Oracle FLEXCUBE Core Banking

Customer Information Reports Manual
Release 11.6.0.0.0

Part No. E65544-01

October 2015

ORACLE®

Customer Information Reports Manual
October 2015

ORACLE®

Table of Contents

ORACLE®

1. Preface

1.1. Intended Audience

This document is intended for the following audience:

- Customers
- Partners

1.2. 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.

1.3. Access to OFSS Support

https://support.us.oracle.com

1.4. Structure

This manual is organized into the following categories:

Preface gives information on the intended audience. It also describes the overall structure of the Reports Manual

Introduction provides brief information on the overall functionality covered in the Reports Manual

Chapters are dedicated to individual reports and its details, covered in the Reports Manual

ORACLE®

1.5. Related Information Sources

For more information on Oracle FLEXCUBE Core Banking Release11.5.0.0.0, refer to the following documents:

- Oracle FLEXCUBE Core Banking Licensing Guide

ORACLE®

2. Customer Information Reports

A report is a document that is illustrated with the help of information, and tailored to a given situation and audience. The primary purpose of a report is to provide information. However, reports may also include additional information, such as suggestions or conclusions that indicate possible future actions which the report reader might take. Reports can be public or private.

Advice is generally a written proof of a service performed, funds transferred, or a payment that is received or made. It can also be a recommendation that advises a customer about specific investment asset allocations based on age and circumstances.

Oracle Flexcube supports report generation in PDF, HTML and Excel formats. Based on the system configuration the reports can be generated in any of the above mentioned format.

Note 1: Reports can be generated by using the **Report Request** (Fast Path: 7775) option. Reports can be viewed/printed using the **Advice/Report Status Inquiry** (Fast Path: 7778) option. The above screens can be accessed by navigating through the following path: **Transaction Processing** > **Internal Transactions** > **Reports**.
Note 2: Report Codes precede the Report Names. Unlike the User Manual where the Fast Path preceding the Topic Title indicates the access for the screen, the Report Code is simply a unique code for the report.

Reports are categorized under:

- Adhoc Reports
- Batch Reports

ORACLE®

2.1. Adhoc Reports

Adhoc reports are generated on demand or on request. Reports and advices can be requested from the Report Request screen. Adhoc reports can be viewed and generated using the teller login or the system operator login.

List of Adhoc Reports:

- Customer Information Reports

ORACLE®

2.1.1. Customer Information Reports

The customer information reports include those reports that are specific to the customers basic information details, audit trail details, combined statements, etc.

List of Customer Information Reports:

- BA115 - Operating Instructions Not Captured
- BA706 - STAFF ACCOUNT RESTRICTION HISTORY REPORT
- BA77D - Audit Trail Detail Report
- BA77E - Audit Trail Exhaustive Report
- BA77H - Audit Trail Header Report
- CI025 - Customer Dormant Status Report
- CI101 - CIF - CUSTOMER LIST
- CI112 - COMBINED STATEMENT OF ACCOUNTS
- CI114 - Combined Statement Generation
- CI116 - MINOR CUSTOMER DETAILS REPORT
- BA77U - Audit Trail
- CI113 - Corporate Customer Replicate
- CI115 - SIGNATURES NOT CAPTURED
- CI125 - Family Members Position Report
- CI126 - CUSTOMER BLACKLIST HISTORY REPORT
- CI130 - Signature Audit Trail
- CI131 - Account Operating Instructions
- CI135 - Customer Id to Company Code
- CI136 - Customer Id Mailing Address
- CI137 - Customer Id Contact Details
- CI007 – Mobile Number and E-mail id Modifications

ORACLE

BA115 - Operating Instructions Not Captured

The **Account Operating Instruction Maintenance** (Fast Path: CIM28) option facilitates the user to maintain operating instructions for an account. This instruction will be displayed by the system along with the customer signature during financial transaction processing. An audit trail report can also be generated for addition / modification / deletion of account operating instructions.

This adhoc report enlists accounts for which maintenance of the operating instructions not done till the process date. Each column of this report provides data about Account Number, Customer ID, Name, Account Opening Date and Officer ID.

To generate the Operating Instructions Not Captured Report

1. Access the **Report Request** (Fast Path: 7775) screen.

2. Ensure that the **Adhoc Reports** button is selected.

3. Navigate through **Customer Information > Customer Information > BA115 - Operating Instructions Not Captured.**

4. The system displays the **BA115 - Operating Instructions Not Captured** screen.

5. By default, the **Waived Service Charge** check box is selected. Clear the check box if you want to apply the service charge for the report.

6. Click the **Generate** button.

7. The system displays the message "Report Request Submitted". Click the **OK** button.

8. The system generates the **Operating Instructions Not Captured Report**. For reference, a specimen of the report generated is given below:

ORACLE

```
                                      FLEXCUBE
Bank   : 335 DEMO BANK       OPERATING INSTRUCTIONS NOT CAPTURED      Run Date:     01-Dec-2008
Branch : 9999 DEMO                   As Of :31-Dec-2007               Run Time :      04:02 PM
Op. Id : TPARAG                                                       Report No:      BA115/ 1


Account Number       Customer ID     Name                  A/C Opening Date        Officer ID


61000000242440          603888       HJOGAILOS             31-Dec-2007               TDEVGL1
61000000243440          603888       HJOGAILOS             31-Dec-2007               TDEVGL1

                                  *** End of Report ***
```

7

ORACLE

BA706 - STAFF ACCOUNT RESTRICTION HISTORY REPORT

The bank can restrict a particular teller from accessing the details of particular customer or GL account using the **Restricted Accounts Maintenance** (Fast Path: BAM10) option. For a restricted account, the teller is not allowed to post any transaction, inquire, or maintain details. The supervisory staff may generate an adhoc MIS to check the restrictions on the individual users.

This adhoc report enlists the staff accounts which are restricted. Each column of this report provides information on User ID, Account Number, Description and Process Date.

To generate the STAFF ACCOUNT RESTRICTION HISTORY REPORT

1. Access the **Report Request** (Fast Path: 7775) screen.

2. Ensure that the **Adhoc Reports** button is selected.

3. Navigate through **Customer Information > Customer Information > BA706 - STAFF ACCOUNT RESTRICTION HISTORY REPORT.**

4. The system displays the **BA706 - STAFF ACCOUNT RESTRICTION HISTORY REPORT** screen.

ORACLE

Field Description

Field Name	Description
Enter User Employee ID (0 for all)	[Mandatory, Alphanumeric, 48] Type the user ID for which the staff account restriction report is to be generated.
Waived Service Charge	[Optional, Check Box] Select the check box to waive the service charge.

5. Enter the appropriate parameters in the **BA706 - STAFF ACCOUNT RESTRICTION HISTORY REPORT** screen.

6. Click the **Generate** button.

7. The system displays the message "Report Request Submitted". Click the **OK** button.

8. The system generates the **STAFF ACCOUNT RESTRICTION HISTORY REPORT**. For reference, a specimen of the report generated is given below:

ORACLE®

```
Bank    : 335  DEMO BANK                  FLEXCUBE              Run Date :      10-Dec-2008

Branch : 9999  DEMO            STAFF ACCOUNT RESTRICTION HISTORY REPORT   Run Time :      08:11PM
Op. Id : TSANDEEP                  For:    31-Jan-2008               Report No:      BA706/ 1


User ID       Account No               Description               Process Date


TRAGINI        70000000412440            TESTING PURPOSE           11/29/2008   2:54:43PM
               70000000412440            TESTING PURPOSE           11/29/2008   2:57:17PM
```

10

ORACLE

BA77D - Audit Trail Detail Report

This report is generated to enable the branches to check the old and the new values of various fields for a particular task performed by a teller, and authorised by a supervisor. This report gives the full log of details like branch, date, time, user IDs, etc., so that branches can check for critical changes performed in the system.

This is an audit trail detail report for a given control sequence number. Each column of the report provides information on Originating Branch, Task ID, Posting Date, Transaction Date, Teller ID, Authorizer ID, Customer ID, Account Number, Type, Field Name, Old Value and New Value.

To generate the Audit Trail Detail Report

1. Access the **Report Request** (Fast Path: 7775) screen.

2. Ensure that the **Adhoc Reports** button is selected.

3. Navigate through **Customer Information > Customer Information > BA77D - Audit Trail Detail Report.**

4. The system displays the **BA77D - Audit Trail Detail Report** screen.

ORACLE

Field Description

Field Name	Description
ctrSequenceNo	[Mandatory, Numeric, 22]
	Type the valid control sequence number for which the report needs to be generated.
Waived Service Charge	[Optional, Check Box]
	Select the check box to waive the service charge.

5. Enter the appropriate parameters in the **BA77D - Audit Trail Detail Report** screen.

6. Click the **Generate** button.

7. The system displays the message "Report Request Submitted". Click the **OK** button.

8. The system generates the **Audit Trail Detail Report**. For reference, a specimen of the report generated is given below:

ORACLE®

```
Bank    : 25    Demo Bank                    FLEXCUBE                      Run Date : 02-Jun-2008
Branch : 9999   Demo                    Audit Trail Detail Report          Run Time : 07:01 PM
Op. Id : SANOOP                          For:  15-Jan-2008                 Report No: BA777D/ 1

Originating Branch:  9999    Task ID: Float Configuration    Posting Date:   15-12-2007      Txn Date:  16-05-2008 10:10:40
Teller ID:    TDEEPAK    Authorizer ID:  SDEEPAK                Customer ID:    Account No:

Type        Field Name                 Old Value        New Value

Key
            NETWORK_FLOAT_DAYS
            COD_CLG_TYPE                2                0
            COD_DEST_CIRCLE_ID          25               ALL
            COD_DEST_ZONE_ID                             ALL
            COD_ENTITY_VPD
            COD_NETWORK_ID                               RTGSCO
            COD_ORIG_CIRCLE_ID                           ALL
            COD_ORIG_ZONE_ID                             ALL
            COD_PAYMENT_TXN                              OP_RTGSC
            COD_PAYMENT_TYPE            360              OP
            COD_REMIT_CCY
            CTPARTY_FLOAT_DAYS                           0
            CUST_FLOAT_DAYS             0
```

ORACLE

BA77E - Audit Trail Exhaustive Report

Current banking scenario calls for very strict control and vigilance in terms of access to the system. It is imperative for a bank to ensure that access to various modules / transactions in **FLEXCUBE Retail** are well controlled. To facilitate this control an Audit trail can be maintained for any task accessed by the user. Similarly the bank can view the trail of both financial and non-financial transactions performed on **FLEXCUBE**.

Each column of the report provides information on Originating Branch, Task ID, Posting Date, Transaction Date, Teller ID, Authoriser ID, Customer ID, Account Number, and all the actions. In addition, the Type, Field Name, Old Value and New Values are also provided.

To generate the Audit Trail Exhaustive Report

1. Access the **Report Request** (Fast Path: 7775) screen.

2. Ensure that the **Adhoc Reports** button is selected.

3. Navigate through **Customer Information > Customer Information > BA77E - Audit Trail Exhaustive Report.**

4. The system displays the **BA77E - Audit Trail Exhaustive Report** screen.

ORACLE

Field Description

Field Name	Description
From Date[DD/MM/YYYY]	[Mandatory, dd/mm/yyyy]
	Type the valid start date for the report.
	This date should not be greater than To Date.
To Date[DD/MM/YYYY]	[Mandatory, dd/mm/yyyy]
	Type the valid end date for the report.
Cod Task	[Mandatory, Alphanumeric, Five]
	Type the valid task code.
	Task Codes are the various actions/activities performed by the tellers.
Branch Number	[Mandatory, Numeric, Five]
	Type the valid code of the branch for which the report needs to be generated.
Authorizer ID	[Mandatory, Alphanumeric, 36]
	Type the unique identification number of the supervisor who has authorized the transaction performed by the teller.
Teller ID	[Mandatory, Alphanumeric, 36]
	Type the unique identification number of the teller who has performed the transaction.
Action	[Mandatory, Alphanumeric, One]
	Type the valid action to be performed.
	Action performed on various tasks are addition, deletion, etc.
Account No	[Mandatory, Alphanumeric, 16]
	Type the valid account number of the customer for which you want to generate the report.
Customer	[Mandatory, Numeric, 16]
	Type the valid ID of the customer.
	This ID is used for searching and tracking the customer in the system.
Waived Service Charge	[Optional, Check Box]
	Select the check box to waive the service charge.

5. Enter the appropriate parameters in the **BA77E - Audit Trail Exhaustive Report** screen.
6. Click the **Generate** button.
7. The system displays the message "Report Request Submitted". Click the **OK** button.
8. The system generates the **Audit Trail Exhaustive Report**. For reference, a specimen of the report generated is given below:

ORACLE®

ORACLE

BA77H - Audit Trail Header Report

Current banking scenario calls for very strict control and vigilance in terms of access to the system. It is imperative for a bank to ensure that access to various modules in **FLEXCUBE Retail** is well controlled. To facilitate this control an Audit trail can be maintained for any task accessed by the user. A log is then recorded and can be accessed by the bank at any future date. The various other Audit Trail report available are Audit Trail Detail Report, Audit Trail Exhaustive Report, etc.

Each column of the report provides information on Originating Branch, Task ID, From Date, To Date, Teller ID, Authorizer ID, Account Number, Customer Id and all the actions. In addition Branch Code, Task ID, Posting Date, Teller ID, Authorizer ID, Action Taken, Transaction Date, Account Number and Customer ID are also provided.

To generate the Audit Trail Header Report

1. Access the **Report Request** (Fast Path: 7775) screen.

2. Ensure that the **Adhoc Reports** button is selected.

3. Navigate through **Customer Information > Customer Information > BA77H - Audit Trail Header Report.**

4. The system displays the **BA77H - Audit Trail Header Report** screen.

ORACLE®

Field Description

Field Name	Description
From Date[DD/MM/YYYY]	[Mandatory, dd/mm/yyyy]
	Type the valid start date for the report.
	This date should not be greater than To Date.
To Date[DD/MM/YYYY]	[Mandatory, dd/mm/yyyy]
	Type the valid end date for the report.
Cod Task	[Mandatory, Alphanumeric, Five]
	Type the valid task code.
	Task Codes are the various actions/activities performed by the tellers.
Branch Number	[Mandatory, Numeric, Five]
	Type the valid code of the branch for which the report needs to be generated.
Authorizer ID	[Mandatory, Alphanumeric, 36]
	Type the unique identification number of the supervisor who has authorized the transaction performed by the teller.
Teller ID	[Mandatory, Alphanumeric, 36]
	Type the unique identification number of the teller who has performed the transaction.
Action	[Mandatory, Alphanumeric, One]
	Type the valid Action.
	Action performed on various tasks are addition, deletion, etc.
Account No	[Mandatory, Alphanumeric, 16]
	Type the valid account number of the customer for which you want to generate the report.
Customer	[Mandatory, Numeric, 16]
	Type the valid ID of the customer.
	This ID is used for searching and tracking the customer in the system.
Waived Service Charge	[Optional, Check Box]
	Select the check box to waive the service charge.

5. Enter the appropriate parameters in the **BA77H - Audit Trail Header Report** screen.

6. Click the **Generate** button.

7. The system displays the message "Report Request Submitted". Click the **OK** button.

8. The system generates the **Audit Trail Header Report**. For reference, a specimen of the report generated is given below:

ORACLE

```
Bank    :  335   DEMO BANK                              FLEXCUBE
Branch  :  999   DEMO                            Audit Trail Header Report              Run Date :  10-May-2007
Op. Id  :  SRAJAT                                                                      Run Time :09:46 AM
                                                  For:   01-Jun-2008                   Report No:BA777H/1

Originating Branch: 999                                   Task ID:
From Date:         01-06-2007                             To Date:         01-06-2008
Teller ID:         SRAJAT                                 Authorizer ID:
Customer ID:                                              Account No:
Action:            All


Branch   Task ID   Posting Date  Teller ID      Authorizer ID   Action    Txn Date                Account No         Customer ID

999      CH067     31-01-2008    SRAJAT         SRAJAT                    21-04-2007  15:12:2
999      LNM10     15-02-2008    SRAJAT                                   24-04-2007  11:59:1
999      LNM10     15-02-2008    SRAJAT                                   24-04-2007  11:59:4
999      LNM10     15-02-2008    SRAJAT                                   24-04-2007  12:16:5
999      CH067     31-01-2008    SRAJAT         SRAJAT                    21-04-2007  15:15:0
999      SCM01     31-01-2008    SRAJAT                                   21-04-2007  15:59:2
999      SCM01     31-01-2008    SRAJAT                                   21-04-2007  16:05:3
999      TD031     31-01-2008    SRAJAT                         Inquiry   21-04-2007  16:26:4     09990230000458     604818
999      TDM01     31-01-2008    SRAJAT         SSURESH         Inquiry   21-04-2007  16:37:2
999      TD031     31-01-2008    SRAJAT                         Inquiry   21-04-2007  16:53:0     09991510001352     602614
999      BAM30     31-01-2008    SRAJAT         SSURESH         Inquiry   21-04-2007  17:08:5
```

ORACLE

CI025 - Customer Dormant Status Report

The accounts which remain without any customer initiated transaction for a stipulated period of time (which can be parameterized) enter into dormancy. Dormant accounts are monitored by the bank/branch to alert the customer to initiate transactions sans which, unclaimed funds may be transferred to the Central bank/Government /Unclaimed GL. A dormant account is activated subsequent to any customer initiated transaction.

