

Corporate Customer Creation User Guide

# **Oracle FLEXCUBE Universal Banking**

Release 12.1.0.0.0

**Part No. E64763-01**

September 2015

Corporate Customer Creation User Guide  
September 2015  
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/](http://www.oracle.com/financialservices/)

Copyright © 2007, 2015, Oracle and/or its affiliates. All rights reserved.

Oracle and Java are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.

U.S. GOVERNMENT END USERS: Oracle programs, including any operating system, integrated software, any programs installed on the hardware, and/or documentation, delivered to U.S. Government end users are "commercial computer software" pursuant to the applicable Federal Acquisition Regulation and agency-specific supplemental regulations. As such, use, duplication, disclosure, modification, and adaptation of the programs, including any operating system, integrated software, any programs installed on the hardware, and/or documentation, shall be subject to license terms and license restrictions applicable to the programs. No other rights are granted to the U.S. Government.

This software or hardware is developed for general use in a variety of information management applications. It is not developed or intended for use in any inherently dangerous applications, including applications that may create a risk of personal injury. If you use this software or hardware in dangerous applications, then you shall be responsible to take all appropriate failsafe, backup, redundancy, and other measures to ensure its safe use. Oracle Corporation and its affiliates disclaim any liability for any damages caused by use of this software or hardware in dangerous applications.

This software and related documentation are provided under a license agreement containing restrictions on use and disclosure and are protected by intellectual property laws. Except as expressly permitted in your license agreement or allowed by law, you may not use, copy, reproduce, translate, broadcast, modify, license, transmit, distribute, exhibit, perform, publish or display any part, in any form, or by any means. Reverse engineering, disassembly, or decompilation of this software, unless required by law for interoperability, is prohibited.

The information contained herein is subject to change without notice and is not warranted to be error-free. If you find any errors, please report them to us in writing.

This software or hardware and documentation may provide access to or information on content, products and services from third parties. Oracle Corporation and its affiliates are not responsible for and expressly disclaim all warranties of any kind with respect to third-party content, products, and services. Oracle Corporation and its affiliates will not be responsible for any loss, costs, or damages incurred due to your access to or use of third-party content, products, or services.

---

# Contents

<b>1. Preface .....</b>	<b>1-1</b>
1.1 Introduction.....	1-1
1.2 Audience.....	1-1
1.3 Documentation Accessibility .....	1-1
1.4 Abbreviations.....	1-1
1.5 Organization .....	1-2
1.6 Related Documents .....	1-2
1.7 Glossary of Icons.....	1-2
<b>2. Creation of Corporate Customer .....</b>	<b>2-1</b>
2.1 Introduction.....	2-1
2.2 Stages in Customer Creation .....	2-1
2.2.1 <i>Input Customer Details .....</i>	<i>2-1</i>
2.2.2 <i>Identify Customer Requirements .....</i>	<i>2-11</i>
2.2.3 <i>Capture Details For IPCA Checks .....</i>	<i>2-13</i>
2.2.4 <i>Capture Details for NCDD Checks .....</i>	<i>2-15</i>
2.2.5 <i>Check Prospect for Credit History .....</i>	<i>2-17</i>
2.2.6 <i>Retrieve Prospects Credit Report and Analyse .....</i>	<i>2-19</i>
2.2.7 <i>Balance Sheet Analysis.....</i>	<i>2-19</i>
2.2.8 <i>Prepare Note for InPrinciple Approval .....</i>	<i>2-20</i>
2.2.9 <i>IPCA Decision .....</i>	<i>2-21</i>
2.2.10 <i>Prospect Fit to Be a Customer .....</i>	<i>2-22</i>
2.2.11 <i>Negotiation .....</i>	<i>2-23</i>
2.2.12 <i>Obtain Customer Relationship Form .....</i>	<i>2-24</i>
2.2.13 <i>Input Details For Customer Creation .....</i>	<i>2-25</i>
2.2.14 <i>Verify Details For Customer Creation.....</i>	<i>2-26</i>
<b>3. Function ID Glossary .....</b>	<b>3-1</b>

---

# 1. Preface

## 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:





Chapter	Description
Chapter 1	<i>About this Manual</i> gives information on the intended audience. It also lists the various chapters covered in this User Manual.
Chapter 2	<i>Creation of Corporate Customer</i> explains the process of creating and maintaining the new account details for further processing.
Chapter 3	<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.

