Customer and Accounts User Guide

Oracle Banking Virtual Account Management

Release 14.1.0.1.0

Part No. F13256-01

December 2018

Oracle Banking Virtual Account Management Customer and Accounts User Guide
Oracle Financial Services Software Limited

Oracle Park
Off Western Express Highway
Goregaon (East)
Mumbai, Maharashtra 400 063
India
Worldwide Inquiries:
Phone: +91 22 6718 3000
Fax: +91 22 6718 3001
www.oracle.com/financialservices/

Contents

Welcome to Customer and Accounts User Guide

Essentially each virtual account is a dummy sub-account of the customer's own physical account with the bank. They cannot exist outside of that immediate relationship, hence they are virtual. The serves to segregate any funds from any other funds in the same main account and yet is inextricably linked to that account. The key to a virtual account is thus the virtual account number/identifier.

This section contains the following topics:

Account Facility

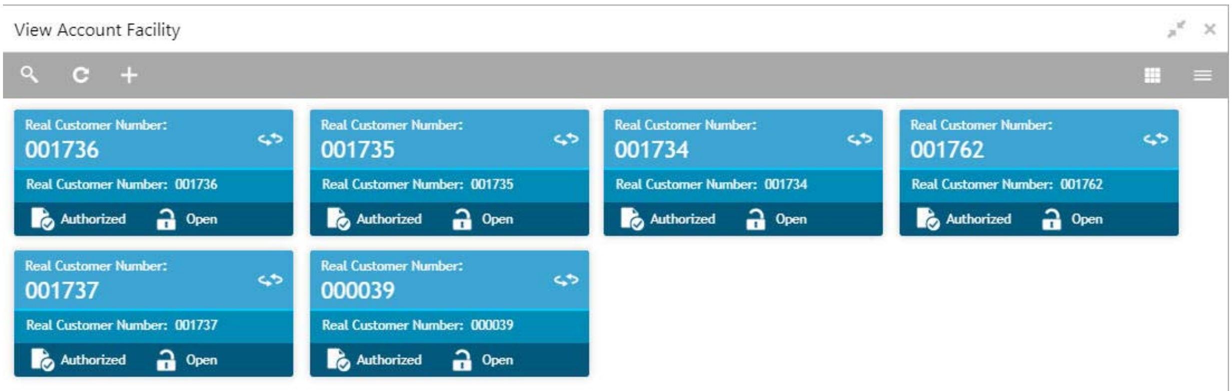
As part of on-boarding a customer for virtual account facility, you must enable virtual account facility for the customer. You can enable/disable virtual account facility for one or more accounts. The customer information is provided by the DDA system.

Account Facility Summary

The summary screen provides a list of enabled virtual account facility for a customer. You can enable virtual account facility using the Account Facility Maintenance.

How to reach here:

Virtual Account Management > Customer > Account Facility > View Account Facility



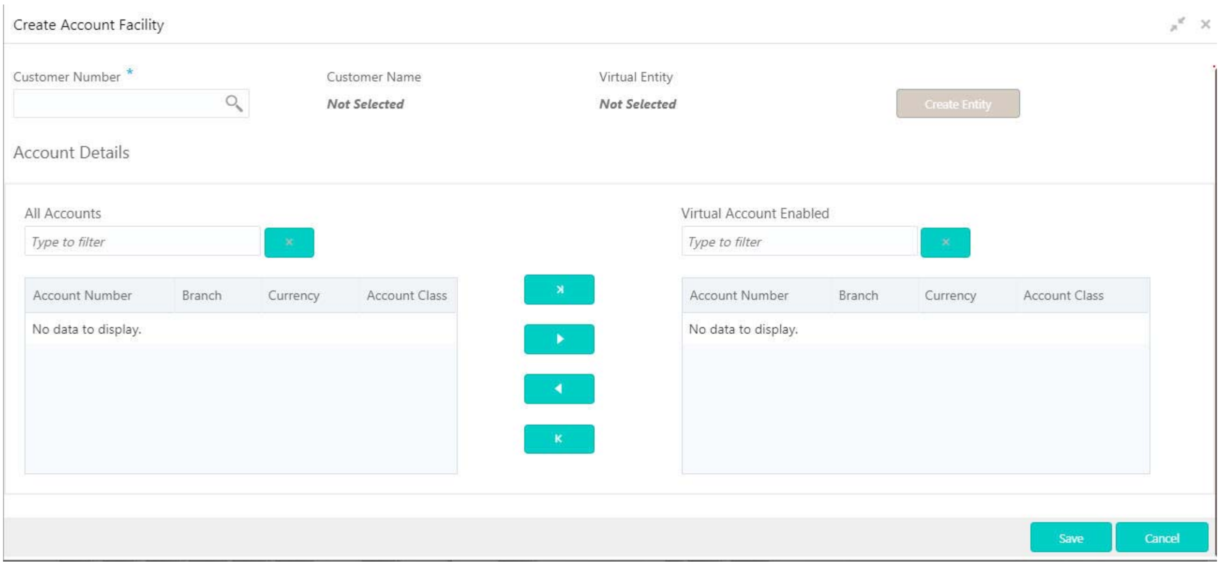
Field	Description
Real Customer Number	Displays the number of the customer.
Status	Displays the status of the record.

Account Facility Maintenance

The maintenance screen allows you to enable/disable virtual account facility for a customer.

How to reach here:

Virtual Account Management > Customer > Account Facility > Create Account Facility



How to add an account facility:

1. In the **Create Account Facility** screen, provide the required details:
   - Customer Number: Click **Search** to view and select the required customer number.
     The customer information is stored and used from the DDA system.
   - Customer Name: Based on the Customer Number selected, the information is auto-populated.
   - Virtual Entity: After creating a default virtual entity, the virtual entity appears.
2. Click **Create Entity** to create a default virtual entity. The **Create Default Virtual Entity** screen appears, you can refer to Virtual Entity Maintenance to complete the procedure.

Accounts Details

- All Accounts: Displays a list of all the account of the selected customers. Type the name of the account on the filter and/or select the required account to enable the virtual account facility that appears on the grid.

3. Click > to move the selected account into the Virtual Account Enabled grid. The list of accounts displayed in the grid is enabled for virtual account facility.

Tips

You can use the respective options to move the records back and forth from one grid to another. You can also use the filter to select the required account and move the record.

4. Click **Save**. You can view the enabled virtual account facility details in the Account Facility Summary.

After enabling an account for virtual account facility, you can either go ahead and create a virtual account and/or a virtual identifier.