This is a report of customer dormant status generated at the end of day. Grouped by customer ID, each column of this report consists of Dormancy Date, Teller ID, Authorizer ID, Customer Name, Customer Status, Product, Account Number, Account Title, Account Open Date, Balance, Last Transaction Date, Officer ID and Account Status.

To generate the Customer Dormant Status Report

1. Access the **Report Request** (Fast Path: 7775) screen.

2. Ensure that the **Adhoc Reports** button is selected.

3. Navigate through **Customer Information > Customer Information > CI025 - Customer Dormant Status Report.**

4. The system displays the **CI025 - Customer Dormant Status Report** screen.

ORACLE

Field Description

Field Name	Description
Enter From Date	[Mandatory, dd/mm/yyyy]
	Type the valid start date for the report.
	This date should not be greater than To Date.
Enter To Date	[Mandatory, dd/mm/yyyy]
	Type the valid end date for the report.
Waived Service Charge	[Optional, Check Box]
	Select the check box to waive the service charge.

5. Enter the appropriate parameters in the **CI025 - Customer Dormant Status Report screen**.

6. Click the **Generate** button.

7. The system displays the message "Report Request Submitted". Click the **OK** button.

8. The system generates the **Customer Dormant Status Report**. For reference, a specimen of the report generated is given below:

ORACLE®

```
Bank   : 335 DEMO BANK                    F L E X C U B E              Run Date : 26-May-2007
Branch : 999  DEMO                 Customer Dormant Status Report      Run Time : 06:52 PM
Op. Id : SYSOPER                        For: 30-Jun-2008               Report No: CI025 /1

Customer ID                        Dormancy Date:                      Teller :
Customer Name                      Customer  Status                    Auth Id:

Product              Account No  Account Title     Acct Open Date   Balance  Last Txn    Officer Id     Account Status

                              *** No data for this Report ***
```

22

ORACLE

CI101 - CIF - CUSTOMER LIST

A customer ID is a unique identification number generated by the system, after customer addition is completed successfully. A customer IC along with customer type is a unique method of customer identification across the bank (covering all branches). Based on the combination, the system can identify the customer as an existing customer, even when the customer opens a new account in another branch. A social security number, passport number, birth certificate, or corporate registration can be used as a customer IC. Using the option IC Number - **Short Name Change** (Fast Path: - 7101) the customer IC can be changed.

This is a report of customers list with some basic details. Each column of the report provides information on Customer ID, Full Name, Mailing Address, Old IC, and New IC.

To generate the CIF - CUSTOMER LIST REPORT

1. Access the **Report Request** (Fast Path: 7775) screen.

2. Ensure that the **Adhoc Reports** button is selected.

3. Navigate through **Customer Information > Customer Information > CI101 - CIF - CUSTOMER LIST.**

4. The system displays the **CI101 - CIF - CUSTOMER LIST** screen.

ORACLE®

Field Description

Field Name	Description
Enter Branch	[Mandatory, Numeric, Five]
	Type a valid code of the branch for which the report needs to be generated.
Waived Service Charge	[Optional, Check Box]
	Select the check box to waive the service charge.

5. Enter the appropriate parameters in the **CI101 - CIF - CUSTOMER LIST** screen.

6. Click the **Generate** button.

7. The system displays the message "Report Request Submitted".

8. Click the **OK** button.

9. The system generates the **CIF - CUSTOMER LIST REPORT**.

To view and print the CIF - CUSTOMER LIST REPORT

1. Access the **Advice/Report Status Enquiry** (Fast Path: 7778) screen.

2. Select the check box corresponding to **CI101 - CIF - CUSTOMER LIST**.

3. Click the **View** button to view the report.

4. The system displays the **CIF - CUSTOMER LIST REPORT** screen.

ORACLE®

```
Bank  : 25    Bank Danamon                        FLEXCUBE                              Run Time :    11:57AM2008
Branch : 9999  Head Office                       CUSTOMER LIST                          Report No:    CI101/1
Op. Id : USERTEST01                              For:  31-Jan-2008

Customer Id      Full Name              Mailing Address              Old IC        New IC

600001       AKROI MAKI PULSAME           COMMERCIAL COMPLEX                        SAND5555
                                     JAKARTA
                                     Jakarta
                                     JAKARTA Jakarta
                                     PIN CODE 10010

600002       AAKTEA                          OLD RD                   123456789
                                     Bandung
                                     BANDA ACEH
                                     PIN CODE 987455

600003       ABHISHEK AGARWAL                ADDR1                                  TESTJACK1
                                     ADDR2
                                     ADDR3
                                     MUMBAI
                                     MAHARASHTRA
                                     PIN CODE 400101

                                     *** End of Report ***
```

25

ORACLE

5. On the **File** menu, click **Print**.

6. The system displays the **Print** dialog box.

7. Select the appropriate parameters and click the **OK** button.

ORACLE®

CI112 - COMBINED STATEMENT OF ACCOUNTS

FLEXCUBE provides for a combined statement of customer accounts using the **Combined Statement Plan** (Fast Path: CI162) option. This option enables the bank to maintain instructions for providing a single statement to customers who own multiple accounts. Inclusion of an account in the combined statement can be done in summary as well as detailed mode. However an account cannot be included in more than one statement plan in the same mode.

This is a report of combined statement of accounts generated for the given date. This report provides information on Customer ID, National ID, Customer Short Name, Product Name, Account Number, Account Holders/ Relationship, Branch, Annual Percentage Yield Earned, Interest Earned, **APYE**[1] Calculated From Date, APYE Calculated To Date, Opening Balance, Account Title and Account Description. This report also provides information about Transaction Date, Transaction narration, Transaction Literal, Debit amount, Credit amount, Balance, Personal Credit Line, Currency, Product Name, Account Number and Balance. This report includes credit line details also.

To generate the COMBINED STATEMENT OF ACCOUNTS Report

1. Access the **Report Request** (Fast Path: 7775) screen.

2. Ensure that the **Adhoc Reports** button is selected.

3. Navigate through **Customer Information > Customer Information > CI112 - COMBINED STATEMENT OF ACCOUNTS.**

4. The system displays the **CI112 - COMBINED STATEMENT OF ACCOUNTS** screen.

---

[1](Annual Percentage Yield Earned: The formula for APYE : 100 [(1 + Interest/Principal) 365/Days in term) – 1] The Days in Term figure is governed by the Accrual Basis)

ORACLE®

5. By default, the **Waived Service Charge** check box is selected. Clear the check box if you want to apply the service charge for the report.

6. Click the **Generate** button.

7. The system displays the message "Report Request Submitted". Click the **OK** button.

8. The system generates the **COMBINED STATEMENT OF ACCOUNTS Report**. For reference, a specimen of the report generated is given below:

ORACLE

```
                            FINANCIAL SERVICES INC
                         COMBINED STATEMENT OF ACCOUNTS
                         From : 11/1/2009 To :  11/30/2009



Bank   :3350      Demo Bank
Branch :999       Demo

Op. Id :TBALAJI
--------------------------------------------------------------------------------------------------------
                                                      Page No      : 1
                                                      Short Name : ParkerJuliya
Customer ID -        600469                           National ID : 056--4-2-6546

Product Name      : IRA Statement Savings                       Currency : USD
Account           : 99903100000035                              Branch   : 999
Account Holders / :
Relationship

Annual Percentage Yield Earned (APYE)   2.02          Interest Earned       1.84
APYE Calculated From 11/1/2009      To     11/30/2009

Opening Balance   : 1,119.90               Account Title  : ParkerJuliya        Account Description   :
--------------------------------------------------------------------------------------------------------
Txn.Date   Transaction      Literal           Debit           Credit             Balance     Personal Credit Line
                                                                                          -------(Balance in use)----------
      -------------------------------------------------------------------------------------------------------
 SUMMARY
              Opening Balance                  0 Debit(s)        1 Credit(s)                    Closing Balance
                                                 0.00               1.84                           1,121.74

--------------------------------------------------------------------------------------------------------

Summary Section
--------------------------------------------------------------------------------------------------------
Currency             Product Name                     Account Number                         Balance
--------------------------------------------------------------------------------------------------------

30-Nov-2009  Credit Interes-     CIN
        t Capitalised
USD              IRA Statement Savings               99903100000035


Amount Credit Line        0.00  Credit Line in Use     0.00  Credit Line Availabl            0.00
Finance Charge            0.00  Your Minimum Payment O  0.00  is due by
The Daily Periodic        0.00 %
Rate is
```

ORACLE

CI114 - Combined Statement Generation

Oracle FLEXCUBE provides a combined statement of customer accounts using the **Combined Statement Plan** (Fast Path: CI162) option. This option enables the bank to maintain the instructions for providing a single statement to customers who own multiple accounts. Inclusion of an account in the combined statement can be done in summary as well as in detailed mode.

This is an adhoc combined statement of accounts for a customer generated for a particular period. This report is grouped product wise. This report gives information about Customer Name, Customer Address, National ID, Product Name, Account Number, Account Holders/ Relationship, Opening Balance, Branch ID, Currency, Transaction Date, Transaction Description, Transaction Literal, Debit Reference Amount, Credit Amount and Balance.

To generate the Combined Statement Generation Report

1. Access the **Report Request** (Fast Path: 7775) screen.

2. Ensure that the **Adhoc Reports** button is selected.

3. Navigate through **Customer Information > Customer Information > CI114 - Combined Statement Generation.**

4. The system displays the **CI114 - Combined Statement Generation** screen.

CI114 - Combined Statement Generation [X]

Input Parameters

Enter the CuSTomer Id [ ]   Waived Service Charge: [✓]

Enter the Plan Code [ ]

Enter the From Date [ ]

Enter the To Date [ ]

Generate

ORACLE

Field Description

Field Name	Description
Enter the Customer Id	[Mandatory, Numeric, 10] Type the customer ID for whom the combined statement generation report needs to be generated. This ID is used for searching and tracking the customer in the system.
Enter the Plan Code	[Mandatory, Numeric, 12] Type the valid plan code for which the report needs to be viewed.
Enter the From Date	[Mandatory, mm/dd/yyyy] Type the valid start date for the report. This date should not be greater than **To Date**.
Enter the To Date	[Mandatory, mm/dd/yyyy] Type the valid To Date.
Waived Service Charge	[Optional, Check Box] Select the check box to waive the service charge.

5. Enter the appropriate parameters in the **CI114 - Combined Statement Generation** screen.

6. Click the **Generate** button.

7. The system displays the message "Report Request Submitted". Click the **OK** button.

8. The system generates the **Combined Statement Generation Report**. For reference, a specimen of the report generated is given below:

ORACLE®

CI114 - Combined Statement Generation


```
                        COMBINED STATEMENT OF ACCOUNTS
                       From : 31-Dec-2007 To : 10-Apr-2008
                                                    Page No      : 1
John Stanly
204-ALIG TOWER                                      National ID : 1234567890
NY
1
1
US
400085
--------------------------------------------------------------------------------
Product Name      : PGS9 SAVING ACCOUNT                  Currency : USD
Account           : 000000002394                         Branch   : 9999 DEMO
Account Holders / :
Relationship
Opening Balance   : 0.00
-------------------------------------------Debit-------------------------------
Txn.              Transaction         Literal       Reference       Credit          Balance
--------------------------------------------------------------------------------
31-Dec-2007       B/F ...             B/f
08-May-2008       DISBURSEMENT T-     LDX                          200,000.00       200,000.00
                  O CASA.:000000038042
08-May-2008       SC_FXD_NON_AMM-     LDX           150.00                          199,850.00
                  ORT
10-May-2008       CREDIT INTERES-     CIN                          38.22            199,888.22
                  T CAPITALISED
10-May-2008       TAX DEDUCTED        TAX           7.64                            199,880.58
10-May-2008       TAX2 DEDUCTED       TAX           7.64                            199,872.94
12-May-2008       MISCELLANEOUS -     MSD           100.00                          199,772.94
                  CUSTOMER DEBIT
12-May-2008       CREDIT INTERES-     CIN                          726.31           200,499.25
                  T CAPITALISED
12-May-2008       TAX DEDUCTED                      145.26                          200,499.25
12-May-2008       TAX2 DEDUCTED                     145.26                          200,499.25
--------------------------------------------------------------------------------
SUMMARY
            Opening Balance                   4 Debit(s)      3 Credit(s)      Closing Balance
                 0.00                          265.28          200,764.53         200499.25
--------------------------------------------------------------------------------
Product Name      : DEPOSITO BISNIS BERJANGKA EURO         Currency : EUR
Account           : 000000038034                           Branch   : 9999 DEMO
Account Holders / :
Relationship
--------------------------------------------------------------------------------
Deposit           Principal          Int Rate  Maturity Value   Maturity Date
     Value Date              Certificate No.    Term                        Units
--------------------------------------------------------------------------------
1                 5,000.00           13.00     5,108.33         05/20/2008
      03/20/2008            null         2 Months                500000 units of EUR .01 each
Summary Section
--------------------------------------------------------------------------------
Currency     Product Name                       Account Number           Balance
--------------------------------------------------------------------------------
INR          PGS9 SAVING ACCOUNT                000000002394             200,499.25
INR          PGS9 SAVING ACCOUNT                000000021642             0.00
INR          PGS9 CURRENT ACCOUNT               000000038018             0.00
EUR          DEPOSITO BISNIS BERJANGKA EURO     000000038034             5,000.00
INR          TERM LOAN_AMAR                     000000038042             0.00
```

32

ORACLE

CI116 - MINOR CUSTOMER DETAILS REPORT

Branches open CASA account for minor customers which are monitored by the bank for permissible transactions/movements. Customer documentation standards differ for a minor account as compared to a regular (major) account. Further, there are restrictions to certain classes of transactions in the minor accounts as per the bank level parameters set. This report provides details of minor customers for audit and control purpose.

This is a report of minor customer details. This report can be generated as per requirement on an adhoc basis. Each column of this report provides details on Customer ID, Customer Full Name, Date of Birth and Date of Majority.

To generate the MINOR CUSTOMER DETAILS REPORT

1. Access the **Report Request** (Fast Path: 7775) screen.

2. Ensure that the **Adhoc Reports** button is selected.

3. Navigate through **Customer Information > Customer Information > CI116 - MINOR CUSTOMER DETAILS REPORT.**

4. The system displays the **CI116 - MINOR CUSTOMER DETAILS REPORT** screen.

ORACLE

Field Description

Field Name	Description
Maturity Or Restriction	[Mandatory, Alphanumeric, One] Type the valid maturity or restriction option. The options are:- • M - Maturity • R - Restriction.
Enter No Of Days To Attain Age	[Mandatory, Numeric, Four] Type the number of days to attain maturity.
Enter the branch	[Mandatory, Numeric, Five] Type the valid code of the branch for which the report needs to be generated.
Waived Service Charge	[Optional, Check Box] Select the check box to waive the service charge.

