

Corporate Customer Creation User Guide  
**Oracle FLEXCUBE Universal Banking**  
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Corporate Customer Creation User Guide  
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## 1.1 Introduction

This manual is designed to explain the Corporate Customer creating module of Oracle FLEXCUBE. It provides an overview of the workflow and information on creating and maintaining the applicant details with other supported features.

## 1.2 Audience

This manual is intended for the following User/User Roles:

Role	Function
Corporate Customer Service Executive	Collection of applications
Trade Finance Executive	Updation of details of contracts
Trade Finance Manager	Verification and authorization of contracts
Compliance Executive	Performance of compliance details of all parties in a contract
Compliance Manager	Verification of compliance check carried out by Compliance Executive

## 1.3 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>.

## 1.4 Abbreviations

The following abbreviations are used in this User Manual:

Abbreviation	Description
BPEL	Business Process Execution Language
SDEs	System Data Elements
NCDD	New Customer Due Diligence
WF	Workflow
Channel	The system in which the first stage of the workflow is initiated
Originator of the workflow	User ID from which the first stage of workflow is initiated
Status of Origination	Application status of the current stage

## 1.5 Organization

This manual is organized into the following chapters:

<b>Chapter 1</b>	<i>About this Manual</i> gives information on the intended audience. It also lists the various chapters covered in this User Manual.
<b>Chapter 2</b>	<i>Creation of Corporate Customer</i> explains the process of creating and maintaining the new account details for further processing.
<b>Chapter 3</b>	<i>Function ID Glossary</i> has alphabetical listing of Function/Screen ID's used in the module with page references for quick navigation.

## 1.6 Related Documents

- Procedures User Manual
- Core Entities User Manual

## 1.7 Glossary of Icons

This User Manual may refer to all or some of the following icons:

Icons	Function
	Exit
	Add row
	Delete row
	Option List

---

## 2. Creation of Corporate Customer

### 2.1 Introduction

The process begins when a prospect/customer approaches the bank (via phone / net banking or by walking into the branch) with an account opening request or when the bank initiates the process by approaching a prospect-lead from its database. In case of a bank-initiated request, the process continues only if the prospect is interested. The process continues with the receipt of the required set of documents by the bank from the customer for savings account opening, which is followed by New Customer Due Diligence (NCDD) check. If the NCDD check is not passed for a customer, the application is rejected. For a customer who passes the NCDD check, the customer account is opened in Oracle FLEXCUBE and the kit is dispatched.

### 2.2 Stages in Customer Creation

In Oracle FLEXCUBE, the process for creating a corporate customer 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. Appropriate web services will be called in at certain stages to complete the transaction.

The customer creation process comprises the following stages:

- Input Customer Details
- Identify Customer requirements
- Capture Details For IPCA Checks
- Capture Details for NCDD Checks
- Check Prospect for Credit History
- Analyze Prospects Credit Report
- Balance Sheet Analysis
- Prepare Note for InPrinciple Approval
- IPCA Decision
- Prospect Fit to Be a Customer
- Negotiation
- Obtain Customer relationship Form
- Input Details For Customer Creation
- Verify Details For Customer Creation

#### Step 1. Input Customer Details

Users belonging to the user role CORMROLE (Corporate Relationship Manager) can perform this activity.

If you have the required access rights, you can enter details for a new customer in the 'Input Details' screen. To invoke this screen, type 'STDCC050' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.

The screen appears as shown below:

The screenshot shows the Oracle Corporate Customer Application Input Details screen. The main window title is "Input Details". The top section contains fields for Application Category, Application Branch, Application Date, Application Number, Application Status, and Application Priority. Below this is a "Customer Details" section with fields for Local Branch, Customer Number, Full Name, and Short Name. There is a "Populate" button and a "Type" section with radio buttons for Individual, Corporate, Bank, and Existing Customer. A "SWIFT Code" field is also present. The bottom section features a tab navigation bar with "Main" (selected), "Corporate", "Directors", and "Bank Details". The "Main" tab is expanded, showing "Customer Information" (Customer Name, External Reference, Country, Nationality, Language, Customer Category), "Communication Mode" (Mobile, Email), "Statuses" (Private Customer, Eligible for AR-AP Tracking, Permanent US Resident Status, Visited US in last 3 Years), "Relationship Manager" (ID, Name), and "Contact Person" (Name, Work Phone ISD+, Work Phone, Home Phone ISD+, Home Phone, Mobile ISD Code +, Mobile Number, Email, Preferred Date of Contact, Preferred Time of Contact). The "Contact Address" section includes fields for Address 1, Address 2, Address 3, Address 4, Pin Code, and Country, with a checkbox for "Send Correspondence through Email". At the bottom, there are buttons for "Audit", "Outcome" (dropdown), "Remarks", "Exit", and "Previous Remarks".

You can capture the following details

#### **Application Category**

Specify the application category. You can select the appropriate category from the adjoining option list.

#### **Application Branch**

The system displays the branch code.

#### **Application Date**

The system displays the date of the application.

#### **Application Number**

The system displays the application number.

#### **Application Status**

The system displays the status of the application.

#### **Application Priority**

The system displays the priority of the customer.

## **Customer Details**

### **Local Branch**

Specify the applicant's home or local branch code.

Oracle FLEXCUBE supports multi branch feature. After input details, verify details and modify details stages, the system creates the record of the applicant in the local branch.

### **Customer Number**

On clicking 'Populate' button, the system displays the customer number.

### **Full Name**

Enter full name for the customer

### **Short Name**

Enter a short name for the customer.

### **Type**

Specify the customer type. The following options are available for selection:

- Individual
- Corporate
- Bank

### **SWIFT Code**

The system displays the SWIFT code on clicking 'Populate' button.

### **Existing Customer**

Check this box, if the customer is an existing customer.

## **2.2.1 Main tab**

### **Customer Information**

#### **Customer Name**

Specify the name of the customer.

#### **External Reference**

The system generates a unique identifier for the customer and displays it here.

#### **Country**

Specify the country in which the customer resides.

#### **Nationality**

Specify the nationality of the customer. You can also select the nationality of the customer from the option list. The option list displays all valid country codes 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.

#### **Customer Category**

The system displays the value as 'Corporate'.

### **Communication Mode**

Select the mode of communication you prefer. The following options are available for selection:

- Mobile
- E-mail

### **Contact Person**

#### **Name**

Specify the name of the contact person.

#### **Work Phone ISD+**

Specify a valid international dialling code for the work telephone number of the customer. The adjoining option list displays valid ISD codes maintained in the system. Select the appropriate one.

#### **Telephone**

Specify the telephone number of the contact person.

#### **Home Phone ISD+**

Specify a valid international dialling code for the home telephone number of the customer. The adjoining option list displays valid ISD codes maintained in the system. Select the appropriate one.

#### **Home Phone**

Specify the home telephone number of the customer.

#### **Mobile ISD Code+**

Specify the international dialling code for the mobile number of the customer. The adjoining option list displays valid ISD codes maintained in the system. Select the appropriate one.

