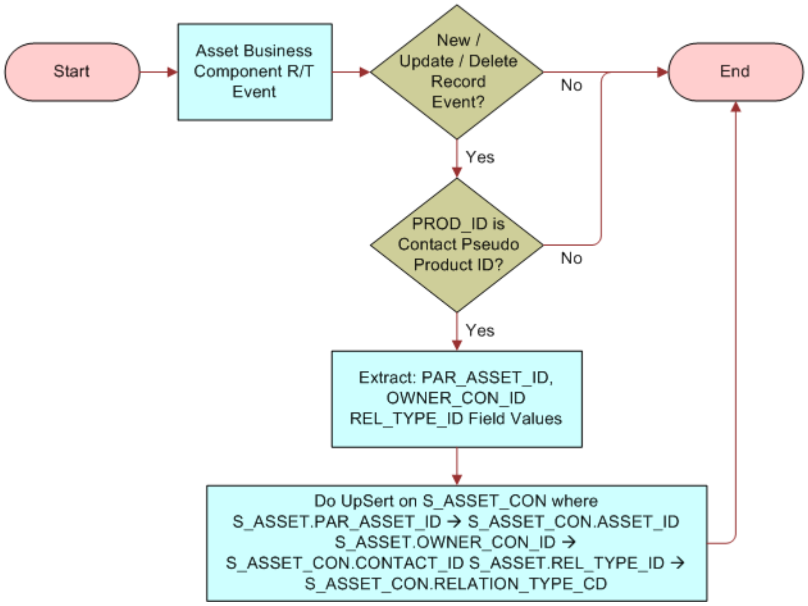
Start
Asset Business Component R/T Event
New / Update / Delete Record Event?
No
End
Yes
PROD_ID is Contact Pseudo Product ID?
No
Yes
Extract: PAR_ASSET_ID, OWNER_CON_ID REL_TYPE_ID Field Values
Do UpSert on S_ASSET_CON where S_ASSET.PAR_ASSET_ID → S_ASSET_CON.ASSET_ID S_ASSET.OWNER_CON_ID → S_ASSET_CON.CONTACT_ID S_ASSET.REL_TYPE_ID → S_ASSET_CON.RELATION_TYPE_CD

Figure 1. S_ASSET_CON Business Service

For more information about owner records, see “Modeling the Financial Product” on page 17.

Setting Up Products and Catalogs

Before you can create orders, you must:

Set up products. Define the products that are being sold. If the products have attributes, you can set up a class system to manage the attributes before defining the products. If you have customizable products that have other products as their components, you must specify the components and design the selection pages that users will see. For information about setting up products, see *Siebel Product Administration Guide* on Oracle Technology Network (http://www.oracle.com/technetwork/indexes/documentation/index.html).

Set up product catalogs. Users can select products for customers from product catalogs and add them to an order. When you create a catalog, you specify what products are included in it, and arrange them in a hierarchy of categories. When catalogs are set up, users can browse through categories to find products, and they can search for products using full-text search or parametric search. For more information about setting up product catalogs, see *Siebel Order Management Guide* on Oracle Technology Network (http://www.oracle.com/technetwork/indexes/documentation/index.html).

4 Managing Opportunities

This chapter describes how to manage opportunities. It includes the following topics:

- "About Managing Opportunities" on page 19
- "Scenarios for Creating a New Opportunity" on page 19
- "Process of Managing Opportunities" on page 20

About Managing Opportunities

An *opportunity* is a potential revenue-producing event related to one or more companies or individuals. An opportunity often has a close date, a win probability, and a sales team. It is typically related to contacts, products, decision issues, activities, or competitors.

In Siebel Financial Services Customer Order Management for Banking, the financial application uses the Sales Order Business Component and is managed through the Customer Order Management Quote, Order, Asset Lifecycle, and related functionality. The relationship between an opportunity object and the financial application is available, but is no longer a critical, required component of the functionality. It is up to the specific customer implementation to determine if an opportunity object is a required component of the intended sales process.

NOTE: In earlier versions of Siebel CRM, the opportunity object represented the baseline business object from which current financial application functionality was built. So the entire process of opening a financial account origination process was based on the opportunity object.

Opportunity functionality is relevant in the case of commercial and corporate banking, investment banking, wealth management, capital markets, and some types of insurance products. In retail banking where the customer is generally walking directly into a bank or opening an account online or over the phone, the branch sales representative rarely has the time to open and manage another sales object such as an opportunity; instead, the sales representative typically creates a new financial application directly for the customer.