This chapter contains the following section:

- [Section 2.2, "Stages in Customer Creation"](#)

### 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.

This section contains the following topics:

- [Section 2.2.1, "Input Customer Details"](#)
- [Section 2.2.2, "Identify Customer Requirements"](#)
- [Section 2.2.3, "Capture Details For IPCA Checks"](#)
- [Section 2.2.4, "Capture Details for NCDD Checks"](#)
- [Section 2.2.5, "Check Prospect for Credit History"](#)
- [Section 2.2.6, "Retrieve Prospects Credit Report and Analyse"](#)
- [Section 2.2.7, "Balance Sheet Analysis"](#)
- [Section 2.2.8, "Prepare Note for InPrinciple Approval"](#)
- [Section 2.2.9, "IPCA Decision"](#)
- [Section 2.2.10, "Prospect Fit to Be a Customer"](#)
- [Section 2.2.11, "Negotiation"](#)
- [Section 2.2.12, "Obtain Customer Relationship Form"](#)
- [Section 2.2.13, "Input Details For Customer Creation"](#)
- [Section 2.2.14, "Verify Details For Customer Creation"](#)

#### 2.2.1 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 'Input Details' window with the following sections and fields:

- Application Details:** Application Category, Application Branch, Application Date, Application Number (with 'CreateCorporateCusto' button), Application Status, Application Priority (Low).
- Customer Details:** Local Branch, Customer Number, Full Name, Short Name, Type (Individual, Corporate, Bank), Existing Customer checkbox, SWIFT Code, and a 'Populate' button.
- Tabs:** Main, Corporate, Directors, Bank Details.
- Customer Information:** Customer Name, External Reference, Country, Nationality, Language, Customer Category, Communication Mode (Mobile, Email).
- 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 (12am - 01am).
- Statuses:** Private Customer, Eligible for AR-AP Tracking, Permanent US Resident Status, Visited US in last 3 Years?.
- Relationship Manager:** ID, Name.
- Power of Attorney:** (Empty section).
- Bottom Section:** Documents | MIS | Fields, Previous Remarks, Remarks, Outcome (dropdown), and an Exit button.

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.

## **2.2.1.1 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.

## 2.2.1.2 Corporate Tab

Click 'Corporate' tab to maintain corporate details.

The screenshot shows the Oracle Corporate Tab form. At the top, there is a header bar with a 'null' label and a 'New' button. Below this, there is a 'Workflow Reference #' field and a 'Priority' dropdown menu set to 'Low'. The form is divided into several sections: 'Application Details' with fields for 'Application Category', 'Application Branch', 'Application Date', 'Application Number', 'Application Status', and 'Application Priority'; 'Customer Details' with fields for 'Local Branch', 'Customer Number', 'Short Name', 'Full Name', 'Type' (radio buttons for Individual, Corporate, Bank), 'Existing Customer', 'Sanction Check Required for Transaction', 'SWIFT Code', and 'Follow up Date'; 'Registration Details' with fields for 'Name', 'National Id', 'Address 1-4', 'Pincode', 'Country', 'Date', 'Capital', 'Net Worth', 'Currency of Amounts', and 'Country'; and 'Additional Details' with a 'Type of Ownership' field. A 'Populate' button is located below the 'Full Name' field. The 'Corporate' tab is selected in the top navigation bar.

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.

### 2.2.1.3 Directors Tab

Click 'Directors' tab to maintain directors details.

Workflow Reference #

Priority Low

Application Category \*

Application Branch \*

Application Date \*

Application Number \*

Application Status

Application Priority Low

**Customer Details**

Local Branch \*

Customer Number \*

Short Name

Full Name

Populate

Type

Individual

Corporate

Bank

Existing Customer

Sanction Check Required for Transaction

SWIFT Code

Follow up Date

Main Corporate **Directors** Bank Details

Director Details

1 Of 1

Director Name \*

Tax Id

Work Phone ISD+

Work Phone

Home Phone ISD+

Home Phone

Mobile ISD Code +

Mobile Number

Email

Permanent Address

Address 1

Address 2

Address For Correspondence

Address 1

Address 2

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.