5. Enter the appropriate parameters in the **CI116 - MINOR CUSTOMER DETAILS REPORT** screen.

6. Click the **Generate** button.

7. The system displays the message "Report Request Submitted". Click the **OK** button.

8. The system generates the **MINOR CUSTOMER DETAILS REPORT**. For reference, a specimen of the report generated is given below:

ORACLE

```
Bank    :     335      DEMO BANK              FLEXCUBE          Run Date : 10-Dec-2008
Branch :     9999      DEMO                                     Run Time : 06:31 PM
Op. Id :     TSANDEEP              MINOR CUSTOMER DETAILS REPORT Report No: CI-116/1


CUST  ID              CUSTOMER  FULL  NAME              DATE OF BIRTH      DATE OF MAJORITY

  604854          w/o  DANSKE BANK LIETUVOS FILIALAS    01-Jan-1999        01-Jan-2017

  603997          Mr   SENTHIL S SS                     10-Sep-1990        10-Sep-2008

  604574          Mr   HITESH PALALI                    11-Feb-1995        11-Feb-2013

  603957          Mr   MINOR CUST                       12-Dec-2005        12-Dec-2023

  604004          M/S  ANITA M RAO                      01-Nov-2000        01-Nov-2018

  604013          Dr   GANESH S LAL                     13-Nov-2007        13-Nov-2025


                              *** End of Report ***
```

ORACLE

BA77U - Audit Trail

Many non – financial transactions, like SI maintenance or lien marking requires authorization and are effective only on due authorization. This report is an audit trail of all unauthorized non-financial transactions.

This report provides information on Originating Branch code, From Date, To Date, Teller ID, Branch, Task ID, Posting Date, Action and Transaction date.

To generate the Audit Trail report

1. Access the **Report Request** (Fast Path: 7775) screen.

2. Ensure that the **Adhoc Reports** button is selected.

3. Navigate through **Customer Information > Customer Information > BA77U - Audit Trail.**

4. The system displays the **BA77U - Audit Trail** screen.

ORACLE®

Field Description

Field Name	Description
Branch Code	[Mandatory, Numeric, Five] Type the valid code of the branch for which the report needs to be generated.
User ID	[Mandatory, Alphanumeric, 12] Type the login ID of the person who has performed the transaction.
From Date [DD/MM/YYYY]	[Mandatory, dd/mm/yyyy] Type the valid start date for the report. This date should not be greater than To Date.
To Date [DD/MM/YYYY]	[Mandatory, dd/mm/yyyy] Type the valid end date for the report.
Waived Service Charge	[Optional, Check Box] Select the check box to waive the service charge.

5. Enter the appropriate parameters in the **BA77U - Audit Trail** screen.

6. Click the **Generate** button.

7. The system displays the message "Report Request Submitted". Click the **OK** button.

8. The system generates the **Audit Trail Report**. For reference, a specimen of the report generated is given below:

ORACLE®

```
Bank   : DEMO BANK                              FLEXCUBE                         Run Date : 12/15/2009
Branch : DEMO                        Audit Trail for Unauthorised Non-fin Txn Report    Run Time : 12:02 PM
Op. Id :  TSANGAMESH                          For:  31-Mar-2008                   Report No: BA77U/ 1
_____
Originating branch Code : 9999

From Date:     01/30/2008       To Date:       01/30/2008

Teller ID : TSANGAMESH
_____

Branch             Task Id            Posting Date          Teller ID           Action  Txn Date
_____

9999               CIM13              29/01/2008 18:30      TSANGAMESH             add  04/12/2009

9999               CHM21              29/01/2008 18:30      TSANGAMESH          modify  07/12/2009

9999               CIM28              14/01/2008 18:30      TSANGAMESH             add  26/11/2009

9999               CHM37              30/12/2007 18:30      TSANGAMESH          modify  19/11/2009

9999               CHM37              30/12/2007 18:30      TSANGAMESH             add  19/11/2009

9999               CHM37              30/12/2007 18:30      TSANGAMESH          modify  19/11/2009

9999               CHM34              30/12/2007 18:30      TSANGAMESH         deleted  24/11/2009

9999               BAM81              30/12/2007 18:30      TSANGAMESH         deleted  24/11/2009

9999               CHM21              29/01/2008 18:30      TSANGAMESH          modify  07/12/2009

9999               CHM21              29/01/2008 18:30      TSANGAMESH          modify  07/12/2009

9999               CHM21              29/01/2008 18:30      TSANGAMESH          modify  07/12/2009

9999               CHM21              29/01/2008 18:30      TSANGAMESH                  07/12/2009
_____

                                   *** End of Report ***
```

ORACLE®

CI105 - CUSTOMER WITHOUT ACCOUNTS

A customer ID is created at the onset of any customer relations at the bank. Customers of various class (Resident/Non-resident, Corporate/individual) subsequently open accounts in various product categories like TD, CASA, Loans, etc. by linking the unique customer ID created. However there may be a set of customers created, for whom the account linking is yet to be completed or links to all the existing accounts have expired. This report lists details of such customers.

This is a list of customers for whom no accounts are opened/maintained for the given period. This report is generated in adhoc mode and each column of this report provides data on Customer ID, Date, Customer Type, National ID and Customer Full Name.

To generate the CUSTOMER WITHOUT ACCOUNTS REPORT

1. Access the **Report Request** (Fast Path: 7775) screen.

2. Ensure that the **Adhoc Reports** button is selected.

3. Navigate through **Customer Information > Customer Information > CI105 - CUSTOMER WITHOUT ACCOUNTS**.

4. The system displays the **CI105 - CUSTOMER WITHOUT ACCOUNTS** screen.

ORACLE®

Field Description

Field Name	Description
From Date[DD/MM/YYYY]	[Mandatory, dd/mm/yyyy] Type the valid start date for the report. This date should not be greater than To Date.
To Date[DD/MM/YYYY]	[Mandatory, dd/mm/yyyy] Type the valid end date for the report.
Branch Code	[Mandatory, Numeric, Five] Type the valid code of the branch for which the report needs to be generated.
Waived Service Charge	[Optional, Check Box] Select the check box to waive the service charge.

5. Enter the appropriate parameters in the **CI105 - CUSTOMER WITHOUT ACCOUNTS REPORT** screen.

6. Click the **Generate** button.

7. The system displays the message "Report Request Submitted". Click the **OK** button.

8. The system generates the **CUSTOMER WITHOUT ACCOUNTS REPORT**. For reference, a specimen of the report generated is given below:

ORACLE

```
Bank   :  335     DEMO BANK                          FLEXCUBE                      Run Date :  28-DEC-2009
Branch :  9999    DEMO BRANCH              UNMAINTAINED CUSTOMERS REPORT           Run Time :  10:44
Op. Id :  TRAHUL                          FROM: 31-DEC-2007 TO: 29-APR-2008        Report No:  CI105/[page_no]


Customer ID    Date        Customer Type     National ID                    Customer Full Name

606247         15/01/2008  INDIVIDUAL        8989898                        NINAD JINGARE
606249         15/01/2008  CORPORATE         0000012                        BHARATI
606262         15/01/2008  INDIVIDUAL        506070                         JAYESH KASHIYA
606263         15/01/2008  INDIVIDUAL        TEST88                         VARUN PUNJABI
606274         15/01/2008  INDIVIDUAL        MINORRRR                       JSDFJF JKHDJKFH JKHDJKFH
606277         15/01/2008  INDIVIDUAL        FARFTR                         TEYRTT RTRET RTER
606282         15/01/2008  INDIVIDUAL        CHILDQ                         DJFNHDJKFH JKHJKFHJK JKHDFJKH
606285         15/01/2008  INDIVIDUAL- TDS   ARSPK451                       HDFC BROKING
606300         15/01/2008  INDIVIDUAL- TDS   TESTCASE649MINOR               TEST CASE 6.49 MINOR
606301         15/01/2008  INDIVIDUAL- TDS   TESTCASE                       TEST CASE 6.49 MAJOR
606309         15/01/2008  HNI               TESTNRCASE                     TEST NR CASE
606310         15/01/2008  HNI               TESTNR1                        TEST CASE NR1
606311         15/01/2008  HNI               TESTNR3                        TEST CASE NR3
606312         15/01/2008  HNI               TESTNR4                        TEST CASE NR4
606317         15/01/2008  INDIVIDUAL        7657634                        HJGHJGHJG GHJGHJG GHJGHJ
605547         29/02/2008  INDIVIDUAL        RTRTRT                         DSFF SDFDSF DFSDF
605548         29/02/2008  INDIVIDUAL        REWREW                         GRGR RTRT RTRSTR

                                     *** End of Report ***
```

ORACLE

CI113 - Corporate Customer Replicate

While opening the customer's accounts, branches enter various basic information like name, address, date of birth, etc. In addition to the basic customer details, branches also decide whether the customer details have to be replicated to **FLEXCUBE Corporate** module, which would allow the central liability tracking. The central liability (CL) tracking is done in **FLEXCUBE Corporate**.

Each column of the report provides information on Customer Id, Date Open, Customer Type, Customer Name, Nationality Id, Replicate, and Class Type.

To generate the Corporate Customer Replicate Report

1. Access the **Report Request** (Fast Path: 7775) screen.

2. Ensure that the **Adhoc Reports** button is selected.

3. Navigate through **Customer Information > Customer Information > CI113 - Corporate Customer Replicate.**

4. The system displays the **CI113 - Corporate Customer Replicate** screen.

Field Description

Field Name	Description
Enter the Starting date [DD/MM/YYYY]	[Mandatory, dd/mm/yyyy] The start date for the report. Type a valid start date. This date should not be greater than End Date.

ORACLE®

Field Name	Description
Enter the End date [DD/MM/YYYY]	[Mandatory, dd/mm/yyyy] The end date for the report. Type a valid End Date.
Waived Service Charge	[Optional, Check Box] Select the check box to waive the service charge.

5. Enter the appropriate parameters in the **CI113 - Corporate Customer Replicate** screen.

6. Click the **Generate** button.

7. The System displays the message "Report Request Submitted".

8. Click the **OK** button.

9. The system generates the **Corporate Customer Replicate Report**.

To view and print the Corporate Customer Replicate Report

1. Access the **Advice/Report Status Enquiry** (Fast Path: 7778) screen.

2. Select the check box corresponding to **CI113 - Corporate Customer Replicate**.

3. Click the **View** button to view the report.

4. The system displays the **Corporate Customer Replicate Report** screen.

ORACLE®

```
Bank    :   335    DEMO BANK                       FLEXCUBE                          Run Date :  24-May-2007
Branch  :   999    Head Office           CORPORATE CUSTOMER REPLICATE                Run Time :  06:43 PM
Op. Id  :   TMYTHILI999                                                              Report No:  CI113/
                                              For: 15-Feb-2008



Customer Id.        Date Open       Cust Type  Customer Name                    Nationality Id.   Replicate   Class Type


600078              15-Dec-2007     X          Umesh M Mandrekar                UMESH                         I
600084              15-Dec-2007     I          Virendra M Sehwag                VIRU                          I
600085              15-Dec-2007     I          Umesh M Mandrekar                UMESH                         I
600090              15-Dec-2007     I          Fathima Mohamod Isha             C5                            I
600081              15-Dec-2007     I          Subodh R Pathak                  SUBODH                        I
600082              15-Dec-2007     I          Glen X Mcgrath                   GLEN                          I
600083              15-Dec-2007     I          Steve E Waugh                    STEVE                         I
600091              15-Dec-2007     I          Muhamod Abdul Rahman             C6                            I
600101              15-Dec-2007     A          ABHISHEK A BACHCHAN              LM115                         I
600107              15-Dec-2007     I          Bimlesh  Sharma                  600097                        I
600087              15-Dec-2007     I          Chandy D Umman                   C3                            I
600089              15-Dec-2007     I          Boban I Nurdeen                  C4                            I
600126              15-Dec-2007     X          B ANUPAMA                        ANABA1971A                    I
601955              15-Feb-2008     A          RAJINI KANTH SUPER               LMC88                         I
601956              15-Feb-2008     X          Karishma  Shah                   4028                          I
601957              15-Feb-2008     X          Abhishek  Sarkar                 4029                          I
601958              15-Feb-2008     X          Saurabh  Singh                   4030                          I
601978              15-Feb-2008     X          Ginny  Dua                       4042                          I
601979              15-Feb-2008     X          Mugdha  Ladikar                  4043                          I
601982              15-Feb-2008     X          aakansha  singh                  4045                          I
601985              15-Feb-2008     X          Navdeep  Singh                   4046                          I
601986              15-Feb-2008     X          Chris  Thakkar                   4047                          I
                                            *** End of Report ***
```

44

ORACLE®

5. On the **File** menu, click **Print**.

6. The system displays the **Print** dialog box.

7. Select the appropriate parameters and click the **OK** button.

ORACLE®

CI115 - SIGNATURES NOT CAPTURED

While opening accounts, customer's signature / photographs / thumb impression are captured and linked to the account. This facilitates the signature verification in the system at the time of making payment. Capturing of signature is all the more important in the core banking scenario, as customers can withdraw from any branch of the bank. Branches can generate this adhoc report, and capture the missing signature in the system.

This is an exception report of signatures of customers not captured in the system. Each column of the report provides information about Customer ID, Customer Name, Opening Date and Authoriser ID.

To generate the SIGNATURES NOT CAPTURED Report

1. Access the **Report Request** (Fast Path: 7775) screen.

2. Ensure that the **Adhoc Reports** button is selected.

3. Navigate through **Customer Information > Customer Information > CI115 - SIGNATURES NOT CAPTURED**.

4. The system displays the **CI115 - SIGNATURES NOT CAPTURED** screen.
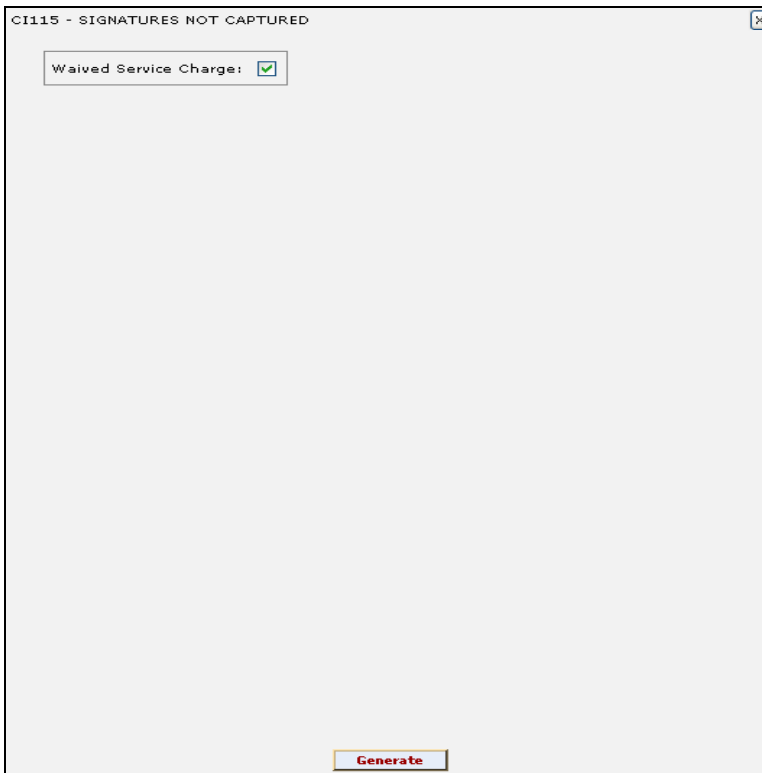
5. By default, the **Waived Service Charge** check box is selected. Clear the check box if you want to apply the service charge for the report.

6. Click the **Generate** button.

7. The system displays the message "Report Request Submitted". Click the **OK** button.

8. The system generates the **SIGNATURES NOT CAPTURED**. For reference, a specimen of the report generated is given below:

ORACLE®

```
Bank   : 335  DEMO BANK                    FLEXCUBE              Run Date :  12/15/2009
Branch : 9999 DEMO                   SIGNATURES NOT CAPTURED     Run Time :  11:53
Op. Id : TSENTHILV                     As Of: 31-Mar-2008        Report No:  CI115/31
_____

Customer ID      Customer  Name                     Opening  Date
                                                                        Auth  Id
_____

605484           GIRI                               01/30/2008           TNELSON
605497           MANDAR                             01/30/2008           TVARUNP
605500           KODGIRWAR F                        01/30/2008           TVARUNP
605522           ANAND                              02/29/2008           TBHAGWAT
605524           UJJWAL K KODGIRWAR                 02/29/2008           TVARUNP
605527           DJ MONROE                          02/29/2008           TSENTHILV
605529           TES JR                             02/29/2008           TNITINS
605530           LYN                                02/29/2008           TNINAD
605543           MARILYN MONROE                     02/29/2008           TLOHITHAK
605544           FERDE  R S                         02/29/2008           TDEVIDEA1
_____


                              *** End of Report ***
```

47

ORACLE

CI125 - Family Members Position Report

Branches would like to know the family members position for the given customer while performing customer evaluation. This adhoc report is generated to give product wise asset and liability totals to the branches.