Scenarios for Creating a New Opportunity

The following example scenarios describe how opportunities can be used by a sales representative, an investment banker, and their managers in the securities and banking industries. Your company might follow different scenarios depending on its business requirements.

Scenario for Using Opportunities to Keep Track of Potential Sales

Some financial products have a longer sales cycle (such as products in commercial banking, small business banking, lending, and mortgage). These products are more suitable for the opportunity functionality. For these products, use an opportunity object to keep track of the potential sales opportunities before opening the financial application.

For example: A customer might go into a bank and inquire about a mortgage rate first before opening up a mortgage application. In such a case, the mortgage sales representative creates an opportunity, then a quote under the opportunity. The sales representative then works with the quote to come up with the right mortgage product and purchasing scenarios that the customer is interested in. If the customer is interested in the product, the sales representative can upgrade the quote to an application (or order) and submit the application for underwriting.

Scenario for Using Opportunities to Track Whether a Sales Deal Will Close

Typically, a sales representative uses opportunities to track longer sales processes, which depend on the sales representative’s consultative relationship with the customer. For example, a sales representative can use an opportunity to:

- Record and track a prospective new loan opportunity.
- Record and track a potential new IPO deal.

For more information about scenarios for creating a new opportunity, see *Siebel Finance Guide*.

Process of Managing Opportunities

The process of managing opportunities for Siebel Financial Services Customer Order Management for Banking is similar to the process of managing opportunities for Siebel Finance:

1. Administrators do the following:
   a. Add opportunities (as administrators)
   b. Manage opportunities
   c. Manage team members

   For more information about these tasks, see *Siebel Finance Guide*.

2. Users add opportunities in Siebel Finance and create opportunities from Siebel Business Applications. For more information about these tasks, see *Siebel Finance Guide* and the following:
   a. “Creating a New Opportunity” on page 21.
   b. “Adding an Applicant to an Opportunity” on page 21.
   c. “Adding a Product to an Opportunity” on page 22.

- d “Generating a Quote for an Opportunity” on page 23.
- e “Enabling the Applicant Group on a Quote” on page 23
- f “Copying Applicants from an Opportunity to a Quote” on page 24
- g “Copying Applicants from a Quote to a Financial Application” on page 25

Creating a New Opportunity

Use the following procedure to create a new opportunity. This task is a step in “Process of Managing Opportunities” on page 20.

To create a new opportunity

1 Navigate to the Opportunities screen.

2 In the Add section of the Opportunities screen:

- a Enter the name of the new opportunity in the Opportunity field.
- b Enter the date when the opportunity expires in the Close Date field.
- c If required, associate the opportunity with an existing account,
- d If required, specify a revenue target for the opportunity.
- e If required, associate the opportunity with an existing contact.
- f Click Add and Go to create the new opportunity.

Adding an Applicant to an Opportunity

Use the following procedure to add an applicant (contact) to an opportunity. This task is a step in “Process of Managing Opportunities” on page 20.

To add an applicant to an opportunity

1 Navigate to the Opportunities screen, then the Opportunities list view.

2 Drill down on the opportunity to which you want to add applicants.

3 Navigate to the Contacts view, and add applicants to the opportunity as follows:

- a Click New, and enter the contact details.

  Repeat this step as required.

- b Select the check box in the Primary field next to the contact that you want to specify as the primary contact.

NOTE: The primary contact is the primary owner of the financial application.

Adding a Product to an Opportunity

Use the following procedure to add a product to an opportunity. This task is a step in "Process of Managing Opportunities" on page 20.

To add a product to an opportunity

1. Navigate to the Opportunities screen, then the Opportunities list view.
2. Drill down on the opportunity to which you want to add a product.
3. Navigate to the Products view, click New, and complete the fields as described in the following table.

Field	Description
Automatic Quote	Ignore this field because the cost for retail finance is generally $0.00.
Product	Select a product from the picklist. For example: `Child Savings Account`
Part number (#)	Select the product part number from the picklist. For example: `Child Savings Account    5673567N`
Quantity	Enter a numeric value corresponding to the number of product units to order.
Net Price	Enter a numeric value corresponding to the price of the product.
Revenue	If the Automatic Quote check box is selected, then this field is automatically populated with the following value: `Quantity field value * Net Price field value` If the Automatic Quote check box is not selected, then this field displays 0.00 by default.
Probability %	Select the percentage representing the likelihood of winning the revenue for the corresponding opportunity from the picklist.
Sales Rep	The ID of the sales representative handling the opportunity.