Virtual Entity

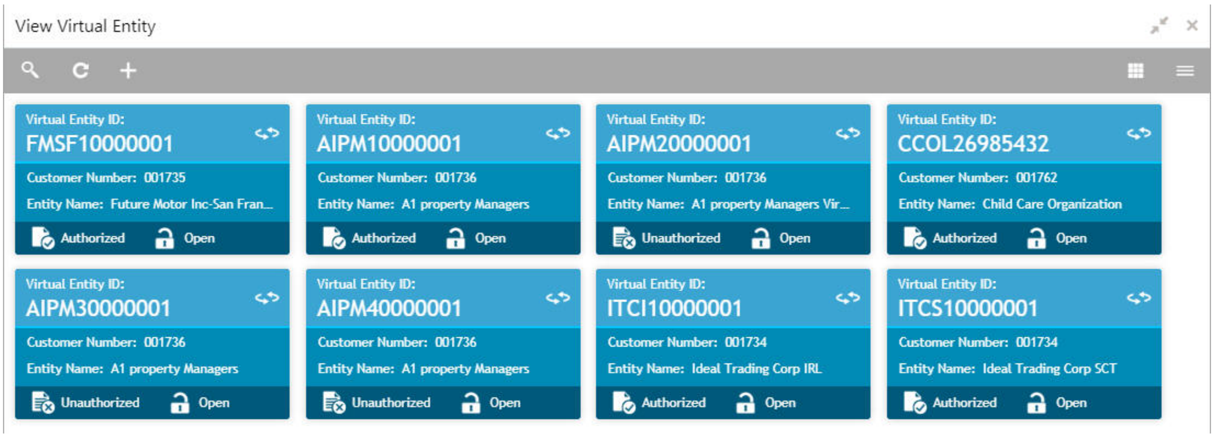
You can create a virtual entity and use it to map the details with a virtual account. You can create multiple virtual entities for a real customer.

Virtual Entity Summary

The summary screen provides a list of virtual entity configured for a customer You can capture the virtual entity's details and its preferences using the Virtual Entity Maintenance.

How to reach here:

Virtual Account Management > Customer > Virtual Entity > View Virtual Entity



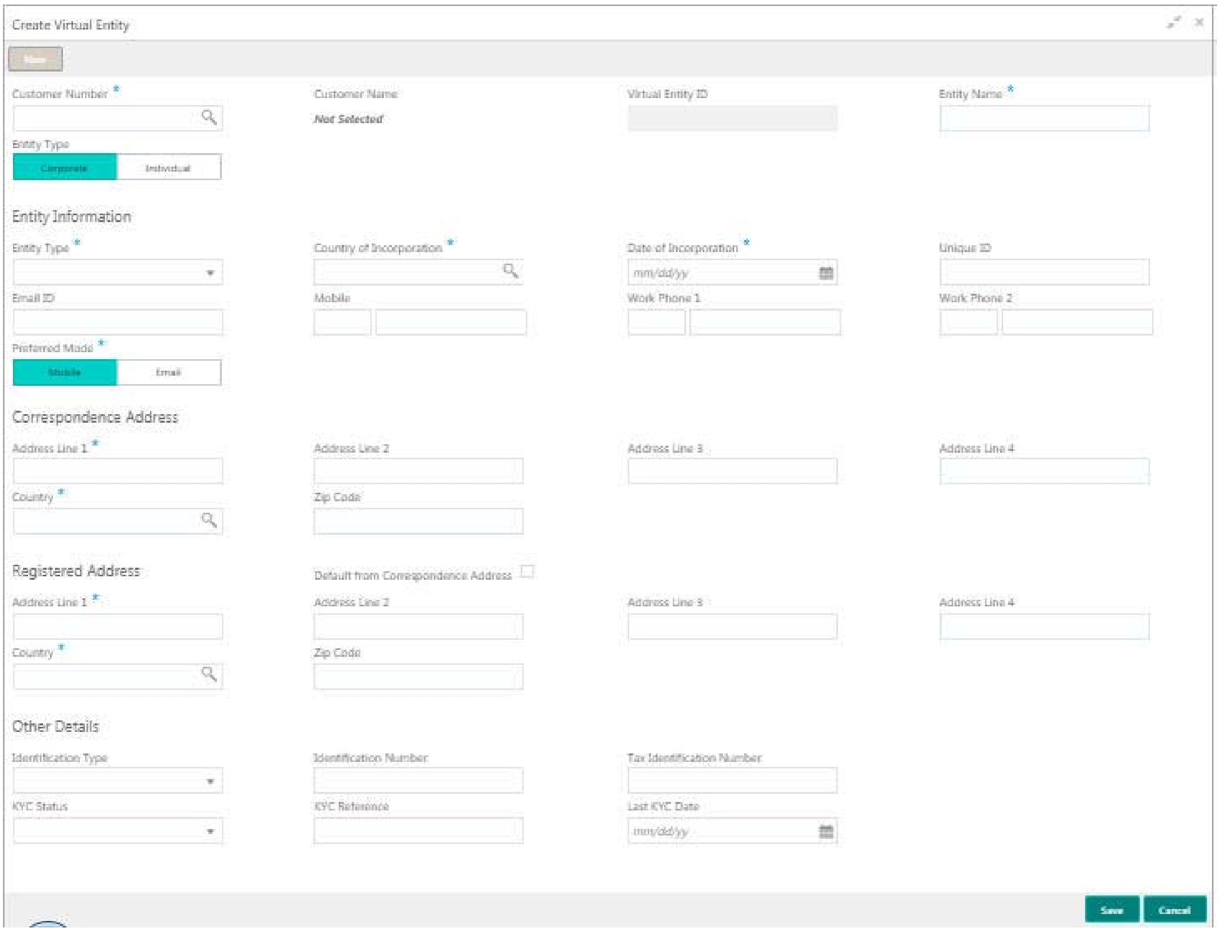
Field	Description
Virtual Entity ID	Displays the unique ID of the virtual entity.
Customer Number	Displays the customer number.
Entity Name	Displays the name of the entity.
Status	Displays the status of the record.

Virtual Entity Maintenance

The maintenance screen allows you to configure virtual entity and its preferences.

How to reach here:

Virtual Account Management > Customer > Virtual Entity > Create Virtual Entity



How to add a virtual entity:

1. In the **Create Virtual Entity** screen, provide the required details:
   - Customer Number: Click **Search** to view and select the required customer number.
   - Customer Name: Based on the Customer Number selected, the information is auto-populated.
   - Virtual Entity ID: This field is disabled. After you save the record, an Entity ID Generation popup screen appears, where you can provide the information.
   - Entity Name: Enter a name for the entity.
   - Entity Type: Select one of the following:
     – Corporate: If selected, the record configured is for a corporate entity.
     – Individual: If selected, the record configure is for an individual entity.

Note
Depending on the Entity Type selected, the Entity Information appears with different fields.