#### **Mobile Number**

Specify the mobile number of the customer.

#### **E-mail**

Specify the E-mail ID of the contact person.

#### **Preferred Date of Contact**

Specify the preferred date for contacting the customer. You can also select the date from the adjoining calendar icon.

#### **Preferred Time of Contact**

Select the preferred time for contacting the customer on the preferred date of contact, from the adjoining drop-down list. This list displays the following time slots in 24hrs format:

- Any time
- 1 hour combination of timings starting from 12am – 1am to 11pm – 12am.

### **Contact Address**

#### **Address 1 – 4**

Specify the contact address here.

**Pincode**

Specify the pin code.

**Country**

Select the country from the adjoining option list.

**Send Correspondence through Email**

Check this box if you need to send the correspondence through mail.

**Statuses****Private Customer**

Check this box if you are a private customer.

**Eligible for AR-AP Tracking**

Check this box to enable Account Receivable and Account Payable processes for the customer.

**Permanent US Resident Status**

Check this box to indicate that the corresponding director is a permanent US resident.

**Visited US in last 3 years?**

Check this box to indicate that the beneficial owner has visited US in the last three years.

**Relationship Manager****ID**

Specify the ID of relationship manager. The adjoining option list displays a list of valid IDs maintained in the system. Select the appropriate one.

**Name**

Specify the name of the relationship manager.

**Power of Attorney**

---

**Note**

If FATCA is enabled at the bank and the check box 'Power of Attorney' is checked here, then it is mandatory to specify the Power of Attorney information.

---

**Power of Attorney**

Check this box to indicate that the customer account is to be operated by the power of attorney holder.

**Holder Name**

The person who has been given the power of attorney.

**Address**

Specify the address of the power of attorney holder.

**Country**

Specify the country of the power of attorney holder.

**Nationality**

Specify the nationality of the power of attorney holder.

### Telephone ISD Code +

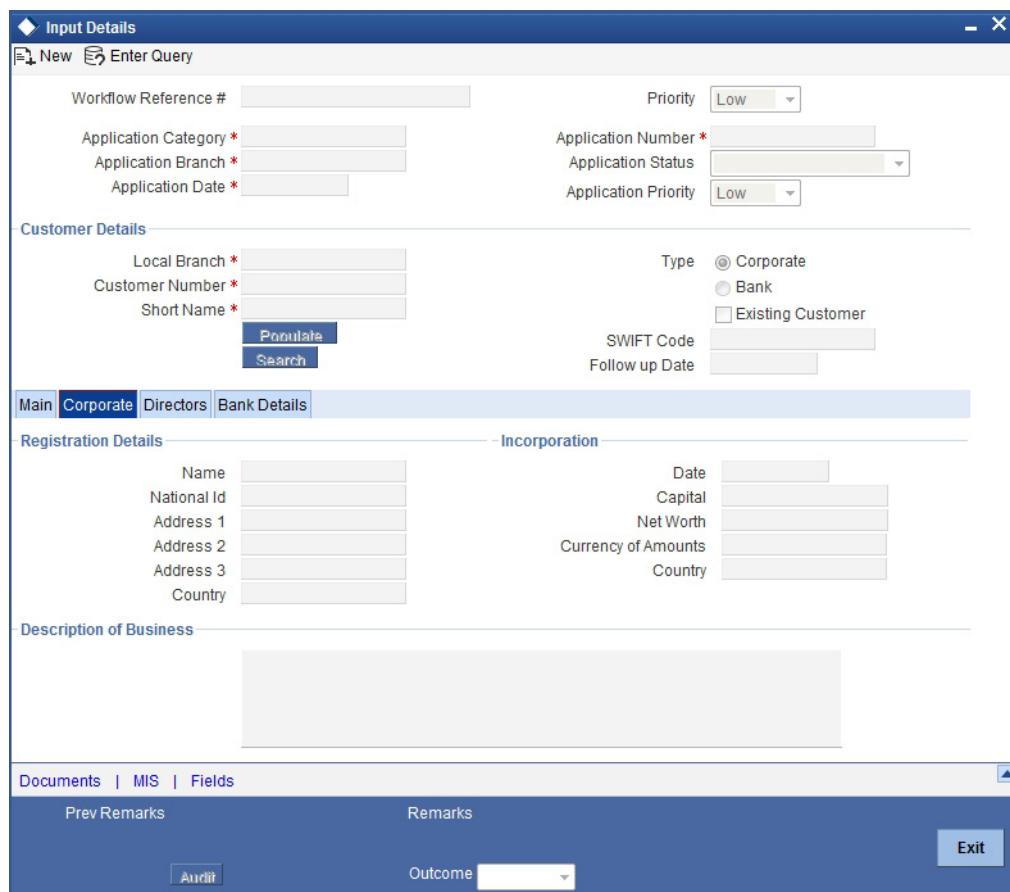
Specify the international dialling code for the telephone number of the power of attorney holder. The adjoining option list displays valid ISD codes maintained in the system. Select the appropriate one.

### Telephone Number

Specify the telephone number of the power of attorney holder.

## 2.2.2 Corporate Tab

Click 'Corporate' tab to maintain corporate details.



The screenshot shows the 'Input Details' window with the 'Corporate' tab selected. The window is divided into several sections: 'Customer Details' (Local Branch, Customer Number, Short Name, Type, SWIFT Code, Follow up Date), 'Registration Details' (Name, National ID, Address 1-3, Country, Date, Capital, Net Worth, Currency of Amounts, Country), and 'Incorporation' (Date, Capital, Net Worth, Currency of Amounts, Country). At the bottom, there are buttons for 'Audit', 'Exit', and 'Remarks', along with a dropdown for 'Outcome'.

You can maintain corporate details here:

### Registration Details

You can specify the registration details here:

#### **Name**

Specify the registration name of the organization.

#### **National ID**

Specify the national ID of the organization.

#### **Address 1-4**

Specify the registration address of the organization.

**Pin code**

Specify the pin code of the registration address of the organization.

**Country**

Specify the country code of the registration address of the organization. The adjoining option list displays all valid country codes. select the appropriate one.

**Incorporation**

You can maintain the incorporation details here:

**Date**

Specify the date of incorporation from the adjoining Calendar icon.

**Capital**

Specify the capital amount of incorporation.

**Net Worth**

Specify the net worth of the organization.

**Currency of Amounts**

Specify the currency code of the amounts. The adjoining option list displays all valid currency codes. select the appropriate one.

**Country**

Specify the country code of incorporation. The adjoining option list displays all valid country codes. Select the appropriate one.