### 2.2.1.4 Bank Details Tab

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

Workflow Reference # Priority Low

Application Category \* Application Number \*

Application Branch \* Application Status

Application Date \* Application Priority Low

**Customer Details**

Local Branch \* Type ☐ Individual

Customer Number \* ☒ Corporate

Short Name ☐ Bank

Full Name ☐ Existing Customer

Populate ☐ Sanction Check Required for Transaction

SWIFT Code Follow up Date

**Main Corporate Directors Bank Details**

**Existing Bank Account Details**

1 Of 1 Go

<input type="checkbox"/>	Bank Code *	BranchCode *	Account Type	Account Number *	Visit Frequency
<input type="checkbox"/>			Nostro		

Documents | MIS | Fields

Previous Remarks Remarks

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:





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

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

The screenshot shows the Oracle 'Acquired-Task List' interface. The top navigation bar includes 'Home', 'Interactions', 'Customer', 'Workflow', 'Tasks', and 'Preferences'. The 'Tasks' tab is active. On the left, there is a 'Quick Search' section with a search bar and a list of filters including 'Application #', 'Application', 'Origination Dashboard', 'Standard Queue', 'Search', 'Administrative', 'Application Statuses Across Various Parameters', 'Applications', 'Count Across Conventional High', 'Count Across Conventional Low', 'Count Across Conventional Medium', 'Count Across Islamic High', 'Count Across Islamic Low', 'Count Across Islamic Medium', 'High Alert', 'My Islamic Tasks', 'My Loan Tasks', 'My Reminders', 'Dashboard', 'Quick View', 'Quick View Detail', 'SLA', 'Standard', 'Acquired(1)', 'Assigned(16)', 'Completed(0)', 'New Assigned(16)', 'Pending(0)', 'Supervisor(0)', 'Supervisor', and 'Today'. The main area displays a table with columns: 'Workflow Reference', 'Transaction Reference', 'Title', 'Customer Name', 'Creation Date (FromTo)', 'Priority', 'Channel', 'Originated By', 'Status', and 'Comments'. A single record is visible with 'Workflow Reference' 'CreateCorporateCust5250', 'Title' 'Application Entry', 'Customer Name', 'Creation Date' '2013-09-05 11:39:58 IST', and 'Priority' 'Low'. The bottom of the screen shows a 'Prev Remarks' section with an 'Audit' button and an 'Outcome' dropdown menu.

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

The screenshot shows the 'Check Requirements' form. The top section has a 'New' button and an 'Enter Query' button. Below this are input fields for 'Workflow Reference #', 'Priority' (set to 'Low'), 'Application Category', 'Application Number', 'Application Branch', 'Application Status', 'Application Date', and 'Application Priority' (set to 'Low'). The 'Customer Details' section includes 'Local Branch', 'Customer Number', 'Short Name', 'Type' (set to 'Corporate'), 'Bank', 'Existing Customer', and 'SWIFT Code'. The 'Main' tab is selected, showing 'Customer Information' (Customer Name, External Reference, Country, Nationality, Language, Customer Category) and 'Contact Person' (Name, Telephone, Email). The 'Contact Address' section includes 'Address 1', 'Address 2', 'Address 3', 'Zip', and 'Country'. The 'Statuses' section has checkboxes for 'Private Customer' and 'Eligible for AR-AP Tracking'. The 'Relationship Manager' section includes 'ID' and 'Name' fields. The bottom of the form has a 'Documents | MIS | Fields' section, a 'Prev Remarks' section with an 'Audit' button, a 'Remarks' section, an 'Outcome' dropdown menu, and an 'Exit' button.