Entity Information

If **Corporate** is selected as the Entity Type, provide the required information:

- Entity Type: Enter an entity type.
- Country of Incorporation: Click **Search** to view and select the required country for which you want to incorporate the virtual entity.
- Date of Incorporation: Select a date of incorporation from the dropdown calendar.
- Unique ID: Enter an unique ID for the virtual entity.
- Email ID: Enter the customer's Email ID.

- Mobile: Enter the customer's contact number.
- Work Phone 1-2: Enter the customer's work contact number.
- Preferred Mode: Select one of the following:
  – Mobile: If selected, mobile is the preferred mode to contact the customer.
  – Email: If selected, Email is the preferred mode to contact the customer.

If **Individual** is selected as the Entity Type, provide the required information:

- First Name: Enter the first name of an individual.
- Middle Name: Enter the middle/maiden name of an individual.
- Last Name: Enter the last name/surname of an individual.
- Date of Birth: Select a DOB of the individual from the dropdown calendar.
- Gender: Select a gender from the dropdown list.
- Nationality: Click **Search** to view and select the required nationality.
- National ID: Enter a national ID.
- Home Phone: Enter the residential contact number of the individual.
- Work Phone: Enter the official contact number of the individual.
- Mobile: Enter contact number of the individual.
- Email ID: Enter Email ID of the individual.
- Preferred Mode: Select one of the following:
  – Mobile: If selected, mobile is the preferred mode to contact the customer.
  – Email: If selected, Email is the preferred mode to contact the customer.

Correspondence Address

- Enter the address details.

Registered Address

- Default from Correspondence Address: By default, it is disabled. If enabled, the Correspondence Address is updated as Registered Address. If disabled, you can enter the permanent address.

Other Details

- Identification Type: Select an identification type from the dropdown list.
- Identification Number: Enter an identification number.
- Tax Identification Number: Enter a tax identification number.
- KYC Status: Select a KYC status from the dropdown list.
- KYC Reference: Enter a KYC reference number.
- Last KYC Date: Select the last KYC performed from the dropdown calendar.

2. Click **Save**. The Entity ID Generation popup screen appears.

3. Enter the required entity ID in the format displayed.
   To create a new entity ID format, refer to Entity Mask Configuration Maintenance in the Configuration User Guide.
4. Click **OK** to save the entity ID.

You can view the defined virtual entity in the Virtual Entity Summary.

Account Statement Preferences

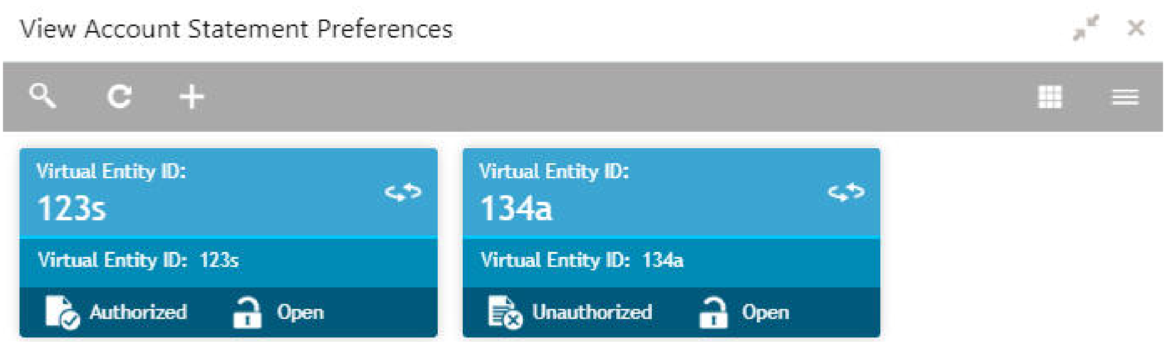
You can configure an account statement preferences.

Account Statement Preferences Summary

The summary screen provides a list of configured preferences for account statements. You can configure an account statement preferences using the Account Statement Preferences Maintenance.

How to reach here:

Virtual Account Management > Customer > Account Statement Preferences > View Account Statement Preferences



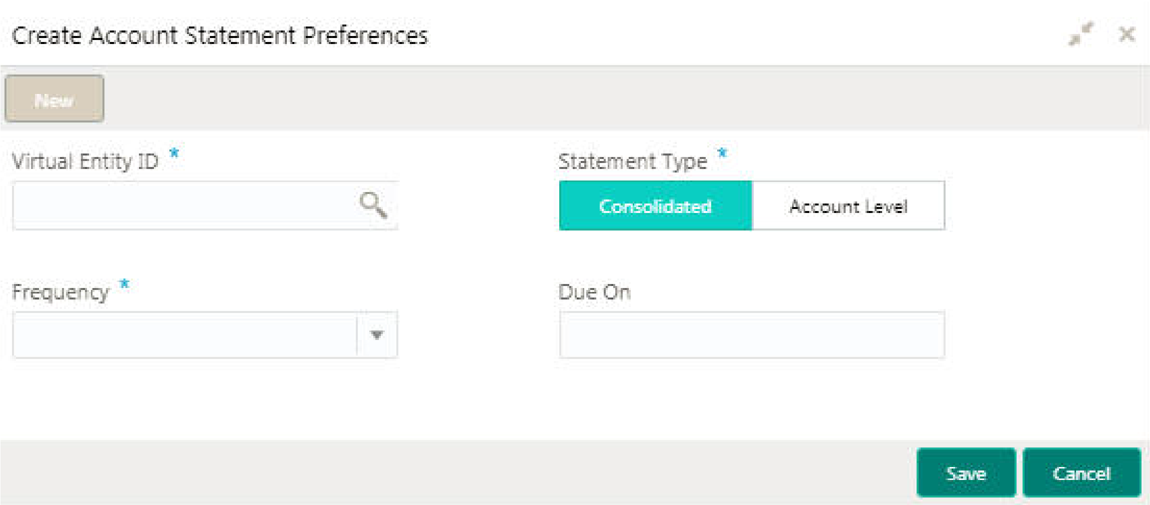
Field	Description
Virtual Entity ID	Displays the virtual entity ID.
Status	Displays the status of the record.

Account Statement Preferences Maintenance

The maintenance screen allows you to configure an account statement preferences.

How to reach here:

Virtual Account Management > Customer > Account Statement Preferences > Create Account Statement Preferences



How to configure an account statement preferences:

1. In the **Create Account Statement Preferences** screen, provide the required details:
   - Virtual Entity ID: Click **Search** to view and select the required virtual entity ID.
   - Statement Type: Select one of the options:
     – Consolidated: If selected, a consolidated statement is generated.
     – Account Level: If selected, an account level statement is generated.
   - Frequency: Select a frequency from the dropdown list.
   - Due On: Enter a due date in number of days.
2. Click **Save**. You can view the defined account statement preferences in the Account Statement Preferences Summary.