**Additional Details**

Maintain the additional details here:

**Type of Ownership**

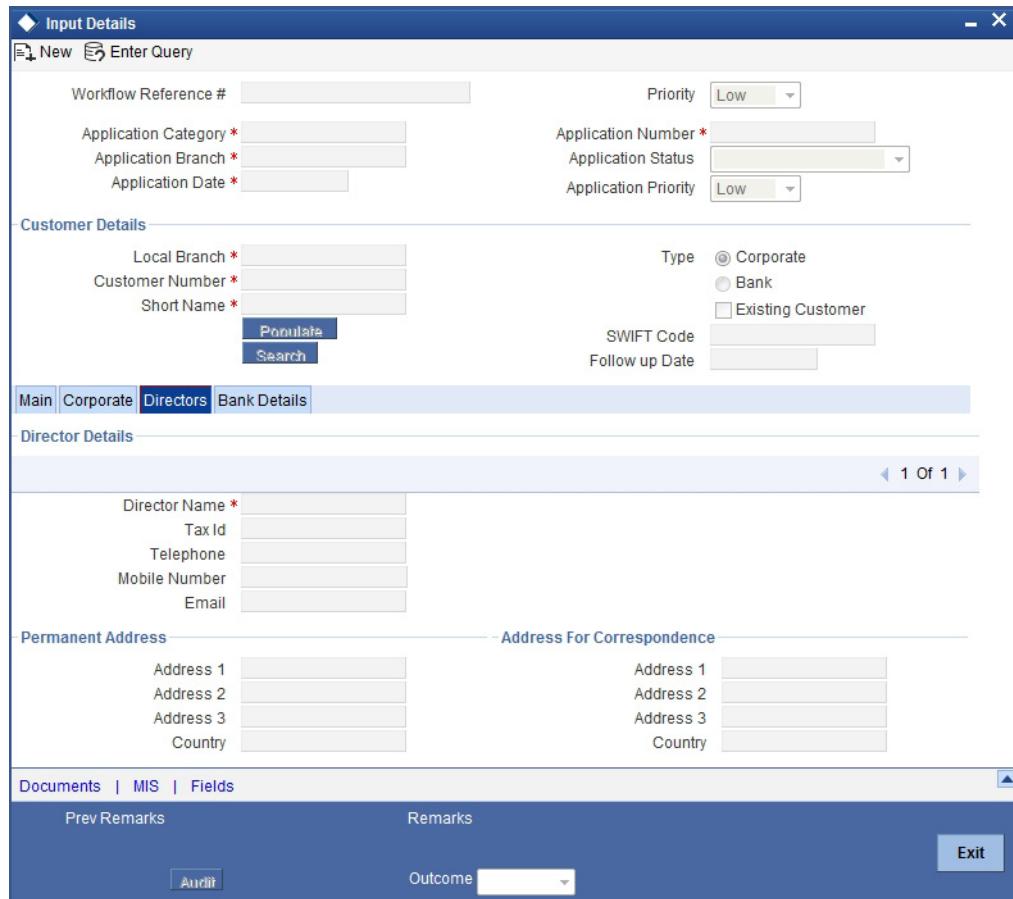
Specify a valid type of ownership of the customer for the specified organization.

**Description of Business**

Provide description for the business, if any.

## 2.2.3 Directors Tab

Click 'Directors' tab to maintain directors details.



The screenshot shows the 'Directors' tab selected in the navigation bar. The main form contains fields for Director Name, Tax ID, Telephone, Mobile Number, Email, Permanent Address, and Address for Correspondence. Below the form are sections for Documents, MIS, and Fields, and buttons for Prev Remarks, Remarks, Audit, Outcome, and Exit.

You can maintain the director details here:

### Director Details

#### **Director Name**

Specify the name of the director.

#### **Tax ID**

Specify the tax ID of the director

#### **Work Phone ISD+**

Specify a valid international dialling code for the work telephone number of the director. The adjoining option list displays valid ISD codes maintained in the system. Select the appropriate one.

#### **Work Phone**

Specify the work telephone number of the director.

#### **Home Phone ISD+**

Specify a valid international dialling code for the home telephone number of the director. The adjoining option list displays valid ISD codes maintained in the system. Select the appropriate one.

#### **Home Phone**

Specify the home telephone number of the director.

**Mobile Phone ISD+**

Specify a valid international dialling code for the mobile number of the director. The adjoining option list displays valid ISD codes maintained in the system. Select the appropriate one.

**Mobile Number**

Specify the mobile number of the director.

**Email**

Specify the E-mail of the director

**Address For Correspondence****Address 1-4**

Specify the address of correspondence of the director.

**Pin Code**

Specify the pin code of correspondence of the director.

**Country**

Specify the country code of the correspondence address. The adjoining option list displays all valid country codes. Select the appropriate one.

**Permanent Address****Address 1-4**

Specify the permanent address of the director.

**Pin Code**

Specify the pin code of the specified permanent address.

**Country**

Specify the country code of the specified permanent address. The adjoining option list displays all valid country codes. Select the appropriate one.

**Other Details****Nationality**

Specify the nationality of the director.

**Permanent US Resident Status**

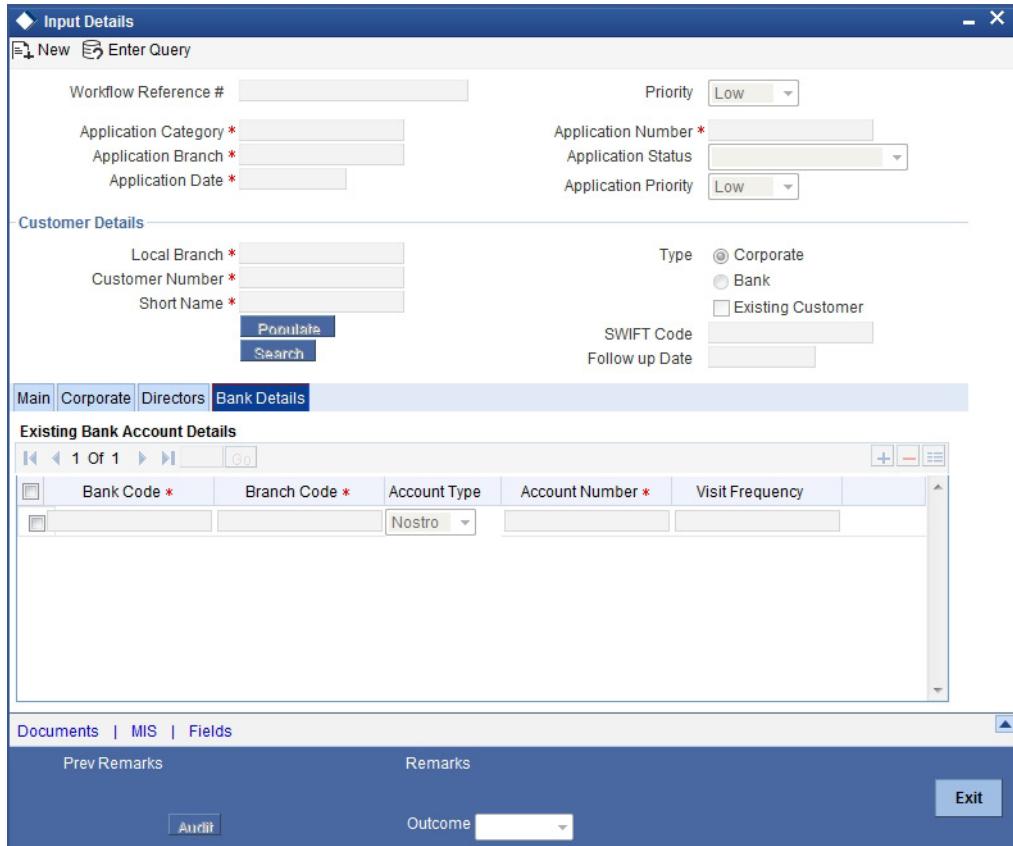
Check this box if the director is a permanent resident of US.