This is a family members position report for the given customer id. Account number details are provided product wise and also totals are given. Each column of the report provides information on Relationship, Module, Account No, Currency Code, Product Code, Product Name, Asset Balance, and Liability Balance.

To generate the Family Members Position Report

1. Access the **Report Request** (Fast Path: 7775) screen.

2. Ensure that the **Adhoc Reports** button is selected.

3. Navigate through **Customer Information > Customer Information > CI125 - Family Members Position Report.**

4. The system displays the **CI125 - Family Members Position Report** screen.

Field Description

Field Name	Description
Enter Customer ID	[Mandatory, Alphanumeric, 16]
	The ID of the customer. This ID is used for searching and tracking the customer in the system. Type a valid Customer ID.

ORACLE®

Field Name	Description
Waived Service Charge	[Optional, Check Box] Select the check box to waive the service charge.

5. Enter the appropriate parameters in the **CI125 - Family Members Position Report** screen.

6. Click the **Generate** button.

7. The System displays the message "Report Request Submitted".

8. Click the **OK** button.

9. The system generates the **Family Members Position Report**.

To view and print the Family Members Position Report

1. Access the **Advice/Report Status Enquiry** (Fast Path: 7778) screen.

2. Select the check box corresponding to **CI125 - Family Members Position Report**.

3. Click the **View** button to view the report.

4. The system displays the **Family Members Position Report** screen.

ORACLE®

```
Bank    :  335    DEMO BANK              FLEXCUBE                    Run Date :  09-Jun-2007
Branch  :  999    Head Office      FAMILY MEMBERS POSITION REPORT    Run Time :  01:14PM
Op. Id  :  SFUNC1                                                    Report No:  CI125/ 1
                                       For: 08-Aug-2008


Relationship Module Account No.     Currency  Product Product Name           Asset          Liability
                                    Code      Code                           Balance        Balance




                                *** No data for this Report ***
```

ORACLE

5. On the **File** menu, click **Print**.

6. The system displays the **Print** dialog box.

7. Select the appropriate parameters and click the **OK** button.

ORACLE®

CI126 - CUSTOMER BLACKLIST HISTORY REPORT

Banks can blacklist a customer for various reasons like on legal ground, etc. The information on a blacklisted customer can be maintained through the Customer Blacklist Maintenance Details screen in **Flexcube Retail**. The agency that blacklisted the customer and the effective start date and end date are provided in the report.

This is a customer blacklist history report generated for the given customer id. Each column of the report provides information on Customer ID, Full Name, Date Effective, Agency Code, Offence Level, Blacklist Start Date, and Blacklist End Date.

To generate the CUSTOMER BLACKLIST HISTORY REPORT

1. Access the **Report Request** (Fast Path: 7775) screen.

2. Ensure that the **Adhoc Reports** button is selected.

3. Navigate through **Customer Information > Customer Information > CI126 - CUSTOMER BLACKLIST HISTORY REPORT.**

4. The system displays the **CI126 - CUSTOMER BLACKLIST HISTORY REPORT** screen.

Field Description

Field Name	Description
Enter Customer ID	[Mandatory, Alphanumeric, 16] The ID of the customer. This ID is used for searching and tracking the customer in the system. Type a valid Customer ID.

ORACLE®

Field Name	Description
Waived Service Charge	[Optional, Check Box]
	Select the check box to waive the service charge.

5. Enter the appropriate parameters in the **CI126 - CUSTOMER BLACKLIST HISTORY REPORT** screen.

6. Click the **Generate** button.

7. The System displays the message "Report Request Submitted".

8. Click the **OK** button.

9. The system generates the **CUSTOMER BLACKLIST HISTORY REPORT**.

To view and print the CUSTOMER BLACKLIST HISTORY REPORT

1. Access the **Advice/Report Status Enquiry** (Fast Path: 7778) screen.

2. Select the check box corresponding to **CI126 - CUSTOMER BLACKLIST HISTORY REPORT**.

3. Click the **View** button to view the report.

4. The system displays the **CUSTOMER BLACKLIST HISTORY REPORT** screen.

ORACLE

```
Bank   :   335    DEMO BANK                    FLEXCUBE                Run Date :   24-May-2007
Branch :   999    Head Office         CUSTOMER BLACKLIST HISTORY REPORT  Run Time :   06:25PM
Op. Id :   TMYTHILI999                                                 Report No:   CI126/ 1
                                          For: 15-Feb-2008


Customer ID :     601998        Full Name :Rajeev Menon

Date Effective          Agency      Offence Level    Blacklist Start Date      Blacklist End Date


05/24/2007  6:12:23PM    RBI          1               02/15/2008  12:00:00AM    03/15/2008  12:00:00AM
```

ORACLE

5. On the **File** menu, click **Print**.

6. The system displays the **Print** dialog box.

7. Select the appropriate parameters and click the **OK** button.

ORACLE®

CI131 - Account Operating Instructions

The **Account Operating Instruction Maintenance** (Fast Path: CIM28) option facilitates the user to maintain operating instructions for an account. This instruction will be displayed by the system along with the customer signature during financial transaction processing. An audit trail report can be generated for addition / modification / deletion of account operating instructions.

The Account Operating Instructions report can be generated for a given period and for a customer ID or for a branch. Each column of this report provides details about Serial Number, Region, Branch Code, Branch Name, Customer ID, Account Number, Customer Name, Last Processing date, Old Account Operating Instructions, New Account Operating Instructions, Action, User ID and Supervisor ID.

To generate the Account Operating Instructions Report

1. Access the **Report Request** (Fast Path: 7775) screen.

2. Ensure that the **Adhoc Reports** button is selected.

3. Navigate through **Customer Information > Customer Information > CI131 - Account Operating Instructions.**

4. The system displays the **CI131 - Account Operating Instructions** screen.

CI131 - Account Operating Instructions

Input Parameters

From Date (DD/MM/YYYY) :

To Date (DD/MM/YYYY) :

Branch Code :

Customer ID :

Account No :

Waived Service Charge: ☑

Generate

ORACLE

Field Description

Field Name	Description
From Date(DD/MM/YYYY)	[Mandatory, dd/mm/yyyy] Type the valid start date for the report. This date should not be greater than To Date.
To Date(DD/MM/YYYY)	[Mandatory, dd/mm/yyyy] Type the valid end date for the report.
Branch Code	[Mandatory, Numeric, Five] Type the valid code of the branch for which the report needs to be generated.
Customer ID	[Mandatory, Alphanumeric, 16] Type the valid ID of the customer. This ID is used for searching and tracking the customer in the system.
Account No	[Mandatory, Alphanumeric, 16] Type the valid account number of the customer for which you want to generate the report.
Waived Service Charge	[Optional, Check Box] Select the check box to waive the service charge.

5. Enter the appropriate parameters in the **CI131 - Account Operating Instructions** screen.

6. Click the **Generate** button.

7. The system displays the message "Report Request Submitted". Click the **OK** button.

8. The system generates the **Account Operating Instructions Report**. For reference, a specimen of the report generated is given below:

ORACLE®

```
Bank : 335, DEMO  BANK                          FLEXCUBE                          RUN DATE : 14/01/2009
                                        ACCOUNT OPERATING INSTRUCTIONS
Branch : 9999, DEMO                          DATE : 15-Apr-2008                    RUN TIME :  2:48:31PM
Operating ID : TELLER05
                                                                                  REPORT NO : CI131/1
```

No	Region	Branch	Branch Name	Customer ID	Account Number	Customer Name	Last Processing Date	Old Account Operating Instruction	New Account Operating Instruction	Action(Add, Modify, Delete)	User ID	Spvr ID
1	1	9999	DEMO	604760	600000012 50440	XING CHEN	3/12/2008		This is the default account for the customer 604760	Addition	TANAND	SANAND

----end of report----

58

ORACLE

CI135 - Customer Id to Company Code

You can monitor any kind of transaction or maintenance being carried out through audit trails which are internal reports. This an audit trail report which captures information related to the user details and changes or transactions which have been carried out to company code of a customer. The audit trail report also contains the time and date along with authorizer's ID.

This is a Customer Id to Company Code report. Each column of the report provides data on Particulars (Customer ID, Customer Name, Customer Code), Old Values and New Values.

To generate the Customer Id to Company Code report

1. Access the **Report Request** (Fast Path: 7775) screen.

2. Ensure that the **Adhoc Reports** button is selected.

3. Navigate through **Customer Information > Customer Information > CI135 - Customer Id to Company Code**.

4. The system displays the **CI135 - Customer Id to Company Code** screen.

Field Description

Field Name	Description
From Date[DD/MM/YYYY]	[Mandatory, dd/mm/yyyy]
	Type the valid start date for the report.
	This date should not be greater than To Date.

Field Name	Description
To Date[DD/MM/YYYY]	[Mandatory, dd/mm/yyyy] Type the valid end date for the report.
Waived Service Charge	[Optional, Check Box] Select the check box to waive the service charge.

5. Enter the appropriate parameters in the **CI135 - Customer Id to Company Code** screen.

6. Click the **Generate** button.

7. The system displays the message "Report Request Submitted". Click the **OK** button.

8. The system generates the **Customer Id to Company Code report.** For reference, a specimen of the report generated is given below:

ORACLE

```
Bank    :   335        Demo BANK                        FLEXCUBE                 Run Date : 05/01/2010
Branch  :   9999       Demo                     CUSTOMER ID TO COMPANY CODE      Run Time : 11:23 AM
Op. Id  :   TSANGAMESH                              For:  29-Feb-2008            Report No: CI135/ 1

PARTICULARS                    OLD VALUES            NEW VALUES

Customer ID                    606354                606354

Customer Name                  MENON RC              MENON RC

Company Code                                         O

Company Name                                         JIA

Customer ID                    605684                605684

Customer Name                  SANDEEP REDDY TEEGEL  SANDEEP REDDY TEEGEL

Company Code                                         O

Company Name                                         JIA

Customer ID                    606020                606020

Customer Name                  %'&<>                 %'&<>

Company Code                                         O

Company Name                                         JIA


                               *** End of Report ***
```

ORACLE

CI136 - Customer Id to Mailing Address

You can monitor any kind of transaction or maintenance being carried out through audit trails which are internal reports. This an audit trail report which captures information related to the user details and changes or transactions which have been made to the mailing address of a customer.

The audit trail report also contains the time and date along with authorizer's ID.

This is a Customer Id to Mailing Address report. Each column of this report provides data on Particulars (like Customer ID, Customer Name, Address, City, State, Country, Zip Code), Old Address and New Address.

To generate the Customer Id to Mailing Address report

1. Access the **Report Request** (Fast Path: 7775) screen.

2. Ensure that the **Adhoc Reports** button is selected.

3. Navigate through **Customer Information > Customer Information > CI136 - Customer Id to Mailing Address.**

4. The system displays the **CI136 - Customer Id to Mailing Address** screen.

Field Description

Field Name	Description
From Date [DD/MM/YYYY]	[Mandatory, dd/mm/yyyy]
	Type the valid start date for the report.
	This date should not be greater than To Date.

ORACLE®

Field Name	Description
To Date [DD/MM/YYYY]	[Mandatory, dd/mm/yyyy]
	Type the valid end date for the report.
Waived Service Charge	[Optional, Check Box]
	Select the check box to waive the service charge.

5. Enter the appropriate parameters in the **CI136 - Customer Id to Mailing Address** screen.

6. Click the **Generate** button.

7. The system displays the message "Report Request Submitted". Click the **OK** button.

8. The system generates the **Customer Id to Mailing Address report.** For reference, a specimen of the report generated is given below:

ORACLE®

```
Bank    :  335       DEMO BANK              FLEXCUBE                     Run Date : 12/14/2009
Branch  :  9999      DEMO            Customer Id to Mailing Address      Run Time : 4:15 PM
Op. Id  :  TSANGAMESH                    For:  31-Mar-2008               Report No: CI136/ 1
PARTICULARS                          OLD ADDRESS                  NEW ADDRESS
Customer ID                          605086                       605086
Customer Name                        <SANDEEP S PATIL>            <SANDEEP S PATIL>
Customer ID                          605054                       605054
Customer Name                        "SUNIL" <E> 'P'              "SUNIL" <E> 'P'
Address 1                            PL                           KOTHRUD DEPO
Address 2                            P                            KOTHRUD
Address 3                            L                            KOTHRUD
City                                 Pune                         Pune
State                                Maharashtra                  Maharashtra
Country                              IND                          IND
Zip code                             6540684                      6540684
Customer ID                          605480                       605480
Customer Name                        BIB TEST 123                 BIB TEST 123
Address 1                            BIB TEST 123                 Corporate Customer
Address 2                            Individual                   Current Adress
Address 3                            Customer                     Nirlon
City                                 Agra                         Mumbai
State                                KALIMANTAN BARAT    PONTIANAK Maharashtra

                              *** End of Report ***
```

64

ORACLE

CI137 - Customer Id to Contact Details

You can monitor any kind of transaction or maintenance being carried out through audit trails which are internal reports. This an audit trail report which captures information related to the user details and changes or transactions which have been made to the contact details of a customer.

The audit trail report also contains the time and date along with authorizer's ID.

This is a customer's Id contact details report. Each column of this report provides data on Particulars (like Customer ID, Customer Name, Address, City, State, Country, Zip Code), Old Contact Details and New Contact Details.

To generate the Customer Id to Contact Details report

1. Access the **Report Request** (Fast Path: 7775) screen.

2. Ensure that the **Adhoc Reports** button is selected.

3. Navigate through **Customer Information > Customer Information > CI137 - Customer Id to Contact Details.**

4. The system displays the **CI137 - Customer Id to Contact Details** screen.

Field Description

Field Name	Description
From Date [DD/MM/YYYY]	[Mandatory, dd/mm/yyyy]
	Type the valid start date for the report.
	This date should not be greater than To Date.

ORACLE

Field Name	Description
To Date [DD/MM/YYYY]	[Mandatory, dd/mm/yyyy]
	Type the valid end date for the report.
Waived Service Charge	[Optional, Check Box]
	Select the check box to waive the service charge.

5. Enter the appropriate parameters in the **CI137 - Customer Id to Contact Details** screen.

6. Click the **Generate** button.

7. The system displays the message "Report Request Submitted". Click the **OK** button.

8. The system generates the **Customer Id to Contact Details report.** For reference, a specimen of the report generated is given below:

ORACLE

```
Bank   :  Demo                        FLEXCUBE                    Run Date : 16/12/2009
Branch :  Demo                 Customer Id to Contact Details     Run Time : 11:55 AM
Op. Id :  TSANGAMESH                For:  15-Apr-2008             Report No: CI137/ 1


PARTICULARS                      OLD CONTACT DETAILS              NEW CONTACT DETAILS


Customer ID                           604210                          604210


Customer Name                     AARTI  BEDEKAR                  AARTI  BEDEKAR


Phone (Off)


Phone(Res)                          67817942                        67817940


Mobile No.


Email

                              *** End of Report ***
```

67

ORACLE®

CI007 - Mobile Number and E-mail id Modifications Report

Mobile Number and E-mail id Modifications Report will provide the summary of the entire mobile number and email id modifications and whether alerts were logged against each modification. Hence, the total number of modifications should tally with the total number of alerts sent via SMS and Email.

To generate Mobile Number and E-mail id Modifications Report

1. Access the **Report Request** (Fast Path: 7775) screen.

2. Ensure that the **Adhoc Reports** button is selected.

3. Navigate through **Customer Information > CI007 - Mobile Number and E-mail id Modifications Report.**

4. The system displays the **CI007 - Mobile Number and E-mail id Modifications Report** screen.

Payments and Settlement	General Ledger	Safe Deposit Box	Term Deposit	Others	Branch	Savings	Customer Information	Security Management	Electronic Clearing

Report Group	CI007 - Mobile Number and E-mail id Modifications Report	X
Customer Information		

Waived Service Charge: ☑

Generate

ORACLE®

Field Description

Field Name	Description
Waived Service Charge	[Optional, Check Box] Select the check box to waive the service charge.