Account Product

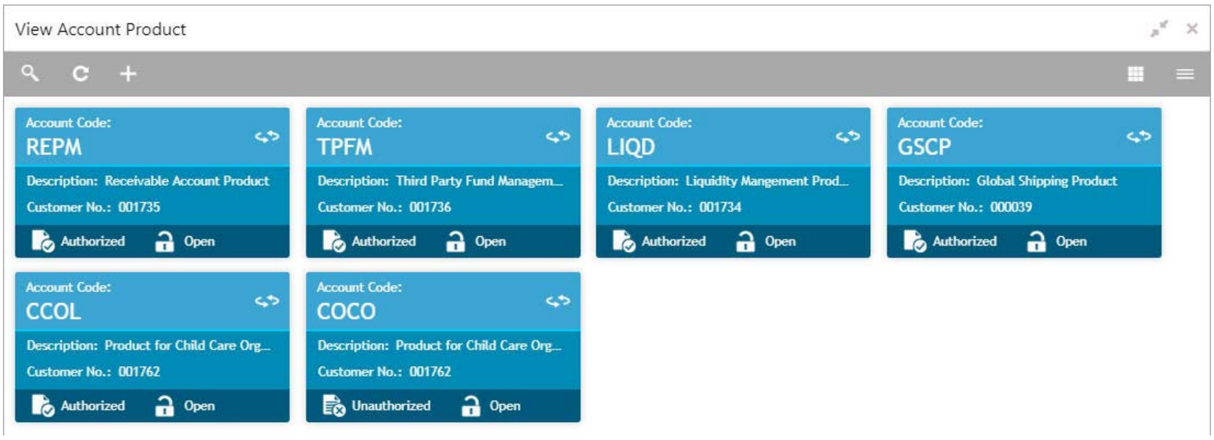
You can configure account product for a corporate.

Account Product Summary

The summary screen provides a list of configured account product. You can configure an account product using the Account Product Maintenance.

How to reach here:

Virtual Account Management > Customer > Account Product > View Account Product



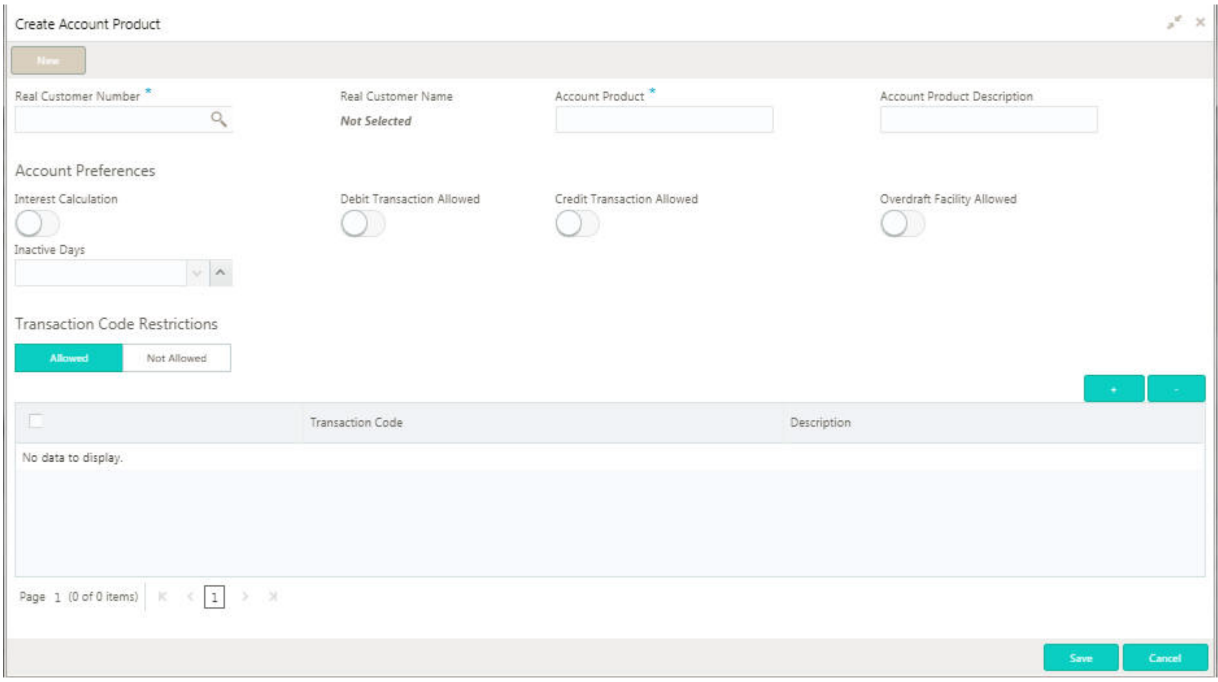
Field	Description
Account Code	Displays the code of the account.
Description	Displays any additional information of the account.
Customer Number	Displays the customer number that is associated with the account code.
Status	Displays the status of the record.

Account Product Maintenance

The maintenance screen allows you to configure account products for a corporate.

How to reach here:

Virtual Account Management > Customer > Account Product > Create Account Product



How to add an account product:

1. In the **Create Account Product** screen, provide the required details:
   - Real Customer Number: Click **Search** to view and select the required real customer number.

- Real Customer Name: Based on the Real Customer Number selected, the information is auto-populated.
- Account Product: Enter a name for the account product.
- Account Product Description: Enter additional information about the account product.

Account Preferences

- Interest Calculation: By default, this is disabled. If enabled, indicates if interest calculation is required for the virtual accounts created under this product.
- Debit Transaction Allowed: By default, this is disabled. If enabled, indicates if the debit transactions are allowed for the virtual accounts created under this product.
- Credit Transaction Allowed: By default, this is disabled. If enabled, indicates if the credit transactions are allowed for the virtual accounts created under this product.
- Overdraft Facility Allowed: By default, this is disabled. If enabled, indicates if the overdrafts are allowed for the virtual accounts created under this product.
- Inactive Days: Select the number of days to indicate after how many days of inactivity, the account must be marked inactive.

Transaction Code Restrictions

- Select one of the options. This is used for allowing/disallowing transaction codes for virtual accounts opened under this product.

2. Click + to add a row and provide the required details:

- Transaction Code: Click **Search** to view and select the required transaction code. To create a new transaction code, refer to Transaction Code Maintenance in the Common Core User Guide.
- Description: Based on the Transaction Code selected, the information is auto-populated.