**Share Percentage**

Specify the percentage of shares the director holds.

## 2.2.4 Bank Details Tab

To maintain the bank details, click 'Bank Details' tab. The following screen is displayed:



The screenshot shows the 'Input Details' window with the 'Bank Details' tab selected. The window contains various input fields and a grid for managing bank account details.

**Workflow Reference #**:

**Priority**:

**Application Category \***:

**Application Branch \***:

**Application Date \***:

**Application Number \***:

**Application Status**:

**Application Priority**:

**Customer Details**

**Local Branch \***:

**Customer Number \***:

**Short Name \***:

**Type**:  Corporate  
 Bank  
 Existing Customer

**Populate**

**Search**

**SWIFT Code**:

**Follow up Date**:

**Existing Bank Account Details**

Bank Code *	Branch Code *	Account Type	Account Number *	Visit Frequency
<input type="text"/>				

**Documents** | **MIS** | **Fields**

**Prev Remarks**  **Remarks**

**Audit**  **Outcome**  **Exit**

You can specify the existing bank account details here.

### **Bank Code**

Specify the existing bank code.

### **Branch Code**

Specify the existing branch code.

### **Account Type**

Specify the account type from the adjoining drop-down list. Available options are:

- Nostro
- Misc Dr
- Misc Cr
- Savings Current
- Deposit
- Line

### **Account Number**

Specify the existing account number

### **Visit Frequency**

Specify how frequently the customer visits the bank.

You can edit the fields under miscellaneous support during the following stages:

- Input Details
- Requirement Check
- IPCA Check
- NCDD Check
- Customer Details

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 information message as "ST-ACQR-001 Acquire Successful"

The system creates a task 'Identify Customer requirements' in the 'Assigned' task list.

Application#	Workflow Reference	Transaction Reference	Title	Customer Name	Creation Date/From/To	Priority	Channel	Originated By	Status	Comment
RetailLending6015			Application Input		2013-09-02 15:13:48 IST	Low				
RetailLending6018			Application Input		2013-09-02 15:18:41 IST	Low				NEWAPP
IslamicLitsnaAccount6028			Application Entry		2013-09-02 16:21:47 IST	Low				
RetailLending6035			Application Input		2013-09-02 17:13:00 IST	Low				
RetailLending6036			Application Input		2013-09-02 17:16:24 IST	Low				
OpenSavingsAccount6045			Receive And Verify	DAVID BOON	2013-09-02 19:03:55 IST	Low	FLEXCUBE SUPPORT01	RECVN/VFY		
RetailLending6076			Application Input		2013-09-03 09:31:25 IST	Low				
RetailLending6077			Application Verification	DAVID BOON	2013-09-03 09:35:38 IST	Low				NEWAPP
RetailLending6088			Application Input		2013-09-03 10:53:26 IST	Low				
RetailLending6089			Application Input		2013-09-03 10:54:41 IST	Low				

## Step 1. Identify Customer Requirements

Users belonging to the user role CORMROLE (Corporate Relationship Manager) can perform this activity. Go to your 'Assigned' task list and acquire the task by clicking the corresponding 'Acquire' button. The following screen will be displayed.

The system displays the information message as "ST-ACQR-001 Acquire Successful":

The task will then be moved to the 'Acquired' task list.

Go to the 'Acquired' task list and double click on the record to invoke the following screen.

The system displays all information captured in the "Input Details" screen. You can verify the details and also edit them if required. If the customer has requested for credit facility, select the action 'CREDITREQUIRED' 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 information message as "ST-ACQR-001 Acquire Successful"

The system will create a task 'Capture Details For IPCA Checks' in the 'Assigned' task list.

## Step 2. Capture Details For IPCA Checks

Users belonging to the user role CAEROLE (Credit Appraisal Executive) can perform this activity. Go to your 'Assigned' task list and acquire the task by clicking the corresponding the 'Acquire' button. The system displays the information message as "ST-ACQR-001 Acquire Successful"

The task will then be moved to the 'Acquired' task list.

Go to the 'Acquired' task list and double click on the record to invoke the following screen.

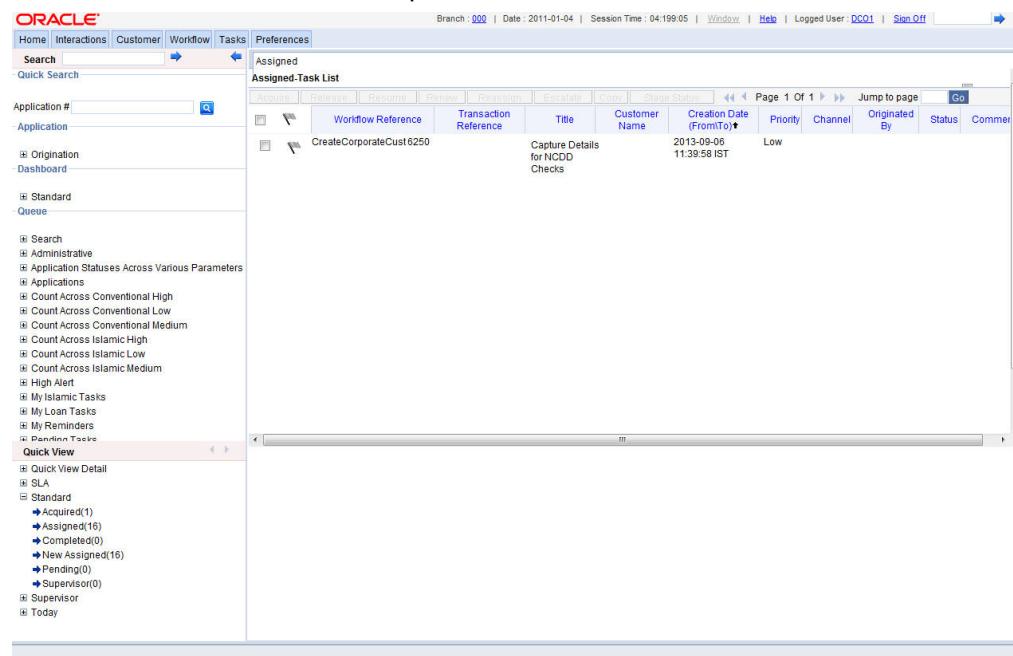
The system displays all information captured in the 'Check Requirements' screen. You can verify the details and also edit them, if required. If all information is accurate and In Principal Credit Approval (IPCA) can be granted, select the action 'PROCEED' in the text box adjoining the 'Audit' button in this screen and save the record by clicking the save icon in the tool bar. The system displays the information message as "ST-ACQR-001 Acquire Successful!"