5. Select the **Waived Service Charge** checkbox in the **CI007 - Mobile Number and E-mail id Modifications Report** screen.

6. Click the **Generate** button.

7. The system displays the message "Report Request Submitted". Click the **OK** button.

8. The system generates the **Mobile Number and E-mail id Modifications Report**. For reference, a specimen of the report generated is given below:

The report includes below mentioned fields:

*   Mobile Number Modifications

*   Email ID modifications

*   Both Mobile and Email ID modification

*   SMS Alerts processed

*   Email Alerts processed

*   SMS Alerts unprocessed

*   Email Alerts unprocessed

```
                              FLEXCUBE
Bank  : 240  HDFC BANK LTD                        Run Date  : 11-Mar-2013
                  Summary Report of Mobile Number and E-mail id Modifications
Branch : 240  MAIN BRANCH                         Run Time  : 19:45
User Id: SYSOPER                  For :03-Nov-2014        Report No. : CI007/1



Mobile Number  Modifications        -  33
Email ID modifications            -  48
Both Mobile and Email ID modification    -  14

SMS Alerts processed             -  70
Email Alerts processed           -  31

SMS Alerts unprocessed             -  0
Email Alerts unprocessed           -  0


                         *** End of report ***
```

ORACLE®

2.2. Batch Reports

Batch reports are automatically generated at the end of day (EOD) or beginning of day (BOD). Reports and advices can be requested from the **Report Request** (Fast Path: 7775) screen. Batch reports can only be generated using the system operator login.

The operator must run the cut-off process at the end of every day, before starting the end of the day for that day. This is to ensure that all transactions done through the on-line delivery channels are handed over to a log for batch processing. A fresh log is created for the next day's transactions. Here it is important to note that while the processing date from the point of view of EOD processing is still today, the on-line processing date has moved to the next processing date and the online transactions done after cut-off will be processed in the next day's EOD.

EOD refers to the processing required to be done for each functional module of **FLEXCUBE Retail** as well as some files that are generated for updating data in other local offices. The EOD Client option is used to take care of the system related batch processes of cutoff, BOD, EOD, monthly report generation and printing, file hand off, eligibility of the Relationship Pricing (RP), etc.

Beginning of the Day (BOD) process opens a new transaction day for the Bank. BOD as a process depends on EOD process for the previous working day. This means, if the EOD is not completed for a day, system will not allow the BOD for the next day to start.

List of Batch Reports:

- Customer_Information_Reports

Access

- Fast Path: EOD10
- Operator Process > EOD/BOD Operations > EOD Processing

To generate batch reports

1. Take Pre Cutoff Backup before processing the EOD.
2. Log in to the **FLEXCUBE Retail** application with a valid System Operator Login ID.
3. The **FLEXCUBE Retail** window appears.
4. Access the **EOD Client** (Fast Path: EOD10) screen.

ORACLE

Field Description

Field Name   **Description**

Field Name	Description
Process Category	[Mandatory, Drop-Down]
	Select the category of the process to be performed from the drop-down list.
	The options are:

- End of Day: It is a process where a fixed set of shell or functionality are processed. A proper handoff of GL's to **FLEXCUBE** Corporate, Consolidation etc. is done in the EOD process. Interest related processing, GL Updations, Draw-Down, Sweep-Outs, TD part redemption due to Sweep-In instructions, report related processing are done during the EOD processing.

- Beginning Of Day: It is process where in some predefined functions are processed. The user can login in the system after the BOD is completed. The validation for BOD is that the previous day EOD should be completed. For e.g. TD Maturity, Standing Instruction (SI) Execution, etc.

- Cutoff: It is a process where the process date of the system is changed to the next working day as maintained in the bank calendar. All the transactions entered in the system, till the point of cutoff, are picked up for EOD processing. The validation for cutoff is that the previous day BOD should be completed.

- Transfer DB Scripts: This process was used earlier.

- Apply DB Scripts: This process was used earlier.

- Process CIF Handoff: This process is used to download the customers and related tables which are opened in other branch to the base branch of the customer. The validation for CIF handoff is that the previous day BOD should be completed.

- Schedule Extracts: It is a processed to extract specific schedule and to have a proper handoff to the interface.

- MONTHLY STATEMENTS: This process is used to generate the customer monthly statement in order to stream line the time during the actual EOM process. This process is run separately. This process can be run even after the BOD process next day.

- Handoff After EOD: It is a processed to extract specific schedule and to have a proper handoff to the interface.

- Elig Evaluation: It is a processed to evaluate the eligibility of the RVT schemes.

- File Handoff: It is a processed to extract specific schedule and to have a proper handoff to the interface.

- Automatic EFS for Converted Loan: This process is used to close the loan accounts with **Automatic EFS Date** falling on running day. If running of this process is skipped on a particular day, such accounts falling due for automatic closure on that day will be picked on next working day process. Future dated closure or back dated closure is not be supported. If the automatic closure date falls on a holiday, then such accounts will be picked up on the next working days process. All accounts

ORACLE

Field Name	Description
Category Status	[Mandatory, Drop-Down] Select the Category status from the drop-down list. The status can be as follows: • Yet to Start • Started • Aborted • Completed
Process Date	[Mandatory, Pick List, dd/mm/yyyy] Select the process date from the pick list. By default, this field displays the current process date for the selected process.
Next Process Date	[Mandatory, Pick List, dd/mm/yyyy] Select the next process date from the pick list. By default, this field displays the next logical working day on which the process has to be run.

Column Name	Description
State	[Display] This column displays a different color for different process state. The different color displayed are: • Green - Run • Red - Aborted • Default - Other Status (Complete, Yet to Start)
Process Name	[Display] This column displays the name of different processes which are performed.
Module Code	[Display] This column displays the code of the module on which the process is performed.
Status	[Display] This column displays the status of the process performed. The status can be as follows: • Yet to Start • Started • Aborted • Completed

ORACLE

Field Name	Description
Duration	[Display]
	This column displays the duration for which the process was running, or when was the process completed.

5. Select **Cutoff** from the **Process Category** drop-down list.

6. Select the appropriate parameters in the **EOD Client** screen.

7. Click the **Start** button to start the cutoff process.

8. On successful completion of cutoff process, the system displays the message "Category Successfully Completed".

9. Click the **OK** button.

10. Select **End of Day** from the **Process Category** drop-down list.

11. Click the **Start** button to start the EOD process.

12. On successful completion of EOD process, the system displays the message "Category Successfully Completed" and saves the reports in a folder in an appropriate location. For e.g. /home/wasadmin/USGapsSTR1/flexcube/host/runarea/rjsout.

Note: Once this is done, the operator should logout completely out of the system and login again. After the EOD Console is brought up again, the operator must check the process date displayed at the bottom right hand corner of the status bar below. The date should have moved to the next process date.

13. Take POSTEOD Backup for that process date before processing the BOD.

14. Select **Beginning of Day** from the **Process Category** drop-down list.

15. Click the **Start** button to start the EOD process.

16. On successful completion of BOD process, the system displays the message "Category Successfully Completed" and saves the reports in a folder in an appropriate location. For e.g. /home/wasadmin/USGapsSTR1/flexcube/host/runarea/rjsout.

17. Click the **OK** button.

18. Take POSTBOD Backup after executing the BOD.

ORACLE

2.2.1. Customer Information

The customer information reports include those reports that are specific to the customer's dormant status, basic detail changes, combined statements, etc.

- CI002- Welcome Letter for Grouped customers/accounts
- CI025 - Customer Dormant Status Report
- CI111 – Customer National ID/Name Changes Report
- CI112 - COMBINED STATEMENT OF ACCOUNTS
- CI114 - Combined Statement Generation
- CI003 - Advice for Minor Attaining Majority
- CI004 - Advice For Nomination Registration
- CI005 - Invalid Pan No report
- CI006 - Invalid Pan No Advice
- CI506 - Report For Nomination Registration
- CI041 – Customer Type Change Report - Product Transfer Reject
- CI040 - Customer Type Change Report – Consolidated
- CI044 - Summary of Auto Customer Type Advice Generation
- CI042 – Intimation of Customer Type Change Advice – Physical Mode

ORACLE®

CI002- Welcome Letter for Grouped customers/accounts
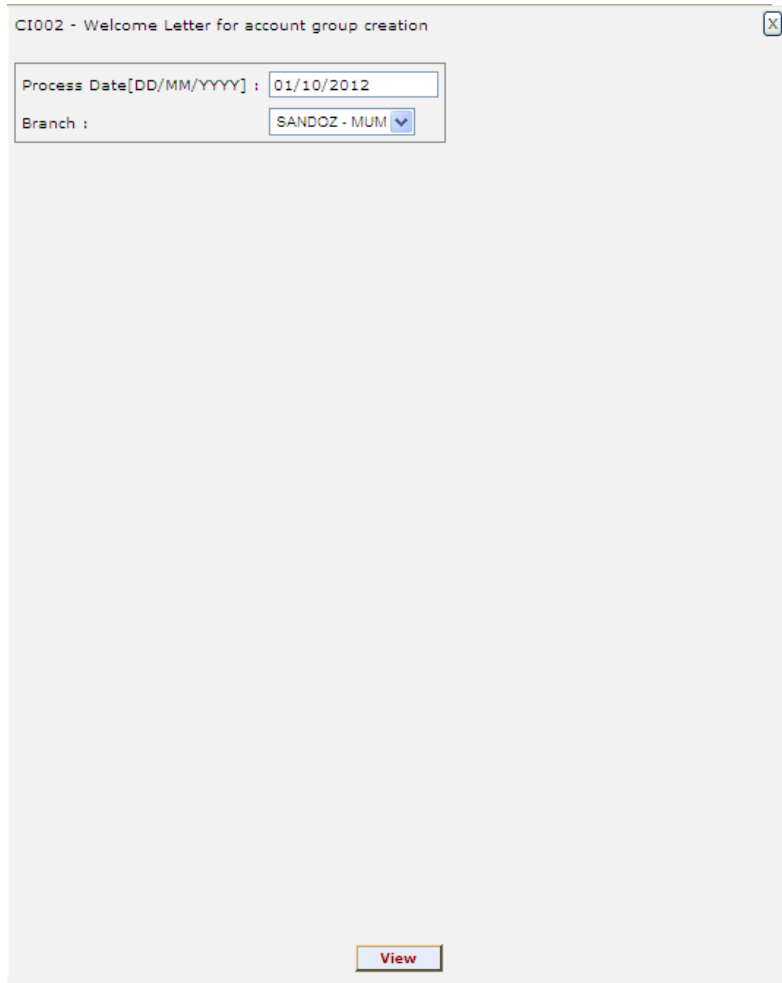
This report gives the welcome letter to the grouped customers account. It provide information about group identification number, primary customer identification number, primary account number, relationship in the account and other accounts forming part of the family account and branch.

Frequency

- Monthly

To view and print the Welcome Letter for Grouped customers/accounts Report

1. Access the **Report Request** (Fast Path: 7775) screen.

2. Select the **Batch Reports** button.

3. Navigate through **Customer Information > Customer Information > CI002- Welcome Letter for Grouped customers/accounts.**

4. The system displays the **CI002 - Welcome Letter for Grouped customers/accounts** screen

ORACLE®

Field Description

Field Name	Description
Process Date[DD/MM/YYYY]	[Mandatory, dd/mm/yyyy] Type the date for which the report is processed. By default, the system displays the current process date.
Branch	[Mandatory, Drop-Down] Select the code of the branch for which the report needs to be viewed from the drop-down list.

5. Enter the appropriate parameters in the **CI002 - Welcome Letter for Grouped customers/accounts** screen.

6. Click the **View** button to view the report.

7. The system displays the **CI002 - Welcome Letter for Grouped customers/accounts** screen.

ORACLE®

CI025 - Customer Dormant Status Report

The accounts which remain without any customer initiated transaction for a stipulated period of time (which can be parameterized) enter into dormancy. Dormant accounts are monitored by the bank/branch to alert the customer to initiate transactions sans which, unclaimed funds may be transferred to the Central bank/Government /Unclaimed GL. A dormant account is activated subsequent to any customer initiated transaction.

This is a report of customer dormant status generated at the end of day. Grouped by customer ID, each column of this report consists of Dormancy Date, Teller ID, Authorizer ID, Customer Name, Customer Status, Product, Account Number, Account Title, Account Open Date, Balance, Last Transaction Date, Officer ID and Account Status.

Frequency

- Monthly (EOD)

To view and print the Customer Dormant Status Report

1. Access the **Report Request** (Fast Path: 7775) screen.

2. Select the **Batch Reports** button.

3. Navigate through **Customer Information > Customer Information > CI025 - Customer Dormant Status Report.**

4. The system displays the **CI025 - Customer Dormant Status Report** screen.

ORACLE

Field Description

Field Name	Description
Process Date[DD/MM/YYYY]	[Mandatory, dd/mm/yyyy] Type the date for which the report is processed. By default, the system displays the current process date.
Branch Code	[Mandatory, Drop-Down] Select the code of the branch for which the report needs to be viewed from the drop-down list.

8. Enter the appropriate parameters in the **CI025 - Customer Dormant Status Report** screen.

9. Click the **View** button to view the report.

10. The system displays the **Customer Dormant Status Report** screen.

ORACLE

```
Bank   : 335 DEMO BANK              F L E X C U B E              Run Date : 26-May-2007
Branch : 999  DEMO             Customer Dormant Status Report    Run Time : 06:52 PM
Op. Id : SYSOPER                    For: 30-Jun-2008             Report No: CI025 /1

Customer ID                    Dormancy Date:                    Teller :
Customer Name                  Customer  Status                  Auth Id:

Product              Account No  Account Title    Acct Open Date   Balance  Last Txn   Officer Id     Account Status

                          ***  No data for this Report ***
```

ORACLE

8. Select the **Print** option from the **File** menu.

9. The system displays the **Print** dialog box.

10. Select the appropriate parameters and click the **OK** button.

ORACLE

CI111 – Customer National ID/Name Changes Report

Customers may approach the branch to change their Name/National ID in the account information. In such cases, bank updates the details in the system and such transactions are authorized with maker and checker concept. These changes get effected online and will be displayed in all the related accounts. An audit trail report lists out the current as well as old values of the data changes.

This is a report of changes effected in the National ID and Name of customers as on date. Each column in this report provides information about Customer ID, Branch, Type of Change, Customer Full Name, Previous National ID/Name, Current National ID/Name, Maker ID and Checker ID.

Frequency

- Daily (EOD)

To view and print the Customer National ID/Name Changes Report

1. Access the **Report Request** (Fast Path: 7775) screen.

2. Select the **Batch Reports** button.

3. Navigate through **Customer Information > Customer Information > CI111 – Customer National ID/Name Changes Report.**

4. The system displays the **CI111 – Customer National ID/Name Changes Report** screen.

```
CI111 - Customer National ID/Name Changes Report                    [X]

Process Date[DD/MM/YYYY] :   13/12/2007

Branch Code              Malang            [v]




                                View
```

ORACLE

Field Description

Field Name	Description
Process Date[DD/MM/YYYY]	[Mandatory, dd/mm/yyyy] Type the date for which the report is processed. By default, the system displays the current process date.
Branch Code	[Mandatory, Drop-Down] Select the code of the branch for which the report needs to be viewed from the drop-down list.

5. Enter the appropriate parameters in the **CI111 – Customer National ID/Name Changes Report** screen.

6. Click the **View** button to view the report.

7. The system displays the **Customer National ID/Name Changes Report** screen.

ORACLE®

```
Bank   :   1    DEMO BANK                        FLEXCUBE                      Run Date :    06-Apr-2009
Branch :   9999 DEMO                   CUSTOMER NATIONAL ID / NAME CHANGES      Run Time :    08:44 PM
Op. Id :   SYSOPER                           For:   31-Dec-2007                 Report No:    CI111/ 1


Customer Id           Branch      Type of Change    Customer Full Name

Previous National Id/Name                                 Current National Id/Name      Maker Id            Checker Id

600187                9999        I/C CHANGE        CHRIS HESTY                                TSASHIDHAR          SSASHIDHAR
318075                                                        318074

                                        *** End of Report ***
```

8. On the **File** menu, click **Print**.

9. The system displays the **Print** dialog box.

10. Select the appropriate parameters and click the **OK** button.

ORACLE

CI112 - COMBINED STATEMENT OF ACCOUNTS

Oracle FLEXCUBE provides a combined statement of customer accounts using the **Combined Statement Plan** (Fast Path: CI162) option. This option enables the bank to maintain instructions for providing a single statement to customers who own multiple accounts. Inclusion of an account in the combined statement can be done in summary as well as detailed mode. However an account cannot be included in more than one statement plan in the same mode.