3. Click **Save**. You can view the configured account product details in the Account Product Summary.

Account Input

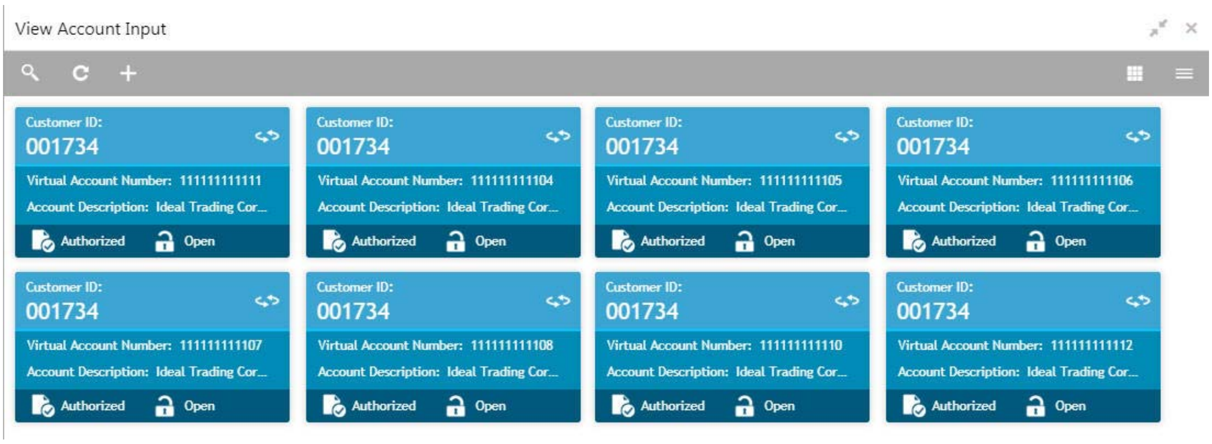
You can create a virtual account for a customer.

Account Input Summary

The summary screen provides a list of configured virtual account. You can configure a virtual account using the Account Input Maintenance.

How to reach here:

Virtual Account Management > Accounts > Account Input > View Account Input



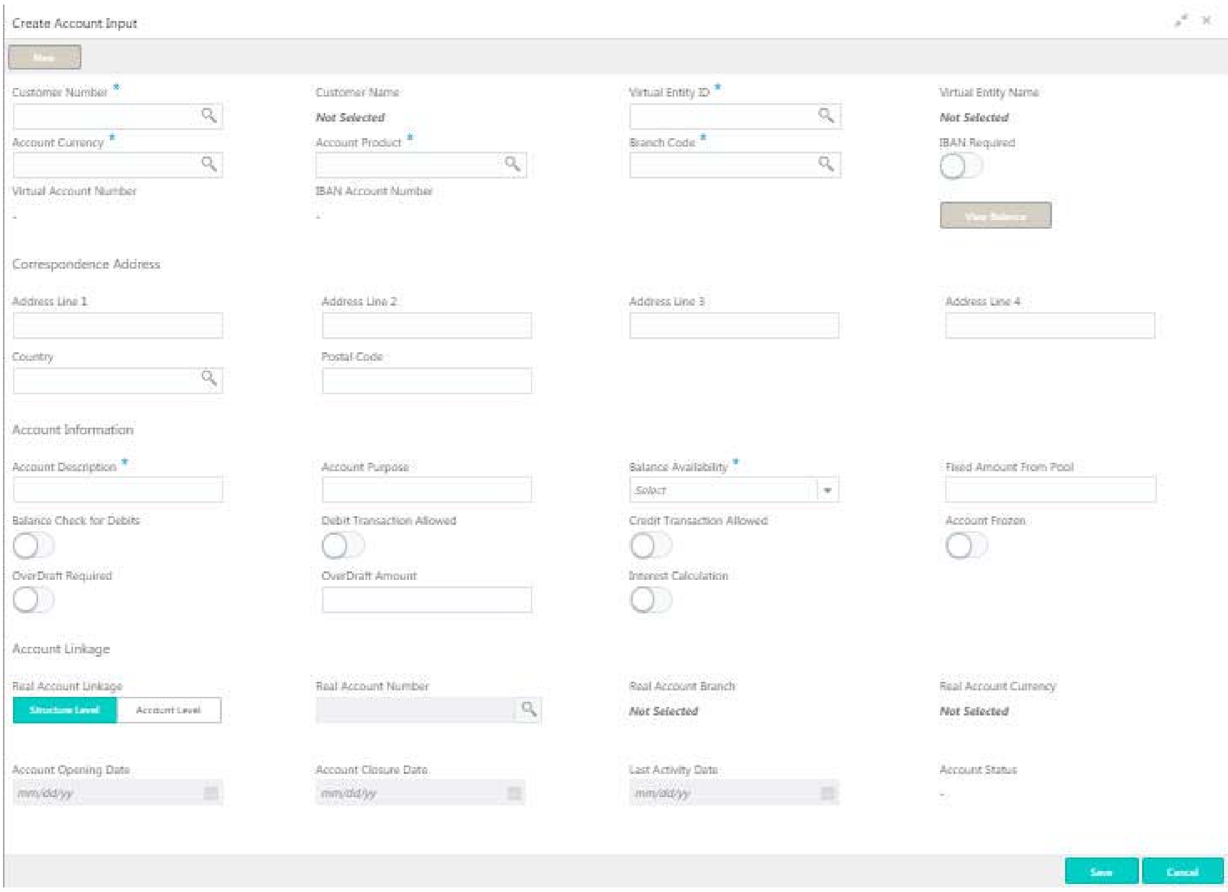
Field	Description
Customer ID	Displays the customer ID.
Virtual Account Number	Displays the number of the virtual account.
Account Description	Displays additional details of the virtual account.
Status	Displays the status of the record.

Account Input Maintenance

The maintenance screen allows you to configure virtual account details.

How to reach here:

Virtual Account Management > Accounts > Account Input > Create Account Input



How to add an account input:

1. In the **Create Account Input** screen, provide the required details:
   - Customer Number: Click **Search** to view and select the required customer number.
   - Customer Name: Based on the Customer Number selected, the information is auto-populated.
   - Virtual Entity ID: Click **Search** to view and select the required virtual entity ID.
   - Virtual Entity Name: Based on the Virtual Entity ID selected, the information is auto-populated.
   - Account Currency: Click **Search** to view and select the required account currency.
   - Account Product: Click **Search** to view and select the required account product.
   - Branch Code: Click **Search** to view and select the required branch code.

- IBAN Required: By default, this is disabled. If enabled, indicates that an IBAN must be generated.
- Virtual Account Number: System generates the virtual account number based on account numbering mask.
- IBAN Account Number: System generates the IBAN based on IBAN numbering mask.
- View Balance: By default, this option is disabled and enables only after the record is configured. For more information, see Viewing Account Balance.

Correspondence Address

- Address Line 1-4: Enter the address details.
- Country: Click **Search** to view and select the required country.
- Postal Code: Enter the postal code.