The system will create a task 'Capture Details For NCDD Checks' in the 'Assigned' task list

## Step 3. Capture Details for NCDD Checks

Users belonging to the user role CORMROLE (Corporate Relationship Manager) can perform this activity. Go to your 'Assigned' task list and acquire the task by clicking the corresponding 'Acquire' button. The system displays the information message as "ST-ACQR-001 Acquire Successful".

The task will be moved to the 'Acquired' task list.



Workflow Reference	Transaction Reference	Title	Customer Name	Creation Date (FromTo)	Priority	Channel	Originated By	Status	Comments
CreateCorporateCust16250		Capture Details for NCDD Checks		2013-09-06 11:39:58 IST	Low				

Go to the 'Acquired' task list and double click on the record to invoke the following screen.

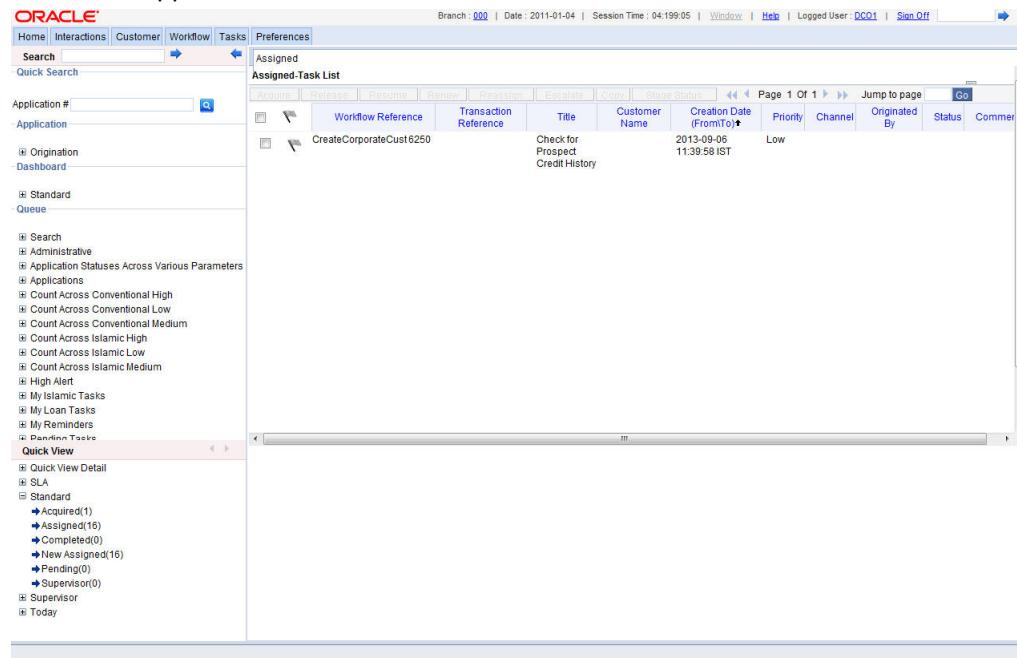
The screen appears as shown below:

The screenshot shows the 'Capture Details For NCDD Check' window. The 'Main' tab is active. The 'Customer Details' section includes fields for Workflow Reference #, Priority (set to Low), Application Category, Application Branch, Application Date, Application Number, Application Status, Application Priority, Local Branch, Customer Number, Short Name, Type (Corporate selected), SWIFT Code, and Customer Information (Customer Name, External Reference, Country, Nationality, Language, Customer Category). The 'Corporate' tab shows fields for Statuses (Private Customer, Eligible for AR-AP Tracking) and Contact Person (Name, Telephone, Email). The 'Directors' tab shows fields for Contact Address (Address 1, Address 2, Address 3, Zip, Country). The 'Bank Details' tab shows fields for Relationship Manager (ID, Name). At the bottom, there are buttons for Audit, Exit, Prev Remarks, Remarks, and Outcome.

Here you can perform due diligence for the new customer. If all details and records are found acceptable, 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 information message as "ST-ACQR-001 Acquire Successful"

The system will create a task 'Check Prospect for Credit History' in the 'Assigned' task list.

The screen appears as shown below:



Workflow Reference	Transaction Reference	Title	Customer Name	Creation Date (FromTo)	Priority	Channel	Originated By	Status	Comments
Check for Prospect				2013-09-06 11:39:58 IST	Low				

### 3.1. Sub Process – Know your Customer Check

This sub process includes SDN check, contract detail verification and identity check of the customer. The account is opened when the customer passes all the checks. If any of the checks are not cleared then the account opening process is terminated.

### 3.2. Sub Process – In Principle Credit Checks

This process involves assessing the prospect on basis of character, capacity, capital, industry and business risks. If the prospect is found to be credit-worthy, you can take a decision to grant in-principle approval for credit facilities.

*For more information on KYC, refer to the 'Current Account Creation' user manual.*

## Step 4. Check Prospect for Credit History

Users belonging to the user role CAEROLE (Credit Appraisal Executive) can perform this activity. Go to your 'Assigned' task list and acquire the task by clicking the corresponding 'Acquire' button. The system displays the information message as "ST-ACQR-001 Acquire Successful!"

The task will be moved to the 'Acquired' task list.

The screenshot shows the Oracle Workflow application interface. The main window displays the 'Acquired' task list with a single record: 'CreateCorporateCust16250'. The task has a priority of 'Low'. The sidebar on the left contains a 'Quick Search' bar and a 'Search' section with various filters like 'Application Status Across Various Parameters' and 'Applications'. The bottom of the sidebar shows a 'Quick View' section with categories like 'Acquired(1)', 'Assigned(16)', 'Completed(0)', etc.

Go to the 'Acquired' task list and double click on the record to invoke the following screen.

The screen appears as shown below:

The screenshot shows the 'Check Prospect Credit History' dialog box. It includes fields for 'Workflow Reference #', 'Priority' (set to 'Low'), 'Application Category\*', 'Application Branch\*', 'Application Date\*', 'Application Number\*', 'Application Status', 'Application Priority', 'Customer Details' (Local Branch\*, Customer Number\*, Short Name\*), 'Type' (Corporate selected), 'Existing Customer' checkbox, and 'SWIFT Code'. The dialog has tabs for 'Main', 'Corporate', 'Directors', and 'Bank Details', with 'Main' selected. It also includes sections for 'Customer Information' (Customer Name, External Reference, Country\*, Nationality\*, Language\*, Customer Category\*) and 'Contact Person' (Name, Telephone, Email). The 'Contact Address' section includes fields for Address 1\*, Address 2, Address 3, Zip, and Country. At the bottom, there are tabs for 'Documents', 'MIS', and 'Fields', and buttons for 'Audit', 'Remarks', 'Outcome' (dropdown), and 'Exit'.

Here all details captured in the 'Capture Details for NCDD Check' are displayed. You can check for credit history of the customer and also edit the defaulted details. If all details and records are found acceptable, select the action 'AVAILABLE' in the textbox adjoining the

'Audit' button in this screen and save the record by clicking the save icon in the tool bar. If details are not available, select the action 'UNAVAILABLE' 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 will move the task back to the 'Assigned' task list for want of those details.