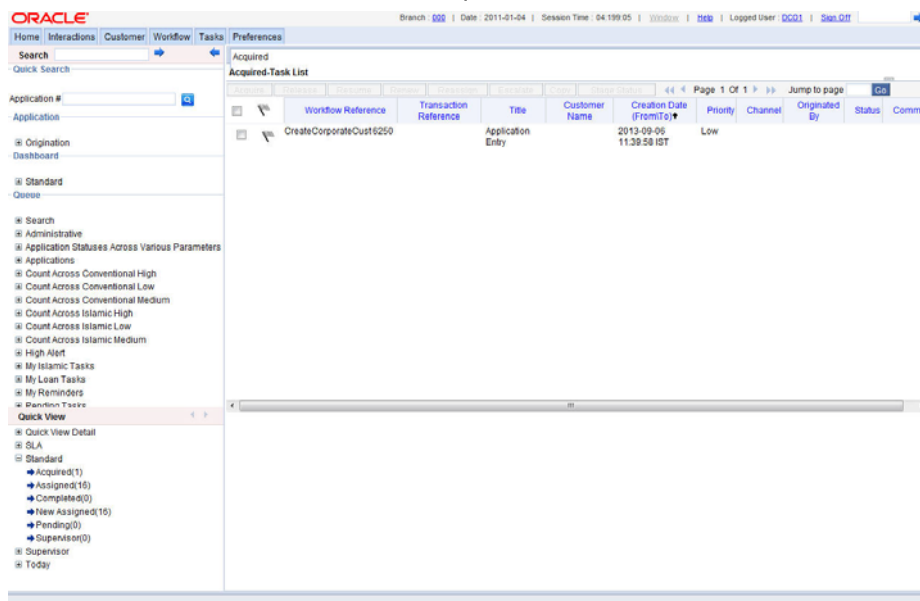
The system displays all information captured in the "Input Details" screen. You can verify the details and also edit them if required. If the customer has requested for credit facility, select the action 'CREDITREQUIRED' in the textbox adjoining the 'Audit' button in this screen and save the record by 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.

## 2.2.3 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.



The screenshot displays the Oracle Workflow Task List interface. The top navigation bar includes links for Home, Interactions, Customer, Workflow, Tasks, and Preferences. The main content area is titled 'Acquired-Task List' and shows a table with the following columns: Workflow Reference, Transaction Reference, Title, Customer Name, Creation Date (FromTo), Priority, Channel, Originated By, Status, and Comments. A single task is listed with the Workflow Reference 'CreateCorporateCust6250', Title 'Application Entry', Customer Name '2013-09-06 11:39:58 IST', and Priority 'Low'. The left sidebar contains a search bar and a list of application categories, including 'Standard Queue' and 'Quick View'.

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"

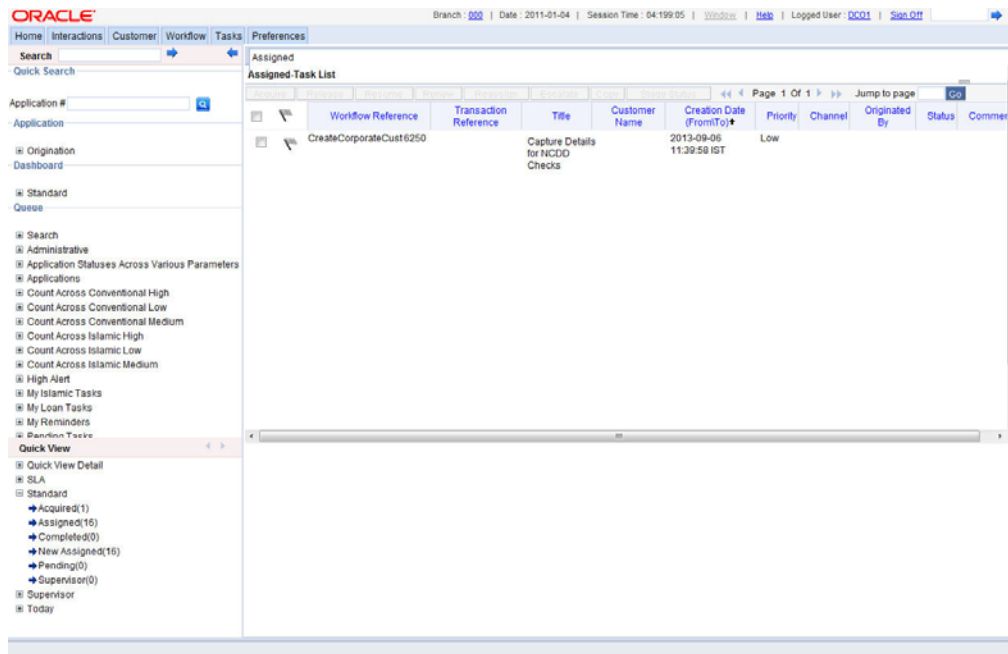
The system will create a task 'Capture Details For NCDD Checks' in the 'Assigned' task list

Workflow Reference	Transaction Reference	Title	Customer Name	Creation Date (From To)	Priority	Channel	Originated By	Status	Comment
CreateCorporateCust6250		Capture Details for NCDD Checks		2013-09-06 11:39:58 IST	Low				