This is a report of combined statement of accounts generated for the given date. This report provides information on Customer ID, National ID, Customer Short Name, Product Name, Account Number, Account Holders/ Relationship, Branch, Annual Percentage Yield Earned, Interest Earned, **APYE**[2] Calculated From Date, APYE Calculated To Date, Opening Balance, Account Title and Account Description. This report also provides information about Transaction Date, Transaction narration, Transaction Literal, Debit amount, Credit amount, Balance, Personal Credit Line, Currency, Product Name, Account Number and Balance. This report includes credit line details also.

Frequency

- Daily (EOD)

To view and print the COMBINED STATEMENT OF ACCOUNTS Report

1. Access the **Report Request** (Fast Path: 7775) screen.

2. Select the **Batch Reports** button.

3. Navigate through **Customer Information > Customer Information > CI112 - COMBINED STATEMENT OF ACCOUNTS.**

4. The system displays the **CI112 - COMBINED STATEMENT OF ACCOUNTS** screen.

---

[2](Annual Percentage Yield Earned: The formula for APYE : 100 [(1 + Interest/Principal) 365/Days in term) – 1] The Days in Term figure is governed by the Accrual Basis)

ORACLE®

Field Description

Field Name	Description
Process Date[MM/DD/YYYY]	[Mandatory, mm/dd/yyyy] Type the date on which the report is processed. By default, the system displays the current process date.
Branch Code	[Mandatory, Drop-Down] Select the code of the branch for which the report needs to be viewed from the drop-down list.

5. Enter the appropriate parameters in the **CI112 - COMBINED STATEMENT OF ACCOUNTS** screen.

6. Click the **View** button to view the report.

7. The system displays the **COMBINED STATEMENT OF ACCOUNTS Report** screen.

ORACLE

```
                          FINANCIAL SERVICES INC
                        COMBINED STATEMENT OF ACCOUNTS
                        From : 11/1/2009 To :  11/30/2009



Bank   :3350       Demo Bank
Branch :999        Demo

Op. Id :TBALAJI
------------------------------------------------------------------------------------------------------------------
                                                              Page No       : 1
                                                              Short Name  : ParkerJuliya
Customer ID -          600469                                 National ID : 056--4-2-6546

Product Name       : IRA Statement Savings                         Currency : USD
Account            : 99903100000035                                Branch   : 999
Account Holders / :
Relationship

Annual Percentage Yield Earned (APYE)    2.02           Interest Earned       1.84
APYE Calculated From 11/1/2009       To    11/30/2009

Opening Balance   : 1,119.90              Account Title   : ParkerJuliya       Account Description   :
------------------------------------------------------------------------------------------------------------------
Txn.Date    Transaction      Literal           Debit          Credit            Balance      Personal Credit Line
                                                                                         ------(Balance in use)------
   -------------------------------------------------------------------------------------------------
 SUMMARY
              Opening Balance                      0 Debit(s)       1 Credit(s)              Closing Balance
                                                       0.00             1.84                    1,121.74
------------------------------------------------------------------------------------------------------------------

Summary Section
------------------------------------------------------------------------------------------------------------------
Currency            Product Name                        Account Number                     Balance
------------------------------------------------------------------------------------------------------------------

30-Nov-2009  Credit Interes-     CIN
       t Capitalised
USD                IRA Statement Savings                99903100000035


Amount Credit Line          0.00  Credit Line in Use      0.00   Credit Line Availabl               0.00
Finance Charge              0.00  Your Minimum Payment O   0.00   is due by
The Daily Periodic          0.00 %
Rate is
```

ORACLE

8. Select the **Print** option from the **File** menu.

9. The system displays the **Print** dialog box.

10. Select the appropriate parameters and click the **OK** button.

ORACLE®

CI114 - Combined Statement Generation

Oracle FLEXCUBE provides a combined statement of customer accounts using the **Combined Statement Plan** (Fast Path: CI162) option. This option enables the bank to maintain the instructions for providing a single statement to customers who own multiple accounts. Inclusion of an account in the combined statement can be done in summary as well as detailed mode.

This is a combined statement of accounts for a customer generated for a particular period. This report is grouped product wise. This report gives information about Customer Name, Customer Address, National ID, Product Name, Account Number, Account Holders/ Relationship, Opening Balance, Branch ID, Currency, Transaction Date, Transaction Description, Transaction Literal, Debit Reference Amount, Credit Amount and Balance.

Frequency

- Daily (EOD)

To view and print the Combined Statement Generation report

1. Access the **Report Request** (Fast Path: 7775) screen.

2. Select the **Batch Reports** button.

3. Navigate through **Customer Information > Customer Information > CI114 - Combined Statement Generation.**

4. The system displays the **CI114 - Combined Statement Generation** report screen.

ORACLE

Field Description

Field Name	Description
Process Date[MM/DD/YYYY]	[Mandatory, mm/dd/yyyy] Type the date on which the report is processed. By default, the system displays the current process date.
Branch Code	[Mandatory, Drop-Down] Select the code of the branch for which the report needs to be viewed from the drop-down list.

5. Enter the appropriate parameters in the **CI114 - Combined Statement Generation** report screen.

6. Click the **View** button to view the report.

7. The system displays the **Combined Statement Generation** report screen.

ORACLE®

```
                          COMBINED STATEMENT OF ACCOUNTS
                          From : 31-Dec-2007 To : 10-Apr-2008
                                                    Page No    : 1
John Stanly
204-ALIG TOWER                                      National ID : 1234567890
NY
1
1
US
400085
--------------------------------------------------------------------------------
Product Name       : PGS9 SAVING ACCOUNT              Currency : USD
Account            : 000000002394                     Branch   : 9999 DEMO
Account Holders / :
Relationship
Opening Balance    : 0.00
----------------------------------------------Debit----------------------------
Txn.               Transaction      Literal         Reference      Credit              Balance
--------------------------------------------------------------------------------
31-Dec-2007        B/F ...          B/f
08-May-2008        DISBURSEMENT T-  LDX                            200,000.00          200,000.00
                   O CASA.:000000038042
08-May-2008        SC_FXD_NON_AMM-  LDX             150.00                             199,850.00
                   ORT
10-May-2008        CREDIT INTERES-  CIN                            38.22               199,888.22
                   T CAPITALISED
10-May-2008        TAX DEDUCTED     TAX             7.64                               199,880.58
10-May-2008        TAX2 DEDUCTED    TAX             7.64                               199,872.94
12-May-2008        MISCELLANEOUS -  MSD             100.00                             199,772.94
                   CUSTOMER DEBIT
12-May-2008        CREDIT INTERES-  CIN                            726.31              200,499.25
                   T CAPITALISED
12-May-2008        TAX DEDUCTED                     145.26                             200,499.25
12-May-2008        TAX2 DEDUCTED                    145.26                             200,499.25
--------------------------------------------------------------------------------
SUMMARY
          Opening Balance          4 Debit(s)        3 Credit(s)        Closing Balance
          0.00                     265.28            200,764.53         200499.25
--------------------------------------------------------------------------------
Product Name       : DEPOSITO BISNIS BERJANGKA EURO   Currency : EUR
Account            : 000000038034                     Branch   : 9999 DEMO
Account Holders / :
Relationship
--------------------------------------------------------------------------------
Deposit          Principal         Int Rate    Maturity Value   Maturity Date
      Value Date          Certificate No.   Term                        Units
--------------------------------------------------------------------------------
1                5,000.00          13.00       5,108.33         05/20/2008
      03/20/2008          null         2 Months                 500000 units of EUR .01 each
Summary Section
--------------------------------------------------------------------------------
Currency    Product Name                         Account Number            Balance
--------------------------------------------------------------------------------
INR         PGS9 SAVING ACCOUNT                  000000002394              200.499.25
EUR         DEPOSITO BISNIS BERJANGKA EURO       000000038034              5,000.00
```

92

ORACLE

8. Select the **Print** option from the **File** menu.

9. The system displays the **Print** dialog box.

10. Select the appropriate parameters and click the **OK** button.

ORACLE

CI003 - Advice for Minor Attaining Majority

The date of birth of a customer is maintained during customer creation process in the **Customer Addition** (Fast Path: 8053) option. As major customers have additional privileges over their account operation, branch needs to track cases where minor customers turn major.

This report displays the minor customers who have turned major on the previous day.

Frequency

- Daily (EOD)

To view and print the Advice for Minor Attaining Majority

1. Access the **Report Request** (Fast Path: 7775) screen.

2. Select the **Batch Reports** button.

3. Navigate through **Customer Information > Customer Information > CI003 - Advice for Minor Attaining Majority.**

4. The system displays the **CI003 - Advice for Minor Attaining Majority** screen.

Field Description

Field Name	Description
Process Date[DD/MM/YYYY]	[Mandatory, dd/mm/yyyy] Type the date for which the report is processed. By default, the system displays the current process date.

ORACLE

Field Name	Description
Branch Code	[Mandatory, Drop-Down] Select the code of the branch for which the report needs to be viewed from the drop-down list.

5. Enter the appropriate parameters in the **CI003 - Advice for Minor Attaining Majority** screen.

6. Click the **View** button to view the report.

7. The system displays the **Advice for Minor Attaining Majority** screen.

ORACLE

```
Date : 2010-06-30T00:00:00.

To
2ND.LT MINOR3
k,

CALANGUTE-2
GOA IN

Subject : 'Minor' Savings account with HDFC Bank

Dear 2ND.LT MINOR3

Thank you for banking with HDFC Bank.

We observe from our records, that you are the first applicant in the below mentioned savings
account held in capacity of 'Minor'.  Details of the guardian and joint account holders (if
any) are also given below.

Account No.                        : 50100000002228
Under Guardian                     :
                                   :
2nd Applicant(if any)              :
3rd Applicant(if any)              :

Date of birth as per Bank Records  :  31/05/1992
As you have now attained majority (i.e.18 years of age), we request you to convert the above
account from 'Minor to Major status' / Open a new account (in case the minor a/c is a Kid's
Advantage account) by visiting the nearest HDFC Bank branch accompanied by your guardian.

We request you to present the following documents at the Branch to facilitate this conversion:
1. Proof of becoming major like Birth certificate, Passport
2. Two passport size photograph's
3. Photo identity proof like Passport, Pan Card, Election Card
4. Address proof like Ration card
5. Letter addressed to the Branch Manager containing signature , photograph of the 'Minor now
   turned Major' and the revised mode of operation of the account. This letter should be signed
   by the guardian and other applicants (if any).

Assuring you of our best services at all times.

Thanking you

Yours sincerely
```

ORACLE®

8. Select the **Print** option from the **File** menu.

9. The system displays the **Print** dialog box.

10. Select the appropriate parameters and click the **OK** button.

ORACLE®

CI004 - Advice For Nomination Registration

This advice is sent to the customer to confirm the updation of nominee details as per the request. Nominee details updated on the account opening date will not be part of this advice. This advice is generated for the primary customers. The reference number in the advice is a combination of Customer ID and Nominee Maintenance date.

Frequency

- Daily (EOD)

To view and print the Advice for Nomination Registration

1. Access the **Report Request** (Fast Path: 7775) screen.

2. Select the **Batch Reports** button.

3. Navigate through **Customer Information > Customer Information > CI004 - Advice for Nomination Registration.**

4. The system displays the **CI004 - Advice for Nomination Registration** screen.

ORAC

CI004 - Advice for Nomination Registration

Field Description

Field Name	Description
Process Date[DD/MM/YYYY]	[Mandatory, dd/mm/yyyy] Type the date for which the report is processed. By default, the system displays the current process date.
Branch Code	[Mandatory, Drop-Down] Select the branch for which the report needs to be viewed from the drop-down list.

5. Enter the appropriate parameters in the **CI004 - Advice for Nomination Registration** screen.

6. Click the **View** button to view the report.

7. The system displays the **Advice for Nomination Registration** screen.

ORA

Nomination Advice for SDB Accounts

```
Date    :  08/11/2013


TESTCINEW1
TESTCINEW1 A
TESTCINEW1 B
TESTCINEW1 C
HYDERABAD
400101



Dear Customer,

Sub: Nomination Addition Ref No : 50030367/31032020

We confirm having executed your nomination instruction in respect of your below mentioned
locker in favour of the following

Locker Branch Name                          Locker No.   Nominee Name

MAIN BRANCH                                 13           NOMINEECINEW1

Please quote the above Ref. No in all your future correspondence.


Thank you for banking with us.

Regards
HDFC Bank
Assuring you of our best services at all times.


This is a computer generated advice does not require signature.
```

ORACLE®

Nomination Advice for CASA/TD/RD Accounts

```
Date   :  02/02/2011


SAGAR8
A58
84 LAKE VIEW
85 DOWNING STREET
CHENNAI
400080



Dear Customer,

Sub : Your Account No.      : 50100000000630

We confirm having executed your nomination instruction in respect of your
above account in favour of the following.

Name of Nominee     : jdsk

Ref No               : 50000062/01012010

Please quote our Ref. No in all your future correspondence.


Thank you for banking with us.


Yours sincerely,




Authorised Signatory
```

ORACLE®

8. Select the **Print** option from the **File** menu.

9. The system displays the **Print** dialog box.

10. Select the appropriate parameters and click the **OK** button.

CI005 - Invalid Pan No report

This report provides the details of the updates for rejected PAN number through the customer generic upload functionality.

This report gives information about Customer ID, Existing Pan Number, Pan Number, Resultant Tax Rate, Customer Name, Address 1, Address 2, Address 3, City, State, Zip, and Email ID.

Frequency

- Daily (EOD)

To view and print the Invalid Pan No report

1. Access the **Report Request** (Fast Path: 7775) screen.

2. Select the **Batch Reports** button.

3. Navigate through **Customer Information > Customer Information > CI005 - Invalid Pan No report.**

4. The system displays the **CI005 - Invalid Pan No report** screen.

```
CI005 - Invalid Pan No report                                    [X]

Process Date[DD/MM/YYYY] :   31/10/2010
Branch :                     TULSIANI - MUM ▼




                              [ View ]
```

Field Description

Field Name	Description
Process Date[DD/MM/YYYY]	[Mandatory, dd/mm/yyyy] Type the date for which the report is processed. By default, the system displays the current process date.

ORAC

Field Name	Description
Branch Code	[Mandatory, Drop-Down] Select the branch for which the report needs to be viewed from the drop-down list.