If you select 'AVAILABLE' and save the transaction, the system displays the information message as "ST-ACQR-001 Acquire Successful"

The 'Analyze Prospects Credit Report' task will be created in the 'Assigned' task list

## Step 5. Retrieve Prospects Credit Report and Analyse

Users belonging to the user role CAEROLE can perform this activity. On acquiring it, the task will move to the 'Acquired' list. Fetch the record from the 'Acquired' list. The following screen will be displayed.

Click the 'Documents' button to upload documents. 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.

## Step 6. Balance Sheet Analysis

Users belonging to the user role CAEROLE (Credit Appraisal Executive) can perform this activity. On acquiring it, the task will be moved to the 'Acquired' task list. Go to the acquired list and fetch the record.

The screen appears as shown below:

The screenshot shows the 'Corporate Customer Creation' application interface. The 'Enter Query' section includes fields for Application Category, Application Branch, Application Date, Application Number, Application Status, Application Priority, and a 'Populate' button. The 'Customer Details' section contains fields for Local Branch, Customer Number, Full Name, Short Name, Type (Individual, Corporate, Bank, Existing Customer), SWIFT Code, and Follow up Date. The 'Credit Summary' section displays various credit-related metrics. Navigation tabs at the bottom include Main, Personal, Corporate, Directors, Bank Details, and Credit Report, with Corporate being the active tab. At the bottom right, there are buttons for Documents, MIS, Fields, Previous Remarks, Remarks, Audit (selected), Outcome (dropdown), and Exit.

The Balance sheet of the customer which will be uploaded into DMS and attached with the transaction will be displayed here. If all details and records are found acceptable, 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 'Prepare Note for InPrinciple Approval' task will be created in the 'Assigned' task list

## Step 7. Prepare Note for InPrinciple Approval

Users belonging to the user role CAEROLE (Credit Appraisal Executive) can perform this activity. On acquiring it, the task will be moved to the 'Acquired' task list. Go to the acquired list and fetch the record.

The screen appears as shown below:

You can enter the following information:

#### In-Principle Note

Specify the approval note for the customer

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 'IPCA Decision' task will be created in the 'Assigned' task list

## Step 8. IPCA Decision

Users belonging to the user role CAMROLE (Credit Appraisal Manager) can perform this activity. On acquiring it, the task will be moved to the 'Acquired' task list. Go to the acquired list and fetch the record.

The screen appears as shown below:

The screenshot shows the 'IPCA Decision' application window. The 'Enter Query' screen is displayed. The interface includes the following sections:

- Application Details:** Application Category\*, Application Branch\*, Application Date\*, Application Number\*, Application Status, Application Priority (set to Low).
- Account Details:** Account Branch, Account Number.
- Customer Details:** Local Branch\*, Customer Number\*, Full Name, Short Name\*. There are radio buttons for Type (Individual, Corporate, Bank) and a checkbox for Existing Customer. A 'Populate' button is located below these fields.
- Credit Summary:** Public records, Past Negative Trades, Past Negative Occurrences, Open Trade, Collections, No of Trades. To the right, there are boxes for Installment Inquiries, Negative Trade, Revolving Mortgage, and Credit Rating.
- In Principle Note:** A large text area for notes.
- Bottom Navigation:** Main, Personal, Corporate, Directors, Bank Details, Credit Report.
- Bottom Tools:** Documents | MIS | Fields, Previous Remarks, Remarks, Outcome (dropdown set to Audit), Exit.

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.

If IPCA and NCDD checks have been successfully passed, the 'Prospect Fit to Be a Customer' task will be created in the 'Assigned' task list

## Step 9. Prospect Fit to Be a Customer

Users belonging to the user role CORMROLE (Corporate Relationship Manager) can perform this activity. On acquiring it, the task will be moved to the 'Acquired' task list. Go to the acquired list and fetch the record. If the prospect is eligible for becoming a customer, 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 task 'Receive Customer Response' will be created in the 'Assigned task list'. On acquiring it, the task will move to the 'Acquired' list. If the customer has accepted the offer letter, select the action 'OFFERACCEPTED' in the textbox adjoining the 'Audit' button in this screen and save the record by clicking the save icon in the tool bar. If the offer is not accepted, you can re-negotiate on the features of the products/facilities mentioned in the offer letter. Select the action 'OFFERNOTACCEPTED' 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 will create a task 'Negotiate' IN THE 'Assigned' task list.

The screenshot shows the 'Prospect Fit to be Customer' screen in the Oracle CRM application. The interface is divided into several sections:

- Header:** Includes 'New' and 'Enter Query' buttons, and dropdowns for 'Priority' (Low), 'Application Category' (Application Category \*), 'Application Branch' (Application Branch \*), 'Application Date' (Application Date \*), 'Application Number' (Application Number \*), 'Application Status' (Application Status \*), and 'Application Priority' (Application Priority \*).
- Customer Details:** Fields for 'Local Branch' (Local Branch \*), 'Customer Number' (Customer Number \*), 'Short Name' (Short Name \*), and 'Type' (radio buttons for Corporate, Bank, Existing Customer, SWIFT Code).
- Customer Information:** Fields for 'Customer Name', 'External Reference', 'Country' (Country \*), 'Nationality' (Nationality \*), 'Language' (Language \*), and 'Customer Category'.
- Statuses:** Checkboxes for 'Private Customer' and 'Eligible for AR-AP Tracking'.
- Contact Person:** Fields for 'Name', 'Telephone', and 'Email'.
- Contact Address:** Fields for 'Address 1' (Address 1 \*), 'Address 2', 'Address 3', 'Zip', and 'Country'.
- Relationship Manager:** Fields for 'ID' and 'Name'.
- Footer:** Buttons for 'Audit', 'Remarks', 'Outcome' (dropdown), and 'Exit'.

## Step 10. Negotiation

Users belonging to the user role CORMROLE (Corporate Relationship Manager) can perform this activity. On acquiring it, the task will move to the 'Acquired' list. Fetch the record from the 'Acquired' list.

The following screen will be displayed.

The screenshot shows the 'Negotiation' screen in Oracle CRM. The interface is divided into several sections:

- Header:** 'Negotiation' with 'New' and 'Enter Query' buttons.
- Top Row:** 'Workflow Reference #' and 'Priority' (set to 'Low').
- Customer Details:** 'Application Category \*', 'Application Branch \*', 'Application Date \*', 'Application Number \*', 'Application Status', and 'Application Priority' (set to 'Low').
- Customer Information:** 'Local Branch \*', 'Customer Number \*', 'Short Name \*', 'Type' (radio buttons for 'Corporate', 'Bank', and 'Existing Customer'), and 'SWIFT Code'.
- Customer Information Sub-sections:** 'Customer Name', 'External Reference', 'Country \*', 'Nationality \*', 'Language \*', and 'Customer Category \*'.
- Statuses:** 'Private Customer' and 'Eligible for AR-AP Tracking' checkboxes.
- Contact Person:** 'Name', 'Telephone', and 'Email' fields.
- Contact Address:** 'Address 1 \*', 'Address 2', 'Address 3', 'Zip', and 'Country' fields.
- Relationship Manager:** 'ID' and 'Name' fields.
- Buttons:** 'Audit' (highlighted in blue), 'Exit', and 'Documents | MIS | Fields'.
- Bottom Section:** 'Prev Remarks' and 'Remarks' with a dropdown 'Outcome'.