Generating a Quote for an Opportunity

Use the following procedure to generate a quote for an opportunity. This task is an optional step in "Process of Managing Opportunities" on page 20.

To generate a quote for an opportunity

1. Navigate to the Opportunities screen, then the Opportunities list view.
2. Drill down on the opportunity for which you want to generate a quote.
3. Navigate to the Quotes view, then click Automatic Quote to generate a quote for the opportunity.

   Upon creating a quote, note the following:

   - The Name field is populated with a default value. You can edit this field.
   - The Revision field has a value of 1.

     Each time you revise the quote by clicking Revise, this value increments by 1 and the revised quote becomes the *Active* quote.

   - The Sales Status field has a value of In Progress.
   - The Active field check box is selected.

Enabling the Applicant Group on a Quote

You must enable the applicant group on a quote, so that the correct applicant information is associated with each quote and subsequently with each financial application. Applicants added in this view can later be configured as part of the order process. To do this, add one or more contacts (applicants) to the Applicants view of the Quote.

Use the following procedure to enable the applicant group on a quote. In the following procedure, a quote is created for a checking account product. This task is a step in "Process of Managing Opportunities" on page 20.

To enable the applicant group on a quote

1. Navigate to the Quotes screen, then the Quotes list view.
2. Drill down on the quote (click the Quote number [#] field) for which you want to enable the applicant group.

   NOTE: Alternatively, navigate to the Opportunities screen, Opportunities list view, drill down on an opportunity, navigate to the Quotes view, and then drill down on the Quote number (#) field.

3. Navigate to the Line Items view.

   The Line Items view of the Quotes screen displays information similar to that in the following table. This example shows that no applicant group is enabled for the quote.

Line number	Product	Contact First Name	Last Name	Due
1	Checking Account			1/13/2009

4. Click Customize to start Siebel Configurator.
5. On the Siebel Configurator screen that is displayed, add an applicant as follows:
    a. Click Add Relationship to add a new applicant for the Checking Account.
    b. Customize applicant information by selecting a contact and assigning a role. Only applicants added in the Applicants view can be selected. Enter the other required information.
    c. Click Save, then Done to return to the Line Items view on the Quotes screen.

    Repeat this step to add each subsequent applicant. The following example shows that the applicant group is enabled for the quote.

Line Number	Product	Contact First Name	Last Name	Due
1	Checking Account			1/13/2009
	Applicant 1			1/13/2009
	Applicant 2			1/13/2009

Copying Applicants from an Opportunity to a Quote

In the situation where opportunities are used as part of the sales process, the Order Line Items attached to the opportunity must be transferred to the quote and if necessary, to the Order Business Component.

The following procedure describes how to copy applicants (contacts) from an opportunity in to a quote. This task is a step in "Process of Managing Opportunities" on page 20.

To copy applicants from an opportunity to a quote

1. Navigate to the Opportunities screen, then the Opportunities list view.
2. Drill down on the opportunity from which you want to copy applicants.
3. Navigate to the Contacts view, and review the contacts already associated with the opportunity. If required, add another contact.

   For information on adding contacts, see "Adding an Applicant to an Opportunity" on page 21, and specify the primary contact.

4. Navigate to the Quotes view, then click Automatic Quote to generate a quote.

   The primary contact First Name and Last Name fields (specified in Step 3) are copied from the opportunity to the same fields in the generated quote.

Copying Applicants from a Quote to a Financial Application

You can create a sales order directly from a quote by clicking the Apply for Product button. When a user selects the Apply for Product button, Siebel Business Application copies the applicants from a quote in the financial application (sales order).

The following procedure describes how to copy applicants from a quote in to a financial application. This task is a step in "Process of Managing Opportunities" on page 20.

To copy applicants from a quote to a financial application

1. Navigate to the Quotes screen, then the Quotes list view.
2. Drill down on a quote (click the Quote Number field).

   NOTE: Alternatively, navigate to the Opportunities screen, Opportunities list view, drill down on an opportunity, navigate to the Quotes view, and then drill down on a quote.

3. Navigate to the Applications view, then click Create Application.

   The Siebel Business Application copies all the product information and applicants associated with the quote that you opened in Step 2 to the financial application that you have just created.