## 2.2.4 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 the 'Acquire' button. The system displays the information message as "ST-ACQR-001 Acquire Successful"

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



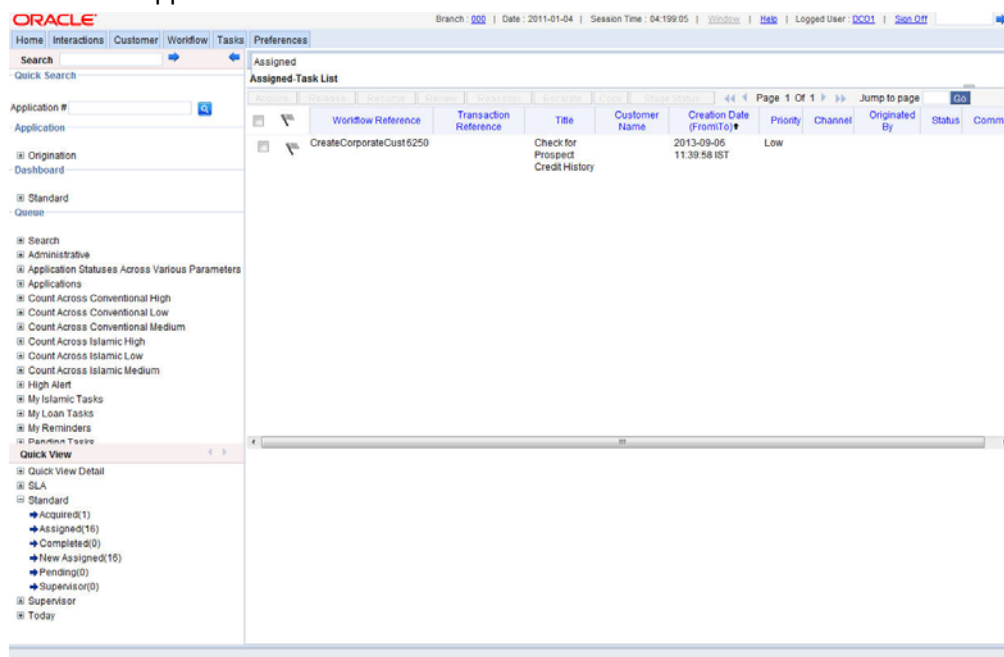
Go to the 'Acquired' task list and double click on the record to invoke the following screen.

The screen appears as shown below:

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:



#### 2.2.4.1 **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.

#### 2.2.4.2 **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.*

#### 2.2.5 **Check Prospect for Credit History**

Users belonging to the user role CAEROLE (Credit Appraisal Executive) can perform this activity. Go to you '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 Task List interface. The top navigation bar includes links for Home, Interactions, Customer, Workflow, Tasks, and Preferences. The main area displays the 'Acquired-Task List' with a table containing the following data:

Workflow Reference	Transaction Reference	Title	Customer Name	Creation Date (From To)	Priority	Channel	Originated By	Status	Comments
CreateCorporateCust6250		Check for Prospect Credit History		2013-09-06 11:39:56 IST	Low				

The left sidebar contains a 'Quick Search' section and a 'Quick View' section with various filters like 'Assigned(1)', 'Completed(0)', 'New Assigned(16)', 'Pending(0)', and 'Supervisor(0)'.

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' form. It contains several sections for data entry:

- Workflow Reference #**: Text field.
- Priority**: Dropdown menu set to 'Low'.
- Application Category \***: Text field.
- Application Branch \***: Text field.
- Application Date \***: Text field.
- Application Number \***: Text field.
- Application Status**: Dropdown menu.
- Application Priority**: Dropdown menu set to 'Low'.
- Customer Details**:
  - Local Branch \***: Text field.
  - Customer Number \***: Text field.
  - Short Name \***: Text field.
  - Type**: Radio buttons for 'Corporate' (selected), 'Bank', and 'Existing Customer'.
  - SWIFT Code**: Text field.
- Main Corporate Directors Bank Details**: Tabbed interface with 'Main' selected.
- Customer Information**:
  - Customer Name**: Text field.
  - External Reference**: Text field.
  - Country \***: Text field.
  - Nationality \***: Text field.
  - Language \***: Text field.
  - Customer Category \***: Text field.
- Contact Person**:
  - Name**: Text field.
  - Telephone**: Text field.
  - Email**: Text field.
- Contact Address**:
  - Address 1 \***: Text field.
  - Address 2**: Text field.
  - Address 3**: Text field.
  - Zip**: Text field.
  - Country**: Text field.
- Statuses**:
  - ☐ Private Customer
  - ☐ Eligible for AR-AP Tracking
- Relationship Manager**:
  - ID**: Text field.
  - Name**: Text field.
- Documents | MIS | Fields**: Tabbed interface with 'Documents' selected.
- Prev Remarks**: Text field.
- Remarks**: Text field.
- Outcome**: Dropdown menu.
- Exit**: Button.