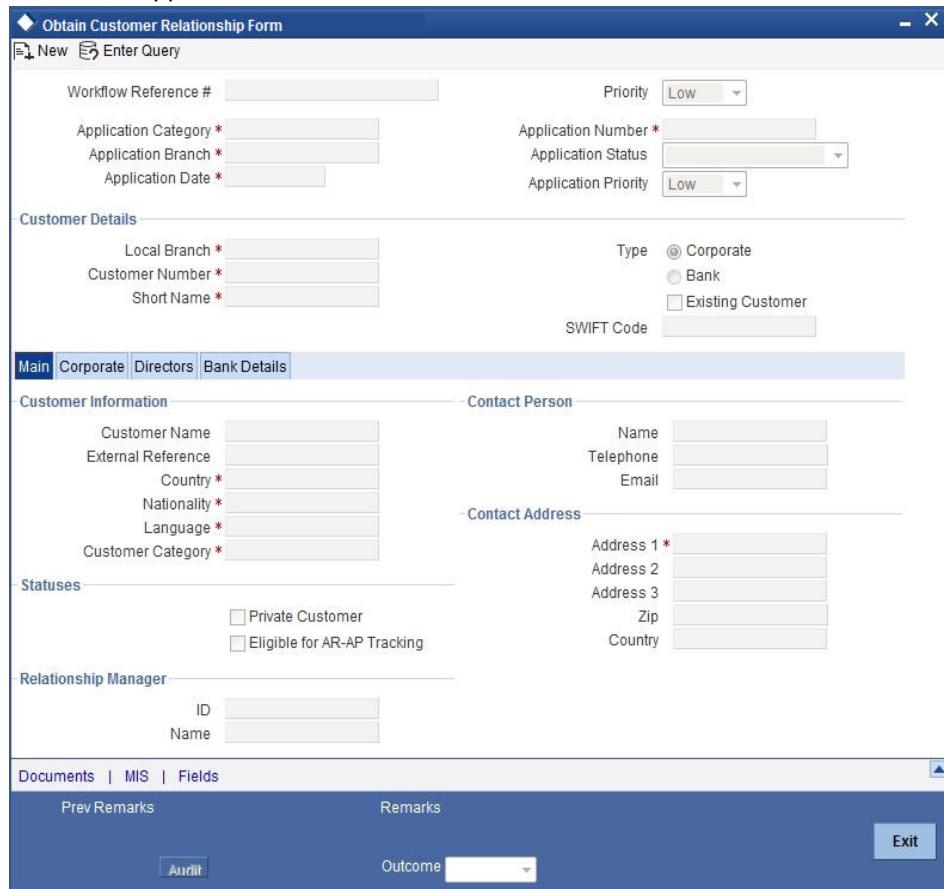
If the customer agrees on the negotiated terms and conditions, select the action 'AGREES' in the textbox adjoining the 'Audit' button in this screen and save the record by clicking the save icon in the tool bar. If her/he postpones the decision to a later date, capture date for the next decision making day in the 'Follow-up Date' field. Then select the action 'POSTPONEDECISION' in the textbox adjoining the 'Audit' button in this screen and save the record by clicking the save icon in the tool bar. If he/she rejects the offer, select the action 'REJECT' in the textbox adjoining the 'Audit' button in this screen and save the record by clicking the save icon in the tool bar.

In case of customer accepting the offer, the system will create a task 'Obtain Customer relationship Form' IN THE 'Assigned' task list.

## Step 11. Obtain Customer Relationship Form

Users belonging to the user role CORMROLE (Corporate Relationship Manager) can perform this activity. On acquiring it, the task will move to the 'Acquired' list. Fetch the record from the 'Acquired' list. The following screen will be displayed.

The screen appears as shown below



Click the 'Documents' button to upload documents. 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 task 'Input Details For Customer Creation' will be created in the 'Assigned' task list

## Step 12. Input Details For Customer Creation

Users belonging to the user role COEROLE (Corporate Operations Executive) can perform this activity. On acquiring it, the task will move to the 'Acquired' list.

On fetching it from the 'Acquired' list, the following screen will be displayed.

The screenshot shows the 'Input Details' window for a customer application. The window has a dark blue header with the title 'Input Details' and a 'New' button. Below the header are sections for 'Customer Details' and 'Customer Information'. The 'Customer Details' section includes fields for 'Local Branch \*', 'Customer Number \*', 'Short Name \*', 'Type' (radio buttons for 'Corporate', 'Bank', and 'Existing Customer', with 'Corporate' selected), and 'SWIFT Code'. The 'Customer Information' section includes fields for 'Customer Name', 'External Reference', 'Country \*', 'Nationality \*', 'Language \*', and 'Customer Category \*'. Below these are sections for 'Statuses' (checkboxes for 'Private Customer' and 'Eligible for AR-AP Tracking'), 'Relationship Manager' (ID and Name fields), and 'Documents' (links to 'Documents', 'MIS', and 'Fields'). At the bottom, there are 'Audit' and 'Exit' buttons, and a dropdown menu for 'Outcome'.

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 task 'Verify Details For Customer Creation' will be created in the 'Assigned' task list.

### Step 13. Verify Details For Customer Creation

Users belonging to the user role COMROLE (Corporate Operations Manager) can perform this activity. On acquiring it, the task will move to the 'Acquired' list.

On fetching it from the 'Acquired' list, the following screen will be displayed

The screenshot shows the 'Verify Details' window with the following fields:

- Workflow Reference #** and **Priority** (Low).
- Application Category \***, **Application Branch \***, **Application Date \***, **Application Number \***, **Application Status**, and **Application Priority** (Low).
- Customer Details** section with **Local Branch \***, **Customer Number \***, **Short Name \***, **Type** (Corporate selected), **Bank**, and **Existing Customer**.
- SWIFT Code** field.
- Main** tab selected, with other tabs: **Corporate**, **Directors**, and **Bank Details**.
- Customer Information** section with fields: **Customer Name**, **External Reference**, **Country \***, **Nationality \***, **Language \***, and **Customer Category \***.
- Contact Person** section with **Name**, **Telephone**, and **Email** fields.
- Contact Address** section with **Address 1 \***, **Address 2**, **Address 3**, **Zip**, and **Country** fields.
- Statuses** section with checkboxes: **Private Customer** and **Eligible for AR-AP Tracking**.
- Relationship Manager** section with **ID** and **Name** fields.
- Documents**, **MIS**, and **Fields** buttons.
- Prev Remarks** and **Remarks** sections.
- Audit** button, **Outcome** dropdown, and **Exit** button.