5 Managing Contacts

This chapter describes how to manage financial contacts. It includes the following topics:

- "About Managing Financial Contacts" on page 27
- "Scenario for Adding New Contacts" on page 27
- "Process of Managing Financial Contacts" on page 28

About Managing Financial Contacts

Contacts are entities or individuals with whom the company does business with or with whom it expects to do business with in the future. Contacts include employees of other companies, independent consultants, vendors, or personal acquaintances. Contacts can belong to only one company, but they can be part of many opportunities, including opportunities that do not involve their companies. Contacts are presented in a single view of the customer and your relationship with the customer.

When a new contact is created, you can use the Contact Summary view to see the financial accounts and the owners associated with that contact. The Financial Account view lists all the accounts that the contact is associated with. The Owner view shows all the owners and roles of that financial account. Once you have created contacts, you can add those contacts as applicants for financial products and services.

An *Applicant* is a customer's contact, or it is a business relationship to a set of proposed products sold by a financial institution. The applicant definition consists of both the customer's information and the intended role that the customer will function in as it relates to the financial product or service. Typically, there are multiple applicants associated with financial products or services. For more information about contacts, see *Siebel Finance Guide*.

Scenario for Adding New Contacts

This scenario features sample tasks performed by a bank sales representative at a retail bank where the customer walks into a bank to open an account. The bank sales representative typically creates a new financial application for the customer. Your company might follow a different process depending on its business requirements.

A customer walks into a retail bank branch and expresses interest in financial products and services. The bank sales representative enters the customer into Siebel Financial Services Customer Order Management for Banking as a new contact. A bank sales representative captures the customer's personal information, such as contact names, applicable addresses, dates of birth, and other relevant information.The bank sale representative can also enter the relationships for this contact. In this scenario, the user is the bank sales representative. The bank sales representative enters the following information:

- Adds a new contact
- Adds additional contact names, addresses, and dates of birth
- Adds relationships for the contact

Process of Managing Financial Contacts

This topic details sample tasks often performed by users when they are managing contacts. Your company might follow a different process depending on its business requirements.

To manage financial contacts, perform the following tasks:

1. “Adding Contacts” on page 28
2. “Viewing Contact Summary Information” on page 29
3. “Viewing a Financial Services Application” on page 29
4. “Suspending a Financial Account” on page 29
5. “Resuming a Financial Account” on page 30
6. “Modifying a Financial Account” on page 30
7. “Deactivating a Financial Account” on page 30

Adding Contacts

When users meet someone in the course of business, they add a contact record for that individual to track pertinent personal information.

To add contacts

1. Navigate to the Contacts screen, and then the Contacts List view.
2. In the Contacts form, click the Show More button, add a record, and complete the necessary fields.
3. To specify a privacy level, drill down on the contact name link, scroll down to the Privacy Option field, and select one of the following:
    - **Opt-In.** Sharing of nonpublic personal information is allowed without restrictions.
    - **Opt-Out - Affiliates.** Sharing of nonpublic personal information with affiliates is not allowed.
    - **Opt-Out - Third Party.** Sharing of nonpublic personal information with third parties is not allowed.

- **Opt-Out - All Parties.** Sharing of nonpublic personal information with any affiliate or third party is not allowed.

United States law requires that financial institutions disclose their privacy policies regarding the sharing of nonpublic personal information with third parties, and fair credit reporting, that impacts the sharing of nonpublic personal information with affiliates. Users can specify a privacy level by making a selection from the Privacy Option field.

The Privacy Option field is for registering the privacy level requested by the contact; it does not affect record visibility in any way.

Viewing Contact Summary Information

The Contact Summary view provides a comprehensive view of a contact's relationship with a user's organization. This view displays the customer's contact information, financial accounts, applications, and relationships associated with the customer.

To view contact summary information

1. Navigate to the Contacts screen and then the Contacts List view.
2. In the Contacts list, drill down on a contact.
3. Click the Summary view tab.

Viewing a Financial Services Application

You can view financial applications in the Financial Applications Summary tab for each contact related to the order as a contact. This tab provides valuable information for the next bank branch.

To view a financial services application

1. Navigate to the Contacts view, then the Contacts list view.
2. In the Contacts list, drill down on the contact.
3. Click the Financial Applications view tab.