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

## 2.2.6 Retrieve Prospects Credit Report and Analyze

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.

## 2.2.7 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 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

## 2.2.8 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

## **2.2.9 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:

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

## 2.2.10 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.

**Prospect Fit to be Customer**

New Enter Query

Workflow Reference #  Priority

Application Category \*  Application Number \*

Application Branch \*  Application Status

Application Date \*  Application Priority

**Customer Details**

Local Branch \*  Type ☒ Corporate

Customer Number \*  ☐ Bank

Short Name \*  ☐ Existing Customer

SWIFT Code

**Main Corporate Directors Bank Details**

**Customer Information**

Customer Name  External Reference

Country \*  Nationality \*

Language \*  Customer Category \*

**Contact Person**

Name  Telephone

Email

**Contact Address**

Address 1 \*

Address 2

Address 3

Zip

Country

**Statuses**

☐ Private Customer

☐ Eligible for AR-AP Tracking

**Relationship Manager**

ID

Name

**Documents | MIS | Fields**

Prev Remarks	Remarks

**Audit** Outcome

**Exit**

## 2.2.11 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.

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/she 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.

## 2.2.12 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

## 2.2.13 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.

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.

## 2.2.14 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

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."

### 2.2.14.1 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.

Here, you need to specify the following details:



### Document Category

Specify the category of the document to be uploaded.

### Document Reference

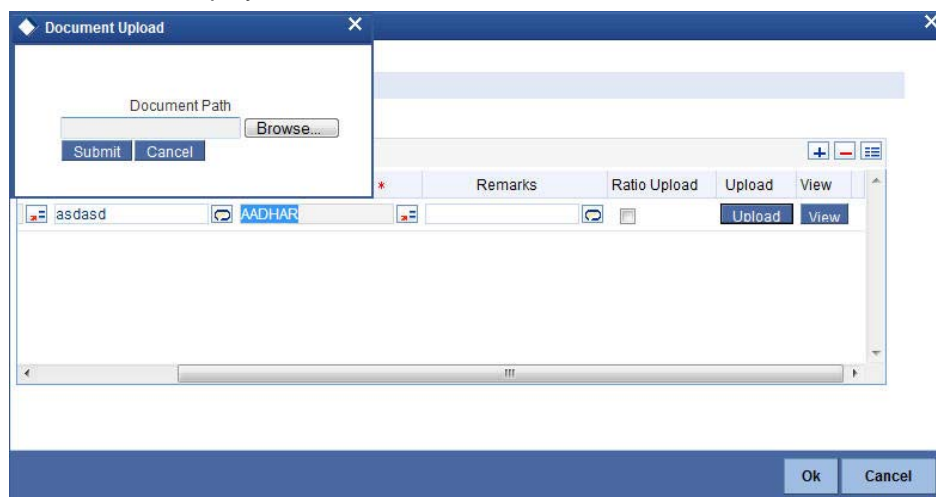
The system generates and displays a unique identifier for the document.

### 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

### 2.2.14.2 Capturing MIS Details

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

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.

### 2.2.14.3 Capturing UDF Details

Click on 'Fields' button to invoke the screen.

Application Number \* OpenCurrentAccount41

Customer

Customer Branch Customer No

**Character Fields**

Field Name *	Value
<input checked="" type="checkbox"/> PRIORITY	
<input type="checkbox"/> TELLERTELLERTELLER	
<input type="checkbox"/> LOVTEST	SAMPLE

**Number Fields**

Field Name *	Value
--------------	-------

**Date Fields**

Field Name *	Value
<input checked="" type="checkbox"/> CUSTDATE	

Ok Cancel

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.

---

## 3. Function ID Glossary

### S

STDCC050 .....2-1