Account Information

- Account Description: This is auto-populated as virtual entity name. You can modify the auto-populated details.
- Account Purpose: Enter the purpose of the virtual account.
- Balance Availability: Select one of the following options:
  - Own Balance: This is the available balance of the virtual account including child contributions and internal limits if available.
  - Pool Balance: The entire pool balance is available for this accounts irrespective of its own balance.
  - Own Balance and Fixed Amount from Pool: Sum of own balance as mentioned above and a fixed amount from the pool balance. If Own Balance and Fixed Amount from Pool is selected, the Fixed Amount from Pool option is available to provide the fixed amount.
- Fixed Amount from Pool: Enter the fixed amount from the pool.
- Balance Check for Debits: This is defaulted from the account product used. The default value can be modified.
- Debit Transaction Allowed: This is defaulted from the account product used. You can disable this option, but you cannot enable it.
- Credit Transaction Allowed: This is defaulted from the account product used. You can disable this option, but you cannot enable it.
- Account Frozen: By default, this is disabled. If selected, indicates if the account is frozen.
- Overdraft Required: This is defaulted from the account product used. You can disable this option, but you cannot enable it.
- Overdraft Amount: Enter the fixed amount that can be overdrawn by the account. This is applicable if overdraft is allowed.
- Interest Calculation: This is defaulted from the account product used. You can disable this option, but you cannot enable it.

Account Linkage

- Real Account Linkage: Select one of the options:
  - Structure Level: If selected, indicates that the real account for this virtual account is linked at the structure level.
  - Account Level: If selected, indicates that the real account for this virtual account is linked at the account level.
- Real Account Number: Click **Search** to view and select the required real account number, if real account linkage is at the account level.
- Real Account Branch: Based on the Real Account Number selected, the information is auto-populated.
- Real Account Currency: Based on the Real Account Number selected, the information is auto-populated.

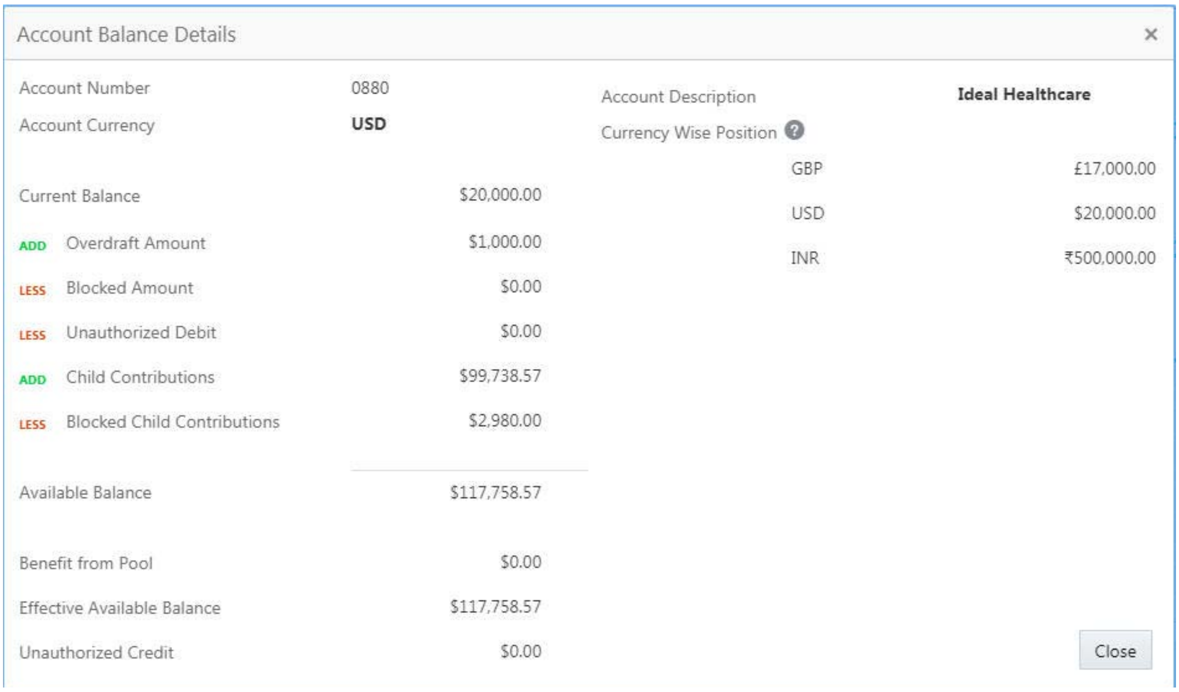
- Account Opening Date: Displays the account opening date for the virtual account.
- Account Closure Date: Displays the account opening date for the virtual account.
- Last Activity Date: Displays the last date on which a transaction was performed for the virtual account.
- Account Status: Displays the current account status for the virtual account.

2. Click **Save**. You can view the configured account details in the Account Input Summary.

Viewing Account Balance

After saving a record, you can navigate to **View Account Input** screen and **View Account Structure** screen to view the account balance details.

1. In the selected screen, select an account for which you want to view the account balance details. The respective screen opens with the configured details.
2. Click **View Balance**/select a node, the **Account Balance Details** pop-up screen appears.



3. Click **Close** to navigate back to the selected screen.

Account Structure

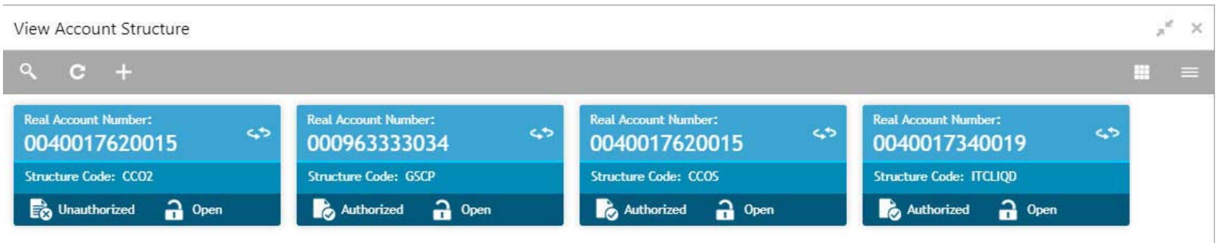
You can configure an account structure for a real account that belongs to any customer.

Account Structure Summary

The summary screen provides a list of configured account structures. You can configure an account structure using the Account Structure Maintenance.