Suspending a Financial Account

You can use the Contact Summary view to suspend a financial account. Follow the steps in this procedure to suspend a financial account.

To suspend a financial account

1. Navigate to the Contacts view, then the Contacts list view.

2. In the Contacts list, drill down on the contact.
3. Click the Summary view tab.
4. Under Financial Accounts, select the Financial Account that you want to suspend.
5. Click Suspend.

Resuming a Financial Account

You can use the Contact Summary view to resume a financial account. Follow the steps in this procedure to resume a financial account.

To resume a financial account

1. Navigate to the Contacts view, then the Contacts list view.
2. In the Contacts list, drill down on the contact.
3. Click the Summary view tab.
4. Under Financial Accounts, select the Financial Account that you want to resume.
5. Click Resume.

Modifying a Financial Account

You can use the Contact Summary view to modify a financial account. Follow the steps in this procedure to modify a financial account.

To modify a financial account

1. Navigate to the Contacts view, then the Contacts list view.
2. In the Contacts list, drill down on the contact.
3. Click the Summary view tab.
4. Under Financial Accounts, select the Financial Account that you want to modify.
5. Click Modify.

Deactivating a Financial Account

You can use the Contact Summary view to deactivate a financial account. Follow the steps in this procedure to deactivate a financial account.

To deactivate a financial account

1. Navigate to the Contacts view, then the Contacts list view.

2. In the Contacts list, drill down on the contact.
3. Click the Summary view tab.
4. Under Financial Accounts, select the Financial Account that you want to deactivate.
5. Click Deactivate.

6 Managing Financial Service Applications

This chapter describes how to use Siebel Financial Services Customer Order Management for Banking. It includes the following topics:

- "About Managing Financial Service Applications" on page 33
- "About Using Siebel Configurator to Customize Financial Products" on page 34
- "Process of Creating a Financial Services Application" on page 34
- "Creating the Order for a Financial Services Application" on page 34
- "Adding Multiple Applicants to a Financial Services Application" on page 35
- "Applying for Financial Products from a Needs-Analysis Recommendation" on page 36
- "Adding Financial Products to an Application by Browsing a Catalog" on page 37
- "Collecting Identity Information" on page 37
- "Using Siebel Configurator to Customize Financial Products" on page 38
- "Submitting the Financial Application" on page 39
- "Revising a Financial Services Application" on page 40

About Managing Financial Service Applications

Siebel Financial Services Customer Order Management for Banking provides financial institutions with a graphical user interface that allows bank sales representatives to create and manage orders for financial services through their entire life cycle. The Financial Applications screen provides users with a way of viewing orders for financial products and services. This information includes contact summary, financial account summary, account balances, and financial product details.

Siebel Financial Services Customer Order Management for Banking allows users to:

- Create orders for financial products and services
- Create orders to modify existing financial products and services
- Generate order information for submission to back-office billing and fulfillment systems
- Create and maintain financial applications for multiple product types, which includes checking accounts, savings accounts, credit card accounts, or debit card accounts, and so on.

About Using Siebel Configurator to Customize Financial Products

You can use Siebel Configurator to customize financial products in a quote or order. Customizing might involve adding components to one or more financial products within a quote or an order. You can use Siebel Configurator to:

- Associate additional products and services affiliated with an account
- Associate applicants with financial products
- Set up owners and owners’ roles for contacts

Process of Creating a Financial Services Application

This process covers special features of orders for Oracle Financial Services that are different from the standard features of Siebel Order Management. For information about standard order management, see *Siebel Order Management Guide*.

To create orders for financial services, perform the following tasks:

1. “Creating the Order for a Financial Services Application” on page 34
2. “Adding Multiple Applicants to a Financial Services Application” on page 35
3. “Applying for Financial Products from a Needs-Analysis Recommendation” on page 36
4. “Adding Financial Products to an Application by Browsing a Catalog” on page 37
5. “Collecting Identity Information” on page 37
6. “Using Siebel Configurator to Customize Financial Products” on page 38
7. “Submitting the Financial Application” on page 39

Creating the Order for a Financial Services Application

This topic describes how to start a new order from a number of screens:

- If you start the order from the Contact screen, your Siebel application automatically copies information from that screen into the order.
- If you start the order using the Financial Applications screen, you must enter all this information manually.

NOTE: Although users might start the order management for financial services process at a number of different screens and views, the underlying cycle for order management for financial services is the same.

This task is a step in “Process of Creating a Financial Services Application” on page 34.