5. Enter the appropriate parameters in the **CI005 - Invalid Pan No report** screen.

6. Click the **View** button to view the report.

7. The system displays the **Invalid Pan No report** screen.

ORAC

CI005 - Invalid Pan No report

```
--------------------------------------------------------------------------------------------------------------------------------
Bank   :240  DEMO BANK                              F L E X C U B E                       Run Date  : 09
Branch :560  DEMO CLEARING BRANCH                   Invalid PAN No. List                  Run Time  : 7:02 PM
Op. Id :SYSOPER                                     For 31-Mar-2010                       Report No : CI005/ 1
--------------------------------------------------------------------------------------------------------------------------------

--------------------------------------------------------------------------------------------------------------------------------
Customer Id  Exist PAN No. PAN number  Resultant Tax rate  Customer Name  Address 1  Address 2        Address 3         City      State        Zip       Email ID
--------------------------------------------------------------------------------------------------------------------------------
 50000001                              10.00               N              N                                             CALICUT   KERALA       8569546   XYZ@gmail.com

 50000003  AGKJL7689P                  10.00               NITHYA1        A1         27 LAKE VIEW     28 DOWNING STREET  CHENNAI   TAMIL NADU   400023

 50000004                              10.00               NITHYA2        bandra     worli sea link  30 DOWNING STREET  CHENNAI   TAMIL NADU   400024

 50000004                              10.00               NITHYA2        bandra     worli sea link  30 DOWNING STREET  CHENNAI   TAMIL NADU   400024

 50000008                              10.00               NITHYA6        A6         32 LAKE VIEW     33 DOWNING STREET  CHENNAI   TAMIL NADU   400028

 50000009                              10.00               NITHYA7        A7         33 LAKE VIEW     34 DOWNING STREET  CHENNAI   TAMIL NADU   400029

 50000009                              10.00               NITHYA7        A7         33 LAKE VIEW     34 DOWNING STREET  CHENNAI   TAMIL NADU   400029

 50000010                              10.00               NITHYA9        A9         35 LAKE VIEW     36 DOWNING STREET  CHENNAI   TAMIL NADU   400031

 50000010                              10.00               NITHYA9        A9         35 LAKE VIEW     36 DOWNING STREET  CHENNAI   TAMIL NADU   400031
--------------------------------------------------------------------------------------------------------------------------------

Bank   :240  DEMO BANK
Branch :560  DEMO CLEARING BRANCH
Op. Id :SYSOPER
--------------------------------------------------------------------------------------------------------------------------------

--------------------------------------------------------------------------------------------------------------------------------
Customer Id  Exist PAN No. PAN number  Resultant Tax rate  Customer Name  Address 1  Address 2        Address 3         City      State        Zip       Email ID
--------------------------------------------------------------------------------------------------------------------------------
 50000053  AGKJL7689P                  10.00               SHYAM24        A49        75 LAKE VIEW     76 DOWNING STREET  CHENNAI   TAMIL NADU   400071

 50000249                              10.00               EOD            ORACLE                                        MUMBAI    MAHARASHTRA  54545     jitu.jij@oracle.com
--------------------------------------------------------------------------------------------------------------------------------


                                                   * * *  End Of Report  *
```

ORACLE®

8. Select the **Print** option from the **File** menu.

9. The system displays the **Print** dialog box.

10. Select the appropriate parameters and click the **OK** button.
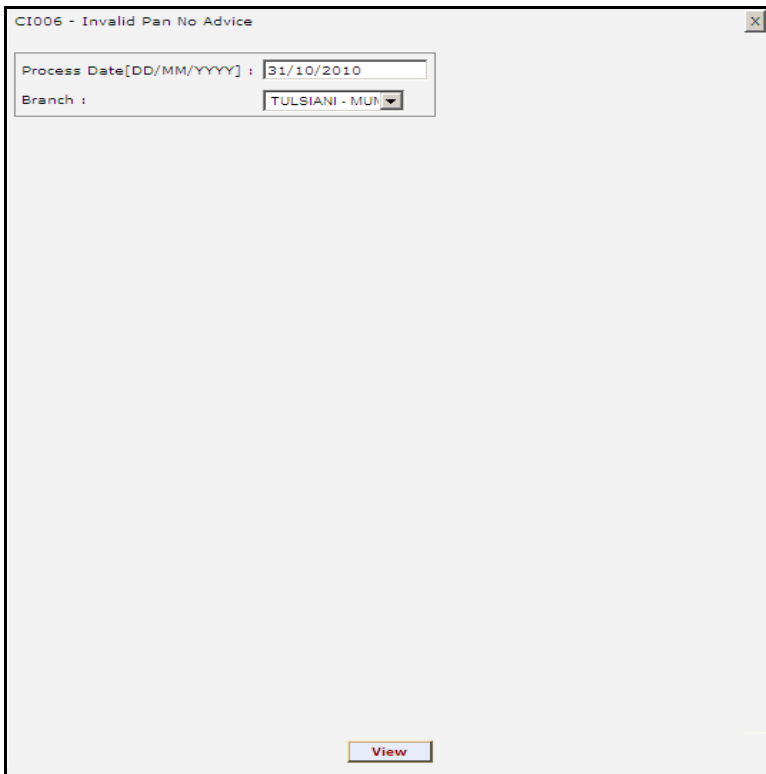
ORACLE®

CI006 - Invalid Pan No Advice

This advice provides the details of the PAN number updates through the customer generic upload or through the Bulk Account Opening (BAO) route. This advice is sent to the customer, if the PAN number details submitted are invalid.

Frequency

- Daily (EOD)

To view and print the Invalid Pan No Advice

1. Access the **Report Request** (Fast Path: 7775) screen.

2. Select the **Batch Reports** button.

3. Navigate through **Customer Information > Customer Information > CI006 - Invalid Pan No Advice.**

4. The system displays the **CI006 - Invalid Pan No Advice** screen.

```
CI006 - Invalid Pan No Advice                              X

Process Date[DD/MM/YYYY] :  31/10/2010
Branch :                   TULSIANI - MUM ▼




                          [  View  ]
```

Field Description

Field Name	Description
Process Date[DD/MM/YYYY]	[Mandatory, dd/mm/yyyy] Type the date for which the report is processed. By default, the system displays the current process date.

ORACLE

Field Name	Description
Branch Code	[Mandatory, Drop-Down] Select the branch for which the report needs to be viewed from the drop-down list.

5. Enter the appropriate parameters in the **CI006 - Invalid Pan No Advice** screen.

6. Click the **View** button to view the report.

7. The system displays the **Invalid Pan No Advice** screen.

ORACLE®

Date: 31/03/2010

MR. NITHYA1
A1
27 LAKE VIEW
27 LAKE VIEW
CHENNAI 400023
TAMIL NADU IN

                    Subject: PAN number updation on our records

Dear Customer,

This is in reference to the PAN (9AB523B47H) submitted by you for updation on
our records.

We would like to inform you that the PAN submitted by you has been found to be invalid
& hence cannot be updated on our records. You are requested to visit your nearest HDFC
branch for submission of your PAN.

As per present Income Tax rules, the absence of PAN may result in inability by the bank
to mark a tax waiver against your deposits, or result in a higher TDS rate or in non
availability of TDS credit to you by Income tax authorities while filing your returns.
We hence urge you get your PAN updated with the bank at the earliest.

We thank you for banking with bank.

Regards,

This is a Computer Generated Advice and does not require a signature.

ORACLE®

8. Select the **Print** option from the **File** menu.

9. The system displays the **Print** dialog box.

10. Select the appropriate parameters and click the **OK** button.

ORACLE®

CI506 - Report for Nomination Registration

This report provides the nomination details changed (modified/deleted) on the previous day. The log is created whenever the nominee details are changed. The report indicates if there is any modification or deletion to the nomination.
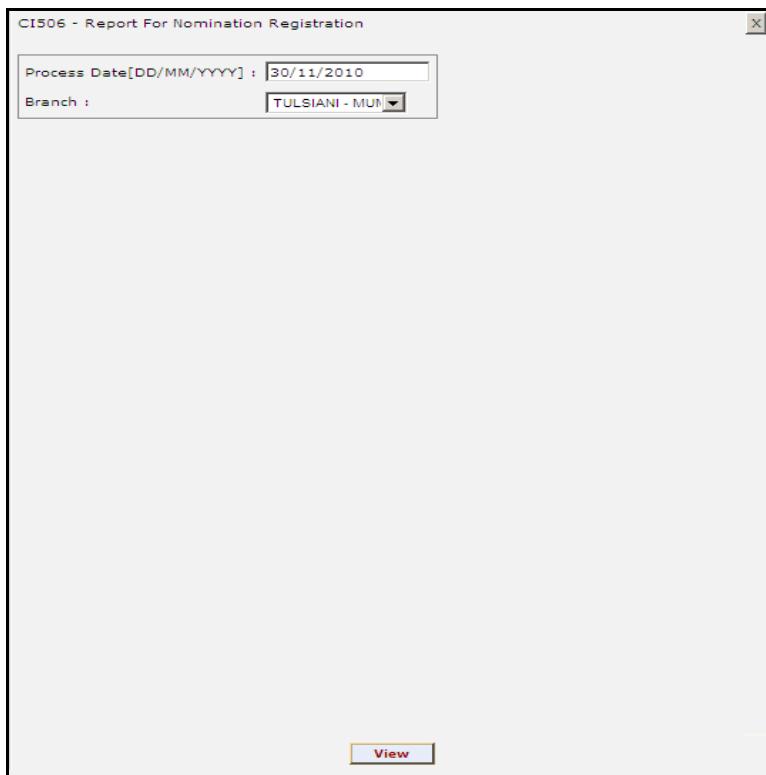
This report provides information on Account Number, Customer ID, Customer Name, Nominee Name, Date, Inputter, Authorizer, Action.

Frequency

- Daily (EOD)

To view and print the report For Nomination Registration

1. Access the **Report Request** (Fast Path: 7775) screen.

2. Select the **Batch Reports** button.

3. Navigate through **Customer Information > Customer Information > CI506 - Report For Nomination Registration.**

4. The system displays the **CI506 - Report For Nomination Registration** screen.

ORACLE

Field Description

Field Name	Description
Process Date[DD/MM/YYYY]	[Mandatory, dd/mm/yyyy] Type the date for which the report is processed. By default, the system displays the current process date.
Branch Code	[Mandatory, Drop-Down] Select the branch for which the report needs to be viewed from the drop-down list.

5. Enter the appropriate parameters in the **CI506 - Report For Nomination Registration**.

6. Click the **View** button to view the report.

7. The system displays the **Report For Nomination Registration** screen.

ORACLE

```
Bank   : 240  DEMO BANK                          FLEXCUBE                    Run Date : 02    -FEB-2011
Branch : 560  DEMO                    Nomination Name Modification Register   Run Time : 7:08 PM
Op. Id : SYSOPER                             For : 01   -Jan-2010                 Report No: CI506/1
-----------------------------------------------------------------------------------------------------

Account No        Customer   Customer Name   Nominee Name       Date      Inputter   Authorizer  Action
                  ID
-----------------------------------------------------------------------------------------------------

50100000000630    50000062   SAGAR8          jdsk            01/01/2010  TSASI      SSASI       MODIFICATION


-----------------------------------------------------------------------------------------------------
                                      * * *  End Of Report  * * *
```

113

ORACLE®

8. Select the **Print** option from the **File** menu.

9. The system displays the **Print** dialog box.

10. Select the appropriate parameters and click the **OK** button.

ORAC

CI600 - Customer Deactivated Report

This report lists all the deactivated customers as on the report date like Customers with NO accounts linked to it, Customers with CLOSED Accounts linked to it, and Customers with OPEN TD Accounts but no deposit under it. This report   provides all the details of the customer including Customer ID, Full Name, Ethnic Code Marital Status, Addresses (1 to 3), City, State, Zip, and Category of Classification.

Frequency

- Daily (EOD)

To view and print the Customer Deactivated Report

1. Access the **Report Request** (Fast Path: 7775) screen.

2. Select the **Batch Reports** button.

3. Navigate through **Customer Information > Customer Information > CI600 - Customer Deactivated Report.**

4. The system displays the **CI600 - Customer Deactivated Report** screen.

ORAC

Field Description

Field Name	Description
Process Date[DD/MM/YYYY]	[Mandatory, dd/mm/yyyy] Type the date for which the report is processed. By default, the system displays the current process date.
Branch Code	[Mandatory, Drop-Down] Select the code of the branch for which the report needs to be viewed from the drop-down list.

5. Enter the appropriate parameters in the **CI600 - Customer Deactivated Report** screen.

6. Click the **View** button to view the report.

7. The system displays the **Customer Deactivated Report** screen.

ORACLE

CI600 - Customer Deactivated Report

```
Bank    : 240    DEMO BANK LTD                         FLEXCUBE                              Run Date : 26-SEP-2011
Branch  : 560    MUMBAI - CLEARING BRANCH        Customer Deactivated Report                 Run Time : 10:51 AM
Op. Id  : SYSOPER                                    For 20-Feb-2011                          Report No: CI600/1
-------------------------------------------------------------------------------------------------------------------
Customer Id Full Name          Ethnic Code Marital Status Address1    Address2      Address3     City        State              Zip         Category of Classification
-------------------------------------------------------------------------------------------------------------------
50001603   JUMANGI.JR                      Single         A3          Jeffa STREET  Tumdi NAGAR  VIJAYAWADA  ANDHRA PRADESH     400023      B
50001618   MINOR CUSTOMER                                 asdhj                                  MUMBAI      MAHARASHTRA        400001      B
50001623   H11                                            h           h             h            HALDIA      ARUNACHAL PRADESH  7687        B
50001657   CLOSE AUTOCASA23                Single         A23         XYZ Street    Tumdi NAGAR  VIJAYAWADA  ANDHRA PRADESH     400023      A
50001669   JUMANGI.JR                      Single         A3          Jeffa STREET  Tumdi NAGAR  VIJAYAWADA  ANDHRA PRADESH     400023      B
50001670   JEFFA UL ULOOM                  Single         A4          Jeffa STREET  Tumdi NAGAR  VIJAYAWADA  ANDHRA PRADESH     400023      B
50001671   RESHU SREE                      Single         A5          Jeffa STREET  Tumdi NAGAR  VIJAYAWADA  ANDHRA PRADESH     400023      B
50001672   MC'DONALD                       Single         A2          Jeffa STREET  Tumdi NAGAR  VIJAYAWADA  ANDHRA PRADESH     400023      B
50001820   PRATHAMESH PATIL    !@#         Single         sadan chs   neharu chowk  mulund west  MUMBAI      MAHARASHTRA        454599879   B
50001821   SHIVANI3            g1          Single         SH3         A STREET      Tumdi NAGAR  VIJAYAWADA  ANDHRA PRADESH     400023      B
50001822   PANKAJ PAWAR        !@#         Single         ADD 1       ADD 2         ADD 3        MUKKUDAL    MADHYA PRADESH     96544       B
50001825   SATISH GANGULA      !@#                        add abcd    road 1211     thane east   MUMBAI      MAHARASHTRA        5245689     B
50001826   SHIVANI6            g1          Single         SH6         A STREET      Tumdi NAGAR  VIJAYAWADA  ANDHRA PRADESH     400023      B
50001828   SHIVANI7            g1          Single         SH7         A STREET      Tumdi NAGAR  VIJAYAWADA  ANDHRA PRADESH     400023      B
50001831   SHIVANI8            g1          Single         SH8         A STREET      Tumdi NAGAR  VIJAYAWADA  ANDHRA PRADESH     400023      B
50001833   SHIVANI9            78          Single         SH9         A STREET      Tumdi NAGAR  VIJAYAWADA  ANDHRA PRADESH     400023      B
50001834   FTHAMESH            0           Single         HJGHJKH     JABALPUR      ANDAMAN AND NICOBAR      ANDAMAN AND NICOBAR            A
```

117

8. Select the **Print** option from the **File** menu.

9. The system displays the **Print** dialog box.

10. Select the appropriate parameters and click the **OK** button.

ORAC

CI041 - Customer Type Change Report - Product Transfer Reject

This report will contain only the records where product transfer has not been affected in current days BOD. The report will contain the records for which the product code has not been updated in TD Payout Instruction, Standing Instruction or Sweep Out Instruction.

Frequency

- Daily (EOD)

To view and print the Customer Type Change Report - Product Transfer Reject

1. Access the **Report Request** (Fast Path: 7775) screen.

2. Select the **Batch Reports** button.

3. Navigate through **Customer Information > CI041 - Customer Type Change Report - Product Transfer Reject.**

4. The system displays the **CI041 - Customer Type Change Report - Product Transfer Reject** report screen.

5. Enter the appropriate parameters in the **CI041 - Customer Type Change Report - Product Transfer Reject** report screen.

6. Click the **View** button to view the report.

7. The system displays the **CI041 - Customer Type Change Report - Product Transfer Reject** report screen.

ORAC

```
Bank   : 240  HDFC BANK LTD

Branch : 560  MUMBAI - MAHARASHTRA
User Id: SYSOPER
```

Cust ID	Cust Name	Brn Code	Old Cust Categ Code	New Cust Categ Code	Old TDS Code	New TDS Code
3644658	CHAYA M AGRAWAL	160	E	C	201	201
3644658	CHAYA M AGRAWAL	160	E	C	201	201
3644658	CHAYA M AGRAWAL	160	E	C	201	201
3644658	CHAYA M AGRAWAL	160	E	C	201	201
3644658	CHAYA M AGRAWAL	160	E	C	201	201
3644658	CHAYA M AGRAWAL	160	E	C	201	201
3644658	CHAYA M AGRAWAL	160	E	C	201	201
22378802	URVASHI ENTERPRISES	160	E	C	201	201
22378802	URVASHI ENTERPRISES	160	E	C	201	201
22378802	URVASHI ENTERPRISES	160	E	C	201	201
22378802	URVASHI ENTERPRISES	160	E	C	201	201
22378802	URVASHI ENTERPRISES	160	E	C	201	201
22378802	URVASHI ENTERPRISES	160	E	C	201	201
22378802	URVASHI ENTERPRISES	160	E	C	201	201
22378802	URVASHI ENTERPRISES	160	E	C	201	201

ORACLE®

The report will contain below mentioned fields:

Cust Id

Cust name

Brn Code

Old Cust Categ Code

New Cust Categ Code

Old TDS Code

New TDS Code

Account No

Modification Type

Old Prod Code

Old Prod Name

New Prod Code

New Prod Name

Deposit No

Instruction No

New Prod Code

Non-Updation Reason

8. Select the **Print** option from the **File** menu.
9. The system displays the **Print** dialog box.
10. Select the appropriate parameters and click the **OK** button..