If everything is found acceptable, 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 will display the system message as "Customer has been created successfully."

## 2.2.5 Capturing Document Details

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

The screenshot shows the 'Documents' window with the following details:

- Main** tab selected, with other tabs: **Advices** and **Checklist**.
- Document Upload** section with a table showing 1 Of 1 document. The table columns are: **Document Category \***, **Document Reference \***, **Document Type \***, **Remarks**, and **Ratio Upd.**.
- Ok** and **Cancel** buttons at the bottom.

Here, you need to specify the following details:

### Document Category

Specify the category of the document to be uploaded.

### Document Reference

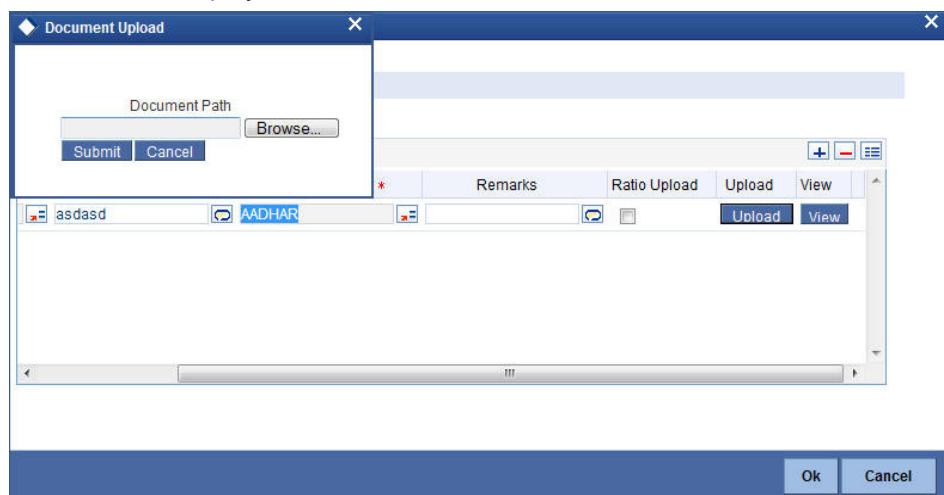
The system generates and displays a unique identifier for the document.

### 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, the system displays the document reference number.

### View

Click 'View' to view the document uploaded.

In 'Corporate Customer Creation' process, 'Document Upload' feature is not available in all the stages. The 'Document Upload' feature's availability in this process is given below:

Stage Title	Function Id	Doc Callform Exists	Upload(Available/Not Available)	View(Available/Not Available)
Input Customer Details	STDCC050	Available	Available	Available
Identify Customer requirements	STDCC002	Available	Available	Available
Capture Details For IPCA Checks	STDCC003	Available	Available	Available
Capture Details for NCDD Checks	STDCC004	Available	Available	Available

Stage Title	Function Id	Doc Callform Exists	Upload(Available/ Not Available)	View(Available/ Not Available)
Verify prospect /customer details	STDKYC01	Available	Not Available	Available
Ascertain if KYC checks are required	STDKYC00	Available	Not Available	Available
SDN check	Subprocess			
Verify SDN Match	STDKYC02	Available	Not Available	Available
Inform Regulatory / Internal authorities on KYC checks failure	STDKYC06	Available	Not Available	Available
Internal black-list check	STDKYC03	Available	Not Available	Available
Verify customer / prospect contact details	STDKYC05	Available	Not Available	Available
Other KYC Checks	STDKYC07	Available	Not Available	Available
KYC Decision	STDKYC08	Available	Not Available	Available
Check Prospect for Credit History	STDCC020	Available	Available	Available
Analyze Prospects Credit Report				
Balance Sheet Analysis	STDCC022	Available	Available	Available
Prepare Note for InPrinciple Approval	STDCC024	Available	Available	Available
IPCA Decision				
Prospect Fit to Be a Customer	STDCC005	Available	Available	Available

Stage Title	Function Id	Doc Callform Exists	Upload(Available/ Not Available)	View(Available/ Not Available)
Negotiation	STDCC008	Available	Available	Available
Obtain Customer relationship Form	STDCC010	Available	Available	Available
Input Details For Customer Creation	STDCC011	Available	Available	Available
Verify Details For Customer Creation	STDCC012	Available	Available	Available

## 2.2.6 Capturing MIS Details

Click 'MIS' button to invoke the Customer MIS screen.

The screenshot shows the 'Customer MIS' dialog box. At the top, there are input fields for 'Application Number' (CreateCorporateCusto) and 'Customer No' (00009101), and a 'Local Branch' field (000). A checkbox for 'Link to Group' is present. Below these are tabs for 'Customer MIS' (selected) and 'Composite MIS'. The 'Customer MIS Classes' section contains a table with the following data:

MIS Class	MIS Code
<input checked="" type="checkbox"/> BUS_SEGMT	
<input type="checkbox"/> CU_REGION	
<input type="checkbox"/> CUST_RM	

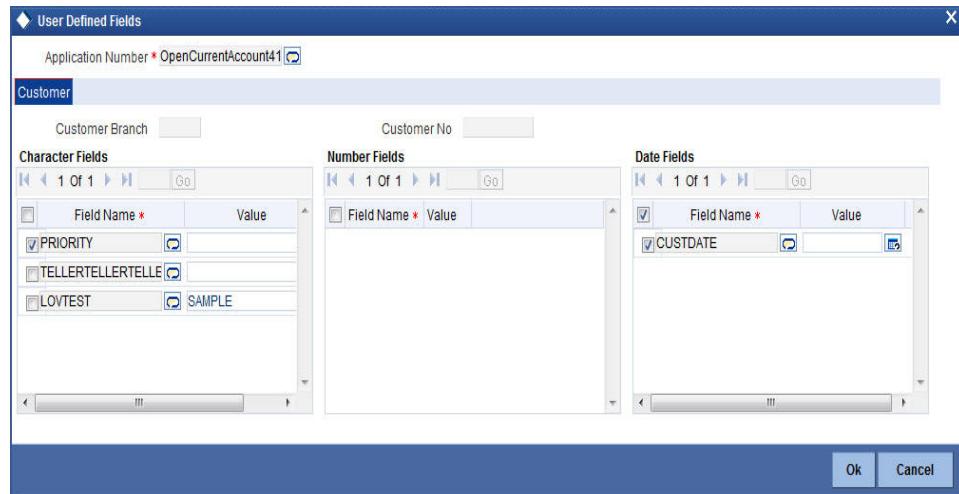
At the bottom of the dialog are buttons for 'Change Log' and 'Transfer Log', and 'OK' and 'Cancel' buttons.

You can capture the customer MIS details on this screen. The system defaults the MIS details on clicking 'Default from MIS Group' button.

However, you can modify the MIS information before proceeding to the next stage.

## 2.2.7 Capturing UDF Details

Click on ‘Fields’ button to invoke the screen.



The system defaults the UDF Details in the ‘User Defined Fields’ screen.

However, you can modify the UDF information before proceeding to the next stage.

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### 3. Function ID Glossary

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