To create the order for a financial services application

1. Perform one of the following tasks, depending on which screen you want to start the order from:
   - To start an order from a contact, navigate to the Contacts screen, then to the list view. Drill down on the name of the record with which the order will be associated, and click the Summary tab.
   - To start an order from the Contact Needs Analysis view, navigate to the Contacts screen, the list view, and then the Needs Analysis view.
   - To start an order from the Households Needs Analysis view, navigate to the list view, and then the Needs Analysis view.
   - To start an order from the Financial Applications screen, navigate to the Financial Applications screen, then the List view.

   NOTE: If you start the order from a contact, or from other information, your Siebel application copies the relevant information to the order.

2. In the My Sales Order list, add a new record. The information in the following table is added automatically.

Field	Description
Order #	Displays a unique number assigned to the order when the order is created.
Status	New orders are assigned a status of Pending. The status can be changed later while the order process continues. Some of the statuses companies often use for sales orders include Open, Awaiting Approval, Approved, Complete, Booked, In Transit, Shipped, and Cancelled.
Priority	The priority of the order. New orders are assigned a priority of Medium.
Revision	The version associated with the order. When the order is created, this value is typically 1. The number is incremented every time the order is revised. For details see, “Revising a Financial Services Application” on page 40.
Sales Rep	Displays the name of the current user.
Created	The date and time the order was created.

Adding Multiple Applicants to a Financial Services Application

When you have created an order for a financial services application, you can add other applicants to the financial services application. All individuals required for the process of adding applicants to a financial services application must be captured as applicants at this time.

This task is a step in “Process of Creating a Financial Services Application” on page 34.

To add multiple applicants to a financial services application

1. Navigate to the Financial Applications view.
2. In the Orders list view, drill down on the record for the appropriate order by clicking the Order Number field, and then the Applicants view tab.
3. Click New.
4. In the Applicants list, do one of the following:
    - Select an existing contact, and click OK.
    - Perform a query to choose an existing contact, and click OK.
5. Click OK.

Applying for Financial Products from a Needs-Analysis Recommendation

You can collect additional, financial-needs information from the customer about income and financial goals. Then use the Needs Analysis view in the Household summary view to generate a list of product recommendations. The list of product recommendations includes individual financial products as well as product packages and bundles related to the criteria entered during the needs-analysis process.

NOTE: The needs analysis for a household is based on the primary contact of a household. Before performing a needs analysis, the primary contact must be set. For more information regarding contacts and households, see *Siebel Finance Guide*.

This task is a step in "Process of Creating a Financial Services Application" on page 34.

To add financial products from needs-analysis recommendations

1. Navigate to the Contacts screen, then the Contacts List view.
2. In the Contacts list, drill down on the contact.
3. Click the Needs Analysis view tab.
4. Scroll down to see the generated recommendations.
5. In the Recommendation list, drill down on the Product Name field to view further information about the product.
6. To apply for a specific product, select the Apply field.
7. Click Apply for Product.

Adding Financial Products to an Application by Browsing a Catalog

While users are creating quotes or orders, they can select products by browsing the product catalog. Some products might also have deals associated with them, which the user can select to obtain special pricing for a customer.

This task is a step in "Process of Creating a Financial Services Application" on page 34.

To browse the catalog to add financial products to an application

1. Navigate to the financial application to which you want to add items.
2. Click the Catalog view tab.
3. In the Browse list, click one of the categories.

   The products in that category appear.

4. If you want to select a simple product with attributes, you can modify the values of the attributes in the Items list.

   Modifying attributes in the catalog is optional. You can also select attributes after adding the product as a line item.

5. Click Add Item to add a product.

Collecting Identity Information

Identity checks are a critical step in the process of opening a new financial account and they require valid forms of identification from a customer. This information is collected for compliance purposes. Identity checks consist of the following components:

- Collection of identity information. Includes a customer's passport, social security card, or birth certificate.
- Office of Foreign Assets Control Regulations (OFAC). Enforces economic and trade sanctions against targeted foreign countries, terrorists, international narcotics traffickers, and those engaged in activities related to the proliferation of weapons of mass destruction. OFAC acts to prevent prohibited transactions, which are described by OFAC as trade or financial transactions and other dealings in which U.S. persons may not engage unless authorized by OFAC or expressly exempted by statute. This task is a step in "Process of Creating a Financial Services Application" on page 34.