How to reach here:

Virtual Account Management > Accounts > Account Structure > View Account Structure



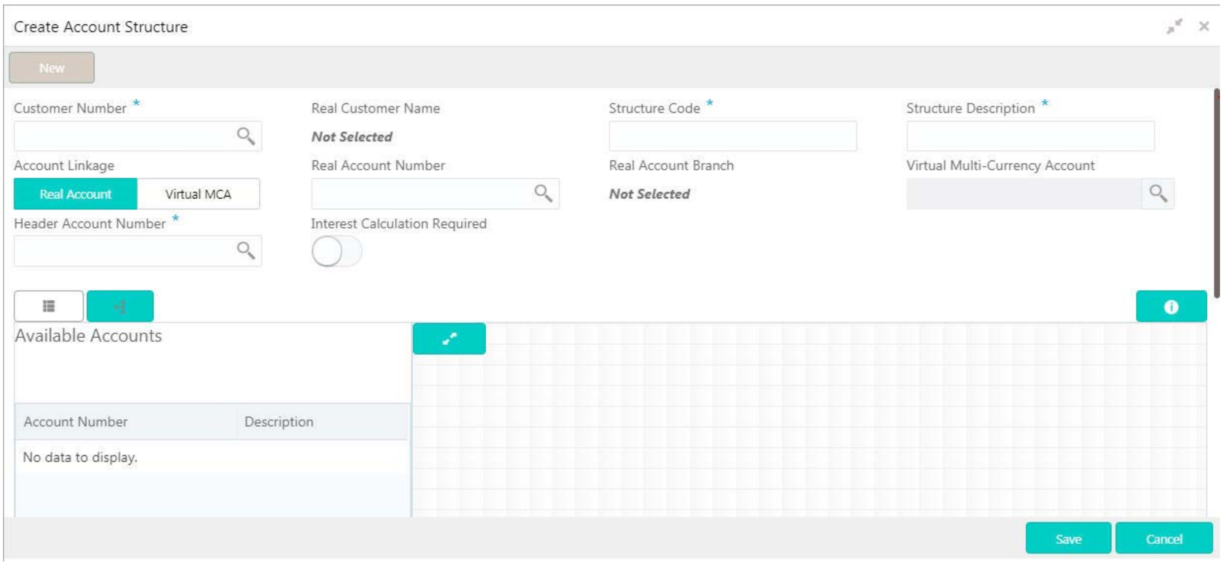
Field	Description
Real Account Number	Displays the account number that is mapped to the structure.
Structure Code	Displays the structure code associated with the account structure.
Status	Displays the status of the record.

Account Structure Maintenance

The maintenance screen allows you to configure an account structure for a customer.

How to reach here:

Virtual Account Management > Accounts > Account Structure > Create Account Structure



How to create an account structure:

1. In the **Create Account Structure** screen, provide the required details:
   - Customer Number: Click **Search** to view and select the required customer number.
   - Real Customer Name: Based on the Customer Number selected, the information is auto-populated.
   - Structure Code: Enter a code for the structure. You can enter a maximum length of eight alphanumeric characters.
   - Structure Description: Enter additional information for the structure.
   - Account Linkage: Select one of the options:
     – Real Account: If selected, you can configure an account structure for a real account. The Real Account Number field and the Real Account Branch field and enabled to select the account.
     – Virtual MCA: If selected, you can configure an account structure for a virtual multi-currency account. The Virtual Multi-Currency Account field is enabled to select the account.

- Real Account Number: Click **Search** to view and select the required real account number.
- Real Account Branch: Based on the Real Account Number selected, the information is auto-populated.
- Virtual Multi-Currency Account: Click **Search** to view and select the required virtual multi-currency account.
- Header Account Number: Click **Search** to view and select the required header account number. This will be the root node for the structure and is always a virtual account.
- Interest Calculation Required: If enabled, indicates the interest calculation required at the account structure level.

2. Define the account structure using the Table View or the Diagram View:

Good to know information, while creating an account structure:

- Panning and zooming are enabled for the account structure.
- Pinching or using the mouse wheel zooms in/out of the account structure.
- Drag rows from the table and drop it on the adjacent section to create nodes for the account structure (only for diagram view).
- A link is created between two nodes when one node is dropped on an existing node.
- No empty fields must be present in the table.

Table View	1. Click **Table View** to change the view and provide the details in a tabular format. 2. Click + to add a row and provide the require details: • Parent Virtual Account Number: Click **Search** to view and select the required virtual account number to be selected as a parent account for which you can associate child accounts. The Header Account Number must be the first Parent Virtual Account Number in the table. • Child Virtual Account Number: Click **Search** to view and select the required virtual account number to associated with the parent account. The child virtual account number cannot be duplicate for different rows. The Child Virtual Account Number cannot be the Parent Virtual Account Number to it's own parent in a new row.
Diagram View	1. By default, this view appears. Click **Diagram View** to change the view and provide the details in a structural format. 2. Diagram View: Select > drag and drop the account number from the table to the grid and make the required connection. Click **Maximize** to view the complete account structure. **Note** You can select a node and view the account balance details. For more information, see Viewing Account Balance.

3. Click **Save**. You can view the configured account structure details in the Account Structure Summary.

Virtual Multi-Currency Account

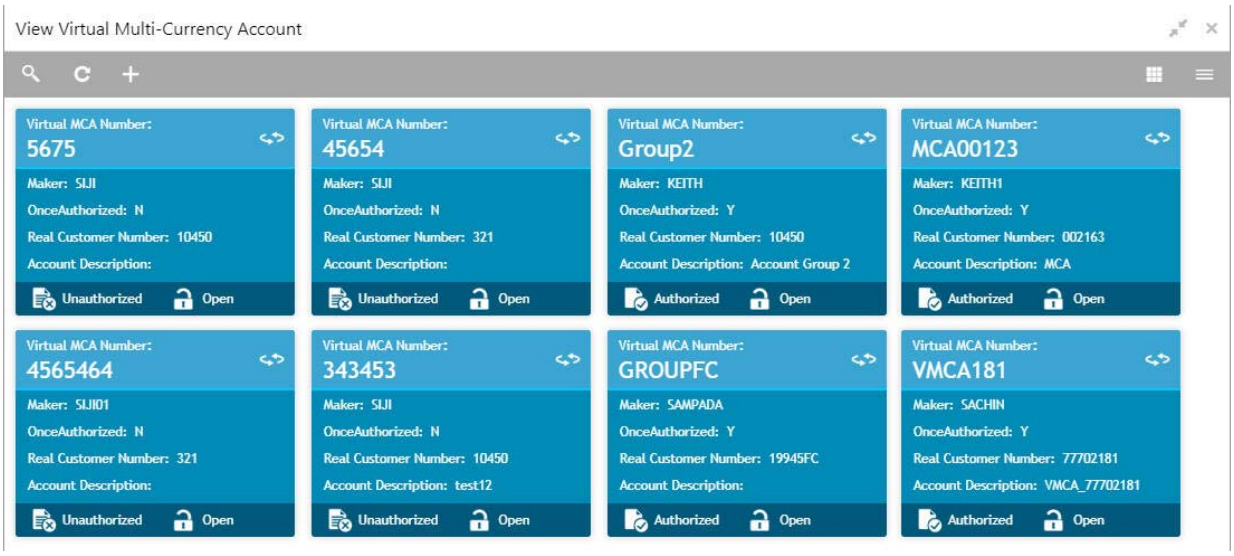
You can create a group of multiple accounts with different currencies for a customer. You can manage account transactions with more than one currency for a customer.