ORAC

CI040 - Customer Type Change Report - Consolidated

This report provides list of all customers for whom customer type is changed in current days BOD. The records in this report will be sorted in ascending order of customer id and grouped based on customer home branch. Multiple records will appear for the same customer id based on the number of accounts under the customer for which modifications for TD Payout/CASA sweep out/CASA SI has been performed.

Frequency

- Daily (EOD)

To view and print the Customer Type Change Report - Consolidated

1. Access the **Report Request** (Fast Path: 7775) screen.

2. Select the **Batch Reports** button.

3. Navigate through **Customer Information > CI040 - Customer Type Change Report - Consolidated.**

4. The system displays the **CI040 - Customer Type Change Report - Consolidated** report screen.

5. Enter the appropriate parameters in the **CI040 - Customer Type Change Report - Consolidated** report screen.

6. Click the **View** button to view the report.

7. The system displays the **CI040 - Customer Type Change Report - Consolidated** report screen.

ORAC

```
_____

Bank  : 240  HDFC BANK LTD

Branch : 560  MUMBAI - MAHARASHTRA
User Id: SYSOPER
_____

Cust ID      Cust Name                    Brn Code   Old Cust Categ Code   New Cust Categ Code   Old TDS Code   New TDS Code   Account


4173745      JIGNA ENTERPRISE             160        E                     E                     201            201

4967069      SHAMJI L BHANUSHALI          160        E                     E                     201            201

23619273     PITAMBAR U JHA               160        I                     Z                     201            209

41150801     PURNIMA                      160        E                     E                     201            201

41273886     HI TECH TYRE RETREADERS      160        E                     E                     201            201

41950075     NIDHI MARKETING              160        E                     E                     201            201

42485094     CHAMUNDA SECURITY SERVICES   160        E                     E                     201            201


44738471     NANA DAGAJI PATIL            173        I                     Z                     201            209


50004754     VENKATESWARA REDDY B         2438       E                     E                     201            201
_____
```

ORACLE®

The report includes below mentioned fields:

- Cust Id
- Cust name
- Brn Code
- Old Cust Categ Code
- New Cust Catge Code
- Old TDS Code
- New TDS Code
- Account No
- Modification Type
- Old Prod Code
- Old Prod Name
- New Prod Code
- New Prod Name
- Deposit No
- Instruction No
- New Prod Code
- Non-Updation Reason

8. Select the **Print** option from the **File** menu.
9. The system displays the **Print** dialog box.
10. Select the appropriate parameters and click the **OK** button.

ORAC

CI044 - Summary of Auto Customer Type Advice Generation

A Summary report will be required for advices generated by system as part of email and physical pool.

Frequency

- Daily (EOD)

To view and print the Summary of Auto Customer Type Advice Generation - Physical and Email

1. Access the **Report Request** (Fast Path: 7775) screen.

2. Select the **Batch Reports** button.

3. Navigate through **Customer Information > CI044 - Summary of Auto Customer Type Advice Generation - Physical and Email.**

4. The system displays the **CI044 - Summary of Auto Customer Type Advice Generation - Physical and Email** report screen.

5. Enter the appropriate parameters in the **CI044 - Summary of Auto Customer Type Advice Generation - Physical and Email** report screen.

6. Click the **View** button to view the report.

7. The system displays the **CI044 - Summary of Auto Customer Type Advice Generation - Physical and Email** report screen.

ORAC

```
                                      FLEXCUBE
Bank  : 240  HDFC BANK LTD                                    Run Date  : 11-Mar-2013
                          Summary of Auto Customer Type Advice Generation
Branch : 240  MAIN BRANCH                                     Run Time  : 19:45
User Id: SYSOPER                      For :30-Nov-2014           Report No. : CI044/1
```

Process Date	File Name of Physical Advices	Number of Physical Advices	File Name of E-mail Advices	Number of E-mail Advices
30-Nov-2014	CI042_GFG.txt	1		
30-Nov-2014	CI042_OTH.txt	2		
Total		3		0

*** End of report ***

126

ORACLE®

The report includes mentioned fields:

- Process Date
- File Name of Physical Advices
- Number of Physical Advices
- File Name of E-mail Advices
- Number of E-mail Advices

8. Select the **Print** option from the **File** menu.
9. The system displays the **Print** dialog box.
10. Select the appropriate parameters and click the **OK** button.

ORAC

CI042 - Intimation of Customer Type Change Advice - Physical Mode

This advice will be generated based on the lead days parameterized in Eligibility Criteria Maintenance for intimating the customer of customer type change. The customer will be eligible for physical advice if the dispatch mode in Customer Master is Mail. Multiple files will be generated based on File type extension specified in customer group master.

Frequency

- Daily (EOD)

To view and print the Intimation of Customer Type Change Advice - Physical Mode

1. Access the **Report Request** (Fast Path: 7775) screen.

2. Select the **Batch Reports** button.

3. Navigate through **Customer Information > CI042 - Intimation of Customer Type Change Advice - Physical Mode.**

4. The system displays the **CI042 - Intimation of Customer Type Change Advice - Physical Mode** report screen.

5. Enter the appropriate parameters in the **CI042 - Intimation of Customer Type Change Advice - Physical Mode** report screen.

6. Click the **View** button to view the report.

7. The system displays the **CI042 - Intimation of Customer Type Change Advice - Physical Mode** report screen

ORAC

Date: 30-Nov-2014

To
BINDU NAIR
DFSDHH
UHUII
GG
MUMBAI - 0102311
GUJARAT
Andora
240

Subject: Availing of Senior Citizen Benefits

Dear BINDU NAIR

Thank you for banking with HDFC Bank.

We observe from our records, that you would soon be turning 60 years, which will help you to avail a host of benefits applicable for senior citizen like:

A. Higher Fixed Deposit interest rate for any new Fixed Deposit booked/ renewed.
B. Upgrade the existing Savings account to Senior Citizen savings account. For this you are required to visit the nearest branch to sign up for this facility/ understand the benefits of the senior citizen account.

The above facilities will be applicable only to accounts in which you are the primary applicant.
To enable us to provide the above facilities, kindly submit any one of the following documents at the nearest branch for your Date of Birth proof:

1. PAN Card
2. Passport
3. Driving Licence
4. Birth Certificate issued by competent authority
5. LIC Policy
6. Voter's ID's proof

Assuring you of our best services at all times.

This is a Computer Generated Advice and does not require a signature.

ORACLE®

8. Select the **Print** option from the **File** menu.
9. The system displays the **Print** dialog box.
10. Select the appropriate parameters and click the **OK** button.

ORAC

CI100 - Email Statement Registration Deregistration Report

The report will be generated daily listing the customers who have registered or deregistered for statement through E-mail facility in the current process date. It provides all the details of customers for whom the "Channel for Statement" field in Customer Master (FP: CIM09) is modified during the day. The report contains customer records that have been updated through net banking or front-end screen or upload.

The report has following parameters mentioned below:

- Customer ID
- Customer Name
- Email ID
- Old Channel for Statement
- New Channel for Statement
- Channel
- Maker ID
- Maker Branch Code
- Maker Date
- Maker Time
- Checker ID
- Checker Branch Code
- Checker Date
- Checker Time
- Ethnic Code Description

Frequency

- Daily (EOD)

To view and print the Email Registration Deregistration Report

1. Access the **Report Request** (Fast Path: 7775) screen.
2. Select the **Batch Reports** button.
3. Navigate through **Customer Information> CI100 - Email Registration Deregistration Report**
4. The system displays the **CI100 - Email Registration Deregistration Report** screen.
5. Enter the appropriate parameters in the **CI100 - Email Registration Deregistration** screen.
6. Click the **View** button to view the report.
7. The system displays the **CI100 - Email Registration Deregistration Report** screen.

ORAC

```
Total No Of Records : 29
Customer ID~Customer Name~Email-ID~Old Channel for Statement~New Channel for Statement~Channel~Maker ID~Maker Branch Code~Maker Date~Maker Time~Checker
ID~Checker Branch Code~Checker Date~Checker Time~Ethnic Code Description
50028617~MONISHD~alfashu@gmail.com~E-Mail~Mail~Upload~TAUTO2~240~03-SEP-2013~14:46:25~TAUTO2~240~03-SEP-13~03-SEP-2013~14:46:25~59 - REGULAR
50030149~TC 2P24 II~kumara.swamy@oracle.com~Mail~E-Mail~Upload~TAUTO3~240~03-SEP-2013~15:00:38~SAUTO3~240~03-SEP-13~03-SEP-2013~15:00:38~59 - REGULAR
50028566~QWWD~ssmm@gmail.com~E-Mail~Mail~Upload~TAUTO3~240~03-SEP-2013~15:15:01~SAUTO3~240~03-SEP-13~03-SEP-2013~15:15:01~59 - REGULAR
50028549~ASHDASJK~s.mahajan@orac.com~E-Mail~Mail~Upload~TAUTO3~240~03-SEP-2013~15:15:01~SAUTO3~240~03-SEP-13~03-SEP-2013~15:15:01~59 - REGULAR
50028707~RINKI~CUSTOMER1@CUSTOMER1.COM~Mail~E-Mail~Upload~TAUTO3~240~03-SEP-2013~16:53:49~SAUTO3~240~03-SEP-13~03-SEP-2013~16:53:49~0 - OTHER
50028565~ASDASD~TC4.1@GMAIL.COM~Mail~E-Mail~CIM09~TAUTO3~240~03-SEP-2013~16:53:55~SAUTO3~240~03-SEP-13~03-SEP-2013~16:54:16~9 - NR Others
50028529~ANANTHA BHAKTHA~KKK@OR.COM~E-Mail~Mail~Upload~TAUTO3~240~03-SEP-2013~17:11:12~SAUTO3~240~03-SEP-13~03-SEP-2013~17:11:12~SD1 - Imperia
50028529~ANANTHA BHAKTHA~HEELOG@GMAIL.COM~Mail~E-Mail~CIM09~TAUTO3~240~03-SEP-2013~17:10:21~SAUTO3~240~03-SEP-13~03-SEP-2013~17:11:20~SD1 - Imperia
50028529~ANANTHA BHAKTHA~KKK@OR.COM~Mail~E-Mail~CIM09~TAUTO3~240~03-SEP-2013~17:15:05~SAUTO3~240~03-SEP-13~03-SEP-2013~17:15:25~SD1 - Imperia
50028538~RESHMA~KKK@OR.COM~E-Mail~Mail~Upload~TAUTO3~240~03-SEP-2013~17:17:19~SAUTO3~240~03-SEP-13~03-SEP-2013~17:17:19~0 - OTHER
50028538~RESHMA~karvind.natarajan@oracle.com~Mail~E-Mail~CIM09~TAUTO3~240~03-SEP-2013~17:17:17~SAUTO3~240~03-SEP-13~03-SEP-2013~17:17:35~0 - OTHER
50028538~RESHMA~KKK@OR.COM~Mail~E-Mail~CIM09~TAUTO3~240~03-SEP-2013~17:20:05~SAUTO3~240~03-SEP-13~03-SEP-2013~17:20:27~0 - OTHER
50003370~WBOBOAC714 SHORTNAME~KKK@OR.COM~E-Mail~Mail~Upload~TAUTO3~240~03-SEP-2013~17:24:26~SAUTO3~240~03-SEP-13~03-SEP-2013~17:24:26~0 - OTHER
50003370~WBOBOAC714 SHORTNAME~wbo_settl_payments@yahoo.com~Mail~E-Mail~CIM09~TAUTO3~240~03-SEP-2013~17:24:39~SAUTO3~240~03-SEP-13~03-SEP-2013~17:24:56~0 -
OTHER
50003370~WBOBOAC714 SHORTNAME~KKK@OR.COM~Mail~E-Mail~CIM09~TAUTO3~240~03-SEP-2013~17:27:24~SAUTO3~240~03-SEP-13~03-SEP-2013~17:27:40~0 - OTHER
50005738~SANDHYC143 SHORTNAME~payments@ebay.com~Mail~E-Mail~CIM09~TAUTO3~240~03-SEP-2013~17:39:44~SAUTO3~240~03-SEP-13~03-SEP-2013~17:40:00~0 - OTHER
50019140~FSTAUTUSER17204~789asdfghjklpoiuytrewqasdfghjkloiujas@o.co~Mail~E-Mail~Upload~TAUTO3~240~04-SEP-2013~10:14:25~SAUTO3~240~04-SEP-13~04-SEP-
2013~10:14:25~0 - OTHER
50018041~FSTAUTUSER16041~RR-RR@GMAIL.COM~Mail~E-Mail~Upload~TAUTO3~240~04-SEP-2013~10:14:40~SAUTO3~240~04-SEP-13~04-SEP-2013~10:14:40~0 - OTHER
50018040~FSTAUTUSER16040~RR-RR@GMAIL.CO.IN~Mail~E-Mail~Upload~TAUTO3~240~04-SEP-2013~10:14:40~SAUTO3~240~04-SEP-13~04-SEP-2013~10:14:40~0 - OTHER
50018042~FSTAUTUSER16042~RR-RR@GMAIL.CO.IN~Mail~E-Mail~Upload~TAUTO3~240~04-SEP-2013~10:14:40~SAUTO3~240~04-SEP-13~04-SEP-2013~10:14:40~0 - OTHER
50018915~FSTAUTUSER16977~kk_gg@ksg.con~Mail~E-Mail~Upload~TAUTO3~240~04-SEP-2013~10:14:40~SAUTO3~240~04-SEP-13~04-SEP-2013~10:14:40~0 - OTHER
50017815~FSTAUTUSER15814~RR-RR@GMAIL.COM~Mail~E-Mail~Upload~TAUTO3~240~04-SEP-2013~10:14:40~SAUTO3~240~04-SEP-13~04-SEP-2013~10:14:40~0 - OTHER
50000822~SD~sk.mahajan@oracle.com~Mail~E-Mail~CIM09~TAUTO3~240~04-SEP-2013~11:56:27~SAUTO3~240~04-SEP-13~04-SEP-2013~11:56:46~
50029261~TEST57~test55@oracle.com~Mail~E-Mail~Upload~TAUTO3~240~04-SEP-2013~13:45:23~SAUTO3~240~04-SEP-13~04-SEP-2013~13:45:23~0 - OTHER
50019027~FSTAUTUSER17090~CUSTOMER9@CUSTOMER9.COM~E-Mail~Mail~Upload~TAUTO3~240~04-SEP-2013~13:45:23~SAUTO3~240~04-SEP-13~04-SEP-2013~13:45:23~0 - OTHER
50029101~TAO~CUSTOMER8@CUSTOMER8.COM~Mail~E-Mail~Upload~TAUTO3~240~04-SEP-2013~13:45:23~SAUTO3~240~04-SEP-13~04-SEP-2013~13:45:23~0 - OTHER
50029642~SHORT NAME~kapil.gandhi@oracle.com~Mail~E-Mail~Upload~TAUTO3~240~04-SEP-2013~13:45:23~SAUTO3~240~04-SEP-13~04-SEP-2013~13:45:23~0 - OTHER
50018091~FSTAUTUSER16151~kapil.gandhi@ofcrmail.com~E-Mail~Mail~Upload~TAUTO3~240~04-SEP-2013~13:45:23~SAUTO3~240~04-SEP-13~04-SEP-2013~13:45:23~0 - OTHER
50028558~ASDASD~ASDAS@DFSD.COM~Mail~E-Mail~Upload~TAUTO3~240~04-SEP-2013~13:45:23~SAUTO3~240~04-SEP-13~04-SEP-2013~13:45:23~DIN - DDDDDDDDDDDDDDDDDDDD

End of Report
```

132

8. On the **File** menu, click **Print**.

9. The system displays the **Print** dialog box.

10. Select the appropriate parameters and click the **OK** button.