To collect identity information

1. Navigate to the Financial Applications screen, then the List view.
2. In the Orders list view, drill down on the record for the appropriate order by clicking the Order Number field, and then click the Applicant view tab.
3. In the Identity Information view, click New.

4 In the Identity Information applet, complete the necessary fields. Some fields are described in the following table.

Field	Description
Type	Select Identity Check.
Document Type	Select the type of document used to verify the applicant's identity. The options include: ■ Passport ■ Drivers License ■ Birth Certificate
Country	Select the country that issued the document used to verify the applicant's identity. The options include: ■ United States ■ Other
Overide Reason	If the Override check box is selected, you must provide an Override Reason. The options include: ■ Minor - No Docs Required ■ Non-Relevant Role - No Docs Required ■ Other

5 Click OK.

Use the following procedure to collect OFAC information,

To collect OFAC information

1. Navigate to the Financial Applications screen, then the List view.
2. In the Orders list view, drill down on the record for the appropriate order by clicking the Order Number field, and then click the Applicant view tab.
3. In the Identity Information applet, click Type, and then select OFAC Check.

Using Siebel Configurator to Customize Financial Products

Siebel Configurator is used to customize financial products in a quote or order. You can use the Customize button to start a Configurator session. The Customize button is enabled when the customizable product is selected in the Quote or Order Line Items view. Customizing might involve adding components to one or more products within the quote.

You can also use the Modify or Revise buttons in the Financial Applications view to start a Configurator session.

You can use Siebel Configurator to:

- Add components to a financial product
- Associate contacts with a financial product
- Set up owners and roles for a financial product

This task is a step in "Process of Creating a Financial Services Application" on page 34.

Associating Applicants and Roles with Financial Products

You can use Siebel Configurator to assign applicants and roles to financial products and components.

To associate an applicant and role with a financial product

1. Navigate to the quote or order that contains the product that you want to configure.
2. In the Line Items list, select the line item that contains the product with components, or add a new record for a product with components.
3. With the customizable product selected, click Customize to start a configuration session.
4. On the Siebel Configurator screen that is displayed, do the following:
   a. Under Owners, click Add Relationship to add an empty applicant row.
   b. Select an applicant name. You can select applicants associated with this Quote or Order.
   c. In the Role menu, select Owner.
   d. Click OK.
   e. Click Save, then Done to return to the Line Items view.

   Repeat this step to add additional applicants to the financial product.
5. When the component is added to the financial product, click Done.

Submitting the Financial Application

After, a user has completed the information for an order, the user submits it. Submitting the order typically sets the status to Open. Before users submit an order, they might want to check to make sure it has an Active status, current dates, and that any customizable products have been configured appropriately.

This task is a step in "Process of Creating a Financial Services Application" on page 34.

To submit a financial application

1. Navigate to the Financial Applications screen, then the Financial Applications List view.
2. In the Orders list, drill down on the order number that you want.

   The Sales Order form and Line Items list appear displaying details of the order.

3. In the Sales Order form, click Submit.

   The Status changes to Open for the order and for any line items that were previously pending.

Revising a Financial Services Application

A user can revise a customer's financial services application before it has been submitted for fulfillment, which creates a new version of the same financial services application. Revising helps a user keep track of changes as the order evolves. This tracking information is useful when adding or deleting products. You can also use it when an order has expired.

When a user revises an order, the status field is automatically set to Pending. The Revise feature allows a user to revise the original order by creating a new order record with the same order number. The versions are distinguished by a revision number. All revisions of an order appear in the order list.

Making changes to an order does not automatically create a new version of the order. If the user wants to keep the original order and have a revision, the user must create a revised order.

NOTE: When an end user revises an order, the original order becomes inactive and read-only.

For more information about revising a financial services applications, see *Siebel Finance Guide*.

7 Managing Closing Requirements

This chapter describes how to manage closing requirements. It includes the following topics:

- "About Closing Requirements" on page 41
- "Generating Closing Requirements" on page 41
- "Generating Trailing Documents" on page 43

About Closing Requirements

Closing requirements consist of a set of tasks or activities that must be performed by the sales representative to ensure that all information has been properly obtained from the customer, explained to the customer, or followed up after the customer session has ended. These closing requirements are directly related to the financial services that the customer is applying for.

For Oracle's Siebel Financial Services Customer Order Management for Banking, closing requirements are collected and handled in much the same way as they are for Siebel Finance, but now they can be collected at both the financial application (sales order) level and the individual product line item level within the application.