Virtual Multi-Currency Account Summary

The summary screen provides a list of configured virtual multi-currency account. You can configure a virtual multi-currency account using the Virtual Multi-Currency Account Maintenance.

How to reach here:

Virtual Account Management > Customer > Virtual Multi-Currency Account > View Virtual Multi-Currency Account



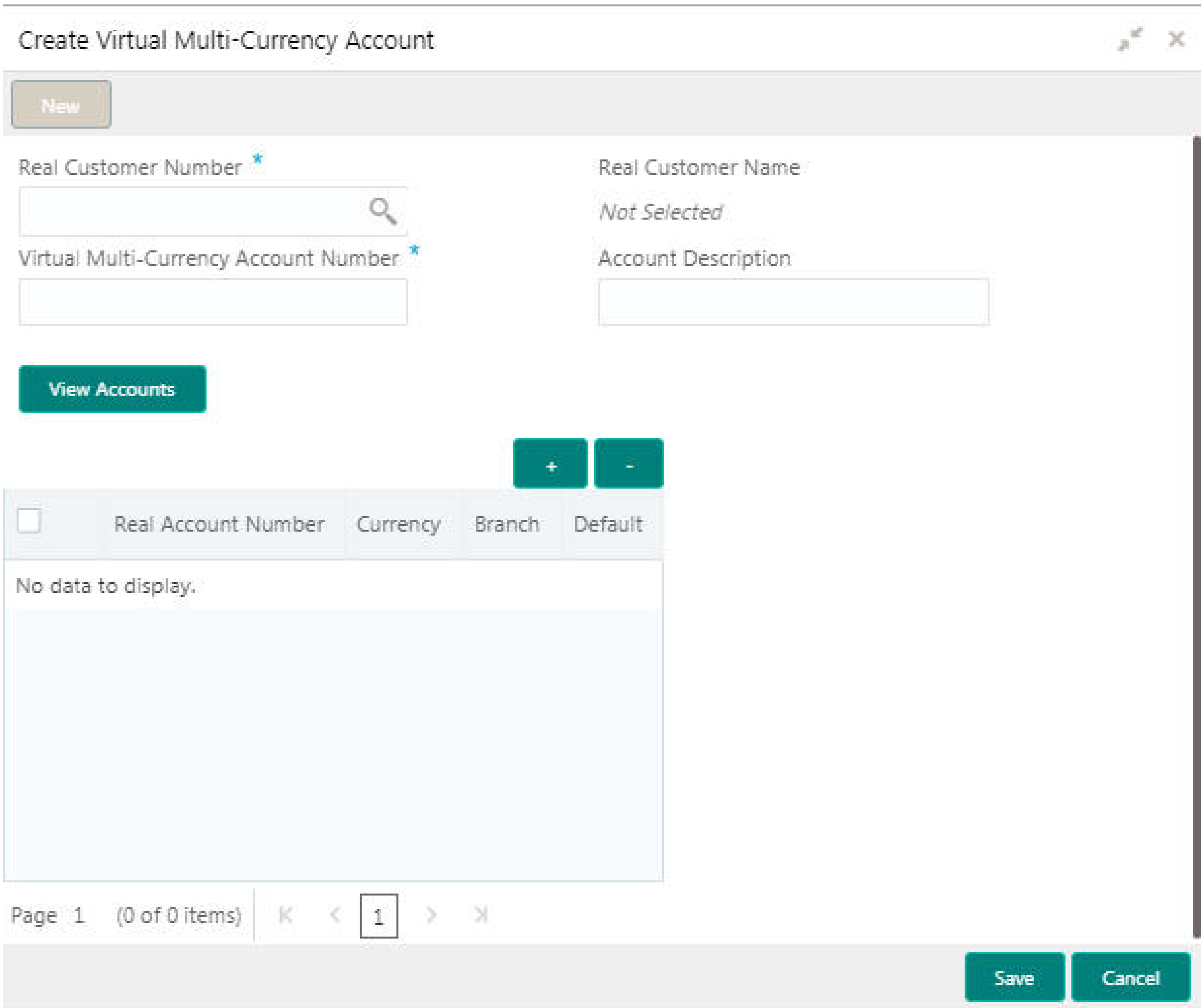
Field	Description
Virtual MCA Number	Displays the virtual multi-currency account number.
Maker	Displays the name of the user who has configured the virtual multi-currency account details.
Once Authorized	Indicates if the record is authorized once or not.
Real Customer Number	Displays the real customer number.
Account Description	Displays the description of the virtual multi-currency account.
Status	Displays the status of the record.

Virtual Multi-Currency Account Maintenance

The maintenance screen allows you to configure a virtual multi-currency account.

How to reach here:

Virtual Account Management > Customer > Virtual Multi-Currency Account > Create Virtual Multi-Currency Account



How to configure a virtual multi-currency account:

1. In the **Create Virtual Multi-Currency Account** screen, provide the required details:
   - Real Customer Number: Click **Search** to view and select the required real customer number.
   - Real Customer Name: Based on the Real Customer Number selected, the information is auto-populated.
   - Virtual Multi-Currency Account Number: Enter a virtual multi-currency account number.
   - Account Description: Enter additional information of the account.
2. Click **View Account** to view the list all real account that are associated with the real customer number.
3. In the **Account Details** grid, select a default account against the **Default** column. If selected, indicates that the selected account's currency is the default currency, if the transaction currency is not configured for a customer.
   For example: If the virtual multi-currency account consists of USD, EURO, and Peso, the default account currency is configured as USD. Any transactions performed in INR on the virtual multi-currency account is performed in the USD (default) account.
4. Click **Save**. You can view the configured virtual multi-currency account in the Virtual Multi-Currency Account Summary.

Index

A

V

Reference and Feedback

References

For more information on any related features, you can refer to the following documents:

- Security Management System User Guide
- Common Core User Guide
- Oracle Banking Getting Started User Guide
- Oracle Banking Virtual Account Management Overview Guide
- Oracle Banking Virtual Account Management Installation Guides

Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc.

Feedback and Support

Oracle welcomes customers' comments and suggestions on the quality and usefulness of the document. Your feedback is important to us. If you have a query that is not covered in this user guide or if you still need assistance, please contact documentation team.