The closing requirements that must be addressed by sales representatives, as required, fall into the following categories:

- **Closing activities:** A set of activities that must be completed during the application process or after the application process has completed. For example, Create an Outbound Call to the customer to discuss customer satisfaction around the account opening experience.
- **Trailing documents:** A list of documents that the sales representative must collect from the customer or give to the customer during the application process. This list includes any additional documents related to the application, or any required correspondence that must be sent to the customer.

Generating Closing Requirements

The sales representative must review the closing requirements before submitting the financial services application. The Closing Requirement view lists all requirements that the customer must provide or that the sales representative must do, before any further processing can be carried out on the application and before the application can be closed.

NOTE: For information about setting up and configuring the Closing Requirements view, see the topic about Requirements Manager in *Siebel Finance Guide*.

When you are certain that you have collected all information for your financial services application, you can generate the closing requirements. The closing requirements must be generated before you submit the financial services application.

To generate closing requirements from an order

1. Navigate to the Financial Applications screen, then the Financial Applications list view.
2. Drill down on an application, then navigate to the Line Items view.

   Two new views become available: Trailing Documents and Closing Requirements.

3. In the Templates list view, select the appropriate requirements template.
4. Click Execute.
5. In the Closing Requirements view, add the closing requirements as described in the following topics:
   - "Adding Closing Activities" on page 42
   - "Adding Templates" on page 42
   - "Adding Workflow Processes" on page 43
   - "Adding Trailing Documents" on page 43

Adding Closing Activities

You can add closing activities from the Financial Applications screen (or the Line Items view of the sales order). Use the following procedures to add closing activities.

To add closing activities from an order

1. Navigate to the Financial Applications screen, then the Financial Applications list view.
2. Drill down on an application, then navigate to the Closing Requirements view.
3. In the Activities list, add a record, and complete the necessary fields.

Adding Templates

You can add templates from the Financial Applications screen (or the Line Items view of the sales order) and from the Quotes screen (or the Line Items view of the quote). Use the following procedures to add templates.

NOTE: Templates must be set up first. For more information about templates, see the topic about requirement templates in *Siebel Finance Guide*.

To add templates from an order

1. Navigate to the Financial Applications screen, then the Financial Applications list view.
2. Drill down on an application, then navigate to the Closing Requirements view.
3. In the Templates list, add a template, and complete the necessary fields.
4. Click Execute.

Adding Workflow Processes

You can add workflow processes from the Financial Applications screen (or the Line Items view of the sales order) and from the Quotes screen (or the Line Items view of the quote). For more information about workflow processes, see the *Siebel Finance Guide*.

Generating Trailing Documents

The sales representative must review trailing documents before submitting the financial services application. The Trailing Documents view lists all documents that the customer (or sales representative) must provide before any further processing can be carried out on the application and before the application can be closed.

When you are certain that you have collected all information for your financial services application, you can generate the trailing documents.

To generate trailing documents from an order

1. Navigate to the Financial Applications screen, then the Financial Applications list view.
2. Drill down on an application, then navigate to the Line Items view.
3. Click Auto Order to generate trailing documents.

   Two new views become available: Trailing Documents and Closing Requirements.
4. Navigate to the Trailing Documents view, then add the documents that you want to track.

For more information about documents, see "Adding Trailing Documents" on page 43.

Adding Trailing Documents

You can add trailing documents from the Financial Applications screen (or the Line Items view of the sales order) and from the Quotes screen (or the Line Items view of the quote). Use the following procedures to add trailing documents.

To add trailing documents from an order

1. Navigate to the Financial Applications screen, then the Financial Applications list view.
2. Drill down on an application, then navigate to the Trailing Documents view.
3. In the Trailing Documents list, add a record for each trailing document that you want to track.
4. Optionally, associate literature with each trailing document.

Associating Literature with Trailing Documents

You can associate literature with trailing documents from the Financial Applications screen. Use the following procedure to associate literature with trailing documents.

To associate literature with trailing documents

1. Navigate to the Financial Applications screen, then the Financial Applications list view.
2. Drill down on an application, then navigate to the Trailing Documents view.
3. In the Trailing Documents list, highlight the trailing document that you want to associate with additional literature.
4. In the Literatures list, add a new record.
5. In the Add Literature window, select the document and then click Add.

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